

SNOHOMISH COUNTY 911 BOARD OF DIRECTORS
BOARD MEETING AGENDA
April 17, 2025 at 8:30 a.m.
Web Conference – Join Zoom Meeting

<https://us02web.zoom.us/j/87604453850?pwd=7dLnZJv2D0E0HwDi4QluD5CEQubofA.1>

Webinar ID: 876 0445 3850

Passcode: 144950

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 March 20, 2025 Regular Board Meeting 3
 - B. March 2025 Blanket Voucher & Payroll Approval Form:
 - i. Checks 1085-1095 19996-20113 & 2004 for a total of \$8,598,052.36
 - ii. Payroll Direct Deposit, in the amount of \$1,362,298.18
 - iii. APF – Copiers NW Future Facility Contract 7
5. **Executive Session (if needed)**
6. **Old Business**
 - A. ILA Update (Status) 13
7. **New Business**
 - A. Sky Valley Fire & King County Fire District 50 Consolidation 14
 - B. APF – Disposal of Old Dispatch Consoles..... 16
 - C. APF – Future Facility Janitorial Services Contract..... 17
 - D. APF – Future Facility Food & Beverage Contract..... 18
 - E. APF – Annual Report 21
8. **Reports**
 - A. Agency Report..... 36
 - B. New Facility Project Update..... 41

C.	Radio Replacement Project (RRP)	45
D.	Police TAC	48
E.	Fire TAC	50
9.	Committee Reports	
A.	Finance Committee	53
B.	Personnel Committee (no April meeting)	
C.	Future Facility Committee (no April meeting)	
D.	EMS Joint Task Force	
E.	Public Safety Technology Committee	55
F.	County EESCS (E911) Committee (no meeting)	
G.	County ECSF Program Advisory Board (Scheduled April 21, 2025)	
10.	Good of the Order	
11.	Adjourn - The next meeting is scheduled for May 15, 2025	

SNOHOMISH COUNTY 911 BOARD of DIRECTORS MEETING

Zoom Meeting March 20, 2025

Board Members & Management in Attendance	☒ Jon Nehring-President	Marysville	☐ Patrick Decker	Lynnwood
	☐ Dave DeMarco	Everett Fire	☐ Jonathan Ventura	Arlington Police
	☐ Ryan Lundquist	SRFR	☐ Dale Kaemingk	Brier
	☒ Michael Fearnough	South County Fire	☐ Tom Jordal	Mukilteo
	☐ Don Waller	Marysville Fire	☐ Jordan Stephens	Legal Counsel
	☒ Joel Johnson	Fire District 24	☒ Kurt Mills	SNO911
	☒ Susanna Johnson	SCSO Sheriff	☒ Terry Peterson	SNO911
	☒ Ken Klein	Snohomish County	☐ Andie Burton	SNO911
	☐ John DeRousse	Everett Police	☒ Rosie Akopyan	SNO911
	☐ Judy Tuohy	Everett	☒ Wade Anderson	SNO911
	☐ Rod Sniffen	Edmonds Police	☒ Howard Tucker	SNO911
	☒ Jeff Beazizo	Lake Stevens Police	☒ Jeremy Waldner	SNO911
Alternate Board Members in Attendance	☐ Bob Eastman	South County Fire	☐ Don Schwab	Everett
	☐ Roy Waugh	SRFR	☒ Jim Lawless	Marysville Police
	☐ Paul Gagnon	Everett Fire	☐ Chris Eck	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	Mountlake Terrace PD
	☐ Patrick Decker	Lynnwood	☐ Richard Emery	Mukilteo
Guests and Staff in Attendance	Nikki Thompson - Legal	Seth Stone - Citizen	Jason Jaimes - Citizen	
	Quinton Clind - Citizen	Chris Hayes - Citizen	Jose Najera – SNO911	
	Kevin Hanrahan – SNO911	Rebekah Kuempel – SNO911	Tiffani Brown – SNO911	

AGENDA ITEMS	REPORTS & COMMENTS	ACTION OR FOLLOW-UP
1. Call to Order, Roll Call and Announcements	A. Call to Order. Board President John Nehring called the meeting to order at 8:31am, roll call was taken and a quorum was confirmed. B. Announcements. None.	
2. Public Comment	None.	
3. Approval of Agenda	SNO911's Executive Director Kurt Mills added 3C under Old Business to discuss the vacancy on the Finance Committee. Chief Jeff Beazizo moved to approve the agenda including the addition of item 3C. The motion was seconded by Assistant Chief Jim Lawless and approved unanimously.	Motion passed
4. Consent Agenda	Chief Beazizo moved to approve the Consent Agenda, including: A. Minutes from the February 20, 2025 Regular Board Meeting. B. January 2025 Blanket Voucher & Payroll Approval Form: i. Checks 1079-1084, and 19836-19995, for a total of \$6,141,093.94 ii. Payroll Direct Deposit, in the amount of \$1,540,316.05. The motion was seconded by Executive Director Ken Klein and	Motion passed

	<i>approved unanimously.</i>	
5. Executive Session	None.	
6. Old Business	A. Radio System Transition. Director Mills introduced the presentation that Staff developed to help communicate the radio system change over. The video was shown to the committee. SNO911's Deputy Director Terry Peterson followed up stating the benefits of the newer radio system. The old Legacy system was at end of life and needed upgrading, also, agencies will not be responsible for funding their own equipment going forward. The talk paths will be doubling which will greatly decrease any busy signals over the radio. The funds from this project come from the 1/10 of 1% sales tax initiative passed in 2018. Deputy Director Peterson asked for anyone expecting a fleet expansion to please give Staff as much advanced warning as possible. SNO911 is also budgeting for the future needs of the radio system, planning 15 years out from now. Two new radio sites have been added, North Stanwood and Machias, both intended to fill in gaps in coverage in that area. The Police Chiefs association voted to move their radio transition to exclusively encrypted channels, this means the public will no longer be able to listen to events in real time. It was noted that all records are still accessible through the public records requesting process. A press event is scheduled in April, as part of that a press kit will be developed to share with agency Public Information Officers (PIO). Battery replacement is also being budgeted for and planned for, every two years the radio systems will be upgraded. SNO911 Radio staff members Jeremy Waldner, Jose Najera and Dispatch Supervisor Kevin Hanrahan gave detailed presentations on the new radio system. Radios were passed out for attendees to test. The radio system cutover is scheduled for Tuesday, April 8th at 8:00am. B. ILA Change to support new SCEMSA. The Board previously approved this Interlocal Agreement (ILA) change which allows SNO911 to enter into service with the future EMS agency. Staff estimates a new Service Level Agreement (SLA) will be presented to SNO911 within the next few months where SNO911 hires staff and loans them back to SCEMSA. The redlined version of the ILA was included in the packet and the goal is to have the agreement in place by June 1st, 2025. There was no action required by the Board today this is strictly informational. C. Finance Committee Vacancy. Director Mills announced the vacancy on the Finance Committee if anyone is interested.	
7. New Business	None	
8. Reports	A. Agency Report. Director Mills reported that the company who developed CAD Lite (the backup data system used by dispatch) is interested in reselling the program. Staff has been in discussions with them about what that will look like for SNO911 moving forward. B. New Facility Project Update. Staff is hoping to gain temporary occupancy in April of 2025. After the May 15th Board meeting will be a grand opening. Open houses will be scheduled the first week of May for employees, board members and user agencies. C. Radio Replacement Project (RRP). Previously discussed. D. Police TAC. The main focus was the radio replacement presentation and the minutes were included in the packet.	

	E. Fire TAC. The main topic was the radio replacement presentation and the minutes were included in the packet.	
9. Committee Reports	A. Finance Committee. The summary was included in the packet. B. Personnel Committee. No meeting C. Future Facility Committee. No meeting D. EMS Joint Task Force. Meeting on Monday to formally adopt the Interlocal Agreement (ILA). E. Public Safety Tech Committee (PSTC). The needs assessment is complete, over 50 participants from around the County were involved. At this time the consultants are working on compiling all their data into a report which will be shared with staff in the coming weeks. F. County EESCS Committee (formerly County E911 Office). No meeting. G. County ECSF Program Advisory Board. No meeting	
10. Good of the Order	Sheriff Johnson announced the move of South Precinct which is now located across the street from Paine Field. Councilmember Fernahough asked if the Legacy system will still be accessible for monitoring after the cutover. Howard Tucker replied that within a month the data will no longer be available.	
11. Adjourn	The meeting was adjourned at 10:02 am. The next meeting is scheduled for April 17 th , 2025 at 8:30 a.m.	

SNOHOMISH COUNTY 911
BLANKET VOUCHER & PAYROLL APPROVAL FORM
Mar-25

VOUCHER CLAIM CHECK # 1085-1092, 19996-20113, & 2004

General Operations	70	\$	1,117,518.42
Capital Fund	80	\$	28,564.27
Radio Capital	85	\$	-
Radio Replacement	130	\$	2,172,843.96
Fleet Expansion	140	\$	-
DDA Future Facility	150	\$	4,279,250.71
Bond Repayment	155	\$	999,875.00
TOTAL			\$8,598,052.36

PAYROLL/SALARIES CHECK – Direct Deposit

Operations:

Admin	\$	146,193.90
Tech	\$	157,517.20
Ops	\$	97,892.68
Dispatch	\$	868,580.15
Wireless 100	\$	85,616.52
Radio Replacement Project	\$	6,497.73
TOTAL		\$ 1,362,298.18

We the undersigned members/officers of the Snohomish County 911 Board of Directors do hereby certify that the merchandise/services herein specified have been received and that the vouchers and personnel reimbursements listed is approved for payment, and that we are authorized to certify and authenticate said claim.

President

DATE

Executive Director

DATE



Action Proposal Form

Date: April 2, 2025

Title: New Copier and Printer Lease for Future Facility

Background / Purpose:

In March of 2022 SNO911 entered into a lease agreement with Copiers Northwest for current office printers and copiers for a total of \$1,749 per month for a five-year term. A new contract is required for the new facility that will include adding a cloud-based fax solution.

The original contract was the result of piggy-backing on an existing NASPO contract that has certain restrictions. One of those restrictions does not allow SNO911 to amend or extend the original lease agreement with Copiers Northwest. Instead, we have agreed to new terms and a new 5-year lease agreement, but have not yet executed that agreement. The prices are actually below NASPO standard pricing. The cost of the existing copiers and printers will remain the same as the existing lease; the addition of a fax line solution will be an additional \$714 per month, bringing the new monthly cost to \$2,464 and a new five-year term.

A copy of the lease agreement, terms, schedule of equipment, etc. is attached.

Suggested Action/Recommendation:

Authorize execution of new agreement with Copiers Northwest for copiers, printers and fax at a cost of \$2,464 per month.

Fund: 70: Operating

Supplier: Copiers Northwest 615 S Alaska St Seattle, WA, 98108 King County	Customer Legal Name: Snohomish County 911 Street Address: 332 SW Everett Mall Way City, State, Zip, County: Everett, WA 98204
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PLEASE CHECK ONE: ☐ Per Machine Minimum ☒ Consolidated Minimum				
Make / Model / Accessories	Serial Number	Minimum Number of Impressions	Minimum Monthly Payment	Excess Per Copy Charge
See Addendum A		16,805 BW		.0148
		6,620 Color		.0591
TOTALS:			\$2,463.73	

TRANSACTION TERMS: 60 Months	ADVANCE PAYMENT: \$ _____ (plus applicable taxes)
METER READING PREFERENCE (monthly if not checked) ☒ Quarter ☐ Other: _____	
Equipment Address: 332 SW Everett Mall Way City, State, Zip: Everett, WA 98204 (if different from Customer Address above)	
Customer Contact: Brent Meyer Phone: 425-407-3929 Email: bmeyer@sno911.org	

We have written this document in plain language because we want you to understand its terms. Please read your copy of this Agreement carefully and feel free to ask us any questions you may have. The word "Agreement" means this Flexplan Program Agreement. The words "you" and "your" mean the Customer named above. The words "we", "us", and "our" refer to the Owner named below. The abbreviation "CNW" refers to Copiers Northwest, Inc.

IMPORTANT: READ BEFORE SIGNING. THE TERMS OF THIS AGREEMENT (INCLUDING THOSE ON THE REVERSE SIDE) SHOULD BE READ CAREFULLY BECAUSE ONLY THOSE TERMS IN WRITING ARE ENFORCEABLE. TERMS OR ORAL PROMISES WHICH ARE NOT CONTAINED IN THIS WRITTEN AGREEMENT MAY NOT BE LEGALLY ENFORCED. YOU MAY CHANGE THE TERMS OF THIS AGREEMENT ONLY BY ANOTHER WRITTEN AGREEMENT BETWEEN YOU AND US. YOU AGREE TO COMPLY WITH THE TERMS AND CONDITIONS OF THIS AGREEMENT. PROVIDED THAT YOU ARE NOT IN DEFAULT UNDER THE AGREEMENT, YOU WILL HAVE THE OPTION TO UPGRADE THE EQUIPMENT INTO A NEW AGREEMENT. THE BALANCE DUE ON THIS AGREEMENT WILL BE REFINANCED INTO A NEW AGREEMENT WITH SUCH BALANCE DETERMINED BY US BUT WILL NOT INCLUDE AN EARLY TERMINATION PENALTY. THE UPGRADE REQUEST WILL ALSO BE SUBJECT TO YOU ACQUIRING THE NEW EQUIPMENT FROM COPIERS NORTHWEST, INC. AND SUBJECT TO OUR CREDIT APPROVAL. YOU AGREE THAT THE EQUIPMENT WILL BE USED FOR BUSINESS PURPOSES ONLY AND NOT FOR PERSONAL, FAMILY OR HOUSEHOLD PURPOSES.

YOU CERTIFY THAT ALL THE INFORMATION GIVEN IN THIS AGREEMENT AND YOUR APPLICATION WAS CORRECT AND COMPLETE WHEN THIS AGREEMENT WAS SIGNED. THIS AGREEMENT IS NOT BINDING UPON US OR EFFECTIVE UNTIL AND UNLESS WE EXECUTE THIS AGREEMENT. THIS AGREEMENT WILL BE GOVERNED BY THE LAWS OF THE STATE WHERE OWNER HAS ACCEPTED AND EXECUTED THIS AGREEMENT. YOU AGREE TO THE JURISDICTION AND VENUE OF FEDERAL AND STATE COURTS LOCATED WHERE THIS AGREEMENT IS ACCEPTED AND EXECUTED BY OWNER.

ACCEPTED BY OWNER:	ACCEPTED BY CUSTOMER: (All Fields Required)
Legal Name: _____ By: _____ Title: _____ Date: _____	Customer Legal Name: Snohomish County 911 Signature of Authorized Signer: X Printed Name of Auth. Signer: _____ Title of Authorized Signer: _____ Date: _____ Federal Tax ID: _____

UNCONDITIONAL GUARANTY

In Consideration of Owner entering into the above Agreement in reliance on this guaranty, the undersigned, together and separately, unconditionally and irrevocably guarantee to Owner, its successors and assigns, the prompt payment and performance of all obligations under this Agreement. We agree that (a) this is a guaranty of payment and not of collection, and that Owner can proceed directly against us without disposing of any security or seeking to collect from Customer, (b) we waive all defenses and notices, including those of protest, presentment and demand, (c) Owner may renew, extend or otherwise change the terms of the Agreement without notice to us and we will be bound by such changes and (d) we will pay all of Owner's costs of enforcement and collection. This guaranty survives the bankruptcy of Customer and binds our administrators, successors and assigns. Our obligations under this guaranty continue even if Customer becomes insolvent or bankrupt or is discharged from bankruptcy and we agree not to seek to be repaid by Customer in the event we must pay Owner. **THIS GUARANTY WILL BE GOVERNED BY THE SAME STATE LAW AS THE AGREEMENT. WE AGREE TO JURISDICTION AND VENUE IN THE STATE AND FEDERAL COURTS IN THE SAME STATE AND COUNTY.**

Personal: _____ By: _____, individually Address: _____ Social Security Number: _____ Witness: _____	Personal: _____ By: _____, individually Address: _____ Social Security Number: _____ Witness: _____
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TERMS AND CONDITIONS OF SERVICE INCLUSIVE PROGRAM AGREEMENT

1. **AGREEMENT.** Copiers Northwest, Inc. (CNW) has agreed to provide **FULL SERVICE AND SUPPLY MAINTENANCE DURING NORMAL BUSINESS HOURS, INCLUDING TONER (EXCEPT FOR FAXES, AND WIDE FORMAT DEVICES), DEVELOPER AND PARTS NECESSARY TO PRODUCE COPIES. ALL NORMAL PRINT YIELDS ARE BASED ON AN "8 1/2 x 11" SHEET WITH 5% TEXT COVERAGE. IF THE CUSTOMER'S USAGE OF SUPPLIES EXCEEDS THE NORMAL YIELDS FOR THE EQUIPMENT BEING SERVICED, CNW MAY INVOICE AND THE CUSTOMER AGREES TO PAY FOR THE EXCESS SUPPLIES AT CNW'S CURRENT RETAIL PRICES. CNW RESERVES THE RIGHT TO CHARGE FOR FREIGHT, HANDLING, AND FUEL. UPON TERMINATION OR UPGRADE OF THIS CONTRACT, CUSTOMER MUST RETURN ANY UNUSED SUPPLY ITEMS PROVIDED BY CNW UNDER THE AGREEMENT. YOU MUST PURCHASE PAPER AND STAPLES, IF APPLICABLE, SEPARATELY.**
2. **MAINTENANCE.** Program Agreement service covers normal wear and tear on the Equipment. You agree to provide adequate power for the Equipment. You acknowledge that (a) We are not responsible for any service, repair, or maintenance of the Equipment, and (b) We are not a party to any maintenance service agreement. You agree to provide meter readings at the request of CNW. You agree to pay for maintenance service outside of CNW's normal business hours or service required by your negligence or misuse of the Equipment at the CNW's customary rates. **ONCE WE ACCEPT THIS AGREEMENT, YOU MAY NOT CANCEL AT ANY TIME DURING THE TERM.** You agree to be bound by all the terms of this Agreement.
3. **DELIVERY AND ACCEPTANCE OF EQUIPMENT.** Acceptance of the Equipment occurs upon delivery. This lease commences upon delivery of the Equipment to you. When you receive the Equipment, you agree to inspect it and to verify by telephone or in writing such information as we may require. Delivery and installation costs are your responsibility. If you have signed a purchase contract for the Equipment, by signing this Agreement you assign your rights, but none of your obligations under it, to us. As you will have possession of the Equipment from the date of its delivery and acceptance, if We accept and sign this Agreement You will pay us interim rent for the period from the date the Equipment is delivered and accepted by You until the Commencement Date. The payment for this interim period will be based on the Minimum Monthly Payment, the number of days in that period, and based on a month of 30 days.
4. **COPY CHARGES.** Each month during the Term of this Agreement, you agree to pay us the applicable Minimum Monthly Payment (plus applicable taxes) for each unit of Equipment on the date we tell you. In return for the Minimum Monthly Payment you are entitled to use the Minimum Number of Copies each month. You also agree to pay us the Excess Per Copy Charge for each metered copy which exceeds the Minimum Number of Copies (plus applicable taxes). We may estimate the number of copies used if you do not provide us with meter readings within seven (7) days of request. We will adjust the estimated charge for excess copies upon receipt of actual meter readings. Notwithstanding any adjustments, you will never pay less than the Minimum Monthly Payment. You agree that we may increase the Minimum Monthly Payment and /or Excess Per Copy Charge each year during the Term of this Agreement by an amount not to exceed ten percent (10%) of the Minimum Monthly Payment, and/or the Excess Per Copy Charge in effect at the end of the prior annual period, or the maximum percentage permitted by law, whichever is lower. At our option you will: (a) provide us by telephone or facsimile the actual meter reading when requested by us, (b) allow us (or our agent) access to the Equipment to obtain meter reading, or (c) allow us (or our agent) to attach an automatic meter reading device to the Equipment. We may audit the automatic reading device periodically. The Minimum Monthly Payment is due whether or not you receive an invoice from us. If you have a dispute with us regarding the Equipment, you will continue to pay us all Minimum Monthly Payments and Excess Per Copy Charges without deduction or withholding any amounts. You will pay us any required Advance Payment or Security Deposit when you sign this Agreement. Security Deposits and Advance Payments may be commingled and do not earn interest. Provided you are not in default, we may apply your Security Deposit to the last Minimum Monthly Payment or we may refund the Security Deposit to you when the Term expires and the Equipment is returned in accordance with Section 17. If we collect more than one payment as Advance Payment, we may apply such Advance Payment to the Minimum Monthly Payments(s) due at the end of the Term. Restrictive endorsements on checks you send to us will not reduce your obligations to us. Unless a proper exemption certificate is provided, applicable sales and use taxes will be added to the Minimum Monthly Payments and Excess Per Copy Charges.
5. **UNCONDITIONAL OBLIGATION. YOU AGREE THAT YOU ARE UNCONDITIONALLY OBLIGATED TO PAY ALL MINIMUM MONTHLY PAYMENTS DUE UNDER THIS AGREEMENT AND ANY OTHER AMOUNTS DUE FOR THE FULL TERM, EVEN IF THE EQUIPMENT IS DAMAGED OR DESTROYED, IF IT IS DEFECTIVE OR IF YOU HAVE TEMPORARY OR PERMANENT LOSS OF ITS USE. YOU ARE NOT ENTITLED TO REDUCE OR SET-OFF AGAINST MINIMUM MONTHLY PAYMENTS OR OTHER AMOUNTS DUE UNDER THIS AGREEMENT FOR ANY REASON WHATSOEVER.**
6. **DISCLAIMER OF WARRANTIES. THE EQUIPMENT IS BEING PROVIDED TO YOU IN AS-IS CONDITION. NO INDIVIDUAL IS AUTHORIZED TO CHANGE ANY PROVISION OF THIS AGREEMENT. YOU AGREE THAT WE HAVE NOT MANUFACTURED THE EQUIPMENT AND THAT YOU HAVE SELECTED THE EQUIPMENT BASED UPON YOUR OWN JUDGEMENT. YOU HAVE NOT RELIED ON ANY STATEMENTS WE OR OUR EMPLOYEES HAVE MADE. WE HAVE NOT MADE AND DO NOT MAKE ANY EXPRESS OR IMPLIED REPRESENTATIONS OR WARRANTIES WHATSOEVER, INCLUDING WITHOUT LIMITATION, THE EQUIPMENT'S MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SUITABILITY, DESIGN, CONDITION, DURABILITY, OPERATION, QUALITY OF MATERIALS OR WORKMANSHIP, OR COMPLIANCE WITH SPECIFICATIONS OR APPLICABLE LAW.** You are aware of the name of the Equipment manufacturer and you will contact the manufacturer for a description of your warranty rights. Provided you are not in default under this Agreement, you may enforce all warranty rights directly against the manufacturer of the Equipment. You agree to settle any dispute you may have regarding performance of the Equipment directly with the supplier.
7. **TITLE.** The Equipment is and shall remain our sole property.
8. **USE, MAINTENANCE AND REPAIR.** You will not move the Equipment from the Equipment Location without our advance written consent. If we grant you written permission to relocate the Equipment to a new Equipment Location, any maintenance, service and supply costs which may be included in the Minimum Monthly Payment or any Excess Per Copy Charges, may be increased by us at our sole discretion. You will give us reasonable access to the Equipment Location so that we can check the Equipment's existence, condition and proper maintenance. You will use the Equipment in the manner for which it was intended, as required by all manuals and instructions and keep it eligible for any manufacturer's certifications. You will keep the Equipment in good repair, condition and working order, ordinary wear and tear excepted. All replacement parts and repairs will become our property. You will not make any permanent alterations to the Equipment.
9. **TAXES.** You agree to pay when due all sales and use taxes, personal property and all other taxes and charges, license and registration fees, relating to the ownership, leasing, rental, sale, purchase, possession or use of the Equipment as part of this Lease or as billed by us. You agree to pay us any estimated property taxes when we request payment. You agree that if we pay any taxes or charges on your behalf in excess of the estimated taxes previously collected, you shall reimburse us for all such payments and shall pay us a late charge (as described in the paragraph titled Collection Expenses, Overdue Payment) on such payments if applicable with the next payment. You agree to pay us a monthly fee, or an annual fee if billed annually, for preparing, reviewing and filing personal property tax returns. You agree, and we have the right to (i) bill monthly or annually the estimated applicable personal property taxes together with the fees described herein and (ii) bill any remaining estimated amount due upon assessment of such taxes. Your estimated monthly payment will be based on the full amount of such taxes, without regard to any discounts we may obtain. You also agree to appoint us a your attorney-in-fact to sign your name to any document for the purpose of such filing, so long as the filing does not interfere with your right to use.
10. **INDEMNITY.** We are not responsible for any injuries, damages, penalties, claims or losses, including legal expenses, incurred by you or any other person caused by the transportation, installation, manufacture, selection, purchase, agreement, ownership, possession, modification, maintenance, condition, operation, use, return or disposition of the Equipment. You agree to reimburse us for and defend us against any claims for such losses, damages, penalties, claims, injuries, or expenses. This indemnity continues even after the Agreement has expired for acts of omissions which occurred during the Terms of this Agreement.
11. **IDENTIFICATION.** You authorize us to insert or correct missing information on this Agreement, including your official name, serial numbers and any other information describing the Equipment. We will send you copies of such changes. You will attach to the Equipment any name plates or stickers we provide you.
12. **LOSS OR DAMAGE.** You are responsible for any loss of the Equipment from any cause at all whether or not insured, from the time the Equipment is shipped to you until it is returned to us. If any item or Equipment is lost, stolen or damaged, you will promptly notify us of such event. Then, at our option, you will either (a) repair the Equipment so that it is in good condition and working order, eligible for any manufacturer's certification, or (b) pay us an amount equal to the Net Book Value (as defined in Section 15) of the lost, stolen or damaged Equipment. If you have satisfied your obligations under this Section 12, we will forward to you any insurance proceeds which we receive for lost, damaged, or destroyed Equipment. If you are in default, we will apply any insurance proceeds we receive to reduce your obligations under Section 15 of this Agreement.
13. **INSURANCE.** You agree to keep the Equipment fully insured against loss with us as loss payee, and (b) obtain a general public liability insurance policy covering both personal injury and property damage in amounts not less than we may tell you, naming us as additional insured, until you have met all of your obligations under this Agreement. We are under no duty to tell you if your insurance coverage is adequate. The policies shall state that we are to be notified of any proposed cancellation at least 15 days prior to the date set for cancellation. Upon our request, you agree to provide us with certificates or other evidence of insurance acceptable to us. If you do not provide us with evidence of proper insurance within 10 days of our request or we receive notice of policy cancellation, we may (but we are not obligated to) obtain insurance on our interest in the Equipment at your expense, or we may charge you a monthly charge due to the increased credit risk to us as well as to cover our increased internal overhead costs of requesting proof of physical damage insurance from you in the event that we obtain insurance as stated above, you will pay all insurance premiums and related charges.
14. **DEFAULT.** You will be in default under this Agreement if any of the following happens: (a) we do not receive any Monthly Minimum Payment and Excess Per Copy Charges or other payment due hereunder within 10 days after its due date, or (b) you or any of your guarantors become insolvent, are liquidated or dissolved, merge, transfer substantially all stock or assets or otherwise permit a change of control to occur, stop doing business, or assign rights or property for the benefit of creditors, or (c) a petition is filed by or against you or any of your guarantors under any bankruptcy or insolvency law, or (d) (for individuals) you or any of your guarantors die, or have a guardian appointed, or (e) any representation you have made in this Agreement shall prove to have been false or misleading in any material respect, or (f) you or any of your guarantors break any promise made in this Agreement or any guaranty and do not correct the default within 10 days after we send you written notice of the default, or (g) you default on any other Agreement between you and us (or our affiliates).
15. **REMEDIES.** Upon the occurrence of a default, we may, in our sole discretion, do any or all of the following: (a) provide written notice to you of default; (b) as liquidated damages for loss of a bargain and not as a penalty, declare due and payable, the present value of (i) any and all amounts which may be then due and payable by you to us under this Agreement, plus (ii) all Minimum Monthly Payments remaining through the end of the Term, discounted at the higher of 6% or the lowest rate allowed by law, plus (iii) the fair market value of the Equipment (collectively, the "Net Book Value"). We have the right to require you to make the Equipment available to us for repossession during reasonable business hours or we may repossess the Equipment, so long as we do not breach the peace in doing so, or we may use legal process in compliance with applicable law pursuant to court order to have the Equipment repossessed. You will not make any claims against us or the Equipment for trespass, damage or any other reason. If we take possession of the Equipment we may (a) sell or lease the Equipment at public or private sales or lease, and/or (b) exercise such other rights as may be allowed by applicable law. Although you agree we have no obligation to sell the Equipment, if we do sell the Equipment, we will reduce the Net Book Value by the amounts we receive. You will immediately pay us the remaining Net Book Value. You agree (a) that we only need to give you 10 days advance notice of any sale and no notice of advertising, (b) to pay all of the costs we incur to enforce our rights against you, including attorney's fees, and (c) that we will retain all of our rights against you even if we do not choose to enforce them at the time of your default.
16. **YOUR OPTIONS AT END OF TERM.** No more than ninety (90) days but not less than thirty (30) days prior to the expiration of the Term or any Renewal Term (as such term is defined below), you shall give us written notice of your intention at the end of the Term or such Renewal Term to either (a) continue paying Minimum Monthly Payments and Excess Per Copy Charges until the Equipment is received and accepted by us pursuant to Section 17, or (b) return the Equipment to us at the end of the Term or Renewal Term pursuant to Section 17. If you fail to provide us with written notice in the time frame referenced above, or having notified us, you fail to return the Equipment in accordance with Section 17, the Term of this Agreement shall automatically renew for an additional twelve (12) months (each, a "Renewal Term") and all of the provisions of this Agreement shall continue to apply, including your obligation to pay the Minimum Monthly Payments and Excess Per Copy Charges. We reserve the right to limit the number of Renewal Terms available to you.
17. **RETURN OF EQUIPMENT.** CNW will pick up Equipment at your location at the end of the term or at the time of upgrade in accordance with Section 26, at CNW's then current rate (unless upgraded with CNW) provided the Equipment is located within CNW's service area. If (a) a default occurs, or (b) if the Equipment is not located within CNW's service area, you will immediately return the Equipment to any location(s) and aboard any carrier(s) we may designate in the continental United States. The Equipment must be properly packed for shipment in accordance with the manufacturer's recommendations or specifications, freight prepaid and insured, maintained in accordance with Section 8, and in "Average Saleable Condition." "Average Saleable Condition" means that all of the Equipment is immediately available for use by a third party buyer, user or lessee, other than yourself, without the need for any repair or refurbishment. All Equipment must be free of markings. You will pay us for any missing or defective parts or accessories. You will continue to pay Minimum Monthly Payments and Excess Per Copy Charges until the Equipment is received and accepted by us.
18. **YOUR REPRESENTATIONS.** You state for our benefit that as of the date of this Agreement (a) you have the lawful power and authority to enter into this Agreement, (b) the individuals signing this Agreement have been duly authorized to do so on your behalf, (c) by entering into this Agreement you will not violate any law or other Agreement to which you are a party, (d) you are not aware of anything that will have a material negative effect on your ability to satisfy your obligations under this Agreement, and (e) all financial information you have provided us is true and accurate and provides a good representation of your financial condition.
19. **YOUR PROMISES.** In addition to the other provisions of this Agreement, you agree that during the Term of this Agreement (a) you will promptly notify us in writing if you move your principal place of business, if you change the name of your business, or if there is a change in your ownership, (b) you will provide to us such financial information as we may reasonably request from time to time, and (c) you will take any action we reasonably request to protect our rights in the Equipment and to meet your obligations under this Agreement.
20. **ASSIGNMENT. YOU WILL NOT SELL, TRANSFER, ASSIGN, PLEDGE, SUB-AGREEMENT OR PART WITH POSSESSION OF THE EQUIPMENT, OR FILE OR PERMIT A LIEN TO BE FILED AGAINST THE EQUIPMENT.** You will not attach any of the Equipment to any real estate. We may, without notifying you, sell, assign, or transfer this Agreement and our interests in the Equipment. You agree that if we do so, the new owner (and any subsequent owners) will have the same rights and benefits that we now have, but will not have to perform any of our obligations. You agree that the rights of the new owner will not be subject to any claims, defenses, or set-offs that you may have against us. However, any such assignment, sale, or transfer of this Agreement of the Equipment will not relieve us of any obligations we may have to you under this Agreement. If you are given notice of a new owner of this Agreement, you agree to respond to any requests about this Agreement and to pay the new owner all Minimum Monthly Payments and Excess Per Copy Charges and other amounts due under this Agreement.
21. **COLLECTION EXPENSES, OVERDUE PAYMENT, TERMINATION.** You agree that we can, but do not have to, take on your behalf any action which you fail to take as required by this Agreement, and our expenses will be in addition to the Minimum Monthly Payments and Excess Per Copy Charges which you owe us. We may charge you a late charge equal to the higher of 10% of any late payment or \$22, but not more than the highest legal rate. To the extent allowed by law, any late payment or non-payment of any past due amount will accrue interest at the lower of 18% per annum or the highest legal rate from the due date until paid. If you so request and we permit the early termination of this Agreement, you agree to pay a fee for such privilege.
22. **MISCELLANEOUS.** This Agreement contains our entire Agreement and supersedes any conflicting provision of any Equipment purchase order or any other Agreement. TIME IS OF THE ESSENCE IN THIS AGREEMENT. If a court finds any provision of this Agreement to be unenforceable, the remaining terms of this Agreement shall remain in effect. You authorize us (or our agent) to (a) obtain credit reports, (b) make such other credit inquiries as we may deem necessary, and (c) furnish payment history information to credit reporting agencies. To the extent permitted by law, we may charge you a documentation or origination fee of up to \$79.00, which you agree to pay on the first payment due date. You agree that we may accept a fax or electronically transmitted signed version of this Agreement. The original of this Agreement for all purposes shall be the executed counterpart with your faxed, electronically transmitted, computer generated or original signature and our original signature.
23. **NOTICES.** All of your written notices to us must be sent by certified mail or recognized overnight delivery service, postage prepaid, to us at our address stated in this Agreement, or by facsimile transmission to our facsimile telephone number, with oral confirmation of receipt. All of our notices to you may be sent first class mail, postage prepaid, to your address stated in this Agreement. At any time after this Agreement is signed, you or we may change an address or facsimile telephone number by giving notice to the other of the change.
24. **WAIVERS. WE AND YOU EACH AGREE TO WAIVE AND TO TAKE ALL REQUIRED STEPS TO WAIVE ALL RIGHTS TO A JURY TRIAL.** To the extent you are permitted by applicable law, you waive all rights and remedies conferred upon a lessee by Article 2A (Sections 508-522) of the Uniform Commercial Code including but not limited to your rights to: (a) cancel or repudiate this Agreement; (b) reject or revoke acceptance of the Equipment; (c) recover damages from us for any breach of warranty or for any other reason; and (d) grant a security interest in any Equipment in your possession. To the extent you are permitted by applicable law, you waive any rights you now or later may have under any statute or otherwise which require us to sell or otherwise use any Equipment to reduce our damages, which require us to provide you with notice of default, intent to accelerate amounts becoming due or acceleration of amounts becoming due, or which may otherwise limit or modify any of our rights or remedies. **ANY ACTION YOU TAKE AGAINST US FOR ANY DEFAULT, INCLUDING BREACH OF WARRANTY OR INDEMNITY, MUST BE STARTED WITHIN ONE (1) YEAR AFTER THE EVENT WHICH CAUSED IT.** We will not be liable for specific performance of this Agreement or for any losses, damages, delay or failure to deliver Equipment.
25. **UCC FILINGS.** You grant us a security interest in the Equipment if this Agreement is deemed a secured transaction and you authorize us to record a UCC-1 financing statement or similar instrument, and appoint us your attorney-in-fact to execute and deliver such instrument, in order to show our interest in the Equipment.
26. **UPGRADE OPTION.** You may upgrade any item of Equipment provided (a) at least 30 days prior to such upgrades, you notify us in writing of your intention to upgrade the Equipment and the serial number of each item of Equipment to be upgraded, (b) we credit approve the new transaction, (c) we and you sign a new Program Agreement covering the new Equipment, (d) the new Equipment is acquired from Copiers Northwest, Inc., (e) you return the upgraded item(s) of Equipment to us in accordance with Section 17 of this Agreement at no charge, and (f) no default shall have occurred under this Agreement.

BILL TO				SHIP TO	
Bill To Name	Snohomish County 911	Ship To Name	SAME		
Address	332 SW Everett Mall Way	Address			
City, ST, Zip	Everett, WA 98204	City, ST, Zip			
Phone		Phone			
PO Number	425-407-3929	Delivery Contact Name			
Sale Type	CPC Lease	Delivery Contact Email			
IT CONTACT					
IT Contact is the person with access to your company network settings and passwords. A network survey will be emailed to collect this information and is required for setting up your new device. Delays in completing the survey will impact delivery timelines. Your IT Staff may opt out of remote connection if you self-manage all network connections. Please email the Remote Support Team (RSTeam@copiersnw.com) for assistance, or call 206-388-1596.					
IT Contact Name	Brent Meyer	IT Contact Phone	425-407-3929		
IT Contact Email	bmeyer@sno911.org				
ORDER DETAILS					
Qty	Item Number	Model	Description	Unit Price	Total Amount
9			HP M402		
1			Sharp MX-5071		\$2,463.73/Month
3			Sharp B376		60 month FMV
2			Sharp MX-3071		Lease
2			HP E40040		
2			Sharp MX-C407P		
2			Sharp MX-M3071		
2			Sharp MX-C304		
1			Sharp BP-C535WD		
			240,000 Credits w/ 5 years maintenance Core Fax FM		
			Software		
			Includes 16,805 BW(.0148) and 6,620 Color (.0591)		
			Price includes moving of all machines from current		
			locations to Everett Mall Way.		
			Price includes training and on boarding of cloud Fax		
			Software.		
			OSA Connectors installed will reduce by 30		
			credits monthly.		
Order Notes and Delivery Instructions:				Subtotal	
				Delivery	
				Sales Tax	Enter Sales Tax
				TOTAL	
TERMS: COPIERS NORTHWEST, INC., (Seller) retains title to all equipment and supplies listed above until purchase price is paid in full. This is a binding and non-cancelable contract. In the event Customer defaults on payment the Customer remains liable for this debt and the payment of any legal fees and other cost incurred in any action to collect this debt, including the forfeiture of down payments. Customer gives Seller security interest in the property purchased in this agreement. Refer to warranty on reverse side. Changes to the original terms on the back side of this Sales Order are not valid unless initialed by an officer of Copiers Northwest. All software purchases are Non-Refundable, Non-Returnable. Cash purchases of software items and professional services require a minimum 50% payment at order signing to secure the software licenses from the vendor.					

Customers, please provide equipment pick up information and network installation information on page 3-5 of this document.

Account Manager _____ Order Date _____

ACCEPTED BY COPIERS NORTHWEST BELOW:

Copiers Northwest Officer _____ Date _____

Printed Name _____ Title _____

ACCEPTED BY CUSTOMER BELOW:


Authorized Signature Required _____ Date _____

Printed Name _____ Title _____

Copiers Northwest Sales Order Master Terms and Conditions

1. BY SIGNING THIS SALES ORDER, THE BILL-TO OR PARENT COMPANY ON PAGE ONE OF THIS DOCUMENT AGREES THAT COPIERS NORTHWEST (CNW) WILL KEEP THIS DOCUMENT ON FILE AS A MASTER TERMS AND CONDITIONS AND NOT REQUIRE ADDITIONAL COPIES FOR ALL SUBSEQUENT EQUIPMENT ACQUISITIONS BY THE BILL-TO OR PARENT COMPANY. THE BILL-TO OR PARENT COMPANY MAY RESTRICT FUTURE ACQUISITIONS TO NAMED BUYERS AND/OR DOLLAR LIMITATIONS BY FILLING OUT ADDITIONAL DOCUMENTATION THAT IS SIGNED BY BOTH THE CUSTOMER AND AN OFFICER OF CNW. THE CUSTOMER UNDERSTANDS THAT THE MASTER TERMS AND CONDITIONS MAY BE PERIODICALLY UPDATED BY CNW AND ARE INCORPORATED INTO THE ORIGINAL MASTER. THE CUSTOMER CAN REQUEST A COPY OF THE CURRENT MASTER TERMS AND CONDITIONS AT ANY TIME FROM THEIR ACCOUNT

2. Copiers Northwest, Inc warrants that new equipment acquired pursuant to this equipment order will be free of defects in workmanship and materials for a period of ninety (90) days from the date of delivery. This warranty does not cover defects or damage resulting from in-transit handling, negligence or improper operation or maintenance of equipment.

3. Should any failure to conform with this warranty appear within ninety (90) days, Copiers Northwest, Inc. shall, upon notification, correct such nonconformity. Said correction, at Copiers Northwest, Inc.'s option, shall be made either by repairing any defective part or parts, or by making available a repaired or replaced part.

4. THIS WARRANTY IS IN LIEU OF ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHER WARRANTIES, EXPRESS OR IMPLIED, EXCEPT FOR THE WARRANTY OF THE TITLE AND THE WARRANTY AGAINST PATENT INFRINGEMENT. THIS WARRANTY DOES NOT COVER CONSEQUENTIAL DAMAGES.

5. Customer warrants that they have examined the above described goods or a sample or model thereof. Customer does not rely on any warranty with regard to defects which said examination, under the circumstances thereof, ought to have been revealed to them.

6. No warranties have been made by Seller in reference to the above described goods unless expressly included in this written sales agreement between Customer and Seller.

7. Copiers Northwest, Inc. shall have no obligation to install equipment accessories or to repair or replace equipment in the event that repair or replacement are required due to abuse, accident, theft, or damage to the machine caused by repairs performed by someone other than an authorized Copiers Northwest, Inc representative.

8. Smartboards and other panel televisions and display units are sold "drop at door" and do not include on-site installation.

9. All software installed at Customer's location is governed by software manufacturer's licensing agreement. Maintenance of the licensing agreement is the Customer's responsibility. Delivery of the software license(s) and/or key(s) to a customer via email, download, or other electronic submission constitutes delivery and all payment terms apply. Installation services sold on the Sales Order and/or provided in the Statement of Work in conjunction with software sales are considered separate from the software and are not required to be performed in full by the software Vendor or Copiers Northwest and/or its affiliates to constitute delivery.

9.1 Without limiting the generality or provisions of section 9 above, in no event will Licensor or any other Licensor Indemnified Parties (including, without limitation, Licensor's Third-Party Suppliers and Licensors), be liable to any Customer(s) or other Third Parties for any damages whatsoever arising out of, based on or resulting from, any acts or omissions of Reseller and/or any of its Representatives in connection with advertising, marketing and/or promoting the product, selling and/or distributing product licenses, providing related support services, to any Customer(s) and/or installing or using any of the software (or any component(s) thereof) including, without limitation, any such damages arising out, based on or resulting from: (i) Reseller's failure to perform any of its covenants or obligations under this agreement, or (ii) any repairs or alterations to any of the software (or any component(s) thereof) or any product done without Licensor's prior written approval.

10. Changes in the operating environment including, but not limited to changes to operating system, network software, software application changes, hardware and software upgrades, etc. may result in the need for configuration adjustments or other network services to restore functional capabilities. Such services shall be billed at the then current rate of \$98.00* per hour (Remote Support) or \$175.00* per hour (On-site Network Tech Dispatched) or deducted from the customers pre-paid block time program, when applicable.

11. Customer acknowledges that it is Customer's responsibility to maintain a current backup of their program and data files to restore any lost data. Customer agrees that under no circumstances shall Copiers Northwest, Inc. be held responsible for any loss of data or any consequential damages.

12. CNW will provide one installation connection per machine via the Remote Support Team (RST) included with the acquisition of your CNW copier, printer, scanner, or fax. The standard installation connection includes the current print drivers and/or any manufacturer-included standard scan utilities. Customer will provide an active network port, adequate space for the MFP device(s), and a key contact for network installation support, workstation setup and print driver overview training. Customer also agrees to provide print server access for server based printer applications as well as all required network protocol information pertaining to the purchased options. If the customer requests an On-Site Network Technician to be dispatched for network assistance, the service call will be billed at \$175.00* per hour and is not included in your lease or service agreement. CNW reserves the right to send an on-site technician for specialty equipment installations such as production copiers and wide format printers and those installations will not be subject to chargeable service call.

13. CNW, Inc. will provide Remote Support for the product at no charge as itemized A-C below. Some customer requests beyond the normal scope of items A-C may be billed at the current rate of \$98.00* per hour (Remote Support) or \$175.00* per hour (On-site Network Tech Dispatched) or deducted from the customers pre-paid block time program, when applicable. CNW will provide hardware related support at no charge for the life of any machine acquired from CNW as long as it is continuously covered by a CNW Maintenance Agreement and Customer account is in good standing.

The following list of Remote Support services are offered at no charge:

- A. Copying, and paper tray configuration as provided by the Manufacturer; does not include Third Party applications or "line of business applications."
- B. Sending the Customer online links to self-install OEM drivers and software updates.
- C. The reconfiguration of the purchased/leased device network settings after a machine hard failure.

14. Copiers Northwest, Inc. is under no circumstances responsible for any data, documents, images, or any other information stored on or in the device, the device hard drive(s), or any memory module(s).

**Price is subject to change without notice; please inquire with your account manager or the Remote Service Team for current rates.*

Lease Exhibit A
Snohomish County 911
332 SW Everettt Mall Way Everett, WA 98204

QTY	Equipment
1	Sharp BP-C535WD
9	HP Laserjet Pro M402dn 40ppm A4 printer
1	Sharp Copier MX-5071 Color 50 PPM Workgroup Doc Sys
1	Sharp Copier B376WH Monochrome 37ppm A4 MFP
1	Sharp Copier MX-3071 Color 30 PPM Workgroup Doc Sys
1	HP LaserJet Managed E40040dn 40ppm A4 Printer
1	Sharp Printer Color MX-C407P 40ppm A4
1	Sharp Copier MX-M3071 30 PPM B&W Workgroup Doc Sys
1	Sharp Copier MX-M3071 30 PPM B&W Workgroup Doc Sys
1	Sharp Copier MX-3071 Color 30 PPM Workgroup Doc Sys
1	Sharp Copier B376WH Monochrome 37ppm A4 MFP
1	Sharp Copier B376WH Monochrome 37ppm A4 MFP
1	Sharp Printer Color MX-C407P 40ppm A4
1	Sharp Printer Color MX-C304WH C304W 30ppm A4 MFP
1	Sharp Printer Color MX-C304WH C304W 30ppm A4 MFP
1	HP LaserJet Managed E40040dn 40ppm A4 Printer
	Core XM Cloud Prepaid 240,000 Credits w/ 5 years maintenance

Authorized Signer: _____

Printed Name: _____

Date: _____

Legislative Approval Status - March 25 ILA Update
Updated: April 14, 2025

Agency	Date of Notification	Date Approval Recv'd
Arlington	3/28/2025	
Brier	3/28/2025	4/10/2025
Darrington	3/28/2025	
Edmonds	3/28/2025	
Everett	3/28/2025	
FD 4 - Snohomish	3/28/2025	
FD 5 - Sultan	3/28/2025	
FD 15 - Tulalip Bay Fire	3/28/2025	
FD 16 - Lake Roesiger	3/28/2025	4/9/2025
FD 17 - Granite Falls	3/28/2025	
FD 19 - Silvana Fire	3/28/2025	
FD 21 - Arlington Heights	3/28/2025	
FD 22 - Getchell Fire	3/28/2025	
FD 25 - Oso	3/28/2025	
FD 26 - Sky Valley	3/28/2025	
FD 27 - Hat Island Fire	3/28/2025	
Granite Falls (Police)	3/28/2025	
Lake Stevens	3/28/2025	4/9/2025
Lynnwood	3/28/2025	
Marysville	3/28/2025	
Marysville Fire	3/28/2025	
Mill Creek	3/28/2025	
Monroe (City)	3/28/2025	
Mountlake Terrace	3/28/2025	
Mukilteo	3/28/2025	
North County Fire	3/28/2025	
Snohomish County Sheriff	3/28/2025	
Snohomish Regional Fire & Rescue	3/28/2025	
South County Fire	3/28/2025	
Woodway (Town of)	3/28/2025	

Kurt Mills

From: Eric Andrews <Eric.Andrews@snofire26wa.gov>
Sent: Thursday, April 10, 2025 3:16 PM
To: Kurt Mills
Cc: James Knisley; Seth Johnson
Subject: Consolidation research

CAUTION : This email originated from outside of this organization. Please exercise caution with links and attachments.

Kurt

As i discussed with you today Sky Valley Fire is looking at a possible consolidation with King County Fire District #50. While this is not a completed project, I would say it is more likely to occur, than not. Final decisions has to be made by the two boards of commissioners and then voters must approve for a final decision. In this phase we must research all the aspects of such a consolidation.

Commnications, 911, and dispatch of this added area in King County is one of the areas that require we look at our options and costs. I see three options for us as we move forward.

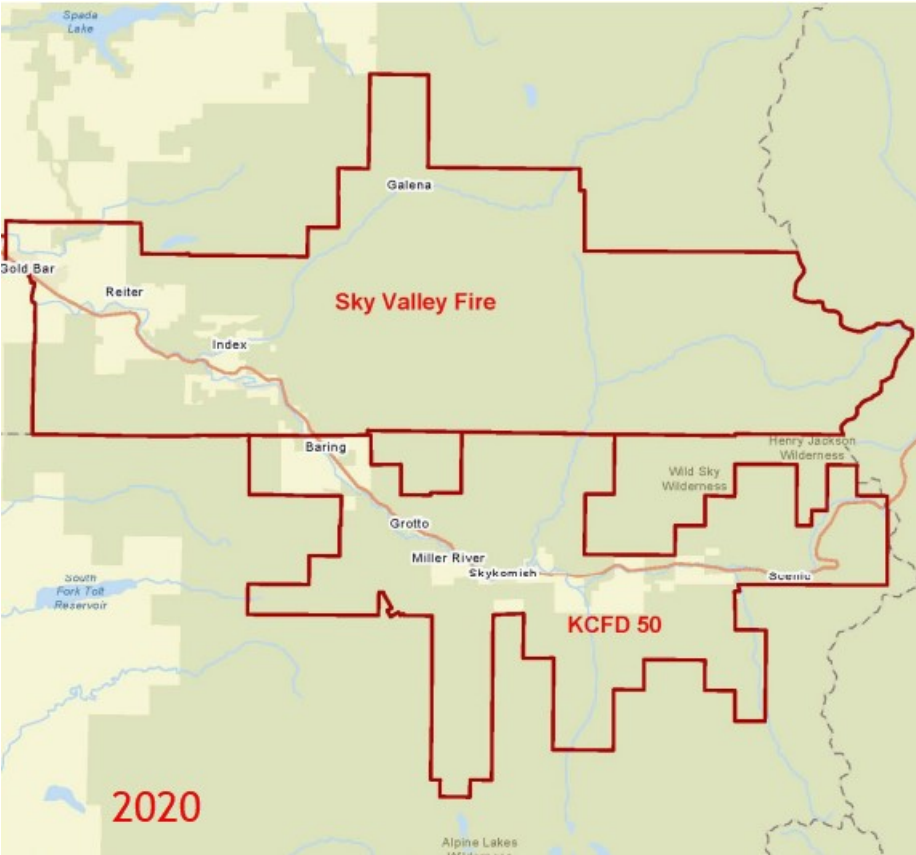
1. Status quo where Norcom handles 911 and dispatch services in the King County portion of Sky Valley fire and Sno911 continues to dispatch Snohomish County calls. I would say this is the least desirable option in that we have one fire agency being dispatched by different dispatch centers. We would have two dispatch agency costs and different radio systems.
2. Sno911 dispatches the entire area of Sky Valley fire (including what is King County Fire District #50 today).
3. Norcom dispatches the entire area of Sky Valley fire (Including what Snohomish County Fire District # 26 today)

I realize this becomes more complex because of cross county jurisdiction. However as you know we currently have similar situations where Norcom dispatches fire units in Snohomish County Fire District 10 and Snohomish county of Bothell and in the Town of Woodway. Also Sno911 Dispatches Darrington to their Skagit County area of their fire district. I would assume there is some standard way of determining the costs of these cross county dispatching services.

King County Fire District # 50 serves 140 square miles including the Town of Skykomish and county areas adjoining Snohomish County up to Chelan County including the Stevens pass ski resort. 25 miles of the SR 2 corridor. The assessed value of King County Fire District # 50 is \$326,714,608 and its population is 1,000.

My best guess of a timeline, if we were to move forward, would be consolidation in 2026 at which time we would continue with the two dispatch agencies and hope to have one dispatch agency at the start of 2027.

Please feel free to contact me if you have any other questions or needs to provide us with a cost for Sno911 providing these services.





ACTION PROPOSAL FORM

Date: 4/2/2025

Action Title: Asset Disposal of current SNO911 dispatch center consoles.

Background / Purpose:

The 30 Watson dispatch consoles currently located in SNO911's existing facility, are more than 10 years old, and have reached the end of their useful life for SNO911 operations and are recommended for surplus and disposal. 10 of the 30 will be moved to the new facility for training purposes only. In accordance with RCW 43.19.1919, which requires that surplus property first be made available to other Washington State government agencies, SNO911 has initiated efforts to determine interest from such entities.

Initial outreach will include offering the consoles to the Seattle Fire Department & Snohomish County Department of Emergency Management (SNO DEM). If declined, the consoles will then be offered to the Washington State Department of Enterprise Services (DES). Should both agencies decline, the consoles may be transferred to *any other interested government agency* or otherwise disposed of in the most cost-effective manner. The consoles are considered to have no fair market value.

Authorization Steps:

1. Declare all dispatch consoles located at SNO911's current facility as surplus.
2. Authorize staff to offer the consoles to the Seattle Fire Department, SNO DEM, DES, or any other qualified government agency as defined under state law.
3. Authorize staff to transfer the consoles to any interested government agency without returning for additional Board approval.
4. If no agency expresses interest, authorize disposal of the items in the most economical and practical manner.

Recommendation / Motion:

Motion to declare the existing Watson dispatch consoles at SNO911's current facility as surplus and authorize SNO911 staff to transfer them to the Seattle Fire Department, SNO DEM, the Department of Enterprise Services, or *any other government agency*, or dispose of them in the most economical manner without requiring further Board approval.

Funding Source: N/A



Action Proposal Form

Date: April 2, 2025

Title: Future Facility Janitorial Contract

Background / Purpose:

In March 2023, SNO911 contracted with Armstrong Janitorial Services to provide cleaning services at its current facility for \$7,774 per month (\$93,288 annually). Due to our number of staff in the current space multiple cleanings per day were required.

SNO911 will relocate to its new, significantly larger facility in May 2025. After evaluating the expanded cleaning needs, we issued an RFP for janitorial services. To date, we have received three interested responses. In order to ensure no disruption of cleaning we are seeking authorization to enter into a new agreement based on the initial RFP estimate of \$230,000 annually.

Staff wish to point out that while we will carry some overlapping costs between our two existing locations, once we consolidate all staff under one roof there will be a significant reduction in operating costs that will offset some of the new costs.

Suggested Action/Recommendation:

Authorize execution of a new janitorial services contract upon service provider selection in an amount not to exceed \$250,000 annually.

Fund: 70: Operating



Action Proposal Form

Date: April 2, 2025

Title: Future Facility Food and Beverage Services

Background / Purpose:

Currently SNO911 has a contract with B&B Vending to provide snacks, candy, pop, other beverages for staff consumption via traditional vending machines. In an effort to provide additional and healthier food options in the new facility, SNO911 has reached terms with Evergreen Refreshments to provide a self-service kiosk with food and beverages as well as a pay for coffee option.

The kiosk and all associated equipment will be installed at no cost to SNO911, and there are no ongoing fees, with the exception of the break room coffee machine. This machine will cost \$150 per month, which includes both rental and maintenance. The rental fee is waived during the first 90-day pilot period. Currently, SNO911 spends approximately \$280 per month on coffee and related supplies, but does not pay a monthly rental fee for the existing machine. In the new facility, SNO911 plans to charge a small fee of \$2–\$3 per cup to help cover the cost of coffee supplies and the machine rental.

We anticipate that usage will be sufficient to cover both consumables and potentially the rental cost; however, we will need time to evaluate actual consumption after moving into the new space. SNO911 will continue to provide basic brewed coffee at other coffee stations throughout the new facility. With sandwiches, salads, soups etc. SNO911 believes the aforementioned food and beverage option provides staff with a wider selection and healthier options than traditional vending machine offerings, and are more in line with the food and beverage options available at other modern facilities.

There is no set time period for this agreement and it may be terminated at any time with 30 days written notice.

Suggested Action/Recommendation:

Authorize execution of the attached agreement with Evergreen Refreshments.

Fund: 70 - Operating

EVERGREEN REFRESHMENTS

Family Owned and Operated Since 1976

EVERGREEN REFRESHMENTS ACCOUNT SERVICE AGREEMENT

It is agreed that Snohomish County 911, its successors and assigns, hereafter called Company, and Evergreen Refreshments, its successors and assigns, hereafter called Evergreen, agree to the following:

1. Company grants Evergreen exclusive rights to install and operate the refreshment equipment listed in Exhibit A, and the exclusive right to sell office refreshment products related to this equipment and services provided, for Company's use at their current address (the "Site") listed below, with rights to continue service for the Company should the Company change business locations.

332 SW Everett Mall Way Everett, WA 98204
2. Company agrees to notify Evergreen promptly of any machine malfunctions. Evergreen agrees to respond in a timely manner to restore the machine(s) to operating condition.
3. Evergreen agrees to carry necessary product liability, property damage and workman industrial insurance. Evergreen agrees to comply with all State, Federal and Local laws and regulations pertaining to vending machines. Company agrees to maintain commercially reasonable security and precautions against physical damage to the equipment and criminal intrusions on the kiosks (such as credit card skimmers and other means of misappropriating payment information), and to immediately report discovery of any damage or suspicious activity to Evergreen.
4. This agreement shall remain in full force and effect for a period of three (3) years from the date hereof, and then shall automatically renew for like periods thereafter unless cancelled by written notification at least 30 days prior to the renewal date. Company understands and agrees that Evergreen has made, and will continue to make, financial investments in providing refreshment services to the Company. If unsatisfactory service issues were to occur, Company shall address these issues in writing to Evergreen. Evergreen shall immediately work on correcting the issues addressed. If said issues have still not been reasonably corrected by Evergreen within 30 days of receiving such written notification, Company shall have the right to exercise a cancellation of service to Evergreen with a 30 day written notice. Company acknowledges that Evergreen has committed to making an investment in equipment, personnel, supplies, products, to fulfill the client's needs as outlined in this agreement.
5. Evergreen agrees to pilot the OCS portion of this agreement with Company to make sure it is advantageous for both parties involved. Evaluation will be done six months after installation.
6. Payment terms for any applicable invoices are Net 30 Days form the date of the invoice or as otherwise mutually agreed upon.
7. It is both parties' desires to make this agreement mutually beneficial. Evergreen may change any machine listed fpr a machine of similar quality and capacity without affecting the other terms and provisions of this agreement. On occasion, Evergreen may find it not financially feasible to continue service due to lack of sales. If this should happen, the company understands that a change in equipment may be necessary to more properly service this accounts lower volume of sales, or in an extreme case, discontinue service entirely.
8. This Agreement shall be governed by, construed and enforced in accordance with the laws of the State of Washington, without giving effect to principles and provisions thereof relating to conflict or choice of laws, irrespective of the fact that any one of the Parties is now or may become a resident of a different state or country. Venue for any action under this Agreement shall lie in King County, Washington. The Parties hereby voluntarily submit to jurisdiction of the courts in King County, Washington.
9. If Company sells or transfers any or all of its business, a condition of such sale or transfer will be an assignment of this Agreement to the buyer or transferee, executed in writing by both Company and the buyer or transferee and promptly delivered to Evergreen. Failure of Company to deliver such an assignment shall constitute a breach of this agreement by Company and shall require a Buyout.
10. The effective date of this agreement shall be April 4th 2025.
11. Each undersigned party acknowledges that they have read and understand the terms of this Agreement, and that this Agreement contains the entire agreement and understanding of the Parties with respect to the entire subject matter hereof.

Evergreen Refreshments

1217 SW 7th St. Suite 110
Renton, WA 98057
Phone: (206) 242-5700
Fax: (206) 242-7901

By: Doug Wozeniak

Company Name

Print Representative Name

By: _____

Title: SR VP Corp Sales

Title: _____

Exhibit A**Food & Beverage**

Equipment	Quantity	Monthly Lease (per machine)
Freezer Cooler	1	N/A
Beverage Cooler	1	N/A
Fresh Food Cooler	1	N/A
1 Kiosk (stand alone preferred)	1	N/A
Snack Rack	2	N/A
Total 1 OR Dejong Duke Virtu Brewer with pay caddie	1	\$150 per month

Note: Client is responsible for providing all necessary electrical, internet access, and other supply connections for the equipment. Should the client be unable to provide internet access via a data line prior the the installation date, internet connectivity would be provided by Evergreen via a wireless solution, which would be provided at no cost for the initial 30-day period. If a data line has not been installed by that time, the monthly cost of the wireless solution would be \$50.00, billed on a monthly basis.

Office Coffee Service

Equipment	Quantity	Monthly Lease (per machine)
Dejong Duke Virtu Brewer	N/A	\$199.95/month
Dejong Duke Nio Brewer	N/A	\$199.95/month
Cafection Total 1 Brewer	N/A	\$174.95/month
Newco Ace Brewer	N/A	N/A
Flavia 600	N/A	\$89.95/month
Vertex Water Cooler	N/A	\$39.95/month
Follet Ice Machine 7/15 Series	N/A	\$199.95/month
Bevi Sparkling Water Machine - Countertop	N/A	\$249.95/month
Bevi Sparkling Water Machine – Standalone	N/A	\$324.95/month

Note: All prices are guaranteed for one year from the date of signing the agreement. Prices may be adjust up to 5% annually, as needed, due to equipment or business operating cost increases.

Filter Change Program:

\$79.99 per filter, per machine.

Requested/Agreed to Filter change frequency ___ Monthly ___ Quarterly ___X Semi-Annually



ACTION PROPOSAL FORM

Date: 4/14/2025

Action Title: Approve 2024 Annual Report Final Draft

Background / Purpose:

The 2024 Annual Report is ready for review and to be considered for approval. There are some final graphical changes and the report will undergo an internal proofing and verification of data.

Recommendation / Motion:

Approve the 2024 Annual Report pending final fact-checking and proofing.

Funding Source: N/A



FUTURE READY

2024/2025

In an emergency: Dial 911
Non-emergency: 425-407-3999



FROM THE

DIRECTOR



"I am honored to lead this extraordinary team and grateful for the unwavering support of our community. Together, we are building a safer, more responsive future for Snohomish County."

Once again, SNO911 staff have delivered transformative changes in technology, processes, and partnerships that benefit the public and emergency responders. I am proud of the commitment shown by everyone at SNO911.

A major milestone is the near completion of our five-year, \$72 million Radio Replacement Project. This initiative modernizes our aging radio system, deploying over 4,000 new mobile and portable radios and upgrading 21 radio tower sites. The transition to digital radio brings clearer audio, real-time interoperability with partner agencies, and enhanced privacy for those we serve. Thanks to community support, the project includes resources for ongoing upgrades and expansion, ensuring our emergency communications remain future-ready.

This massive project has been delivered by a dedicated team of professionals, whose expertise in cybersecurity, radio frequency engineering, and project management has been crucial to its success.

We are also making significant progress with our new SNO911 facility, with a projected move-in date of mid-2025. This state-of-the-art emergency communications center will enhance operational efficiency and provide a better work environment for our staff.

Change is challenging but essential for growth. Our team’s resilience and adaptability—embracing new technologies and evolving processes—demonstrate that they are not just ready for change but leading it.

Innovation continues with two groundbreaking initiatives. The Regional Resiliency Initiative, in partnership with Valley Com 911, ensures uninterrupted 911 services during disruptions through a custom cloud-based CAD solution, CAD-L—the first of its kind in the nation. We are also implementing the Aurelian virtual attendant to automate 75-80% of non-emergency calls, helping citizens get resources quickly and allowing dispatchers to focus on critical emergencies.

SNO911 is a national leader in emergency communications. The investments we make today in technology, infrastructure, and people ensure we are always ready to serve our community at the highest level.

Kurt Mills
Executive Director
SNOHOMISH COUNTY 911

KURT@SNO911.ORG



MISSION AND VALUES

Every employee and Board Member at Sno911 understands the profound responsibility we have to our community.

Our Mission and Values guide us as we serve our friends and neighbors, when they need us most.

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

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

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



FROM THE BOARD CHAIR



"It is a real honor to serve as Board Chair of SNO911. I am consistently impressed with the amazing work of the staff at this agency that is so dedicated to serving our community in this critical function supporting public safety here in Snohomish County."

As Board Chair of SNO911, I am thrilled to witness the remarkable progress we've made enhancing our emergency communications infrastructure.

The Radio Replacement Project represents a significant leap forward in our ability to serve and protect our community. This \$72 million investment not only modernizes our technology but also demonstrates our commitment to the safety of Snohomish County residents.

The dedication of our SNO911 team, particularly the exceptional group of nine professionals leading this project, has been instrumental in its success. Their expertise in areas such as cybersecurity and radio frequency engineering puts SNO911 that we are at the forefront of emergency communications technology.

As we approach the completion of this project and the opening of our new facility in 2025, I am confident that SNO911 is well-positioned to meet the evolving needs of our growing community, providing faster, more reliable emergency response for years to come.

Jon Nehring
Mayor, Marysville

CONTACT US

SNOHOMISH COUNTY 911

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

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

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

ADMINISTRATIVE OFFICE BUSINESS HOURS

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

IN CASE OF EMERGENCY CALL 9-1-1

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

WEBSITE: www.sno911.org

ONLINE CRIME REPORT: www.mycrimereport.us

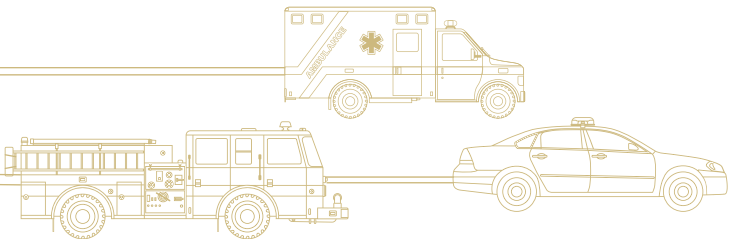
The digital connectors used throughout our story reflect the critical life saving connections we provide to fire, police, EMS and our community... the lifelines that ensure **HELP STARTS HERE!**

AUTHORIZED POSITIONS

F/T Dispatchers:	111
Supervisors:	16
Senior Leadership Staff:	6
Operations Support Staff:	5
Admin Staff:	13
Radio/Tech Staff:	23

SNOHOMISH COUNTY 911 2022 BOARD OFFICERS

President:	Marysville Mayor Jon Nehring
Vice President:	Everett Fire Chief Dave DeMarco



**HELP
STARTS
HERE**

2024 BOARD OF DIRECTORS

CAUCUS	BOARD MEMBER	TITLE	AGENCY REPRESENTING
Fire 1	Dave DeMarco	Chief	Everett Fire
	Ryan Lundquist	Assistant Chief	SRFR
	Michael Fearnehough	Commissioner	South County Fire
Fire 2	Don Waller	Chief	Fire District 4
Fire 3	Ryan Shaughnessy	Chief	Fire District 15
Police 1	Susanna Johnson	Sheriff	SCSO
	Ken Klein	Executive Director	Snohomish County
Police 2	John DeRousse	Chief	Everett Police
	Judy Tuohy	Councilmember	Everett
Police 3	Jon Nehring (Board President)	Mayor	Marysville
	Rod Sniffen	Assistant Chief	Edmonds
	Patrick Decker	Councilmember	Lynnwood
Police 4	Jonathan Ventura	Chief	Arlington Police
	Richard Emery	Councilmember	Mukilteo
	Pete Caw	Chief	Mountlake Terrace Police
Non-Voting	Vacant		

SNOHOMISH COUNTY 911

CAUCUS	ALTERNATE BOARD MEMBER	TITLE	AGENCY REPRESENTING
Fire 1	Bob Eastman	Chief	South County Fire
	Roy Waugh	Commissioner	SRFR
	Paul Gagnon	Assistant Chief	Everett Fire
Fire 2	Ned Vander Pol	Chief	Marysville Fire
Fire 3	Chad Schmidt	Chief	Fire District 21
Police 1	Vacant		
	Jason Biermann	Sr. Policy Advisor	Snohomish County
Police 2	Vacant		
	Don Schwab	Councilmember	Everett
Police 3	Jim Lawless	Deputy Chief	Marysville Police
	Cole Langdon	Chief	Lynnwood Police
	Chris Eck	Councilmember	Edmonds
Police 4	Vacant		
	Jeff Beazizo	Chief	Lake Stevens Police
	Dale Kaemingk	Mayor	Brier
Non-Voting	Steve Gunn	Councilmember	Woodway



MODERNIZING

EMERGENCY COMMUNICATIONS:

The SNO911 Radio Replacement Project

Communication is perhaps the most important aspect of emergency response, the ability to communicate between individuals, between units responding, whether it's a boat on the water or a fire engine on the street or a police car out in the countryside. The ability for the network to reach all of those places is essential for both public and first responder safety".

Everett Fire Chief Demarco

When seconds count, dependable equipment is critical to the safety and responsiveness of our emergency responders and of the safety of the public

THE NEED FOR CHANGE

A great deal has changed since the original installation of radios in the mid-1990's. Much of the legacy equipment had reached the end of its life, had become expensive to maintain, and could no longer be supported by the manufacturers. With an average of 19,000 transmissions daily, the aging analog system was increasingly prone to failures and faced imminent obsolescence.

Parts were no longer available from the manufacturer, and Snohomish County's population growth required system expansion including improved coverage in rural areas.

PROJECT OVERVIEW

The SNO911 Radio Replacement Project represents a monumental leap forward in emergency communications technology, ensuring that first responders have the state-of-the-art equipment they need when lives are on the line.

This comprehensive, five-year, \$72 million initiative includes updating Snohomish County's entire emergency radio infrastructure including:

- Replacing over 5,000 mobile and portable radios
- Upgrading equipment at 21 radio tower sites
- Implementing a new digital radio system
- Enhancing coverage and capacity across the county



"I'm just so proud and pleased that our small team of nine people were able to plan, design, and implement this future ready, state of the art radio system to help keep Snohomish County safe."

Terry Peterson
Deputy Director SNO911

THE ELITE TEAM

At the heart of this project is an elite team of nine highly skilled professionals, each bringing specialized expertise:

- [Cybersecurity implementation](#)
- [AC/DC power systems](#)
- [Radio frequency engineering](#)
- [Project management](#)
- [Civil site construction](#)
- [Secure networking](#)

Our team's diverse skill set has been crucial in navigating the enormous complex technical and logistical challenges of the Radio Replacement Project.

FUNDING AND COST SAVINGS

The project was funded through a voter-approved 0.1% sales tax increase, demonstrating the community's commitment to public safety. This funding not only covers the initial implementation but also ensures ongoing maintenance and future upgrades without additional budget support from the community.

In addition, local emergency response agencies are saving a combined \$23 million by centralizing purchasing and management of radio equipment.

IMPACT AND FUTURE-PROOFING

The new system brings numerous benefits:

- [Enhanced audio quality and reduced background noise](#)
- [Doubled channel capacity for more simultaneous conversations](#)
- [Improved coverage, especially in rural areas](#)
- [Encryption capabilities for sensitive communications](#)
- [GPS functionality for tracking first responder locations](#)
- [Wi-Fi enabled radios for remote updates and programming](#)

Looking ahead, the RRP has built-in provisions for funding future expansion and technological advancements including a complete system replacement every 15 years.

The ongoing sales tax funding ensures continuous system maintenance and support, regular software and hardware updates, training for technical staff and end-users, and future expansions to meet the growing community's needs.

The SNO911 Radio Replacement Project is more than just a technological upgrade; it's a commitment to the safety and well-being of Snohomish County residents.

By investing in this robust, future-proof system, the county has ensured that its first responders will have the tools they need to serve and protect for years to come.



RADIO REPLACEMENT UPDATE

PROJECT STATUS

ANNUAL REPORT PROJECT STATUS	2024
Design Review	100%
FCC Licensing	100%
US Primary Redesign	100%
Portable Deploy	100%
Mobile Deploy	100%
Mobile Install	100%
Site Readiness	100%
Site Installs	
Site work DC Power	100%
Site Work Microwave	100%
Site Work P25	100%
Alpha Fire Paging	30%
Fire Station	100%
Law Base Station	100%
BDA/DAS transition	10%
Site optimization	15%
Coverage Testing	Late 2024
Functional Testing	Late 2024

PROJECT BUDGET (2024)

	Adopted Project Budget	Amended Project Budget ¹	Expenditures through 12/31/2024
Project Management	\$5,739,576	\$6,050,576	\$3,981,457
Motorola Infrastructure ²	\$33,686,461	\$33,686,461	\$24,345,561
Subscribers ³	\$16,894,588	\$22,236,425	\$23,345,211
Contingency	\$10,546,678	\$10,235,678	\$5,613,830
TOTAL	\$66,867,303	\$72,209,140	\$57,286,060

Notes: 1: Ammended on September, 16 2021
2: RRP project team will rename/recategorize to infrastructure to highlight removal of paging equipment from Motorola scope
3: Change order 6 added additional radios that were funded from contingency

PIONEERING 911 RESILIENCY SOLUTION

Ensures Uninterrupted Emergency Response

The Regional Resiliency Initiative, launched by Snohomish County 911 (SNO911) and Valley Com 9-1-1, represents a groundbreaking approach to ensuring uninterrupted emergency communications services. This innovative partnership combines Next Generation 911 (NG911) capabilities with a custom cloud-based Computer Aided Dispatch (CAD) solution called CAD-L.

The Regional Resiliency Initiative was featured on the cover of the National Emergency Number Association's The Call Magazine, the Journal of Emergency Medical Services, Access Newswire, and Firerescue1, highlighting its groundbreaking approach to ensuring uninterrupted 911 services across jurisdictions.

Together, SNO911 and Valley Com 911 took on a critical challenge: What happens if a 911 center has to go off-line? While NG911 allows call re-routing between centers, knowing how to dispatch responders in distant jurisdictions has remained problematic. CAD-L, accessible via browser, operates independently from primary CAD systems and supports essential features for managing emergency responses and maintaining readiness for 'the next call.'

On June 5, 2024, the two centers successfully conducted a live 911 call re-routing drill, validating four years of planning and development. This drill demonstrated the system's ability to maintain seamless operations during disruptions or outages.

Key features of the initiative include:

- Rapid call re-routing through pre-configured Policy Routing Functions
- CAD-L's core functionality, including geo-validation, jurisdiction identification, and unit tracking
- Secure hosting on AWS GovCloud with dynamic scaling capabilities

This partnership, believed to be the first of its kind in the United States, enhances 911 resiliency for over 1.5 million residents, setting a new standard for emergency communications preparedness.



SNO911

BY THE NUMBERS

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

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

YEARS	2018	2019	2020	2021	2022	2023	2024	TOTAL
Emergency Calls	506,231	534,460	497,795	528,313	546,911	536,482	489,604	3,639,796
Non-Emergency Calls	107,723	138,028	148,417	164,787	170,956	206,118	191,839	1,127,868
Aurelian AI - NEQ							10,960	10,960
Business Calls In	11,042	26,293	22,979	21,398	21,019	20,061	20,743	143,535
Text to 911	0	438	1,137	1,203	2,434	1,993	1,919	9,124

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

	2018	2019	2020	2021	2022	2023	2024	TOTAL
January	99.8%	99.7%	99.5%	99.6%	99.1%	96.9%	98.0%	99.0%
February	99.8%	99.7%	99.6%	99.6%	99.3%	96.9%	98.8%	99.1%
March	99.8%	99.6%	99.6%	99.7%	99.3%	96.8%	98.1%	99.0%
April	99.6%	99.6%	99.6%	99.5%	99.3%	96.9%	98.0%	98.9%
May	99.6%	99.6%	99.3%	99.4%	99.1%	95.2%	98.3%	98.6%
June	99.4%	99.5%	99.5%	98.8%	98.0%	95.0%	97.6%	98.3%
July	99.1%	98.8%	99.2%	98.2%	96.9%	92.8%	96.9%	97.4%
August	99.2%	99.3%	99.3%	99.1%	96.6%	95.0%	97.3%	98.0%
September	99.5%	99.4%	99.3%	98.9%	97.4%	96.6%	98.2%	98.5%
October	99.2%	99.5%	99.5%	99.2%	97.2%	96.5%	98.8%	98.5%
November	99.4%	99.5%	99.6%	99.3%	94.8%	97.6%	98.4%	98.4%
December	99.2%	99.5%	99.5%	99.3%	96.2%	97.1%	98.8%	98.5%
TOTAL	99.5%	99.5%	99.5%	99.2%	97.8%	96.1%	98.1%	TOTAL

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

POLICE INCIDENTS	2019	2020	2021	2022	2023	2024	2023 to 2024
Arlington Police Department	26,756	23,713	22,608	23,492	24,411	29,390	20.4%
Brier Police Department	4,616	3,869	3,611	4,788	4,448	10,112	127.3%
Darrington Police Department	1,186	1,382	1,153	1,017	1,456	1,503	3.2%
Edmonds Police Department	29,971	28,192	28,209	24,684	25,096	24,862	-0.9%
Everett Police Department	143,713	122,456	128,698	133,734	143,412	134,128	-6.5%
Gold Bar Police Department	2,633	2,344	2,146	2,262	3,526	2,613	-25.9%
Granite Falls Police Department	4,064	5,327	4,607	3,654	4,380	4,291	-2.0%
Index Police Department	637	587	387	453	589	610	3.6%
Lake Stevens Police Department	25,545	24,162	25,384	22,141	21,370	22,003	3.0%
Lynnwood Police Department	43,249	35,487	37,122	39,266	44,181	41,500	-6.1%
Marysville Police Department	67,743	65,681	61,026	58,585	67,457	67,433	0.0%
Mill Creek Police Department	14,815	11,901	12,251	12,874	14,679	18,172	23.8%
Monroe Police Department	23,531	19,273	17,291	21,392	21,799	20,955	-3.9%
Mountlake Terrace Police Department	17,040	14,076	17,214	18,354	20,244	19,928	-1.6%
Mukilteo Police Department	28,572	32,443	27,497	27,060	26,715	23,112	-13.5%
Snohomish County Sheriff's Office	179,862	178,323	167,402	156,307	160,354	166,738	4.0%
Snohomish Police Department	12,257	10,683	10,315	10,366	10,657	12,124	13.8%
Stanwood Police Department	9,015	8,846	7,068	6,137	8,698	8,509	-2.2%
Stillaguamish Tribal Police	10,009	9,529	11,633	18,037	18,429	23,082	25.2%
Sultan Police Department	4,740	4,960	5,459	5,047	5,564	6,061	8.9%
Woodway Police Department	885	533	635	633	649	668	2.9%
TOTAL	650,839	603,767	591,716	590,283	628,114	637,794	1.5%

FIRE & EMS INCIDENTS	2019	2020	2021	2022	2023	2024	2023 to 2024
Everett Fire Department	21,827	20,572	23,106	26,436	25,956	25,071	-3.4%
Marysville Fire District	12,449	11,562	12,598	14,067	14,521	14,009	-3.5%
Mukilteo Fire	2,153	2,019	2,076	2,318	2,276	2,263	-0.6%
North County Regional Fire Authority	3,685	3,292	3,509	8,554	8,430	8,936	6.0%
Sky Valley Fire	823	966	842	969	827	966	16.8%
Snohomish County Airport Fire Department	353	270	272	261	299	327	9.4%
Snohomish County Fire District #15	954	829	922	1,126	1,043	1,523	46.0%
Snohomish County Fire District #16	163	237	213	256	244	242	-0.8%
Snohomish County Fire District #17	1,786	1,604	1,874	2,155	2,156	2,034	-5.7%
Snohomish County Fire District #19	383	427	506	471	378	414	9.5%
Snohomish County Fire District #21	733	786	828	923	945	894	-5.4%
Snohomish County Fire District #22	431	422	502	555	481	493	2.5%
Snohomish County Fire District #24	520	477	517	536	523	556	6.3%
Snohomish County Fire District #25	121	98	102	119	112	105	-6.3%
Snohomish County Fire District #27	31	32	29	27	32	25	-21.9%
Snohomish County Fire District #4	3,415	3,289	3,543	3,844	3,718	3,674	-1.2%
Snohomish County Fire District #5	997	1,026	1,277	1,259	1,242	1,203	-3.1%
Snohomish Regional Fire and Rescue	8,643	12,865	14,249	15,222	12,375	12,351	-0.2%
South Snohomish County Fire and Rescue	28,358	26,826	30,188	34,090	35,918	36,899	2.7%
TOTAL	87,825	87,599	97,153	113,188	111,476	111,985	.5%

Our service to the public includes fulfilling records requests of several kinds, for example: accident records. Our team processes more than 175 requests per week.

2018-2024 ANNUAL TOTALS

2018	5,129
2019	5,505
2020	5,352
2021	5,496
2022	7,192
2023	9,093
2024	10,584

As requests for emergency services continue to climb annually, SNO911 teams continuously train and prepare for unpredictable public safety incidents.

Kurt Mills
Executive Director, SNO911



OPERATING BUDGETS

	2023	2024
Ordinary Income/Expense		
INCOME		
4020 · Dispatch Service Assessments	\$16,848,329	\$17,627,108
4040 · E911 Excise Tax Revenue	\$6,929,602	\$7,004,311
4045 · Emergency Communication Sales Tax Revenue	\$3,500,000	\$5,424,081
4200 · Miscellaneous Income	\$1,131,376	\$1,595,974
Total Income	\$28,409,308	\$31,651,474
EXPENSE		
Total 5000 · Payroll Expenses	\$22,975,871	\$24,793,698
Total 6000 · Reimbursed Expenses	\$116,000	\$228,000
Total 6150 · Professional Fees	\$275,500	\$430,500
Total 6200 · Administrative Support	\$157,900	\$157,900
Total 6201 · Operating Contingency	\$295,066	\$379,219
Total 6225 · Recognition	\$10,000	\$17,000
Total 6250 · Rent	\$1,055,806	\$1,238,000
Total 6252 · Utilities	\$115,000	\$265,000
Total 6300 · Repairs & Maintenance	\$2,592,065	\$3,251,707
Total 6350 · Insurance	\$300,000	\$330,000
Total 6400 · Communication	\$114,500	\$134,500
Total 6500 · Training & Travel	\$172,600	\$206,950
Total 6600 · Minor Capital Equipment	\$164,000	\$179,000
Total 6700 · Office Supplies	\$65,000	\$40,000
Total Expense	\$28,409,308	\$31,651,474



AURELIAN PRIMER

SNO911 is thrilled to announce the implementation of the cutting-edge Aurelian virtual attendant for non-emergency calls. This innovative technology represents a significant leap forward in our ability to serve the community efficiently and effectively in non-emergency situations.

KEY FEATURES AND BENEFITS

- **Intelligent Call Triage:** Aurelian listens to callers, swiftly identifies emergencies, and routes them to 911 trunks, ensuring critical situations receive immediate attention.
- **Streamlined Non-Emergency Handling:** For non-emergencies, the system gathers information and creates digital "cards" with full transcripts, allowing for seamless integration into our CAD system.
- **Multilingual Support:** Enhancing accessibility, the attendant can converse in multiple languages, breaking down communication barriers.
- **Customization:** Tailored to SNO911's specific needs based on analysis of 1,000 recent non-emergency calls, with the flexibility for real-time adjustments.

PROVEN SUCCESS AND INDUSTRY TREND

Aurelian has already demonstrated impressive results at MACC 911 in Grant County, WA, automating 75-80% of non-emergency calls. This technology is part of a broader trend in emergency communications, as highlighted at the recent APCO conference in Orlando.

ENHANCING EFFICIENCY, NOT REPLACING STAFF

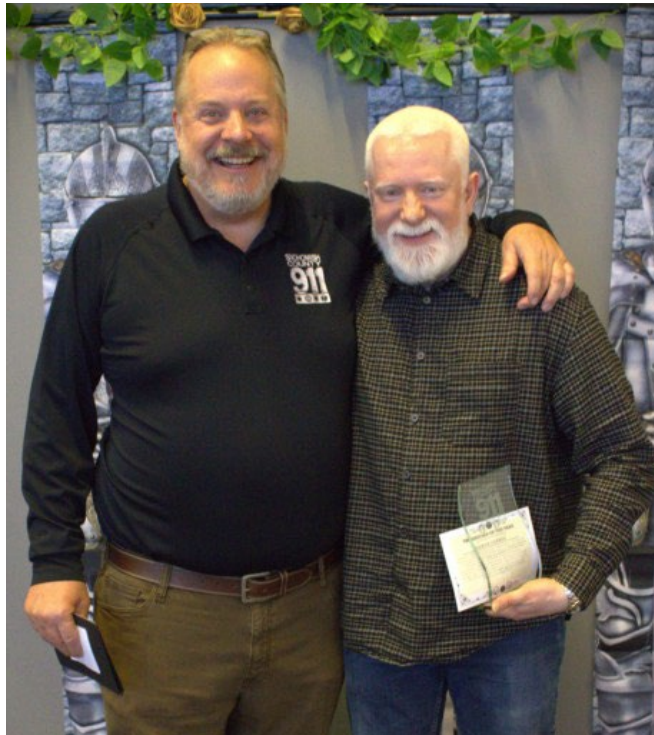
It's important to note that this technology is not aimed at reducing staff but rather at optimizing our operations. By handling routine non-emergency calls, Aurelian will free up our skilled dispatchers to focus on the growing volume of critical 911 calls, improving overall response times and efficiency.

ADDRESSING A GROWING NEED

Implementation of Aurelian comes at a crucial time, as SNO911 has seen a dramatic increase in non-emergency call volume. In 2023, we handled 206,118 non-emergency calls, a significant jump from 107,723 in 2018. This innovative solution will help manage this growing demand, reduce hold times, and improve the experience for both callers and staff.

We're excited about the potential of this technology to revolutionize our non-emergency call handling, ultimately leading to better service for our community and a more streamlined work environment for our dedicated team.





1:	Appointive Staff Employee OTY	Derek Wilson
2:	The Brent Fouse Award	Anna McKenna
3:	Call Taker OSA	Israel Lopez
4:	Exceptional Handling of a Critical Incident	Ashley Garinger
5:	Dispatch Supervisor OTY	Tracy Wammack & Kirsten White
6:	EMD OSA	Khara Woodard
7:	Fire OSE	Sara Baetschiger
8:	Dispatcher OTY	Kiana Nakihei
9:	Poice OSA	Aubry Zajac
10:	Radio Technician OTY	Kevin Arnold
11:	Collaboration Award	Jeremy Waldner & Kevin Hanrahan
12:	Teammate OTY	Marie Arnold
13:	Technician OTY	Damon Farmer

COMMUNITY RESOURCES CENTER

SMART911

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

Visit www.smart911.com to learn more.

PULSE POINT

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

SNOHOMISH COUNTY ALERTS

When emergencies occur, public safety officials use timely and reliable systems to alert you. Provided by and fully integrated with Smart911, the Snohomish County Emergency Alerts help citizens stay informed of emergencies that impact our community. To learn more, sign up here: <https://snohomishcountywa.gov/620/Public-Alert-Resources>

COMMUNITY CRIME MAP

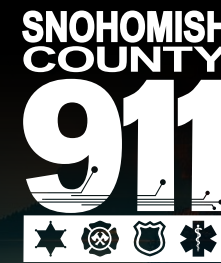
Citizens interested in viewing crime activity can visit the online portal <https://communitycrimemap.com/> and search activity throughout Snohomish County and other locations in the United States.

ONLINE CRIME REPORTING

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

FAMILY EMERGENCY PLAN

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



NOW HIRING 911 EMERGENCY DISPATCHERS



HAVE A PASSION FOR HELPING PEOPLE?

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

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

- ✓ No experience Required
- ✓ Stable Employment
- ✓ Comprehensive paid training
- ✓ Great pay: \$33.50 to \$43.66 an hour
- ✓ \$34.84 to \$45.40 an hour starting July 1, 2025
- ✓ Excellent Health Benefits
- ✓ Sabbatical Leave
- ✓ Defined Benefit Retirement Plan
- ✓ Deferred Compensation Match

Sabbatical Leave: Every 5 years staff receive an additional 2-weeks, in addition to our already rich PTO program, time that they take in one block. We understand work/life balance is important. Alternatively, staff can convert that PTO to cash and use it for a down-payment on a home, car or whatever they want.

Retirement plan is the Washington state Public Safety Employee Retirement System (PSERS) and retire at age 60.

Deferred Comp: We provide 3.5% to everyone, plus a match up to an additional 2.9%.

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

[HTTPS://SNO911.ORG/CAREERS/](https://sno911.org/careers/)



Board Packet Memorandum

Date: April 17, 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.

National Public Safety Telecommunicator's Week

National Public Safety Telecommunicator's Week is April 13th-19th, 2025! SNO911 is celebrating our amazing staff with fun games and activities, prizes donated by member agencies, and of course food. Our theme this year is *Dispatchers, Inc.*; a nod to a certain animated franchise for kids of all ages. The Employee Engagement Committee has done an absolutely amazing job this year, from decorations around the building to creating a custom design for a commemorative t-shirt and everything in between.



SNO911 Support for Southern California Wildfire Relief

In January 2025, Southern California endured devastating wildfires that collectively burned over 58,000 acres and destroyed more than 16,000 structures. The Palisades Fire ignited on January 7, burning 23,707 acres and destroying 3,501 structures, including homes and businesses in Pacific Palisades and Malibu. The Eaton Fire, also starting on January 7, consumed 14,021 acres and

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

destroyed 7,193 structures in Altadena.

Historically, SNO911 (through the SNO911 Employee Fund Association/Employee Engagement Committee) has donated funds or sent support gifts to agencies who have experienced disasters or traumatic events. In late 2023, we held a very successful fundraising event to support Maui County 911 and wildfire relief funds by making specially designed apparel available for purchase.

The Employee Engagement Committee has launched a fundraising event featuring special edition designed apparel to support Southern California wildfire relief efforts as well as the 911 professionals directly involved with the initial responses. The designs for this garment (with the exception of the SNO911 logo) were created ***in house*** by our own talented staff!

\$15 from each item purchased will be donated to a vetted relief charity in Southern California. An additional \$1.50 for every t-shirt and \$3.00 for every sweatshirt purchased is being donated by the screen-printing shop we are working with!

There are multiple color and style options to choose from (even kid's sizes!). Browse and shop here: <https://sno911.spiritsale.com/>

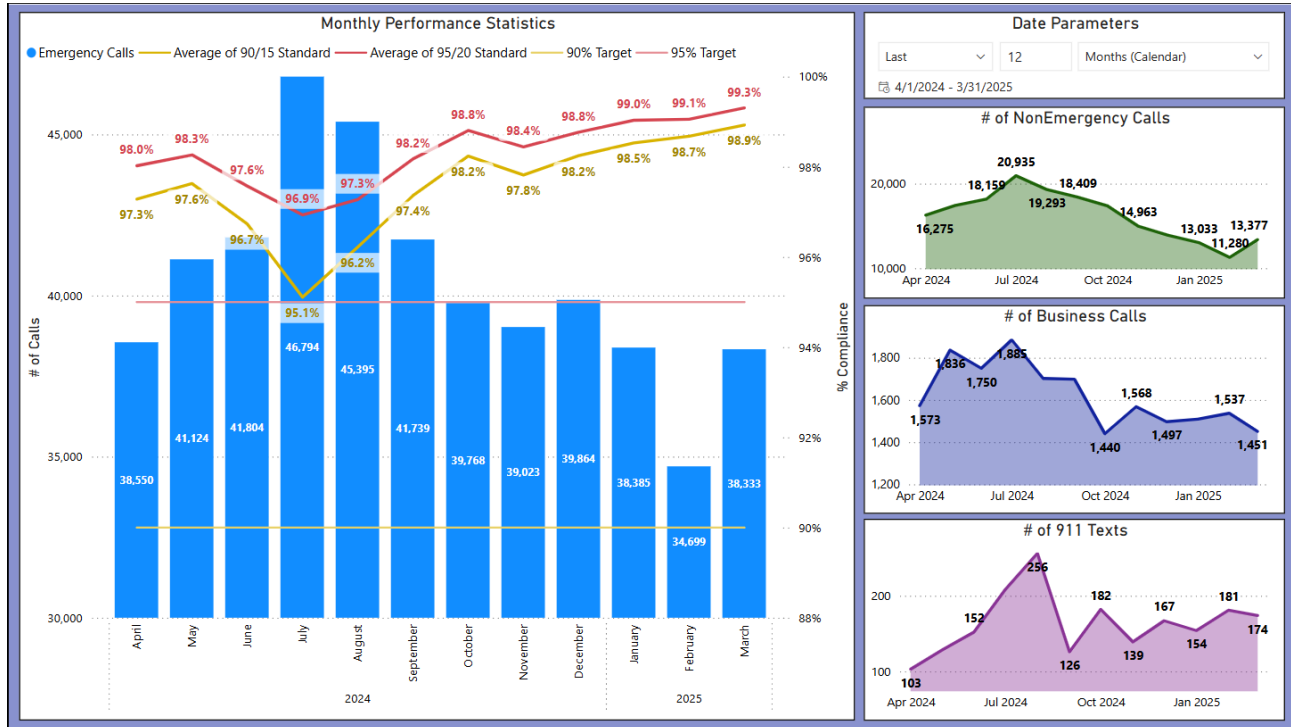
At checkout, you will have three options to receive your item(s): delivery to you (shipping fee applies), pick up at Ink it Your Way in Monroe, or pickup at SNO911 (orders placed by 4/21 will be available on 4/29).

Hats off to the entire EEC for their efforts on this fundraiser, kudos to you!

[Note: No agency funds were spent for any of this effort and collection of funds is being handled by the logo wear vendor's fundraising software program]



Monthly Statistical Reports



Text-to-911 Report

911 Texts	Type	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	YTD TOTAL	YTD GROUP TOTAL
Appropriate Use	True Emergency	11	7	14										32	32
Incorrect Use	Follow-Up	4	6	7										17	120
	Area Checks	5	3	5										13	
	Info	3	1	0										4	
	Noise	8	8	4										20	
	Traffic	3	4	1										8	
	Other Complaints	21	18	19										58	
Misuse	Accidental	3	6	3										12	212
	Behavioral Health	53	70	67										190	
	Prank	5	2	3										10	
Other	Test	1	0	1										2	145
	Abandoned	11	6	6										23	
	Non-English	0	2	0										2	
	Outgoing	0	0	0										0	
	Subsequent	14	30	17										61	
	Transfer	3	2	7										12	
	Voice Call	9	16	20										45	
Month Total		154	181	174	0	0	0	0	0	0	0	0	0	509	509
<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, DULs, 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 tranport to jail/hospital															

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

Satisfaction Response	# of Surveys	% of Surveys
4 - Very Satisfied	609	62.65%
3 - Satisfied	312	32.10%
2 - Neither Satisfied nor Dissatisfied	37	3.81%
1 - Somewhat Dissatisfied	7	0.72%
0 - Very Dissatisfied	7	0.72%
Total	972	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	1,363	93.42%
Somewhat	68	4.66%
No	28	1.92%
Total	1,459	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

Year	2025				Total
Jurisdiction	01-Jan	02-Feb	03-Mar	Total	
⊕ Everett Fire Department	2,144	1,877	2,010	6,031	6,031
⊕ Marysville Fire District	1,193	1,138	1,105	3,436	3,436
⊕ Mukilteo Fire	178	165	207	550	550
⊕ North County Regional Fire Authority	751	678	738	2,167	2,167
⊕ Sky Valley Fire	74	87	73	234	234
⊕ Snohomish County Airport Fire Department	24	27	37	88	88
⊕ Snohomish County Fire District #15	108	111	117	336	336
⊕ Snohomish County Fire District #16	30	24	13	67	67
⊕ Snohomish County Fire District #17	155	154	138	447	447
⊕ Snohomish County Fire District #19	37	29	34	100	100
⊕ Snohomish County Fire District #21	72	80	76	228	228
⊕ Snohomish County Fire District #22	37	39	53	129	129
⊕ Snohomish County Fire District #24	32	29	45	106	106
⊕ Snohomish County Fire District #25	7	8	9	24	24
⊕ Snohomish County Fire District #27	2	1	1	4	4
⊕ Snohomish County Fire District #4	309	288	318	915	915
⊕ Snohomish County Fire District #5	100	108	91	299	299
⊕ Snohomish Regional Fire and Rescue	1,011	990	1,051	3,052	3,052
⊕ South Snohomish County Fire and Rescue	3,195	2,972	3,136	9,303	9,303
Total	9,459	8,805	9,252	27,516	27,516

Police Calls - All

Year	2025				Total
Jurisdiction	01-Jan	02-Feb	03-Mar	Total	
⊕ Arlington Police Department	2,350	2,032	2,312	6,694	6,694
⊕ Brier Police Department	1,117	880	914	2,911	2,911
⊕ Darrington Police Department	159	93	165	417	417
⊕ Edmonds Police Department	2,130	1,733	2,032	5,895	5,895
⊕ Everett Police Department	9,894	9,018	10,476	29,388	29,388
⊕ Gold Bar Police Department	247	164	201	612	612
⊕ Granite Falls Police Department	326	309	317	952	952
⊕ Index Police Department	53	49	46	148	148
⊕ Lake Stevens Police Department	1,944	1,671	1,937	5,552	5,552
⊕ Lynnwood Police Department	3,611	3,076	3,567	10,254	10,254
⊕ Marysville Police Department	5,744	5,331	5,851	16,926	16,926
⊕ Mill Creek Police Department	1,960	1,605	1,997	5,562	5,562
⊕ Monroe Police Department	1,562	1,575	1,719	4,856	4,856
⊕ Mountlake Terrace Police Department	1,869	1,813	2,245	5,927	5,927
⊕ Mukilteo Police Department	1,976	1,782	2,119	5,877	5,877
⊕ Snohomish County Sheriff's Office	13,112	12,108	13,679	38,899	38,899
⊕ Snohomish Police Department	947	855	1,104	2,906	2,906
⊕ Stanwood Police Department	686	592	744	2,022	2,022
⊕ Stillaguamish Tribal Police	2,321	2,180	2,067	6,568	6,568
⊕ Sultan Police Department	571	522	589	1,682	1,682
⊕ Woodway Police Department	43	86	115	244	244
Total	52,622	47,474	54,196	154,292	154,292

FOR THE EXCLUSIVE USE OF HEMP_42COASTAL@ICLOUD.COM

From the Puget Sound Business Journal:

<https://www.bizjournals.com/seattle/news/2025/04/11/sno911-moves-everett-facility.html>

SUBSCRIBER CONTENT:

Commercial Real Estate

Snohomish County agency prepares for move to \$68 million facility



Image: Jessica Perez | PSBJ

The finishing touches on construction of Sno911's facility are expected to be completed by May 8. The agency plans to officially move in May 21.

JESSICA PEREZ | PSBJ



By [Jessica Perez](#) – Reporter, Puget Sound Business Journal
Apr 11, 2025



Listen to this article 3 min



Snohomish County 911 is preparing to move into a newly renovated \$67.8 million facility that's more than triple the size of its current space at the Everett Police Department.

The dispatch center will move to a former two-building office complex at 334 SW Everett Mall Way acquired by Sno911 in 2022 for \$10 million.

Sno911 will occupy two-thirds of the 90,000-square-foot complex, with the remaining 30,000 square feet to be leased to another government agency at a later date. Around 170 employees will move into the dispatch center.

Sno911 will take temporary occupancy starting next week, and staff will officially move in May 21, leaving the agency's 16,000-square-foot space at 1121 SE Everett Mall Way behind.

The project was funded through a voter-approved sales tax.

Sno911 Director Kurt Mills said the move was motivated two factors: the consolidation of Snohomish County Emergency Radio, whose staff currently works out of a warehouse in Marysville, and overcrowding at Sno911's current location.

He said having all staff under the same roof will help with efficiency and collaboration, making it easier to resolve technology issues or ask questions. There was no room to do this at the police department, he added.

When staff first moved there, only 66 dispatchers worked at the center. But before the pandemic, two different area dispatch agencies were merged into a

single regional agency, becoming Sno911. Now, 107 dispatchers work in the building, where they are tightly packed.

“All we wanted was parking and restrooms,” Mills said during a tour of the new facility.

Related content

- [Job service provider relocate Everett offices](#)
- [Paine Field moves offices into former Boeing building](#)

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The critical operations area needed to meet high safety standards to ensure it would stay operational in the event of an emergency.

The facility was fortified with features like seismic beams and micropiles, foundation elements that go 30 feet into the ground and protect the building during earthquakes. Other safety features like riot film, ballistic glass windows, and five security access points were also added to protect employees. The new facility also has backup generators and a situation room.

Sound panels and machines were installed to muffle noise from one end of the room to the other. Dispatchers handle between 1,500 to 2,000 calls a day and need to be able to hear the caller.

“We were concerned about the propagation of sounds,” Mills said.

Sno911 used a collaborative design process for the facility, bringing in SHKS Architects, RossDrulisCusenbery Architecture and general contractor Lydig Construction to carry out its vision, Mills said.

“We accepted what was here as best we could, then added what we needed,” Mills said.

Construction is expected to be completed May 8. The agency plans to host a ribbon-cutting May 17.

April 14, 2025

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

Via US Mail and Email: kmills@sno911.org

Dear Board Members,

I represent the Washington State Association of Broadcasters, Allied Daily Newspapers and the Washington Newspaper Publishers Association, which in turn represent the region's radio and television stations and local newspapers. These broadcasters and publishers regularly cover news in the Puget Sound area. I write to address my clients' concerns about future encryption of law enforcement radios in Snohomish County.

The stated goals of Snohomish County 911's Radio Replacement Project are to modernize a legacy communications system and to assure public and officer safety. Conceptually, my clients believe these are laudable goals. The proposal to switch to "military grade encryption" for law enforcement radios,¹ however, impacts the ability of the press to report responsibly on matters of utmost public concern, and thereby threatens both public safety and government transparency in ways that your agency does not appear to have taken into consideration to date.

For decades, local police and fire officials have worked cooperatively, responsibly and successfully with news organizations to provide pertinent information to the public without compromising officer safety or sensitive information. Agencies throughout Snohomish County have long recognized that the news media play an important role in assuring public safety – namely, providing timely information to the communities they serve about matters of the utmost public interest. The ability to monitor police and fire radio communications has been an essential tool for news professionals to perform that function, and to provide a check and balance on government accounts of important information.

Local media organizations strongly urge you to retain full access to historically available law enforcement and fire radio communications. To that end, they urge Snohomish County 911 to allow news media access to any encrypted frequencies in the future, so that they may continue to monitor and cover

¹ See <https://sno911.org/rrp/>.

Board of Directors
Snohomish County 911
April 14, 2025
Page 2

legitimate news events on behalf of the citizens of Snohomish County. Reliable technical solutions exist to permit access to encrypted frequencies for accredited media professionals. We urge you to implement such features in your new radio platform to assure the public retains its right to know about important government conduct.

Local media that have raised the concerns above, and that share the concerns raised in this letter, include:

KRKO-AM Everett, WA
KKXA-AM Snohomish, WA
KSER-FM Everett, WA
KONG-TV Everett, WA
KING-TV Seattle, WA
KOMO-TV Seattle, WA
KUNS-TV Bellevue-Seattle, WA
KIRO-TV Seattle, WA
KCPQ-TV Tacoma-Seattle, WA
KZJO-TV Seattle, WA
KCTS-TV Seattle, WA
KIRO-FM Tacoma-Seattle, WA
KTTH-AM Seattle, WA
KNWN-AM/FM Seattle, WA
KVI-AM Seattle, WA
KUOW-FM Seattle, WA
KNKX-FM Tacoma-Seattle, WA
Northwest Public Radio, Pullman, WA
The Seattle Times
The Herald (Everett, WA)
The Everett Post (www.everettpost.com)
Washington State Association of Broadcasters
Allied Daily Newspapers
Washington Newspaper Publishers Association

Representatives of these broadcasters, newspapers and associations intend to appear during the public comment period at the next meeting of the Board of Directors of Snohomish County 911. We also urge your agency not to implement any encryption of radio communications without first addressing the important transparency issues set out above, and implementing a credentialing process to assure continued news media access.

Finally, my clients and representatives of their member press organizations request the opportunity to meet with you or appropriate staff members to discuss the issues raised here, and to assist with the logistics of implementing a credentialing process.

Board of Directors
Snohomish County 911
April 14, 2025
Page 3

Thank you for your consideration.

Sincerely,

Davis Wright Tremaine LLP



Eric M. Stahl

cc: Kurt Mills, Executive Director, Snohomish County 911 (kmills@sno911.org)
Snohomish County Sheriff and Police Chiefs' Association (jbeazizo@lakestevenswa.gov)
Snohomish County Fire Chief's Association (tramey@northcountyfireems.com)
Washington State Association of Broadcasters (kshipman@wsab.org)
Allied Daily Newspapers (anewspaper@aol.com)
Washington Newspaper Publishers Association (execdirector@wnpa.com)

Snohomish County 911
Police Technical Advisory Committee
Meeting Summary for March 13th, 2025 / 10:30-11:30 p.m.
In Person Location: Everett PD, multipurpose room

Meeting Attendance:

POLICE TAC REPRESENTATIVES					
Lt. Mike Gilbert - Arlington	X	Asst. Chief, Jim Lawless – Marysville	X	Lt. Raulie Robertson - SCSO	X
Clerk Antonia Buell– Brier	X	Chief, Stan White – Mill Creek	X	Chief Nathan Alanis – Snohomish	
Cmdr. Shane Hawley – Edmonds	X	Dep. Chief, Ryan Irving – Monroe		Lt. Jason Toner – Stanwood	X
Capt. Bob Goetz- Everett	X	Cmdr. Mike Haynes – Mountlake Terrace		Megan Newman - Stillaguamish	X
Sgt. Jim Barnes – Lake Stevens		Asst. Chief, Colt Davis – Mukilteo	X	Travis Katzer - EPD	X
Cmdr. Pat Fagan - Lynnwood		Rob Martin – SCSO		Geoff Albright – EPD	X
ALTERNATE REPRESENTATIVES					
Lt. Peter Barrett - Arlington		Cmdr. Adam Vermeulen – Marysville	X	Capt. Andy Kahler - SCSO	
Corporal Brittany Harris – Edmonds		Mike Young - Marysville		Capt. Steve McDonald – SCSO	
Dep. Chief Jeff Hendrickson – Everett		Dep. Dir. Eric Chartrand – Mill Creek	X	Sgt. Karl Gilije - Stanwood	
Dep. Chief, Jeff Young – Lake Stevens		Chief, Jeff Jolley - Monroe		Capt. James Massingale - Stillaguamish	
Cmdr. Dean Thomas – Lake Stevens	X	Chief Pet Caw – Mountlake Terrace		Antonio Fatro – Stillaguamish	X
Cmdr. Brian Jorgensen - Lynnwood	X	Det. Sgt. Nicole Stone – Mukilteo		Curtis Zatylny – LPD	X
SNO911					
Executive Director Kurt Mills	X	Ops. Manager Derek Wilson	X	Director of Ops Andie Burton	X
Deputy Director Terry Peterson	X	Ops Manager Karen McKay	X	Admin Assist. Rebekah Keumple	X
Radio Mgr. Howard Tucker	X	App. Team Mgr. Brent Meyer	X	Executive Asst. Tiff Brown	X
SUPPORT STAFF & GUESTS					
Kirsten White, SNO911	X	Anna McKenna, SNO911	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 1030 hours.

1. **Roll Call** – taken via sign in sheet.
2. **Approval of Minutes:** **Commander Shane Hawley moved to approve the January 2025 minutes as presented. Seconded by Asst. Chief Colt Davis and approved unanimously.**

3. **Announcements:** None.

4. **Action Items:** None.

Item 8A was moved to the top of the agenda.

8. **Old Business:**

A. Talk Group Optimization – Radio Discipline/Training talking points presentation. Kirsten White and Anna McKenna gave a presentation covering the key categories where most issues occur regarding radio discipline. The document was distributed to attendees after the meeting to be shared with their agency and is available to download off the agency portal. Chief Lawless added that everyone should be reviewing the radio procedure manual and it was asked for staff to provide a short list of common phrases that are used most and/or problematic.

5. **Reports:**

- A. SNO911 Updates** – Kurt reported that the new facility is on schedule and staff hopes to have temporary occupancy next month. The plan is to move operations over in May.
- B. State Dept of Corrections Interop** – this item will be removed from the agenda moving forward.
- C. Mobile Users Group** – No meeting. Seth Kinney with Mill Creek will be joining this group moving forward.

D. PTCC Report – Brent reported that windows updates will be pushed until after the agency moves into the new building. Potentially, the week of March 24th a patch for CAD mobile will be installed to fix the dropping issue, this will cause a short outage and an announcement will go out once that is scheduled. Sgt. Flemming is joining this group as an official member. The needs assessment has been completed with over 50 people representing a wide variety of users. The consultant is drafting a report which should be available by the end of the month with a recommendation, this will be shared with PTCC and all stakeholders.

E. Radio Replacement Project – this item will be discussed during 7A.

F. Policy Review Committee. None.

6. Technical Update: Brent reported that IT staff is mainly focused on the new building with over half of them at that location daily, installing dispatch monitors and equipment in server cabinets. Staff will move the VPAC environment on Saturday, May 31st as the system is moved it will be down, and that exact time will be announced once it is scheduled. Local installs are an optional workaround if needed, reach out to the SNO911 help desk for assistance.

7. New Business:

A. Radio Replacement Project Update – Terry and Howard gave a detailed presentation on the project including background information and technical details to prepare for cutover in a few weeks. Howard included instructions on the various ways to obtain WIFI updates. Terry invited everyone to the Board meeting next week where radios will be on display for testing. Staff is planning a public facing media event scheduled for the last week in April to announce the cutover to the public. Police radio is moving to an encrypted environment. Karen McKay is the contact for agency MOUs.

B. BDA Discussion regarding status checks – Karen spoke about status checks during an event within a BDA. If the officer is in a building with a BDA issue their radio will show as purple on the premise map. Dispatchers will get a pop-up warning showing the blockage/radio issue in the building and can advise the unit as such. Staff plans to conduct rollcall for all field units at 7:40 before cutover and again at 8:10 afterwards.

C. Reactivating Closed Calls – Derek reviewed the ongoing issues with reactivating closed calls and noted that there are proper workflows available as an alternative to reactivation.

9. Good of the Order: None

10. Adjourned at 12:02pm

SNOHOMISH COUNTY 911

Fire Technical Advisory / Operations Committee

March 19th, 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	☐ Theresa Ramey	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	☒ Jason Allen	Camano Island Fire	
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	
	☒ Brien Gronemyer	Tribal Bay FD	☒ Chad Crandall	FD#17	
Guests and Staff in Attendance	Kurt Mills	Terry Peterson	Howard Tucker	Derek Wilson	Brent Meyer
	Laura Stiers	Rae Wade	Tiff Brown	Rebekah Kuempel	

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

Committee Chair, Eric Andrews called the meeting to order at 1:32 pm.

1. ANNOUNCEMENTS.

2. **APPROVAL OF MINUTES.** Ryan White motioned to approve the February 2025 Fire TAC/Ops meeting minutes as presented. Seconded by Blake Engnes and unanimously approved.

3. COMMITTEE UPDATES.

- A. **PTCC / NWS.** Windows patching that was scheduled for February was cancelled due a wind storm that came through that night. The next patching widow will be after SNO911 moves into the new building. We were expecting a CAD/Mobile patch to fix the ongoing radio assignment issues. That patch was put on hold by Tyler and we are expecting delivery in early April. Sgt. Rod Fleming joined PTCC as a Law Enforcement Advisory Member. A couple dates to keep in mind with the move to SNO911's new building. vPAC will be moved on Saturday May 31st. This system is not redundant and will be down during the move. Locution will be moved on June 3rd. We will work with Operations and be sure all stakeholders are notified of the move and impacts of those system outages.

- B. Technical Update.** IT is focused on the new building move. Staff are over there daily working on the server room, networking and the dispatch console setup.

The committee also discussed the ongoing radio and facility changes, with a potential open house in May. There were concerns about the lack of a Business Continuity Plan (BCP) for the fire users, which is expected to be addressed in the future. The committee also discussed the potential addition of High Frequency (HF) to the existing radios, which would be expensive and lock them into a specific radio model for the future. The committee is considering different communication options and the cost implications of these choices.

- C. Radio Replacement Committee.** The meeting discusses the upcoming switchover to a new radio system infrastructure on April 8th. SNO911's IT team has been working on both the new system deployment and maintaining the legacy system. The new system includes 22 radio sites, with two new sites added to improve coverage in problematic areas. The system upgrade, funded by a 2018 voter-approved initiative, includes new radios, infrastructure improvements, and plans for future maintenance and upgrades. Police departments will be moving to encrypted talk groups, which will affect public listening capabilities. The new radios feature Wi-Fi updates, which have proven to be highly efficient for reprogramming the entire fleet quickly.

Howard announced the upcoming transition to a new paging system, set to begin next week. The new system will improve coverage and reliability, with the legacy system being taken offline. The cut-over process is expected to take around 5-6 days, with some sites potentially taking longer to be fully operational. The new system will also support Norcom sites. Howard also mentioned that they are working on comparison maps of the old and new coverage areas.

- D. Radio Procedures Committee.** There was discussion around the new call type for maritime vessels and adding the call type VHF.

- E. Fire User Group.** None

- F. Fire Standards/Data.** None

- G. County Fire Rescue Plan Committee.** None

- H. SNO911/DRC/DSC.**

- I. Public Safety Tech Committee (PSTC).** The Public Safety Tech Committee discussed the progress of the needs assessment, which involved over 50 participants from multiple agencies. The National Public Safety Group is compiling the notes and is expected to provide a draft by the end of the month.

- 4. SNO911 UPDATE.** The Committee discussed the upcoming cutover to a new radio system on April 8th at 8 AM. The transition will be a "knife edge" cutover, requiring all users to switch simultaneously. In-building coverage systems will be shut off one week prior, potentially affecting coverage in some buildings for 6-12 months. Staff will print and distribute new visor cards essential information for end-users. Staff also emphasizes the importance of coordination and communication to ensure a smooth transition. They also mention ongoing work after the cutover, including system updates and potential reprogramming of radios.

5. **SNOHOMISH COUNTY EMS.**

6. **OLD BUSINESS.** AT&T was able to fix the FirstNet messaging delay issue.

7. **NEW BUSINESS.**

A. Camano Fire Access to SNO911 talk groups & radio programming – Howard The group discussed the integration of Camano Island Fire and Rescue into the SNO911 radio system. They approve an MOU with Fire District 15 as the sponsor, granting Camano Island access to standard fire talk groups and emergency button functionality. The discussion covers operational aspects, including how to handle emergency activations from Camano Island units. The group also addresses challenges related to radio IDs, unit identification, and the upcoming statewide ID plan changes. They agree to work on solutions for these issues.

Ryan White motioned to approve the MOU, seconded by Blake Engnes and approved unanimously.

B. Board Up Process – Derek. Derek discussed the challenges faced with the board up companies, particularly with the fire department, who were getting directed to them for board-ups. The discussion ended with SNO911 suggesting a standardized process for emergency response.

8. **GOOD OF THE ORDER.**

9. **ADJOURNED at 2:49 pm.**

The next Fire Technical Advisory/Operations Committee meeting is scheduled for April 16th at 1:30 p.m. via Zoom, or in-person at FD#4 in the Harvey Room.

Snohomish County 911 - Finance Committee
Meeting Summary for April 10, 2024 / 1:30 – 3:00 pm
Location: Remote Meeting via Zoom

Meeting Attendance:

Finance Committee					
Dave DeMarco	X	Ryan Lundquist		Jim Lawless	X
Ken Klein					
Staff and Guests					
Kurt Mills	X	Wade Anderson	X	Terry Peterson	X
Tiffani Brown	X	Rita Simmons-Owens	X		

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

1. **Call to Order, Introductions, and Announcements.** The meeting was called to order at 1:30pm by Chief DeMarco. Kurt announced that Wave will be reimbursing SNO911 for a circuit that was supposed to be canceled, a credit of \$15,000 will be forthcoming.
2. **Reports.**
 - A. **Blanket Voucher Report for March.**
Chief Ventura moved to recommend the Blanket Voucher Report for March 2025 for Board approval. Seconded by Chief DeMarco and passed unanimously.
 - B. **Fund Balance Report for March.** Included in the packet as information.
3. **Old Business.** None.
4. **New Business.**

APF Disposal of Old Dispatch Consoles. There are 30 old consoles total, 12 are being kept for training purposes at the new facility. The remaining consoles need to be removed and staff would like to declare them as surplus which will allow the agency to transfer them to Seattle Fire and Snohomish County DEM.

Chief Lawless moved to recommend this disposal action to the full board for consideration. Seconded by Chief DeMarco and approved unanimously.

APF Copiers NW Future Facility Contract. A new lease must be executed for the future facility and a copy of the lease was included in the packet. Due to the new building not having any copper, an alternate method for faxing needs to be implemented.

Chief Lawless moved to recommend to place the execution of a new lease on the Consent agenda at the next board meeting. Seconded by Chief DeMarco and approved unanimously.

APF Future Facility Janitorial Services Contract. The Agency is going from 11,000 sq. ft. to approximately 90,000 sq. ft. and the new janitorial contract being proposed reflects the increase in space needed to be cleaned. A copy of this contract was included in the packet for review. The committee had discussion on contracting versus hiring employees. The plan is to move into the facility and evaluate the needs from actual experience.

Chief Lawless moved to recommend the new contract to the full board for consideration. Seconded by Chief DeMarco and approved unanimously.

APF Future Facility Food & Beverage Contract. Wade explained the new vending service options with Evergreen Refreshments for the new facility.

Chief Lawless moved to recommend the new beverage contract to the board for review. Seconded by Chief DeMarco and approved unanimously.

5. **Good of the Order.** The calculation which dictated the 2025 assessment fees is supposed to be based off averages of the last 8 quarters, for 2025 that average was based off the last 4 quarters resulting in an overpayment to some agencies and an underpayment to others. Staff is working to solve the issue and a recommended resolution will be brought to both the Finance Committee and Board in May.

The first board meeting of SCEMSA is happening next week. SCEMSA will put together a subcommittee to help negotiate the SLA with SNO911.

6. **Adjourn.** The meeting was adjourned at 2:00 pm.

The next Finance Meeting is scheduled for May 8th, 2025 at 1:30 p.m.

Snohomish County 911
Public Safety Technology Committee
Meeting Summary for March 26th, 2025

Meeting Attendance:

Committee Members					
Dave DeMarco		Jonathan Ventura	X	John DeRousse	
Cole Langdon	X	Bob Eastman	X	Ryan Lundquist	X
NPSG Team					
Buck Mims		Bob Rausch	X	Cliff Micham	X
Dennis Vrooman		Craig Bickley			
Staff Support Team					
Kurt Mills	X	Terry Peterson	X	Tiffani Brown (note taker)	X
Andie Burton		Brent Meyer			

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

The meeting was called to order at 2:31 pm.

1. Needs Assessment Update. Bob Rausch gave a briefing on the process of compiling documentation gathered during the assessment period. This will help define how the agency uses the current program moving forward noting both strengths and weaknesses. The first draft of this document can be expected in April. After the draft is reviewed and edited by all user agencies for transparency and input, it will guide the remaining analysis process. Bob will work with Kurt on collecting feedback from each agency in an easy way.
2. Tyler Cloud Visit Phase 1. Cliff Micham stated they are ready to present the data collection document to Andrew Hill the president of Tyler. Review of Tyler's response will be scheduled in June. SNO911 Tech team will dictate when Cliff sends the email off to Tyler. The goal is to come out of this meeting with the information to roll into phase two of this initiative.
3. Round Table. Kurt spoke about the RTIC pilot project and the different software components which are part of the RTIC solution; First Due, ESO etc. Cliff shared his research and a first draft presentation of the market trend analysis pointing to some technology available currently.

Terry reported an update on the Radio Replacement Project. An issue has ben identified with Motorola which may impact the timing of the cutover date on this project.

Meeting adjourned at 3:03 pm. Next meeting scheduled for Wednesday, April 30th at 2:30 pm.