

SNOHOMISH COUNTY 911 BOARD OF DIRECTORS
BOARD MEETING AGENDA
March 19th, 2026 at 8:30 a.m.
VIRTUAL MEETING

<https://us02web.zoom.us/j/84187143466?pwd=z9mY0pGgkcfybQXbQrSDJbCQeUxYTb.1>

Webinar ID: 841 8714 3466

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or dial +1 253 205 0468

- 1. Call to Order**
 - A. Roll Call**
 - B. Announcements**
 - i. ACE Proclamation
 - ii. Commissioner Waugh Acknowledgement
 - C. Public Comment Policy:** Public Comments limited to 3 minutes on discussion items related to agency business.
- 2. Approval of Agenda**
- 3. Consent Agenda**
 - A.** Minutes from the February 19th, 2025 Regular Board Meeting.....3
 - B.** February 2026 Blanket Voucher & Payroll Approval Form:
 - i. Checks 1170-1174; 21199-21289 for a total of \$1,656,204.83
 - ii. Payroll Direct Deposit, in the amount of \$1,561,215.40
 - C.** APF – Aviat Microwave Contract
- 4. Executive Session (if needed)**
- 5. Old Business**
 - A.** APF - Committee Guideline Principals – Personnel
- 6. New Business**
 - A.** APF – Radio Fleet Expansion27
 - B.** ADAPT - AI Development, Alignment, Partnerships Team
 - C.** Public Safety Technology Initiative Update
- 7. Reports**
 - A.** Agency Report.....32
 - B.** Police TAC – No February meeting
 - C.** Fire TAC37
- 8. Committee Reports**
 - A.** Finance Committee40
 - B.** Personnel Committee42

- C. Public Safety Technology Committee44
- D. County EESCS Committee (formerly County E911 Office)
- E. County ECSF Program Advisory Board

9. **Good of the Order**

10. **Adjourn** - The regular Board meeting for April has been cancelled and a ½ day Board Retreat is scheduled for Tuesday, April 28th from 11:00 a.m. to 3:00 p.m. at SNO911.

SNOHOMISH COUNTY 911 BOARD of DIRECTORS MEETING

In Person Meeting February 19th, 2026

Board Members & Management in Attendance	☒ Jon Nehring-President	Marysville	☐	
	☒ Dave DeMarco	Everett Fire	☒ Jonathan Ventura	Arlington Police
	☒ Ryan Lundquist	SRFR	☒ Dale Kaemingk	Brier
	☒ Michael Fearnough	South County Fire	☒ Deanna Gregory	Legal Counsel
	☒ Don Waller	Fire District 4	☐ Kurt Mills	SNO911
	☒ Joel Johnson	Fire District 24	☒ Terry Peterson	SNO911
	☒ Susanna Johnson	SCSO Sheriff	☒ Andie Burton	SNO911
	☐ Alessandra Szebenyi		☒ Rosie Akopyan	SNO911
	☒ Robert Goetz	Everett Police	☒ Wade Anderson	SNO911
	☐ Judy Tuohy	Everett	☒ Howard Tucker	SNO911
	☐ Loi Dawkins	Edmonds Police	☒ Chris Carlton-Bishop	SNO911
	☒ Jeff Beazizo	Lake Stevens Police	☐ Rita Simmons-Owens	SNO911
Alternate Board Members in Attendance	☐ Shaughn Maxwell	South County Fire	☐ Don Schwab	Everett
	☒ Roy Waugh	SRFR	☒ Jim Lawless	Marysville Police
	☒ Brett Yeadon	Everett Police	☒ Jenna Nand	Edmonds
	☒ Ned Vander Pol	Marysville Fire	☐ Brett Gailey	Lake Stevens
	☒ Glen Albright	Mukilteo Fire	☒ Cole Langdon	Lynnwood Police
	☐ Bryce Owings	Snohomish County	☐ Jeffrey Jolley	Monroe Police
	☐ Doug Jeske	Undersheriff	☒ Pete Caw	Mountlake Terrace PD
	☐ Jeraud Irving	Everett Police	☐ Seth Albright	Everett Fire
Staff Attending	Joe Wankleman - SCF	Rod Younker – Summit Law	Donna Vago – City of Mukilteo	
	Riley McGinnis - Public	Russell Wiita - Marysville	Tiff Brown – SNO911	

AGENDA ITEMS		ACTION OR FOLLOW-UP
1. Call to Order, Roll Call and Announcements	A. Call to Order: Board Chair, Mayor Jon Nehring called the meeting to order at 8:32 a.m. Roll call was taken and a quorum was confirmed. B. Announcements: SNO911 Deputy Director Terry Peterson welcomed new board members, Shaughn Maxwell with South County Fire, Alessandra Szebenyi with the Executives Office, Bryce Owings with City of Lynnwood and returning member Jenna Nand with the City of Edmonds. Lynnwood Fire Chief Cole Langdon announced that Chelsea Wright will be replacing Bryce Owings for Lynnwood. SNO911 Director of Operations, Andie Burton reported that the Agency turned in the application for Accredited Center of Excellence (ACE) Accreditation, all 20 points submitted have passed and are now working to schedule the site visit.	
2. Public Comment	None	
3. Approval of Agenda	The agenda was approved as presented. <u>Chief Jeff Beazizo moved to approve the agenda, seconded by Chief Ned Vander Pol and approved unanimously.</u>	Agenda Approved
4. Consent Agenda	<u>Chief Beazizo moved to approve the Consent Agenda, including:</u> A. Minutes from the January 15, 2026 regular board meeting B. January 2026 Blanket Voucher & Payroll Approval Forms	

AGENDA ITEMS		ACTION OR FOLLOW-UP
	i. Checks 1165-1169, 21106-21198 for a total of \$1,927,550.54 ii. January payroll direct deposit in the amount of \$1,552,478.10 <u>Councilmember Jenna Nand seconded and the motion passed unanimously.</u>	Consent Agenda Approved
5. Executive Session	Two items for executive session: • Rod Younker was present to discuss labor negotiations. • Executive Director review. The Snohomish County 911 Board of Directors took recess into Executive Session at 8:38am for an expected 20-minute period. They returned to the regular Board meeting at 8:54 with no related announcements or actions taken.	
6. Old Business	A. Committee Appointments. Deputy Director Peterson reviewed the various committee vacancies due to regular attrition cycles. The 30-day notice went out last month and the Board is currently ready to appoint positions which are as follows: Finance Committee – Councilmember Jenna Nand Personnel Committee – Chief Ned Vander Pol PSTC Committee – Chief Chalfant, Chief Seth Albright and Deputy Chief Brett Yeadon Radio Advisory Committee (1 city police Chief and 1 city official) – Chief Cole Langdon and Councilmember Jenna Nand. Chief Dave DeMarco offered to speak to Chief Don Schwab about participating. <u>Chief Beazizo moved to approve all of the aforementioned participants into the prospective committees. Seconded by Chief Dave DeMarco and approved unanimously.</u>	Motion Passed
7. New Business	A. APF – Tulalip Tribe Radio Agreement. Deputy Director Peterson gave some historical information on the agreement and talked through the renewal structure and updated terms. A redlined version was included in the packet. <u>Sheriff Susy Johnson motioned to authorize the execution of the successor Agreement for Services between Snohomish County 911 and the Tulalip Tribes for access to the SNO911 radio technology system substantially in the form presented, pending final legal review. Seconded by Chief Beazizo and approved unanimously.</u> B. APF – 2025 Year End Underspend. SNO911 Director of Finance, Wade Aderson reported that the 2025 fiscal year is now closed with a total of \$641,921.24 in carryover. Staff has brought this up with the Finance Committee for review as well and asks to move the funds into Fund 80. <u>Chief Dave DeMarco motioned to authorize moving \$641,921.24 of 2025 Operating Budget Underspend into Capital Fund 80. Seconded by Councilmember Nand and approved unanimously.</u>	Motion Passed Motion Passed

AGENDA ITEMS		ACTION OR FOLLOW-UP
	staff for their hard work. The exit meeting is scheduled for next Thursday and the calendar invite will go out shortly. Chief Beazizo invited everyone to join the Polar Plunge, benefiting the North Sound Special Olympics this Sunday, February 22nd in Lake Stevens.	
11. Adjourn	Mayor Nehring motioned to adjourn the meeting at 9:50 a.m. The next board meeting will be virtual and is scheduled for March 19, 2026 at 8:30 a.m.	

SNOHOMISH COUNTY 911
BLANKET VOUCHER & PAYROLL APPROVAL FORM
Feb-26

VOUCHER CLAIM CHECK # 1170-1174; 21199-21289

General Operations	70	\$	1,062,676.03
Capital Fund	80	\$	7,698.66
Radio Capital	85	\$	-
Radio Replacement	130	\$	1,863.00
Fleet Expansion	140	\$	-
DDA Future Facility	150	\$	583,967.14
Bond Repayment	155		
TOTAL			\$1,656,204.83

PAYROLL/SALARIES CHECK – Direct Deposit

Operations:

Admin	\$	162,057.55
Tech	\$	163,023.74
Ops	\$	117,398.07
Dispatch	\$	1,012,435.23
Wireless 100	\$	106,300.81
Radio Replacement Project		
TOTAL		\$ 1,561,215.40

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: March 2, 2026

Title: Microwave warranty and support services

Background / Purpose:



SNO911 operates and maintains a highly resilient microwave radio network that transports data to the radio sites. This system serves as the primary and preferred network to ensure overall reliability and resiliency. Approximately 75% of the microwave network equipment was replaced as part of the recent radio replacement project, with the remaining 25% replaced by SERS in 2016.

SNO911 maintains an inventory of spare equipment, and its technicians are fully trained in the maintenance and troubleshooting of the microwave network. These resources enable both urgent repairs and ongoing optimization. In some cases, issues require additional manufacturer support. When a faulty component is removed from service, it must be repaired, and the manufacturer provides services that include advance parts replacement and repair coverage to help ensure continued network reliability.

SNO911 has received a quotation for warranty and technical support services, including advance replacement of parts. The equipment is expected to remain in service, with periodic updates, for the next 10 years. Entering into a service contract is necessary to ensure continued support for first responders. A five-year agreement provides a 35% cost savings.

The 2026 first-year warranty and support services costs are included in the SNO911 operational budget. The five-year agreement provides these services at a lower cost and will be invoiced annually.

Suggested Action/Recommendation:

Authorize staff to move forward with a five-year service agreement with a total cost of \$97,027 plus tax, in a form substantially as presented pending any final legal review.

This item was discussed and recommended for the Consent Agenda for approval by the Finance Committee

Fund: Fund 70



February 27, 2026

Snohomish County 911 (SNO911)

AviatCare Warranty and Support Services

Contract 109217

Table of Contents

1.	EXECUTIVE SUMMARY.....	2
2.	AVIATCARE SERVICES: MAINTENANCE COVERAGE ("SERVICES").....	2
2.1.	DURATION OF SUPPORT SERVICES.....	2
3.	SUPPORT COSTS.....	3
4.	SUPPORT SERVICES - DETAILED DESCRIPTION	4
4.1.	ACCESS TO CUSTOMER CARE WEB PORTAL.....	4
4.2.	REPAIR SERVICES.....	4
4.3.	ADVANCE REPLACEMENT.....	6
4.4.	REPAIR LOGISTICS PROGRAM (RLP)	7
4.5.	REMOTE TECHNICAL SUPPORT 24 X 7	8
4.6.	SOFTWARE (FIRMWARE) SUPPORT SERVICES.....	8
4.7.	PROVISION AND/OR PROVISION+ SUPPORT	9
5.	AVIAT NETWORKS CONTACTS	10
6.	SUPPORT SERVICES TERMS AND CONDITIONS	10
6.1.	GOVERNING TERMS.....	10
6.2.	CUSTOMER OBLIGATIONS	10
6.3.	CONFIDENTIALITY	12
6.4.	NOTIFICATION OF UNAUTHORIZED USE.....	13
6.5.	WARRANTY ON THE REPAIRS.....	13
6.6.	PAYMENT TERMS	14
6.7.	TAXES.....	14
6.8.	SHIPMENT, IMPORT/EXPORT DOCUMENTS, EXPORT AND RE-EXPORT RESTRICTIONS	14
6.9.	FORCE MAJEURE AND EXCUSABLE DELAY	14
6.10.	TERMINATION	15
6.11.	LIMITATION OF LIABILITY.....	15
6.12.	INDEMNIFICATION BY CUSTOMER.....	15
6.13.	COMPLIANCE WITH LAW	15
6.14.	ASSIGNMENT	15
6.15.	GOVERNING LAW, VENUE AND JURISDICTION.....	15
6.16.	SEVERABILITY.....	16
6.17.	ENTIRE AGREEMENT	16
6.18.	NOTICES	16

1. EXECUTIVE SUMMARY

The included Aviat proposal specifies the services and responsibilities applicable to contract support of microwave and associated products from Aviat U.S., Inc. ("Aviat Networks" or "Aviat") and its partners. The Services listed in this proposal shall be governed by the terms and conditions set forth in this Agreement and the Aviat Global Support Guidelines ("Agreement"). Neither party is obligated to provide Services until the Agreement is executed by both parties and a Purchase Order has been issued. Any capitalized terms not defined herein shall have the meaning ascribed to it in the Agreement. Should a conflict exist between any other agreement between the parties and this Agreement, this Agreement shall control.

The prices quoted as part of this proposal is valid for 60 days. Services are quoted and payable in US dollars and reflect the scope of work as specified within this proposal. The services listed below shall only be eligible for support, which includes any customer spares purchased under the included Aviat Networks Sales Order Numbers. Consumable items such as cables or batteries are excluded. Unless otherwise specified and additionally included, facility maintenance including but not limited to towers, shelters, air conditioners, generators and fuel storage are also excluded.

2. AVIATCARE SERVICES: MAINTENANCE COVERAGE ("SERVICES")

Aviat Networks will provide the following services:

- | | |
|---|---|
| ☒ Repair Services | ☐ Network Monitoring 24x7 |
| ☒ Advance Replacement | ☐ Network Monitoring Nights and Weekends |
| ☒ Repair Logistics Program | ☐ Software Upgrade |
| ☒ Remote Technical Support 24x7 | ☐ Performance Management |
| ☒ ProVision Support | ☐ Performance Optimization |
| ☐ Onsite Ground Corrective Maintenance | ☐ Change Management |
| ☐ Onsite Ground Preventive Maintenance | ☐ Spares Management |
| ☐ Onsite Tower Corrective Maintenance | ☐ Site Acceptance |
| ☐ Onsite Tower Preventive Maintenance | ☐ Hosted HAS |
| ☐ Managed FAS | ☐ Managed HAS |

2.1. DURATION OF SUPPORT SERVICES

The support period of the Maintenance Level Agreement is provided in the table below:

SERVICES	START	END
REPAIR SERVICES	January 1, 2026	December 31, 2030
ADVANCE REPLACEMENT	January 1, 2026	December 31, 2030
REPAIR LOGISTICS PROGRAM	January 1, 2026	December 31, 2030
REMOTE TECHNICAL SUPPORT (24x7)	January 1, 2026	December 31, 2030
PROVISION SOFTWARE SUPPORT	January 1, 2026	December 31, 2030

3. SUPPORT COSTS

AviatCare Maintenance and Support Services			
60-month proposal			
Services	Services Part Number	Product Qty	Extended Pricing
Warranty Plus Support ➤ Priority Technical Support: Available 24 X 7 ➤ AviatCloud Support Portal: Available 24 X 7, Level 2 ➤ Repair Services: 20 Calendar Day turnaround time on Aviat Networks manufactured equipment ➤ Advance Replacement – 3- 5 Business Day turnaround time; Based on availability of inventory ➤ Repair Logistics Program – No cost shipping to customer; Aviat handles shipping both ways	SNA-BNWXA1001238	(30) IRU600V4 Contract 109217	\$72,150
	SNA-BNWXA1001238	(4) IRU600V4 12/22/2029 – 12/20/2020 Contract 163061	Pro-Rated 12 months \$1,924
	SNA-BNWXA1001238	(6) IRU600V4 12/22/2029 – 12/20/2020 Contract 163061 NOT INSTALLED	Pro-Rated 12 months \$2,886
Extended Warranty Support ➤ Priority Technical Support: Available 24 X 7 ➤ AviatCloud Support Portal: Available 24 X 7, Level 2 ➤ Repair Services: 20 Calendar Day turnaround time on Aviat Networks manufactured equipment	SNA-EWXXA1001238	(26) IRU600V3 Contract 109217	\$14,508 Through 6/30/2027
OEM Extended Warranty Support ➤ Priority Technical Support: Available 24 X 7 ➤ AviatCloud Support Portal: Available 24 X 7, Level 2 ➤ Repair Services: 30 Calendar Day turnaround time	SWW-OMEW000012CI	(2) CIBRED	\$4,500
ProVision Software Support			
Provision Support: ➤ Priority Technical Support: Available 24 X 7 ➤ Provides access to latest Software Release	SWW-PV24G2XX1299	• (1) Provision System 21-100 Node License	\$53,305
Sub-Total AviatCare Maintenance and Support			\$149,273
Multi-Year Discount (35%)* *based on receiving PO for total amount quoted, Aviat will invoice annually			(\$52,246)
Total AviatCare Maintenance and Support			\$ 97,027

ANNUAL INVOICING – BASED RECEIVING PO FOR TOTAL AMOUNT QUOTED

SUB-TOTAL	\$ 35,663	\$ 30,827	\$ 25,991	\$ 25,991	\$ 30,801	\$ 149,273
DISCOUNT	35%	35%	35%	35%	35%	
TOTAL	\$ 23,181	\$ 20,038	\$ 16,894	\$ 16,894	\$ 20,021	\$ 97,027

DETAILS:

4. SUPPORT SERVICES - DETAILED DESCRIPTION

4.1. ACCESS TO CUSTOMER CARE WEB PORTAL

For Aviat Networks Transport Products, Customer will have access to the AviatCare Online Web Portal 24/7 (URL: <http://www.support.aviatnetworks.com/>) for a variety of tools and support services. These tools/services include:

1. RMA Request & Status Updates
2. RMA Reporting such as repair turnaround time performance
3. Technical Support such as Service Request opening, reporting and status
4. Information databases such as technical notes, frequently asked questions, solutions for commonly asked technical or operational issues
5. Software Downloads
6. License Management for software

For Aviat Networks Access Products, Customer will have access to the AviatCare Online Web Portal 24/7 (URL: <https://customers.rdlcom.com>) for a variety of tools and support services. These tools/services include:

7. RMA Request & Status Updates
8. RMA Reporting such as repair turnaround time performance
9. Technical Support such as Service Request opening, reporting and status
10. Software Downloads
11. Access to the full suite of technical documentation, installation guides, technical notes, user manuals, specification sheets for all related software releases and hardware products

4.2. REPAIR SERVICES

Supported Products for which Repairs Services have been purchased under this Agreement will be covered with our standard Repair / Replace policy. There is no limit to the number of units returned for repair, but the Customer is subject to limitations for No Fault Found (NFF) and damaged beyond repair units where additional charges may apply (see details below). Expedited services such as emergency repairs may be requested and will be executed based on inventory availability only. Expedited Services will be quoted separately and above the standard Repair Services charges at time of expedited service request.

- a) **Repair Center Support.** Customer shall place all RMA requests at the following link: for Aviat Networks Transport Products at <http://support.aviatnetworks.com/frf/main.asp>. and for Aviat Networks Access Products at <https://customers.rdlcom.com>. These links are available for use 24 hours a day, 7 days a week, except where routine maintenance of a customer care portal is performed.

For Aviat Networks Transport Products, Customers can also email or fax RMA requests to the appropriate Aviat Networks Repair Center. Aviat Networks will typically fax or email a confirmation with an RMA reference number within one (1) business day. Requests can also be made via telephone during such Aviat Networks Repair Center's Business Hours.

For Aviat Networks to process an RMA request, the Customer must provide the following information:

- Company name
- Shipping and billing address
- Part Number
- Serial Number of the defective unit(s)
- Unit software load
- Description of the suspected failure, of the troubleshooting steps previously performed or steps necessary to recreate the fault, if known
- Whether any special requirements exist
- Service Level Agreement contract number; and
- Provide a purchase order at the applicable price for per-incident billable requests. Contact your local Aviat Networks Repair Center for price information.

Note: The Customer must include associated Aviat Care Support Service Agreement contract number in all correspondence(s) in order to avoid being invoiced for services falling within the scope of such Agreement.

Instructions for the shipment of the defective unit to the relevant Repair Center shall be provided to the Customer at the time of the RMA issuance.

b) **Turnaround Time.** Aviat Networks' Turnaround Time on repairs is as follows:

- 20 Calendar Day turnaround time on Aviat Networks manufactured equipment if the Customer has an AviatCare Agreement in place,
- 30 Calendar Day turnaround time on Aviat Networks manufactured equipment under standard warranty coverage
- 45 Calendar Day turnaround on Aviat Networks Manufactured Discontinued equipment.
- For OEM equipment, repair turnaround times are set by the OEM supplier.
- 90 Calendar Days Turnaround Time for repairs of Aviat Networks Access and LTE Products.

c) **Turnaround Time Calculation.** Turnaround time is measured from the time a defective unit arrives at the designated Aviat Networks Repair Center until the time that it is shipped out of the Aviat Networks Repair Center. All shipping related time is excluded from the calculation. Thus, the measurement of turnaround time does NOT begin when the returned unit is shipped from Customer's premises and does NOT include the shipping time accrued after the returned unit is shipped from the Aviat Networks Repair Center to Customer's premises. Additionally, turnaround times will not be guaranteed in the following situations:

- Missing information such as failure details, return shipping address, shipping instructions and/or any other information that may affect the start of the repair process or the shipment of the returned unit as the repair is completed.
- Any returned unit is deemed No Fault Found.
- Any returned unit received due to any of the reasons listed in the Exclusions from Repair & Return Clause of this Section.
- Any returned unit received improperly packaged and therefore sustained physical or electrostatic damage in shipment.
- Returned units placed in isolation (i.e., Damages Beyond Repairs).
- Event of Excusable Delay as described under the Excusable Delay Clause of the Additional Terms & Conditions Section of this Agreement.
- More than five (5) units of the same type are received at the same time, or more than ten (10) units of any type are received at the same time.

d) **OEM.** For OEM equipment, repair turnaround times are set by the OEM supplier. Aviat Networks close working relationship with OEM suppliers assures the best possible turnaround time. These times will be communicated to Customer at time of RMA issuance.

e) **Shipping Costs.** Except if Customer has purchased Repair Logistic Services, Customer is responsible for all charges associated with shipping the defective units to the designated Aviat Networks Repair Center. If the Repair Center is located in a country different than the Customer's country of location, shipments to the relevant Repair Center shall be made pursuant to the delivery term of DAP (Delivery at Place) to Aviat Networks Repair Center (Incoterms 2020). Aviat Networks is responsible for the charges associated with shipping the repaired unit back to customer, which shipment shall be made pursuant to the delivery term DAP (Delivery at Place), Customer's premises (Incoterms 2020).

f) **Packaging and Shipping Procedures.** Both Aviat Networks and Customer are obligated to ensure that all deliveries are packaged in such manner as to achieve suitable mechanical and environmental protection during storage, handling, and transport to the delivery address. Electrostatic Discharge (ESD) precautions should be followed during handling and packaging of all units delivered. For each consignment of units shipped to Aviat Networks, the customer must provide a detailed Packing List and Commercial (Proforma) Invoice to support the delivery. Each Commercial Invoice must clearly state the full description, the value of each unit and the RMA Number. Once a unit has been repaired and shipped to the customer at the address provided by the customer upon RMA request, Aviat Networks will send a pre-alert notification to the customer comprising a faxed copy of the Commercial Invoice and Airway Bill Number pertaining to the shipment.

- g) **Exclusions from Repair & Return.** The services to be rendered by Aviat Networks under this Agreement shall not comprise any damage, defects, malfunctions, or failures caused by one or more of the following:
- Damage caused by mishandling, Customer or third-party negligence, abuse, or operation outside the Aviat Networks environment specifications, or due to a cause not solely attributed to Aviat Networks.
 - Improper or unauthorized testing, operation, maintenance, service, repair, installation, alteration, modification or adjustment of the product or the firmware made other than by Aviat Networks.
 - Damages by persons other than Aviat Networks or its authorized service providers.
 - Any modification, removal or obliteration of a serial number or other identifying mark or any attempts thereof other than by Aviat Networks' authorized personnel.
 - Damage that occurs during shipment from the Customer premises to Aviat Networks' premises outside the Repairs Logistics Program (if applicable).
 - Installed, stored, used, handled, or maintained contrary to Aviat Networks' written instructions.
 - Used in conjunction or combination with third-party material or equipment without the consent of Aviat Networks.
 - Units returned for repair where there has been misuse, neglect, power failures, surges, accident or acts of God such as fire, lightning strikes, or flood, acts of war, vandalism.
 - Normal and customary wear and tear.

Repairs necessitated during the Agreement period by any of the above causes may be made by Aviat Networks, and the customer shall pay Aviat Networks' per-incident repair charges, together with all shipping and handling charges arising from such repairs.

- h) **Stockpiling of Failed Units.** The Customer agrees to obtain an RMA Number for all failed units from an Aviat Networks Repair Center immediately following a failure and return the units for repair immediately after receipt of the RMA Number from Aviat Networks. The Customer agrees that this Agreement will not apply retrospectively to cover any units failed and in the Customer's possession prior to the execution date of this Agreement and will not apply to any units for which RMA Numbers had already been obtained from Aviat Networks prior to the date of execution of this Agreement. Following execution of this Agreement the Customer agrees not to stockpile failed units and accepts that Aviat Networks will not be required to meet the Turnaround Times outlined in this Agreement if the units are not returned to Aviat Networks on receipt of an RMA Number or if they are stockpiled.
- i) **No Fault Found Fee.** If Customer returns units of Supported Products which, after testing by Aviat Networks are found to meet the applicable Product specifications, then Aviat Networks will charge Customer a No Fault Found (NFF) inspection fee of USD750 for each such non-defective returned unit. The NFF fee may be waived by Aviat Networks if the return of said unit was advised/recommended by an Aviat Networks TAC personnel.
- j) **Damaged Beyond Repair.** Returned units that Aviat Networks (in its sole discretion) determined are damaged Beyond Repair or have been repaired (or otherwise modified) by a party other than Aviat Networks will be placed in isolation. The Customer shall be advised by fax or e-mail, within ten (10) days working days, of the nature and extent of the damage. The Customer shall be responsible for informing Aviat Networks of the next course of action. If the Customer decides to replace the unit(s), they must follow the usual purchasing process. Note: If the returned unit is no longer in current manufacture and/or is OEM, Aviat Networks will not guarantee availability of a unit for sale.

4.3. ADVANCE REPLACEMENT

Advance Replacement services are available for Aviat Networks Transport Products. This Service provides the Customer with shipments of a limited number of units intended as an advanced replacement of returned units, upon the Customer's request. The Service encompasses the following:

- a) **Repair Center Support.** Advance Replacement unit requests are managed through the standard RMA process. First recommended point of contact is via the **AviatCare** Online Web Portal <http://support.aviatnetworks.com/frf/main.asp> where an RMA can be requested 24x7, except where routine maintenance of the AviatCare portal is performed. Given the critical nature of these requests, Customer may also email the request or call one of the regional RMA centers. To ensure a timely response the Customer should utilize the AviatCare Online Web Portal to open an Advance Replacement RMA.
- b) **Packaging and Shipping Procedures.** Both Aviat Networks and the Customer are obligated to ensure that all deliveries are packaged in such manner as to achieve suitable mechanical and environmental protection during storage, handling, and transport to the delivery address. Electrostatic Discharge (ESD) precautions should be followed during handling and packaging of all units delivered. For each consignment of units shipped to Aviat Networks, the Customer must provide a detailed Packing List and Commercial (Proforma) Invoice to support the delivery. Each Commercial Invoice must clearly state the full description, the value of each unit and the RMA Number. Once a unit has been repaired and shipped to the Customer at the address provided by the Customer

upon RMA request, Aviat Networks will send a pre-alert notification to the Customer comprising a faxed copy of the Commercial Invoice and Airway Bill Number pertaining to the shipment.

- c) **Returned unit.** If this Agreement entitles the Customer to the Repairs Logistics Program and the Customer elects to use it for the returned unit, the Customer will be invoiced for the list price of the Advance Replacement unit(s) if Aviat Networks does not receive notification to pick-up the pertinent returned unit, at most, ten (10) days after Customer's receipt of the Advance Replacement unit. In the event that the Customer is not entitled to the Repairs Logistics Program or the Customer elects to return the returned unit to Aviat Networks via a freight forwarder outside of the Repairs Logistics Program, the Customer will be invoiced for the list price of the Advance Replacement unit if Aviat Networks does not receive the pertinent returned unit at the Aviat Networks Repair Center within, at most, thirty (30) days after receipt of the Advance Replacement unit. The returned unit will become the property of Aviat Networks. The Customer agrees that the returned unit must be repairable and does not fall into any of the categories listed in the Exclusion from Advance Replacement clause.
- d) **Exclusion from Advance Replacement.** The services to be rendered by Aviat Networks under this Agreement shall not comprise any damage, defects, malfunctions, or failures caused by one or more of the following:
- Damage caused by mishandling, Customer or third-party negligence, abuse, or operation outside the Aviat Networks environment specifications, or due to a cause not solely attributed to Aviat Networks.
 - Modifications, alterations, or repairs made other than by Aviat Networks.
 - Damages by persons other than Aviat Networks, or its authorized service providers.
 - Any modification, removal or obliteration of a serial number or other identifying mark or any attempts thereof other than by Aviat Networks' authorized personnel.
 - Damage that occurs during shipment from the Customer premises to Aviat Networks' premises outside the Repairs Logistics Program (if applicable).
 - Installed, stored, used, handled, or maintained contrary to Aviat Networks' written instructions.
 - Used in conjunction or combination with third-party material or equipment without the consent of Aviat Networks.
 - Units returned for repair where there has been misuse, neglect, power failures, surges, accident or acts of God such as fire, lightning strikes, or flood.
- k) **No Fault Found Fee.** If Customer returns units of Supported Products which, after testing by Aviat Networks are found to meet the applicable Product specifications, then Aviat Networks will charge Customer a No Fault Found (NFF) inspection fee of USD750 for each such non-defective returned unit. The NFF fee may be waived by Aviat Networks if the return of said unit was advised/recommended by an Aviat Networks TAC personnel.
- e) **Limits.** The Customer is entitled to receive a limited number of Advance Replacement units per year. This number is not to exceed ten percent (10%) of the total Repair & Return requests during that year. Accrued Advance replacement units that have not been requested by the Customer may not be carried over to the next year. Additional Advance replacement units will be provided at Aviat Networks' then current prices, terms, and conditions.
- f) **Unavailability.** Aviat Networks cannot guarantee availability of Advance Replacement service for all unit(s). If an Advance Replacement unit is not available, then Aviat Networks will alert the Customer and default to standard Repair and Return Turnaround for repair. Customer agrees that repair of the returned unit shall be Aviat Networks' sole obligation, and the Customer's sole remedy, if an Advance Replacement unit requested by the Customer is not available.
- g) **Turnaround Time Commitments.** Standard Advanced Replacement service ensures Customer will receive a comparable unit to the one being returned within 3 to 5 business days from date of RMA. If Customer requires a replacement unit in a shorter period of time, there is an added charge for this and based on replacement unit availability will be delivered on a next business day basis. Customer will be informed at time of RMA request whether this service can be provided or not depending on component availability. Aviat Networks is not responsible for any delays in delivery related to freight or courier delays, export or Customer regulations or processes.

4.4. REPAIR LOGISTICS PROGRAM (RLP)

Aviat Networks shall provide free freight to the Customer for all units returned via the Aviat Networks Repair Logistics Program (RLP). In the event that the Customer returns units to Aviat Networks via a freight forwarder outside of this Program, all freight expenses and damage liability will be the responsibility of the Customer. Aviat Networks is responsible for all tariffs, duties, or taxes associated with importing units for repair. After the repair, the units shall be returned to the Customer DAP (Delivered at Place) Customer's premises (Incoterms 2020). To implement the return of a unit via this Program the Customer shall request an RMA for the unit using the link in the Repair Services or Advance Replacement Sections or the contact information as listed in the Aviat Networks Contacts Section.

Aviat Networks will assume responsibility for insuring the units against loss or damage that is moving via the RLP. The Customer shall examine the condition of all shipments returned from Aviat Networks via the RLP at the time of delivery. Visible signs of damage shall be brought to the attention of the carrier and the contents shall be examined for damage immediately. Aviat Networks will not be liable for any direct reports by the Customer for units that are found to be damaged upon receipt by the Customer that are made over seven (7) days after the units have been delivered. Units damaged through transit shall be returned for repair at Aviat Networks through the normal return process. Damage or loss incurred to units shipped to Aviat Networks by the Customer outside the RLP shall be the responsibility of the Customer.

4.5. REMOTE TECHNICAL SUPPORT 24 X 7

24 X 7 Remote Support provides around-the-clock (24 X7) telephone access to Aviat Networks' Technical Assistance Center in order to resolve Critical Service Requests, Major Service Requests, Minor Service Requests and Inquiry Service Requests.

- a) **Telephone Number.** Customer may contact Aviat Networks' Technical Assistance Center (TAC) regarding such Service Requests via telephone at any time during the day or night. For night support services (after business hours in the local time zone), Aviat Networks will handle all such requests that are Critical or Major that the Customer reasonably categorizes as being High Priority. In addition with this service, Customer can pre-schedule after hours support when doing a new software installation or a network upgrade related to covered equipment.
- b) **Rapid Response Time.** For Aviat Networks Transport Products, Aviat Networks will route Critical Service Requests to the appropriate TAC subject matter expert within fifteen (15) minutes of call receipt. For Aviat Networks Access Products, all Critical Service requests received by phone will be acknowledged by the Aviat Networks TAC within one (1) hour.
- c) **Service Request Number.** Aviat Networks will assign, to each Service Request, a number that will be logged, tracked, and stored in our Case Management database.
- d) **Service Request Management.** Aviat Networks will dedicate continuous attention to Critical and Major Service Requests until service is restored or request is closed. Aviat Networks will work to resolve the Service Request until Customer accepts the proposed solution, at which point the TAC will close the Service Request.
- e) **Documented Escalation Procedures.** Aviat Networks will implement internal escalation and notification procedures in order to facilitate the timely resolution of Service requests by a TAC Engineer with an adequate level of expertise. The technical support process includes rigid managerial escalations that are intended to facilitate the appropriate handling of recovery efforts and Customers being regularly updated on the status of the Service Request. Additional information on this escalation process is available in our Global Network Service Customer Support guidelines document available on our website at www.aviatnetworks.com.
- f) **Service Request submission.** Under this Agreement, there is no limit to the number of Service Requests that Customer may submit for resolution. Customer may also define and authorize specific users within its organization to have access to this Service Request submission service. To ensure appropriate management of this support Aviat Networks has implemented a Support Assurance Program where an Express PIN will be assigned to each Customer which clearly identifies the level of service a Customer is entitled to receive. All Service Request submissions will require Express PIN information prior to being submitted.

Service Request Severity Classifications

There are four (4) Service Request severity classifications: (a) Critical; (b) Major; (c) Minor; and (d) Inquiry.

Critical, Major and Minor Service Requests pertain to problems in the Product. Inquiry Service Requests pertain to questions about the Product or Services. The four (4) Service Request severity classifications are defined as follows:

- a) **Critical Service Requests** are those that severely affect service, traffic, billing and/or maintenance capabilities, and require immediate corrective action (regardless of the time of day or day of the week).
- b) **Major Service Requests** are those that cause conditions that seriously affect Product operation, maintenance and/or administration, and require immediate attention. The urgency is less than in Critical Service Requests because of a lesser immediate or impending effect on Product performance, Customer and/or network operation and revenue.
- c) **Minor Service Requests** are problems that are tolerable during Product use, do not significantly impair the functioning of the Product and do not significantly affect service to Customers.
- d) **Inquiry Service Requests** are questions about technical details concerning the usage or behavior of the Product.

4.6. SOFTWARE (FIRMWARE) SUPPORT SERVICES

Aviat Networks' Software Support Services provide a new level of support and maintenance capability for software components of Aviat Networks' product lines.

Under the Software Support services, Customer is entitled to the following:

Support Component	Coverage
Access to AviatCare Online Web Portal	24x7
Access to TAC for Software related questions	24x7
Software Maintenance Updates (maintenance releases for bug fixes, includes enhancements (performance improvement) to existing features within same release—ex. 2.1 to 2.x)	Yes
Software Release Upgrades (new major releases ex. 2.x to 3.x)	Yes
Services to test and apply new licenses or releases	No

Exclusions: *New software feature and the incremental maintenance of those new features are not covered by this Agreement and may be purchased by Customer separately.*

Software Support Services remotely provides for the routine maintenance, updates and upgrades of the firmware and software associated with an Aviat Networks product as it becomes required from time-to-time as recommended by the manufacturer. This support service will ensure that the latest mandatory releases are available for the Customer to implement within the network (class 1 maintenance releases, normally addressing software bugs or performance improvement issues). It is important to note that Aviat Networks does not support products where the operating software is more than two (2) major revisions behind the current production release.

Limitations: Unless a Remote Software Upgrade Support Service is separately purchased by Customer, Aviat Networks will not perform (test and apply) the updates or upgrades remotely during a pre-planned maintenance window. In case such Remote Software Upgrade Service is purchased, Aviat Networks will work with the Customer to discuss appropriate software updates / upgrades based on release content and applicability to the implementation and can schedule implementation of such software application updates / upgrades via agreed-to maintenance window(s).

4.7. PROVISION AND/OR PROVISION+ SUPPORT

Aviat Networks shall provide remote technical support to the Customer on ProVision and/or Provision+, depending on the EMS for which Customer has bought support. The remote technical support shall be available anytime required (24 x 7).

Aviat Networks shall provide support on the current and previous ProVision and/or ProVision+ production release and will investigate all reproducible product anomalies for the supported version. Aviat Networks shall also provide general availability releases and product updates to the Customer free of charge during the coverage period.

- a) **Customer Responsibility.** To enable the Aviat Networks TAC to fully investigate ProVision and/or ProVision+ issues, the Customer shall provide the TAC the appropriated logs and remote access where possible. The Customer will provide the capability to allow Aviat Networks to remotely access the Customer's network by means of a secure internet connection to the Customer's site. This connection process will need to be defined at time of agreement such that any issues arising after Agreement closure can be addressed expeditiously.
- b) **Exclusion from ProVision support.** The services to be rendered on ProVision and/or ProVision+ by Aviat Networks under this Agreement shall not comprise any services, which are required as a result of one or the more of the following:
 - Customers use of old versions of ProVision and/or ProVision+. Customers are required to have the current GA release, or the previous GA release installed and commissioned before they can obtain Aviat Networks technical support.
 - Customer's lack of basic user training. It is expected that all users will have received basic user training when the ProVision and/or ProVision+ system is installed.
 - Network Planning; NMS Integration; Training courses; Installation and Commissioning; on-site Support. These are separate Aviat Networks service offerings, which are not delivered under this Agreement.
 - Due to the complex nature of ProVision and/or ProVision+ issues, which may be network related rather than ProVision and/or ProVision+ related, not all Customer-defined level three product anomalies can be rectified within the commercial bounds in which Aviat Networks operates. Aviat Networks will require that all product anomalies are reproducible, prior to the commencement of any detailed fault analysis or potential product re-engineering. Aviat Networks undertakes to provide a response on all logged product issues and will provide workarounds where possible.
 - Server hardware, O/S systems or networking systems are not included in these Support Services. These services are available as Professional Services (at an incremental cost).
 - Database backups, preventative maintenance, or other professional services are not included. These services are available as Professional Services (at an incremental cost).

5. AVIAT NETWORKS CONTACTS

Outlined below is the process to contact Aviat Networks once the Agreement is in effect.

For AVIAT NETWORKS Transport Products, please contact:		
Region	Repairs, Returns & Advance Replacements	Technical Assistance
NORTH AMERICA /LATAM	Phone: 1-800-227-8332 (Selecting Option 2, then 1) Direct number: 1-210-526-6345 Fax: 1-210-526-6315 E-mail: CustomerCare.Americas@aviatnet.com Online RMA Request: https://aviatcloud.com/rma_tracking.asp	Phone: 1-800-227-8332 (Option1, enter PIN, press 1 to confirm PIN, then Option 1 for TAC) Direct number: 1-210-526-6345 Fax: 1-210-526-6315 E-mail: TACAM@aviatnet.com Online Technical Assistance Request: www.aviatcloud.com

6. SUPPORT SERVICES TERMS AND CONDITIONS

6.1. GOVERNING TERMS

Customer's Purchase Order, regardless of any contrary wording, will constitute an offer to purchase only on the terms of this Agreement (which shall be deemed incorporated into the Order). If Customer's Purchase Order or signed Quote or acknowledgment or form of contract sent from the Customer to Aviat Networks or contained in any other communications between the Customer and Aviat Networks should contain any terms and conditions in addition to or in conflict with those contained in this Agreement, Customer, by submission of the Purchase Order or signed Quote, specifically agrees that such additional or conflicting terms are rejected by Aviat Networks and will be void, unless expressly accepted in writing and signed by an authorized representative of Aviat Networks.

The failure of Aviat Networks to object reasonably to any such additional or inconsistent term and condition will not constitute a waiver of the terms of this Agreement. In the absence of Customer's written acceptance of this Agreement, acceptance of or payment for purchases hereunder shall constitute an acceptance of the terms of this Agreement.

Customer's Order shall be deemed accepted by Aviat Networks only when Aviat Networks transmits to Customer its standard Order acknowledgement form.

6.2. CUSTOMER OBLIGATIONS

7.2.1 The Customer must ensure that the Products to be included in this Agreement be in good operating condition prior to the commencement of this Agreement. Aviat Networks reserves the right to inspect any and all of the Products to be included in the Agreement prior to the commencement of the Agreement, and if the Product is found to be defective, the Customer shall be responsible for the cost of repair of the defective units.

7.2.2 An authorization to return units to Aviat Networks under this Agreement must be obtained from an Aviat Networks representative prior to making shipment to the Aviat Networks' Repair Center.

7.2.3 The Customer shall:

a. Ensure that:

- i. The Supported Products, any associated software and equipment are installed and operated according to their manufacturer specifications and recommendations;
- ii. All upgrades or engineering changes to Supported Products, associated software and equipment specified or recommended by Aviat Networks have been procured by Customer and properly installed;

- iii. A continuous, uninterrupted and suitable power supply and temperature, humidity and other environmental conditions recommended by Aviat Networks have been implemented and maintained;
- iv. Suitable surge protection devices have been implemented to protect the Supported Products from electrical power surges;
- v. No other equipment or software having an adverse impact on the Supported Products have been introduced;
- vi. No repair attempts or other changes have been made to the Supported Products, other than by or with the express approval of Aviat Networks;
- vii. The Supported Products have not been mishandled, neglected, abused, vandalized, dropped, jolted, transport
- viii. ed to another location, damaged by fire, lightning or water (especially including damage caused by spilled beverages), or otherwise subjected to unusual electrical or physical stress beyond their manufacturer's specified operating capabilities;
- ix. Customer removes or takes other precautions to protect all software, data and removable storage media prior to commencement of the Support Services, and
- x. Customer periodically makes and stores in a safe place archival copies of all valuable data and software residing on or affected by the operation or malfunction of Supported Products.

b. At all reasonable times permit full and free access, either physically when on-site or electronically when remote, to the Supported Products and provide Aviat Networks with adequate and safe working space, and any other facilities that are reasonably required to enable Aviat Networks to perform the Support Services, including obtaining all necessary permits, authorizations, licenses, and consents for Aviat Networks to deliver the Support Services;

c. Cooperate with Aviat Networks and provide Aviat Networks with any information that is reasonably requested in the delivery of Support Services and ensure that such information is accurate in all material respects. At a minimum, Customer will provide Aviat Networks with sufficient information to establish entitlement, severity and priority for identified problems;

d. Use commercially reasonable efforts to isolate problems and reproduce any identified errors or malfunctions;

e. Take any steps reasonably necessary to ensure the safety of Aviat Networks' personnel when working on-site, encompassing reasonable access, working space and facilities that include heat, air conditioning, ventilation, electric current, electric outlets, and access to a working telephone;

f. Identify to Aviat Networks on or before Agreement Effective Date, any requirement for the use of personal protective equipment ("PPE") or other measures including, but not limited to, specific site safety training. Customer also agrees to provide such equipment and / or training as needed at no charge prior to the start of on-site Support Services.

7.2.4 The Customer agrees to act in a timely manner and to provide properly competent and qualified personnel with respect to its obligations under this Agreement and to any tasks to be undertaken by it, whether expressly set out in this Agreement or otherwise reasonably requested of it by Aviat Networks. Performance of the Support Services is provided on the assumption that the Customer and its personnel will fulfil their obligations and tasks on time and as stated.

7.2.5 If, as a result of any act or omission by the Customer or its personnel (howsoever caused) which is not directly and wholly caused by Aviat Networks (including the provision of any incorrect or inadequate information or data by the Customer), Aviat Networks is prevented or delayed from performing any of its obligations under this Agreement or the cost of such performance increases, then:

- a. the time for performance of Aviat Networks' obligations will be extended for a reasonable period;
- b. the Customer will be responsible at its own cost for storing the Supported Products until the Supported Products are ready for performance of the Support Services; and
- c. the Customer shall pay Aviat Networks on demand:
 - i. at Aviat Networks' standard time and materials rates for any additional time spent and materials used by Aviat Networks with respect to any delays or extra work caused by such act or omission; and
 - ii. all other reasonable costs, loss or damage which Aviat Networks sustains as a direct result of such act or omission.

7.2.6. The Customer shall neither on its own account nor in partnership or association with any person, firm, company or organization, or otherwise and whether directly during, or for a period of six (6) months after expiry or termination of this Agreement, solicit or entice away or attempt to entice away or authorize the taking of such action by any other person, any of Aviat Networks' personnel who have worked on performance of the Support Services provided under this Agreement at any time during the term of this Agreement.

6.3. CONFIDENTIALITY

7.3.1 In this Agreement, "Confidential Information" shall mean any business, marketing, sales, financial (including pricing) or technical information, including, without limitation, any information relating to present or future business affairs, operations, methods, techniques, operations, financial condition, reports, research, product plans, products, developments, processes, models, designs, drawings, formulae, markets, software (including source and object code), algorithms, business plans or agreements with third parties and all other information of any kind which may reasonably be deemed confidential or proprietary, disclosed by one party (the "Disclosing Party") to the other (the "Receiving Party"), whether such information is in written, oral, graphic or machine-readable form and which is designated or identified as "confidential", "proprietary" or in some other manner prior to the disclosure, to indicate its confidential nature. Oral disclosures will be confirmed in written format 30 days following the disclosure.

7.3.2 Non-disclosure.

7.3.2.1 The Confidential Information shall:

- a. be kept confidential by the Receiving Party and not disclosed to any third parties,
- b. not be used by the Receiving Party in any way detrimental to the Disclosing Party, and
- c. not be used other than in connection with the Support Services. The Receiving Party may disclose the Confidential Information to its affiliates and its affiliates' directors, officers, employees, consultants, and agents (collectively, "Representatives") only if such Representatives need to know the Confidential Information in connection with the Support Services and are bound by confidentiality obligations similar to those contained herein.

7.3.2.2 The Receiving Party shall:

- a. inform each of its Representatives receiving Confidential Information of the confidential nature of the Confidential Information and of this Agreement,
- b. direct its Representatives to treat the Confidential Information confidentially and not to use it other than in connection with the Support Services, and
- c. be responsible for any improper use of the Confidential Information by the Receiving Party or its Representatives.

7.3.2.3 Without the prior written consent of the Disclosing Party, the Receiving Party will not, and will direct its Representatives not to disclose to any person that the Confidential Information has been made available to it or that the Support Services are taking place.

7.3.3 Care and Return of Confidential Information.

The Receiving Party shall provide at least the same care to avoid disclosure or unauthorized use of the Confidential Information as it generally provides to protect its own proprietary information, which shall, in all events, equal or exceed a standard and level of care generally recognized as being reasonable for the protection of highly confidential information. All Confidential Information shall be retained by the Receiving Party in a place with access limited only to the Receiving Party's Representatives who reasonably need to know the Confidential Information in connection with the Discussions. Upon the request of the Disclosing Party, the Receiving Party shall destroy or return to the Disclosing Party, or in the case of electronic, magnetic or digital media, at the election of the Disclosing Party, erase or render unreadable, all materials furnished which contain Confidential Information of the Disclosing Party, including, without limitation, documents, drawings, models, prototypes, sketches, designs, lists, papers, magnetic media and other tangible media.

7.3.4 No Licenses.

Neither the execution of this Agreement nor the furnishing of any information under this Agreement shall be construed as granting any party or any of its Representatives, either expressly or by implication, any license or right to use any Confidential Information for its own benefit or the benefit of any other person, firm or entity, and each party expressly agrees not to so use any such information. Nothing contained in this Agreement shall be construed as conferring any rights, by license or otherwise, to any invention, discovery, or improvement made, conceived, or acquired prior to, during or after the date of this Agreement.

7.3.5 Remedies.

Each party acknowledges that the Disclosing Party would be irreparably harmed by a breach hereof by the Receiving Party or its Representatives and that it is difficult to estimate damages resulting from such a breach and, consequently, the non-breaching party shall be entitled to seek injunctive or other equitable relief to prevent a breach or continued breach of this Agreement, and to secure the enforcement of this Agreement, without foregoing any legal relief to which the non-breaching party may be entitled to recover.

7.3.6 Term.

The restrictions and obligations of this Agreement relative to the use or disclosure of Confidential Information shall survive the termination of this Agreement for a period of five (5) years.

7.3.7 Disclosure Under Court Order or Subpoena.

Should applicable law or any rule or regulation of any governmental entity of competent jurisdiction require disclosure of Confidential Information of the Disclosing Party in the Receiving Party's possession, custody or control, the Receiving Party shall use commercially reasonable efforts to:

- a. give at least ten (10) days prior written notice of such disclosure to the Disclosing Party;
- b. limit such disclosure to the extent practicable; and
- c. make such disclosure only to the extent so required.

6.4. NOTIFICATION OF UNAUTHORIZED USE

Customer shall promptly notify Aviat Networks in writing upon its discovery of any unauthorized use or infringement of the Aviat Networks Transport or Access Products, Software, Documentation or Confidential Information, or Intellectual Property Rights with respect thereto. Aviat Networks shall have the sole and exclusive right to bring an infringement action or proceeding against any infringing third party, and, in the event that Aviat Networks brings such an action or proceeding, Customer shall cooperate and provide full information and assistance to Aviat Networks and its counsel in connection with any such action or proceedings.

6.5. WARRANTY ON THE REPAIRS

Aviat Networks warrants that each unit that is repaired or replaced under this Agreement, shall, at the time of return to Customer, for the Repairs Warranty Period stated below, be free from defects in materials and workmanship.

The Repairs Warranty Period shall be as follows:

- For Aviat Networks Transport Supported Products, a period of 180 days from the return shipment date or until the expiration or termination of this Agreement, whichever is longer
- For the Aviat Networks Access Supported Products, a period of 90 days from the return shipment date, limited to the most-current version of the Access Products.

Such warranty shall not include any consumable components to which a specific manufacturer's guarantee applies.

If any unit covered by this Agreement shall prove, during the Repairs Warranty Period, to be defective in materials or workmanship under normal intended usage, operation and maintenance during the term of this Agreement, as determined by Aviat Networks after examination of the unit claimed to be defective, then Aviat Networks shall repair or replace, at Aviat Networks' sole option, such defective unit, in accordance with procedures specified herein, at no additional cost, exclusive, however, of the cost of labor by the Customer's own employees, agents or contractors in identifying, removing or replacing the defective part(s) of the units.

THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES WHETHER ORAL, WRITTEN, EXPRESSED, IMPLIED, OR STATUTORY. IN PARTICULAR, THE IMPLIED WARRANTIES OF FITNESS FOR PARTICULAR PURPOSE AND MERCHANTABILITY ARE HEREBY DISCLAIMED AND SHALL NOT BE APPLICABLE EITHER FROM AVIAT NETWORKS OR ANY OTHER EQUIPMENT MANUFACTURER. AVIAT NETWORKS' WARRANTY OBLIGATIONS AND CUSTOMER'S REMEDIES THEREUNDER ARE SOLELY AND EXCLUSIVELY AS STATED HEREIN.

LIABILITY OF AVIAT NETWORKS FOR BREACH OF ANY AND ALL WARRANTIES HEREUNDER IS EXPRESSLY LIMITED TO THE REPAIR OR REPLACEMENT OF DEFECTIVE UNITS AS SET FORTH IN THIS AGREEMENT, AND IN NO EVENT SHALL AVIAT NETWORKS BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSS OF CAPITAL, REVENUE OR PROFITS BY REASON OF ANY BREACH OF WARRANTY OR DEFECT IN MATERIALS OR WORKMANSHIP.

EXCLUDED FROM THE SCOPE OF THIS AGREEMENT AND/OR FROM AVIAT NETWORKS' WARRANTY OBLIGATIONS ARE (A) PRODUCTS WHICH HAVE BEEN SUBJECTED TO NEGLIGENCE OR DAMAGED AS A RESULT OF CUSTOMER'S FAULT OR NEGLIGENCE OR IMPROPER USE OR FAILURE TO MAINTAIN PRODUCTS IN GOOD WORKING ORDER, (B) PRODUCTS DAMAGED BY ACCIDENT (INCLUDING FIRE, FLOOD, STORM, LIGHTNING STRIKE, OR OTHER ACT OF GOD), (C) PRODUCTS WHICH HAVE BEEN FURNISHED, MODIFIED, ALTERED OR REPAIRED BY ANYONE OTHER THAN AVIAT NETWORKS OR AN AGENT AUTHORIZED BY AVIAT NETWORKS, OR (D) PRODUCTS THAT ARE NOT REPAIRABLE DUE TO COMPONENT AVAILABILITY.

6.6. PAYMENT TERMS

Except for pay-per-incident billings, all payments shall be made via bank transfer to the accounts specified on the invoice, in full in Advance of the commencement of each year of service/coverage.

The total amount stated on Aviat Networks' invoices is due and payable to Aviat Networks within thirty (30) days of the invoice date, subject to credit approval.

In the event any payment due by Customer hereunder is past due, Aviat Networks reserves the right to withhold Services until such payment is received.

Late payments shall result in the assessment of a late charge equal to one and one-half percent (1,5 %) per month on any outstanding balance, or the maximum amount of interest chargeable by law, whichever is less.

6.7. TAXES

All prices are exclusive of all sales, use, excise, and other taxes, duties, or charges. Unless evidence of tax-exempt status is provided by Customer, Customer shall pay, or upon receipt of invoice from Aviat Networks, shall reimburse Aviat Networks for all such taxes or charges levied or imposed on Customer, or required to be collected by Aviat Networks, resulting from this transaction or any part thereof.

6.8. SHIPMENT, IMPORT/EXPORT DOCUMENTS, EXPORT AND RE-EXPORT RESTRICTIONS

All shipments made by Aviat Networks under this Agreement are made via the methods (as applicable) outlined in the Repair Services and/or Advance Replacement Sections or the Repair Logistics Program Section (if purchased) of this Agreement. Unless instructed otherwise, Aviat Networks will arrange for standard commercial shipping. In the event Customer requires other than standard commercial shipping, Customer will be responsible for any additional costs incurred.

Customer shall be responsible for insurance and for clearing incoming Products through customs in their country.

Customers shall be responsible for obtaining any necessary import licenses into the country of delivery. Aviat Networks shall provide certificates of delivery, affidavits of origin, and other information under its control which is necessary for Customer to import Products.

Customers shall provide all information, certificates, and Letters of Assurance necessary for Aviat Networks to obtain any export licenses required for Aviat Networks to export Products out of the country for repair, as applicable. Aviat Networks shall be responsible for selection and/or approval of freight forwarder(s). In the event that Customer wishes to utilize a freight forwarder that is not acceptable to Aviat Networks, Customer shall be the shipper of record and shall be responsible for obtaining required export licenses which shall be in the name of the Customer.

Customer acknowledges that the Equipment, Software and Services sold or licensed by Aviat Networks under this Agreement may be subject to export controls under the laws of the United States or Canada, including without limitation, the requirement to obtain necessary approvals and licenses prior to the acceptance of any orders, or the export of Equipment, Software licenses or documentation pertaining thereto or the provision of Services. Such shall also apply, by way of example only, to spare parts, warranty items delivered by Aviat Networks in connection with the Equipment and/or Software, and the transfer or re-export of any such Equipment, Software licenses, spares, warranty items or documentation pertaining thereto by Customer to its end-users thereafter. Customer shall not export, re-export, sell, lease, release, assign, transfer, convey or in any manner dispose of, either directly or indirectly the Equipment, Software, spares, warranty items or documentation pertaining thereto, or other technology or products manufactured from the items sold or licensed by Aviat Networks under this Agreement in violation of the export control laws of the United States or Canada. Customer agrees to provide Aviat Networks with timely and accurate End-User Statements when Aviat Networks so requires. Aviat Networks shall be excused from performance and liability for failure to deliver Equipment, Software, Services, spares, warranty items or documentation pertaining thereto resulting from the U.S. Government's or Canada Government's denial or withdrawal of approval to export Equipment, Software licenses, Services, spares, warranty items or documentation pertaining thereto to Customer or its end-users. If Aviat Networks has reasons to believe that Customer has misrepresented, or failed to properly disclose, any fact with regard to end use, end users or country of ultimate destination or any other information supplied or requested pursuant to the End-User Statement, Aviat Networks may without liability to Customer terminate the Order for default immediately and discontinue all performance under any other pending or future Order from Customer. Customer shall defend, indemnify, and hold Aviat Networks harmless from and against any loss, damage, or liability arising out of Customer's failure to comply with this Section.

6.9. FORCE MAJEURE AND EXCUSABLE DELAY

Aviat Networks shall be excused from performance under this Agreement and not be liable to Customer for delay in

performance attributable in whole or in part to any cause beyond its reasonable control (a "Force Majeure event"), including but not limited to, fire, explosion, power blackout, earthquake, flood, lightning strikes, severe weather conditions, strike, embargo, labor disputes, acts of civil or military authority, war, civil disturbance, insurrection, sabotage, terrorism, acts of God, acts of the public enemy, acts of regulatory or governmental agencies, failure or delay in delivery by Aviat Networks' suppliers or subcontractors, transportation difficulties, shortage of energy, materials, labor or equipment, accident, Customer's fault or negligence or other causes beyond its reasonable control, whether or not similarly to the foregoing.

In the event of a Force Majeure event, Aviat Networks shall make reasonable efforts to notify Customer of the nature and extent of such a delay and Aviat Networks (i) will be entitled to a schedule extension on at least a day-for-day basis, (ii) in the event of Customer's fault or negligence, will be also entitled to an equitable adjustment in the price of this contract.

6.10. TERMINATION

Termination for cause

Either party may terminate this Agreement immediately upon notice in writing to the other party if the other party shall breach any provision of this Agreement in any respect and such breach remains un-remedied thirty (30) days after notice thereof from the non-breaching party. In the event this Agreement is terminated due to the breach of Customer, Aviat Networks shall retain the entire amount of the annual fee paid by Customer.

The right of termination provided herein is absolute and neither party shall be liable to the other for damages or otherwise by reason of such termination.

Termination for convenience

Customer is not entitled to terminate for convenience this Agreement or any Purchase Order issued under this Agreement and any Customer termination in violation of this clause shall entitle Aviat Networks to retain any amounts paid or payable by Customer under this Agreement or Purchase Order issued under this Agreement or claim damages on a full cost basis, whichever is higher.

6.11. LIMITATION OF LIABILITY

NOTWITHSTANDING ANY OTHER PROVISIONS OF THIS CONTRACT, UNDER NO CIRCUMSTANCES SHALL AVIAT NETWORKS BE LIABLE TO CUSTOMER OR ANY THIRD PARTY CLAIMING THOROUGH CUSTOMER FOR SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, OR LOSS OF CAPITAL, REVENUE OR PROFITS AS A RESULT OF A BREACH OF ANY PROVISION OF THIS CONTRACT.

CUSTOMER HEREBY INDEMNIFIES AVIAT NETWORKS AGAINST ALL LOSS OR LIABILITY FROM CLAIMS BY CUSTOMER OR A THIRD PARTY ARISING OUT OF OR RELATING TO THE INSTALLATION, OPERATION, OR USE OF THE EQUIPMENT, WHETHER ON ACCOUNT OF NEGLIGENCE OR OTHERWISE.

IN NO EVENT SHALL AVIAT NETWORKS' LIABILITY TO CUSTOMER, OR ANY PARTY CLAIMING THROUGH CUSTOMER EXCEED THE LESSER OF \$100,000.00 USD OR THE ACTUAL SALES PRICE PAID BY CUSTOMER FOR ANY ITEMS SUPPLIED HEREUNDER.

6.12. INDEMNIFICATION BY CUSTOMER

Customer will defend, at its expense, any action brought against Aviat Networks to the extent that it is based on a claim by a third party based on the actions or omissions of Customer and Customer will indemnify Aviat Networks from any costs, damages and fees incurred by Aviat Networks from such claim.

6.13. COMPLIANCE WITH LAW

Customer agrees to assist Aviat Networks to comply with any applicable conventions, laws, rules, regulations, and bylaws incident to its activities under this Agreement, including, without limitation, United States export control regulations, the United States Foreign Corrupt Practices Act, and the United States anti-boycott regulations. Customer will promptly deliver to Aviat Networks a copy of any notice or instrument alleging a violation of any of these laws.

6.14. ASSIGNMENT

Customer may not assign this Agreement in whole or in part without the prior written consent signed by an officer of Aviat Networks. Such consent shall not be unreasonably withheld.

6.15. GOVERNING LAW, VENUE AND JURISDICTION

This Agreement will be governed by and construed in accordance with the laws of State of Texas. The parties agree that any action to enforce any provision of this Agreement or arising out of or based upon this Agreement or the business

relationship between Aviat Networks and Customer will be brought in a local or Federal court of competent jurisdiction in State of Texas.

6.16. SEVERABILITY

If any provision of this Agreement shall be held to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall in no way be affected or impaired.

6.17. ENTIRE AGREEMENT

This Agreement supersedes all previous communications, transactions, and understandings, whether oral, or written, and constitutes the sole and entire agreement between the parties pertaining to the subject matter hereof. No modification or deletion of, or addition to these terms shall be binding on either party unless made in writing and signed by a duly authorized representative of both parties.

6.18. NOTICES

Notices. Any notice under the Agreement must be in writing and may be delivered by hand, courier, mail, facsimile, electronic mail or other electronic method that provides a paper record of the text of the notice. It must be sent to the Party for whom it is intended at the address stated below. Any notice will be effective on the day it is received at that address.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed in their respective names.

By: **Aviat U.S. Inc.** _____
Name: _____
Title: _____
Date: _____

By: **CUSTOMER** _____
Name: _____
Title: _____
Date: _____

Action Proposal Form

Date: March 11, 2026

Title: Personnel Committee Guiding Principles



Background / Purpose:

The Personnel Committee Guiding Principles were reviewed and approved by the Personnel Committee on March 11, 2026. The guiding document is designed in line with the recently adopted Finance Committee Guiding Principles.

This item was recommended for approval by the Personnel Committee members.

Suggested Action/Recommendation:

Motion to approve and adopt the Personnel Committee Guiding Principles.



SNO911 Personnel Committee Guiding Principles

Purpose

The Personnel Committee operates under delegated authority from the full Board. Its role is to provide informed oversight into personnel policies and administration.

1. Preparation, Transparency, and Line of Sight

- The Personnel Committee packets are typically distributed **one to two days prior** to committee meetings to allow adequate time for review.
- Committee members are expected to **review materials in advance** and arrive prepared to ask questions.
- Questions and discussion are encouraged.
- Staff will highlight **key changes and provide justification for the proposals**.
- While the Personnel Committee provides review and recommendation, **the full Board retains approval authority for all policy changes**.

2. Responsibilities

Personnel Committee members serve in a **governance and oversight role**. They are responsible to provide oversight on a number of matters including; new and updated policy changes, compensation studies and a variety of personnel related activities that may include coordination of the Executive Director's annual evaluation.

Many committee members bring deep public safety and operational expertise. That experience is valuable, but on this committee, it is applied through an **oversight lens**, not an operational one. Committee members should avoid trying to redesign staff workflows, direct day-to-day operations and focus on approving tactics instead of outcomes.

3. Strengthening Board Decision-Making

The Personnel Committee exists to make full Board action **clearer, safer, and better informed**.

Best Practice:

The chair of the Personnel Committee should provide a brief report out to the full board, unless it has been recommended to be on the Board's consent agenda. This provides assurance to the full Board that the Personnel Committee has reviewed these items prior to Board action.

4. Culture and Accountability

The Personnel Committee is neither a rubber stamp nor an adversarial body. Effective oversight is **curious, constructive, and disciplined**. A strong Personnel Committee will effectively protect the organization and strengthen public confidence.

Action Proposal Form

Date: March 10, 2026

Title: Radio Fleet Expansion Requests

Background / Purpose:



The SNO911 Board adopted a Fleet Expansion policy in December 2021. The policy states that staff should bring forward requests as they are received with a recommendation to immediately fund or queue until December of each year so that all requests can be reviewed at one time with consideration of allocated funding.

The fleet expansion requests completed from January through February are indicted below.

Date	Agency	APX8000 Portable	APX6000 Portable	Mobile Single Head	Fire APX8000H Portable	Mobile Dual Head	Estimated Amount w/ Tax
2/17/2026	Sultan Fire			1			\$5,672
2/18/2026	FD#22				2	1	\$24,005
2/24/2026	SCF Support 7			1			\$5,672
2/24/2026	SCF Operations			5	7	2	\$100,877
Total				7	9	3	\$136,226

Inventory status:

	APX8000 Portable	APX6000 Portable	Mobile	Fire APX8000H Portable
Inventory	30	0	29	36
Requests	0	0	16	9
Remaining	30	0	13	27

Requests for fleet expansion are due to agencies adding vehicles to their fleets and adding first responders. Staff is able to meet fleet expansion requests with existing stock of radios. Staff needs to purchase additional mobile radios in anticipation of additional requests in 2026.

Suggested Action/Recommendation: Authorize staff to move forward with the fleet expansion requests for new radio equipment from existing inventory. Authorize staff to purchase an additional 20 mobile radios from Motorola at an estimated cost of \$113,440, including tax, to meet future fleet expansion needs.

This item was discussed and recommended for approval by the Finance Committee

Fund: Fund 140



REQUEST FOR RADIO EQUIPMENT FLEET ADDITIONS AND/OR PERSONNEL NEEDS

Name of Agency: South Snohomish County Fire and Rescue RFA Date: 3/2/26

Contact Name: Tom Keene - DC of Operations / James Curtis - DC of Logistics

Email: tkeene@southsnofire.org Phone: 425.754.1740

Describe the specific quantity and type of radio equipment being requested

Quantity	Model No.	Type/Accessories	Date Needed
Example: 1	APX8000	Single-Band, charger, etc.	March 13, 2022
2	APX8500	Dual band mobile radio	4/1/26
5	APX6500	UHF Mobile Radio, remote head	4/1/26
7	APX8000XHE	Portable DB, charger	4/1/26

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

Fleet expansion request, to include:

1 PIO vehicle, 1 Ladder Truck, 1 Haz-Mat vehicle, 3 CRP/CHW vehicles, 2 BC Command vehicles

Portable radios to equip specialty apparatus and command units with the ability to communicate on VHF when dispatched / requested to incidents requiring this need due to location.

Shaughn Maxwell

Mar 3, 2026

Signature of Agency Head, Mayor or Council President

Date signed

SNO911 Staff

Approximate equipment value (not to exceed)

Staff Recommendation

SNO911 Board Action

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



REQUEST FOR RADIO EQUIPMENT FLEET ADDITIONS AND/OR PERSONNEL NEEDS

Name of Agency: Snohomish County Fire District 5 Date: 2/17/26

Contact Name: Jarrold Spence

Email: J.Spence@snofire5.org Phone: 3603220172

Describe the specific quantity and type of radio equipment being requested

Quantity	Model No.	Type/Accessories	Date Needed
<i>Example: 1</i>	<i>APX8000</i>	<i>Single-Band, charger, etc.</i>	<i>March 13, 2022</i>
1	APX8000		7/1/26

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

We are receiving a new fire engine and will be keeping the engine getting replaced for 12 months. So we will need a new radio for 12 months until which time we can return it or swap it with the one from the engine getting replaced.

Jarrold Spence

Digitally signed by Jarrold Spence
Date: 2026.02.17 15:24:10 -08'00'

2/17/26

Signature of Agency Head, Mayor or Council President

Date signed

SNO911 Staff

Approximate equipment value (not to exceed)

Staff Recommendation

SNO911 Board Action

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



REQUEST FOR RADIO EQUIPMENT FLEET ADDITIONS AND/OR PERSONNEL NEEDS

Name of Agency: Snohomish County Fire District No. 22 Date: 2/18/26

Contact Name: Drew Bono, Deputy Fire Chief

Email: dbono@getchellfire.com Phone: 360-913-5003

Describe the specific quantity and type of radio equipment being requested

Quantity	Model No.	Type/Accessories	Date Needed
<i>Example: 1</i>	<i>APX8000</i>	<i>Single-Band, charger, etc.</i>	<i>March 13, 2022</i>
1	APX8500	Dual Remote Head with VHF	7/1/26
2	APX8000 Fire Green	Portable with Fire RSM and VHF	7/1/26

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

New Ambulance Build.

Signature of Agency Head, Mayor or Council President

2/18/26

Date signed

SNO911 Staff

Approximate equipment value (not to exceed)

Staff Recommendation

SNO911 Board Action

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



REQUEST FOR RADIO EQUIPMENT FLEET ADDITIONS AND/OR PERSONNEL NEEDS

Name of Agency: South County Fire Date: 2/24/26

Contact Name: DC Tom Keene/AC John Chaland

Email: jpuetz@southsnofire.org Phone: 206-459-3464

Describe the specific quantity and type of radio equipment being requested

Quantity	Model No.	Type/Accessories	Date Needed
<i>Example: 1</i>	<i>APX8000</i>	<i>Single-Band, charger, etc.</i>	<i>March 13, 2022</i>
1	APX6500		2/24/26

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

Request for a mobile radio to equip the new Support 7 response vehicle.
Support 7 will facilitate the installation.

Shaughn Maxwell

Feb 24, 2026

Signature of Agency Head, Mayor or Council President

Date signed

SNO911 Staff

Approximate equipment value (not to exceed)

Staff Recommendation

SNO911 Board Action

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



Board Packet Memorandum

Date: March 19, 2026
To: Snohomish County 911 Board Members
From: Leadership Team

General

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

Operations Manager Retirement & Promotion

Operations Manager Karen McKay retired on March 17th after 28 years of distinguished service. Karen was exposed to the world of 911 by processing payroll for SNOCOM as a contract employee in the late 90s. She was intrigued and hired on as a dispatcher. She went on to serve as a Communications Training Officer and Supervisor before promoting to her current role of Operations Manager. Thank you, Karen, for your service and contributions to SNO911 and the citizens of Snohomish County.

We are pleased to announce the promotion of Supervisor Marie Arnold to Operations Manager.

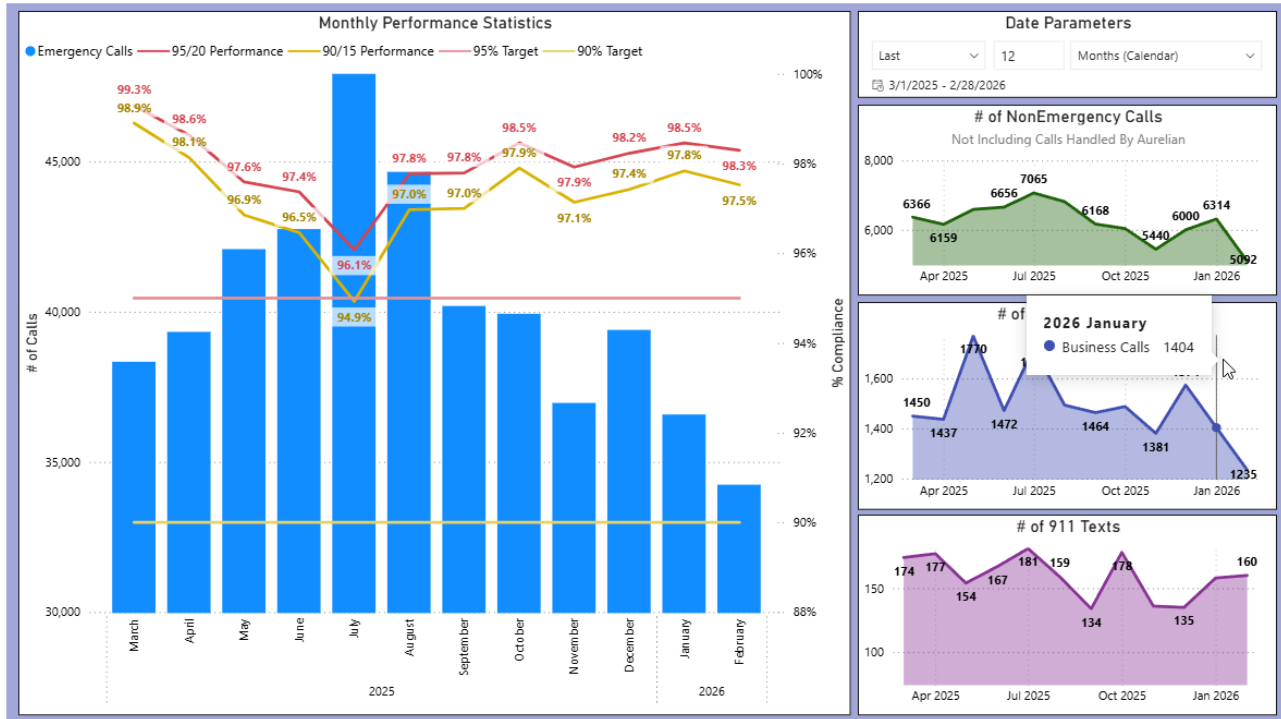
Marie has a distinguished career here at SNO911. She was hired in July 2013 as a Dispatcher. She served as a Supervisor from March 2017 through December 2019. She briefly left us and served in a supervisory/managerial role at an ECC in Arizona until she returned home in August 2021. Marie then served as an Interim Supervisor from October 2021 until March 2022 when she officially promoted to Supervisor. She's been a member of the Office of Training and Standards since July 2023.

Marie has proven herself to be a dedicated, highly skilled team member. She has made numerous valuable contributions to the agency, most notably her role in developing and supporting our trainers and our training program as a whole. Most recently, she has been the project lead on the CommsCoach TRAIN implementation and has worked tirelessly to improve workplace culture and morale. We look forward to seeing her grow into this new position with added responsibilities and new challenges.

Please join us as we congratulate Marie on this promotion.

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

Monthly Statistical Reports



Text-to-911 Report

911 Texts	Type	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	YTD TOTAL	YTD GROUP TOTAL
Appropriate Use	True Emergency	11	2											13	13
Incorrect Use	Follow-Up	5	8											13	82
	Area Checks	3	7											10	
	Info	0	2											2	
	Noise	8	1											9	
	Traffic	3	2											5	
	Other Complaints	13	30											43	
Misuse	Accidental	4	4											8	162
	Accidental Auto Alert	2	0											2	
	Behavioral Health	73	72											145	
	Prank	3	4											7	
Other	Test	0	3											3	61
	Abandoned	4	9											13	
	Non-English	2	0											2	
	Subsequent	8	10											18	
	Transfer	8	2											10	
	Voice Call	11	4											15	
Month Total		158	160	0	0	0	0	0	0	0	0	0	0	318	318

Abandoned: Non-Responsive

Accidental: Person accidentally texted 9-1-1

Accidental Auto Alert: Device accidentally texted 9-1-1

Area Check: Check of area for person, vehicle, etc.

Behavioral Health: Calls that result in BHC by LE/EMS

Follow-up: Where is officer?, Subject is no longer here

Info: What is the phone number for animal control?

Noise: Music, People, Fireworks, Alarm w/o Emergency, etc.

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

Non-English: Texter uses language other than English

Other: Any other request or complaint, Media from Intrado

Prank: Calls that do not attempt to give any valid/useful information

Subsequent: Additional inbound text after call released by call taker

Test: PSAP testing, Training TXT29-1-1, Vendor test

Traffic: Speeders, DUIs, Parking, etc.

Transfer: Text calls that result in a Transfer to another PSAP or Entity

Voice Call: Dispatchers called the texter/texter placed voice call

SPIDR Tech Survey Reports

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	332	58.04%
3 - Satisfied	201	35.14%
2 - Neither Satisfied nor Dissatisfied	25	4.37%
1 - Somewhat Dissatisfied	7	1.22%
0 - Very Dissatisfied	7	1.22%
Total	572	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	833	92.25%
Somewhat	45	4.98%
No	25	2.77%
Total	903	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	2026			Total
Jurisdiction	01-Jan	02-Feb	Total	
⊞ Everett Fire Department	1,915	1,740	3,655	3,655
⊞ Marysville Fire District	1,159	1,186	2,345	2,345
⊞ Mukilteo Fire	187	153	340	340
⊞ North County Regional Fire Authority	724	684	1,408	1,408
⊞ Sky Valley Fire	67	59	126	126
⊞ Snohomish County Airport Fire Department	18	23	41	41
⊞ Snohomish County Fire District #15	148	125	273	273
⊞ Snohomish County Fire District #16	27	21	48	48
⊞ Snohomish County Fire District #17	165	140	305	305
⊞ Snohomish County Fire District #19	30	26	56	56
⊞ Snohomish County Fire District #21	70	73	143	143
⊞ Snohomish County Fire District #22	47	42	89	89
⊞ Snohomish County Fire District #24	38	36	74	74
⊞ Snohomish County Fire District #25	13	15	28	28
⊞ Snohomish County Fire District #27	1	2	3	3
⊞ Snohomish County Fire District #4	299	284	583	583
⊞ Snohomish County Fire District #5	89	71	160	160
⊞ Snohomish Regional Fire and Rescue	1,084	958	2,042	2,042
⊞ South Snohomish County Fire and Rescue	3,210	2,774	5,984	5,984
Total	9,291	8,412	17,703	17,703

Police Calls - All

Year	2026			Total
Jurisdiction	01-Jan	02-Feb	Total	
⊕ Arlington Police Department	1,701	1,650	3,351	3,351
⊕ Brier Police Department	505	532	1,037	1,037
⊕ Darrington Police Department	113	109	222	222
⊕ Edmonds Police Department	2,186	1,798	3,984	3,984
⊕ Everett Police Department	9,215	8,598	17,813	17,813
⊕ Gold Bar Police Department	180	204	384	384
⊕ Granite Falls Police Department	316	370	686	686
⊕ Index Police Department	43	49	92	92
⊕ Lake Stevens Police Department	2,279	2,087	4,366	4,366
⊕ Lynnwood Police Department	3,787	3,738	7,525	7,525
⊕ Marysville Police Department	4,991	4,465	9,456	9,456
⊕ Mill Creek Police Department	1,582	1,478	3,060	3,060
⊕ Monroe Police Department	1,876	1,790	3,666	3,666
⊕ Mountlake Terrace Police Department	1,740	1,448	3,188	3,188
⊕ Mukilteo Police Department	2,104	1,682	3,786	3,786
⊕ Snohomish County Sheriff's Office	12,855	12,333	25,188	25,188
⊕ Snohomish Police Department	686	734	1,420	1,420
⊕ Stanwood Police Department	565	586	1,151	1,151
⊕ Stillaguamish Tribal Police	432	322	754	754
⊕ Sultan Police Department	422	558	980	980
⊕ Woodway Police Department	194	159	353	353
Total	47,772	44,690	92,462	92,462

SNOHOMISH COUNTY 911

Fire Technical Advisory / Operations Committee

February 18, 2026 @ 1100 hours

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	☒ Seth Albright	Everett Fire		
	☐ Ryan Shaughnessy	Fire District 15	☐ Jeff Cole	Marysville Fire		
	☐ Justin Johnson	Fire District 16	☐ Blake Engnes	Mukilteo Fire		
	☐ Chad Crandall	Fire District 17	☒ Dave Kraski	North County RFA		
	☐ Keith Strotz	Fire District 19	☐ Brett Blankenship	Paine Field Airport FD		
	☐ Chad Schmidt	Fire District 21	☐ Ryan Lundquist	SRFR		
	☐ Travis Hots	Fire District 22	☐ Roy Waugh	SRFR		
Alternates in Attendance	☐ Whitney Mansfield	Fire District 4	☐ Ned Vander Pol	Marysville Fire		
	☐ Scott Anderson	Fire District 16	☐ Chris Clark	Mukilteo Fire		
	☐ Jim Haverfield	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		
	☐ Corey Wiley	Paine Field Airport FD	☐ Vince Read	SRFR		
	☒ Tom Keene	South County Fire	☒ Michael McConnell	SRFR		
Guests and Staff in Attendance	Terry Peterson – SNO911		Brent Meyer – SNO911		Rebekah Kuempel – SNO911	
	Chris Carlton-Bishop – SNO911		Howard Tucker – SNO911			
	Hattie Schweitzer – SNO911		Laura Stiers – SNO911			
	Derek Wilson – SNO911		Rae Wade – SNO911			

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

Jeremy Stocker called the meeting to order at 1100.

1. ANNOUNCEMENTS.

2. **APPROVAL OF MINUTES.** A motion was made by Eric Andrews to approve the January Fire TAC/Ops meeting minutes as written. Seconded by Titland. Unanimously approved.

3. COMMITTEE UPDATES.

- A. **PTCC / NWS – Brent:** big focus on next Tyler upgrade on March 24, timeline still coming together. Priority zero issues should both be solved with next patch. Meeting with Tyler today at 1300, as of today we're still on track. When that becomes official, there will be further communication.
- B. **Technical Update – CCB:** March 7 will be vPAC update; Brent advised it will down all day that day, mobiles will still be usable. CCB advised Citirix is what's specifically being updated.
- C. **Radio Replacement Committee – Howard:** getting towards winding down, still building Machias site, working with SRFR on that. Completely moved out of North Campus. Continue to work on encryption deployment – about 3 weeks in, about 45% complete. Trying to get all of this done so

we can handle encryption remotely and be prepared for World Cup. Terry advised the VHF request is going before the board tomorrow. Terry expressed kudos to Howard and the project team regarding their ability to smartly utilize project dollars. Howard advised the team is also still working on Darrington coverage. Weather is always a factor at these sites.

- D. **Fire Radio Procedures Committee** – March will be the first meeting.
 - E. **Fire User Group** - have not yet met, still looking for more participants.
 - F. **Fire Standards/Data** – *Brittney*: Derek advised no update from Brittney.
 - G. **County Fire Resource Plan Committee** – Derek advised some SMEs in dispatch were alerted to provide feedback in real time for move-ups.
 - H. **SNO911 DRC/DSC** – *Terry*: closed the loop on the Rescue Light type code. The group hasn't heard anything since protocol 33 went re-live. Our accreditation application is still pending, next step is an on-site visit. We also implemented a tool in ProQA for early infections disease (measles) but have had zero hits on that.
 - I. **Public Safety Tech Committee (PSTC)** – *Terry* – They met and are working with the Board this month to identify further interested candidates for participation. Stocker indicated that he may be interested in helping with this.
 - J. **RTIC Update** – *Derek* no update currently
- 4. **SNO911 UPDATE** – *Terry* nothing further
 - 5. **SNOHOMISH COUNTY EMS** – *Scott Dorsey* n/a
 - 6. **RESPONSE PLAN CHANGES** – *Rae & Laura* – nothing major this month, other than Rescue Light. Derek spoke on this response, ready to go live today if everyone agrees on this definition. If your agency hasn't submitted a response plan for this, we'll default to your elevator response. Priority 2F has been assigned for this response.
Question about changing a type code vs. adding a resource and whether or not that priority is appropriate. Derek advised the issue can be whether or not we want to consider a medical aspect. The consensus is whatever is easiest for dispatch. Stocker stated it makes sense to keep it as is, and if a change is needed, we'll address that at the time.
Titland motion to accept as is.
Hutchinson 2nd.
Passes unanimously.
 - 7. **OLD BUSINESS.**
 - 8. **NEW BUSINESS.**
 - A. **Requesting Law Enforcement for Fire/EMS Calls** – *Stocker* When LE is requested by Fire, dispatch will usually ask why and what code do you want them. Some clarification from Fire may be needed for these requests. Both Hattie and Derek advised that ideally, it would be good to have Fire and LE in alignment as far as "Code Blue" and Code 1-4. Hattie also advised that dispatchers are cross trained and can usually translate these requests.
Discussion around "Code Blue" and plain language.
Bono asked if this needs to be a training bulletin.

- B. **Overlake MultiCare Lynnwood MOU** – *Derek* APF attached in the packet – this is a request to get the new facility in Lynnwood access to the Overlake talk group. We just need agreement from the group that this facility needs access to this talk group.
If no discussion – motion to approve?
Motion to approve from Chalfant, 2nd from Titland.
Passes unanimously.

9. **GOOD OF THE ORDER.**

10. **ADJOURN.** The Fire TAC / Operations Committee adjourned at 1137.

The next Fire Technical Advisory/Operations Committee meeting is scheduled for March 18th, 2026 at 11:00 a.m. via Zoom, or in-person at the SNO911 Headquarters in the Board Room.

DRAFT

Snohomish County 911 - Finance Committee
Meeting Summary for March 12, 2026 / 1:30 – 3:00 pm
Location: 332 SW Everett Mall Way, Situation Room

Meeting Attendance:

Finance Committee					
Dave DeMarco [Chair]	X	Ryan Lundquist	X	Jenna Nand	X
Jim Lawless	X				
Staff and Guests					
Kurt Mills	X	Wade Anderson	X	Terry Peterson	X
Chris Carlton-Bishop	X	Rita Simmons-Owens	X	Tiff Brown	X

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

1. **Call to Order, Introductions, and Announcements.** Meeting began at 1:33 p.m.
2. **Reports.**
 - A. Blanket Voucher Report for February 2026.
Chief Lawless moved to bring the February 2026 Voucher Report to the Board. Seconded by Chief Lundquist and passed unanimously.
 - B. Fund Balance Report for February 2026. Included in the packet as information.
3. **Old Business.** None.
4. **New Business.**
 - A. **APF – Radio Fleet Expansion.** All expansion requests were included in the packet and Terry explained there is a requests for 20 radios to stock inventory. He also explained the policy around old mobile radios.

Chief Lawless moved to authorize staff to move forward with the fleet expansion requests for the new radio equipment from existing inventory. Authorize staff to purchase an additional 20 mobile radios from Motorola at an estimated cost of \$113,440.00, including tax, to meet future fleet expansion needs.
 - B. **APF – Aviat Microwave Contract.** Terry explained that this is a 5-year service contract, negotiated at a 35% savings over the life of the contract, billing annually. There is also a clause to terminate at any time without penalty.

Chief Lundquist moved to put item 4B on the consent agenda at the next Board meeting and to authorize staff to move forward with a five-year service agreement with a total cost of \$97,027.00 plus tax, in a form substantially as presented pending any final legal review. Councilmember Nand seconded and approved unanimously.
 - C. **Fund 70 Forecast.** Terry and Wade walked the committee through the spreadsheet which was included in the packet.
 - D. **ECSF Forecast.** The group discussed the options presented by NPSG on how to proceed with the next generation of public safety software. After robust discussion the committee advised staff to focus on three things at the April board retreat:
 1. The “why” – explain how the current software is failing the county. Explain day-to-day implications.

2. Historical education – explain how things went during the initial transition to the current platform.
 3. This is the model stage; there is no actual dollars being spent at this point.
5. **Individual Fund Forecasts.** Spreadsheets were presented showing a six-year forecast on all funds focusing on revenue streams and expenditures. It was noted that the Agency hired McKinstry to conduct a long term (50 year) projection of building maintenance needs which is included in the budget spreadsheet.
6. **Good of the Order.** The Committee decided to hold two extra Finance Committee meetings before the Board Retreat in April, happening March 31st and April 23rd. Dave suggested starting a project binder for the ECSF project in a central location for all pertinent information to be stored for easy access.
7. **Adjourn.** The meeting was adjourned at 2:48 p.m.
- The next regularly scheduled Finance meeting is scheduled for Thursday, April 9th at 1:30 pm.

Snohomish County 911
Personnel Committee
Meeting Summary for March 11th, 2026 9:00 a.m.

Meeting Attendance:

Committee Members					
Jeff Beazizo (Chair)	X	Jonathan Ventura	X	Ned Vander Pol	X
Staff Support Team					
Kurt Mills	X	Terry Peterson	X	Rosie Akopyan	X
Chris Carlton-Bishop		Andie Burton	X	Tiff Brown	X
Kathy Marek - Compensation Connections	X	Julie Hamlin - Compensation Connections	X		

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

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

1. **Appointive Staff Salary Study Update by Compensation Consultants.** Kathy & Julie introduced themselves and shared their process for creating the 2026 market study:

Launch – planning and information gathering

Market Study – research pay at comparable organizations

Salary Scales - propose updates and job hierarchy changes

Analyze & Model - analyze current employee pay, determine pay placement.

Terry added that the timing of this process was intentional and aligns with negotiations with dispatch and supervisors as well. The study will be done in April and baked into budget preparation as well as being put on board retreat agenda for April.

Kathy also clarified on a question around unique job titles vs. job description and how do they capture the purpose of the job. She explained the tools used to calibrate the matches (up to 70-80%) including validation and feedback from agency staff. Rosie added that job descriptions were updated before this process began. Kathy presented the comparables and data sources including competitors, private sector and reputable published surveys.

2. **Review Staffing Report.** Included in the packet as informational. Currently there are 14 vacancies with 6 starting academy next week. Andie announced the OPS supervisor position has been filled.
3. **Personnel Committee Guiding Principles.** Rosie presented the updated document including edits and suggestions from last month. The Committee agreed this is in final stage.
4. **Employee Workshop Update.** Andie gave a briefing on workshops happening around the agency addressing: recruitment retention and training with a deeper dive happening on the April board retreat. Recruiting and retention workshops will start happening on an annual basis. Andie gave an update on the data and results from previous workshops and the schedule for continuing the workshops moving forward.

Andie will add numbers on attendance at workshops on the workshops at Board retreat.

5. **Round Table.** Chief Ventura announced they are down 6 employees, if anyone knows candidates to send their way. Beazizo spoke about the NW Leadership seminar in Portland last week. The WASPIC convention happening in May and November so staff will be adjusting the day of the Personnel meetings both months. Due to being short staffed, SNO911 staff may consider consolidating some of the talk groups during the slower times in the day, while no change is happening immediately. Kurt reported that Tyler is unable to upgrade, a priority zero issue was unable to be remedied which leads into discussion at retreat for next steps and a good plan for centralized system will be presented at April. A clear definition of needs must be identified from the industry so when the RFP is needed staff can address specific issues to be remedied. Terry included projecting costs into the budget next year, added 4 dispatch positions and 1 additional deputy director in the organization for leadership continuity and depth to align for strong accountability within the organization with focus on culture. Staff is working on the justification and job description for the deputy director position which will be brought to the board when ready.
6. The committee adjourned at 9:59am. The next Personnel Committee Meeting is scheduled for Wednesday, April 8th, 2026 at 9:00 am.

Snohomish County 911
Public Safety Technology Committee
Meeting Summary for March 11th 2026

Meeting Attendance:

Committee Members					
Dave DeMarco	X	Jonathan Ventura	X	Bob Eastman	X
Cole Langdon	X	Ryan Lundquist	X	John Chalfant	X
Seth Albright – Everett Fire		Shaughn Maxwell		Brett Yeadon	
Staff Support Team					
Kurt Mills	X	Terry Peterson	X	Chris Carlton-Bishop	X
Andie Burton		Brent Meyer	X	Tiff Brown	X

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

The meeting was called to order at 2:34pm

The group discussed the NPSG engagement. Kurt reviewed their statement of work and fixed fee arrangement. A list of their services was reviewed. It was noted that the Board approved the capital plan to support this. Kurt gave some background on why PSTC was chosen in the first place when the RFP went out. Tim Hannah with NPSG will start joining the meetings.

The group discussed various ways to fund the future of this long-term project. Including options like bonding or reallocating from various funds.

Staff will elaborate on why this change is necessary at the April Board meeting so that all stakeholders understand the day-to-day hardships being worked through currently. Education is also a key topic in April. Staff plans to take a contextual approach to help fully understand future impact.

Governance: operational sub groups, Brent presented a “wish list” of people who can see the 20k vision level to really understand this. Participants will have a broad perspective, 2-3 from each discipline broke into 5 groups including Law, Fire, Corrections, CAD and IT. He noted this is a multiyear commitment and involvement can grow during the workgroups.

Site visits and conferences will be attended to gain market intelligence so when it’s time to create the RFP staff has a better sense of what is needed.

They discussed the need to formalize the relationship with corrections as no formal agreement exists today.

SnO911 is going to APCO

Perrigin & Data – RTIC correlation

ADAPT – in house software developments saving thousands. allowing for an in-house solutions

CAD Summit in Sept.

Meeting adjourned at 3:33pm.

Next meeting scheduled for Wednesday, April 2026 at 2:30pm.