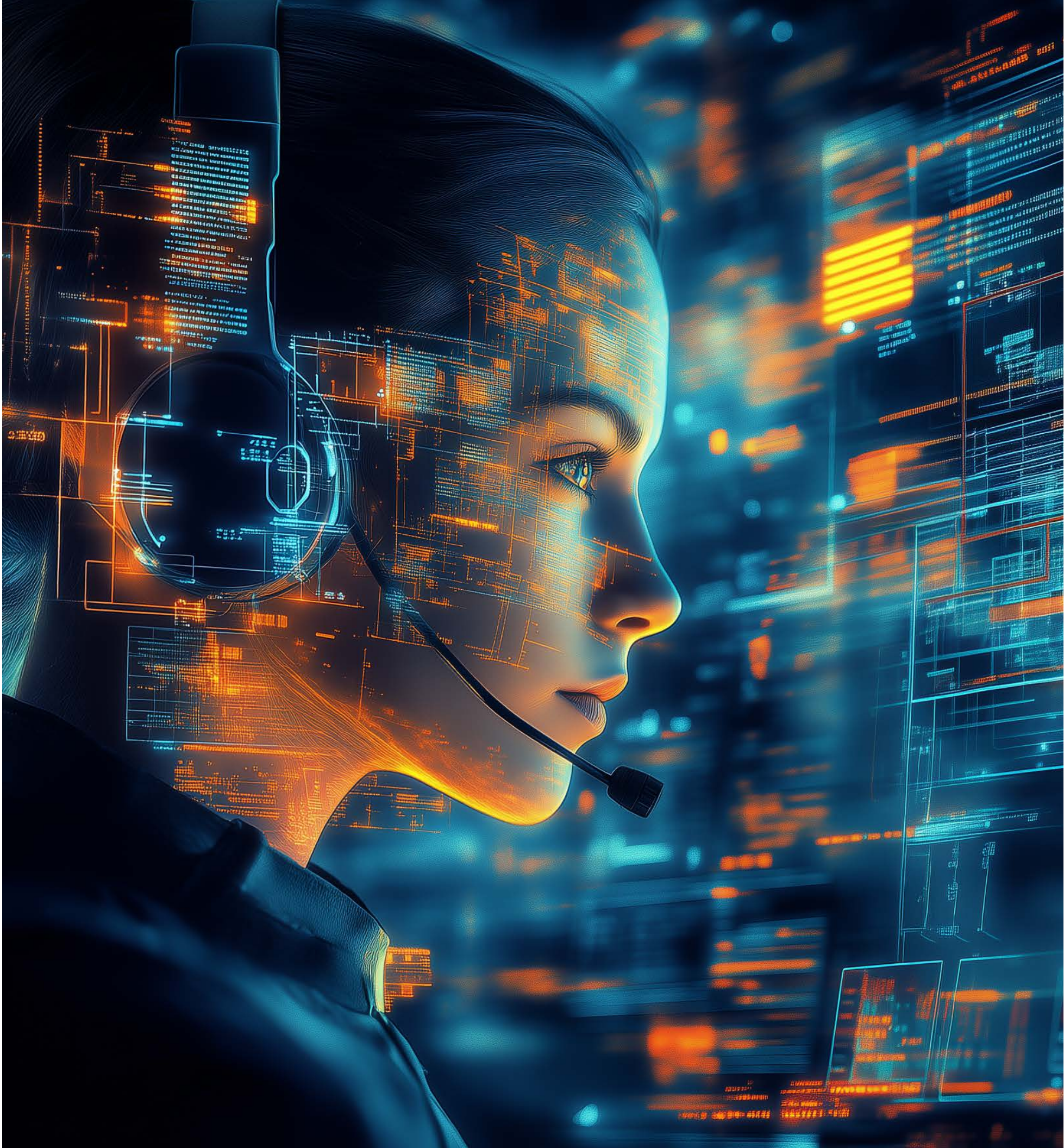




FUTURE READY

2024

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



FROM THE

DIRECTOR



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

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

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

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

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

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

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

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

Kurt Mills
Executive Director
SNOHOMISH COUNTY 911



MISSION AND VALUES

Every employee and Board Member at SNO911 understands the profound responsibility we have to our community.

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

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

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

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



FROM THE BOARD CHAIR



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

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

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

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

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

Jon Nehring
Mayor, Marysville

CONTACT US

SNOHOMISH COUNTY 911

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

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

Public Records: records@SNO911.org
Recruitment: careers@SNO911.org
Human Resources: hr@SNO911.org

ADMINISTRATIVE OFFICE BUSINESS HOURS

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

IN CASE OF EMERGENCY CALL 9-1-1

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

WEBSITE: www.SNO911.org

ONLINE CRIME REPORT: www.mycrimereport.us

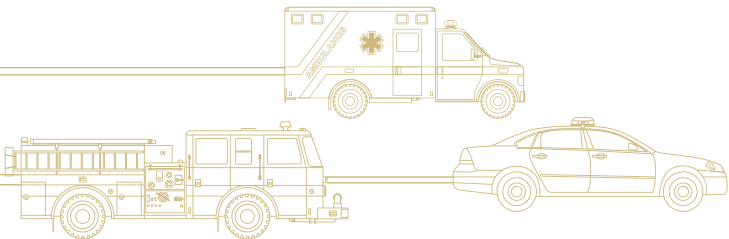
The digital connectors used throughout our story reflect the critical life saving connections we provide to fire, police, EMS and our community... the lifelines that ensure **HELP STARTS HERE!**

AUTHORIZED POSITIONS

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

SNOHOMISH COUNTY 911 2022 BOARD OFFICERS

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



**HELP
STARTS
HERE**

2024 BOARD OF DIRECTORS

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

SNOHOMISH COUNTY 911

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



MODERNIZING

EMERGENCY COMMUNICATIONS:

The SNO911 Radio Replacement Project

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

Everett Fire Chief Demarco

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

THE NEED FOR CHANGE

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

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

PROJECT OVERVIEW

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

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

- Replacing over 5,000 mobile and portable radios
- Upgrading equipment at 22 sites
- Implementing a new APCO P25 Digital Radio System
- Enhancing coverage and capacity across the county

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

Terry Peterson
Deputy Director SNO911

THE ELITE TEAM

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

- [Cyber-architecture and defense strategies](#)
- [AC/DC power systems](#)
- [Radio frequency engineering](#)
- [Project management](#)
- [Civil site construction](#)
- [Secure network infrastructure](#)

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

FUNDING AND COST SAVINGS

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

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

IMPACT AND FUTURE-PROOFING

The new system brings numerous benefits:

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

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

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

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

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



RADIO REPLACEMENT UPDATE

PROJECT STATUS

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

PROJECT BUDGET (2024)	Adopted Project Budget	Amended Project Budget ¹	Expenditures through 12/31/2024
Project Management	\$5,739,576	\$6,050,576	\$3,981,457
Motorola Infrastructure ²	\$33,686,461	\$33,686,461	\$24,950,386
Subscribers ³	\$16,894,588	\$22,236,425	\$23,345,211
Contingency	\$10,546,678	\$10,235,678	\$5,551,785
TOTAL	\$66,867,303	\$72,209,140	\$57,828,839

Notes: 1: Ammended on September, 16 2021
2: Includes Fire Paging scope
3: Change order 6 added additional radios that were funded from contingency

PIONEERING 911 RESILIENCY SOLUTION

Ensures Uninterrupted Emergency Response

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

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

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

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

Key features of the initiative include:

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

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



SNO911 BY THE NUMBERS

One of Washington State's busiest 9-1-1 Emergency Communications Centers the agency receives between 1,500 and 2,000 calls for service every day.

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

SNO911 strives to achieve the NENA Call Answer Standard defined as answering all 9-1-1 calls within 15 seconds 90% of the time, and within 20 seconds 95% of the time. The agency consistently achieves this standard that focuses on ensuring the community receives prompt emergency services. The chart below measures the compliance with the 95%/20 second portion of the NENA standard.

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

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

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

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

Our small public records team is experiencing significance growth in requests that vary in size and scope

2018-2024 ANNUAL TOTALS

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

They may not wear a badge or drive a rig, but SNO911 dispatchers are the lifeline between crisis and help — serving our community with unmatched skill, compassion, and commitment.

Kurt Mills
Executive Director, SNO911



OPERATING BUDGETS

2023 - 2024

	2023	2024	\$ Change	% Change
Ordinary Income/Expense				
INCOME				
4020 · Dispatch Service Assessments	\$16,848,329	\$17,627,108	\$778,779	4.62%
4040 · E911 Excise Tax Revenue	\$6,929,602	\$7,004,311	\$74,708	1.08%
4045 · Emergency Communication Sales Tax Revenue	\$3,500,000	\$5,424,081	\$1,924,081	54.97%
4200 · Miscellaneous Income	\$1,131,376	\$1,595,974	\$464,598	41.06%
Total Income	\$28,409,308	\$31,651,474	\$3,242,167	11.41%
EXPENSE				
Total 5000 · Payroll Expenses	\$22,975,871	\$24,793,698	\$1,817,827	7.91%
Total 6000 · Reimbursed Expenses	\$116,000	\$228,000	\$112,000	96.55%
Total 6150 · Professional Fees	\$275,500	\$430,500	\$155,000	56.26%
Total 6200 · Administrative Support	\$157,900	\$157,900	\$-	0.00%
Total 6201 · Operating Contingency	\$295,066	\$379,219	\$84,153	28.52%
Total 6225 · Recognition	\$10,000	\$17,000	\$7,000	70.00%
Total 6250 · Rent	\$1,055,806	\$1,238,000	\$182,194	17.26%
Total 6252 · Utilities	\$115,000	\$265,000	\$150,000	130.43%
Total 6300 · Repairs & Maintenance	\$2,592,065	\$3,251,707	\$659,642	25.45%
Total 6350 · Insurance	\$300,000	\$330,000	\$30,000	10.00%
Total 6400 · Communication	\$114,500	\$134,500	\$20,000	17.47%
Total 6500 · Training & Travel	\$172,600	\$206,950	\$34,350	19.90%
Total 6600 · Minor Capital Equipment	\$164,000	\$179,000	\$15,000	9.15%
Total 6700 · Office Supplies	\$65,000	\$40,000	\$(25,000)	-38.46%
Total Expense	\$28,409,308	\$31,651,474	\$3,242,166	11.41%



AURELIAN PRIMER

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

KEY FEATURES AND BENEFITS

- **Intelligent Call Triage:** Aurelian listens to callers, swiftly identifies emergencies, and routes them to 911 queues, ensuring critical situations receive immediate attention.
- **Streamlined Non-Emergency Handling:** For non-emergencies, the system gathers information and creates digital "cards" with full transcripts, allowing for seamless processing into our CAD system.
- **Multilingual Support:** Enhancing accessibility, the attendant can converse in multiple languages, breaking down communication barriers.
- **Customization:** SNO911 is continually reviewing data from Aurelian and feedback from Dispatch staff to make adjustments when needed.

PROVEN SUCCESS AND INDUSTRY TREND

AI driven technology is being rapidly adopted by Emergency Communication Centers across the country. Aurelian is the only product that can actually handle a significant portion of non-emergency calls without transferring the caller through to a live person. Aurelian is currently automating over 50% of non-emergency callers which greatly reduces wait times for all non-emergency callers.

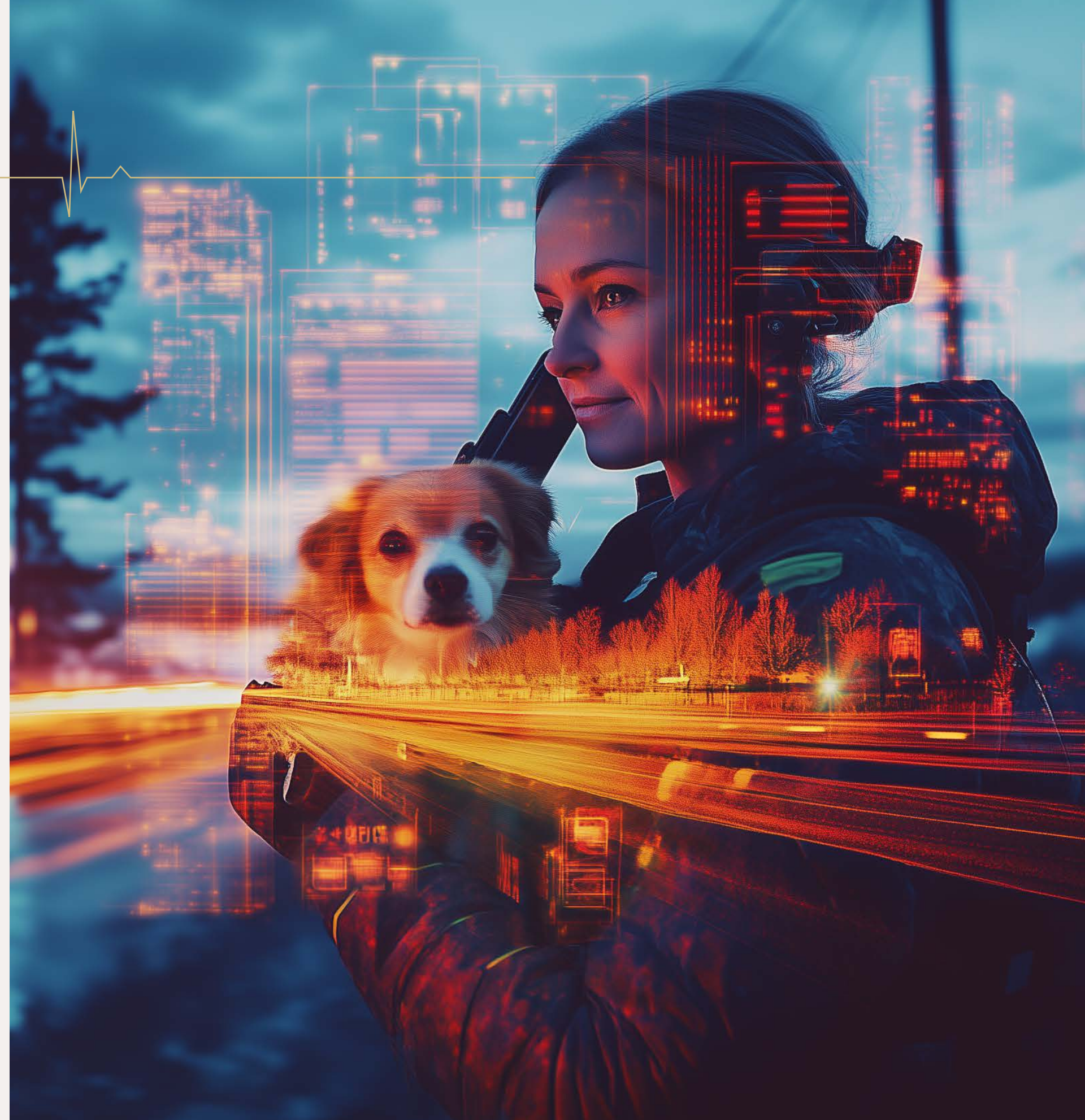
ENHANCING EFFICIENCY, NOT REPLACING STAFF

It's important to note that this technology is not aimed at reducing staff but rather at optimizing our operations by handling routine non-emergency calls, Aurelian frees up our skilled dispatchers to focus on emergency incidents.

ADDRESSING A GROWING NEED

Implementing Aurelians comes at a crucial time as SNO911 has experienced a more than 90% increase in non-emergency calls over the last 5 years. This innovative solution will help manage this growing demand, reduce hold times, and improve the experience for both callers and staff.

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





1



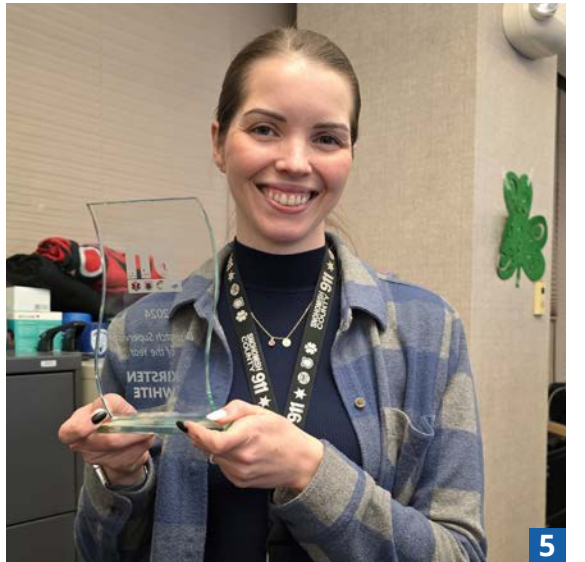
2



3



4



5



6



7



8



9



10



11



12



13

1:	Appointive Staff Employee OTY	Derek W
2:	The Brent Fouse Award	Anna M
3:	Call Taker OSA	Israel L
4:	Exceptional Handling of a Critical Incident	Ashley G
5:	Dispatch Supervisor OTY	Tracy W & Kirsten W
6:	EMD OSA	Khara W
7:	Fire OSE	Sara B
8:	Dispatcher OTY	Kiana N
9:	Poice OSA	Aubry Z
10:	Radio Technician OTY	Kevin A
11:	Collaboration Award	Jeremy W & Kevin H
12:	Teammate OTY	Marie A
13:	Technician OTY	Damon F

COMMUNITY RESOURCES CENTER

SMART911

Smart 911 allows individuals to provide additional details to 9-1-1 & First Responders by creating a secure Safety Profile that is only shared when the person calls 9-1-1. You can add key information about members of your household that would help anyone you care for in the event of an emergency, whether the call is from the home or any mobile phone. Visit www.smart911.com to learn more.

PULSE POINT

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

SNOHOMISH COUNTY ALERTS

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

COMMUNITY CRIME MAP

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

ONLINE CRIME REPORTING

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

FAMILY EMERGENCY PLAN

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



NOW HIRING 911 EMERGENCY DISPATCHERS



HAVE A PASSION FOR HELPING PEOPLE?

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

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

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

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

Retirement plan is through Washington State Public Safety Employee Retirement System (PSERS). Vested employees have the opportunity to retire at age 60.

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

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