

SNOCOM & SNOPAC JOINT BOARD of DIRECTORS MEETING

March 10, 2016 - Fire District 1

SNOCOM Board Members & Management in Attendance	Bob Colinas	Brier	Pete Caw	Mountlake Terrace
	Al Compaan	Edmonds	Chris Alexander	Mukilteo
	Tom Mesaros	Edmonds	Kent Saltonstall	Town of Woodway
	George Hurst	Lynnwood	David Chan	Fire District 1
	Ian Cotton	Lynnwood	Terry Peterson	SNOCOM
	Pam Pruitt	Mill Creek	Karen McKay	SNOCOM
	Jerry Smith	Mountlake Terrace	Andie Hanson	SNOCOM
SNOPAC Board Members & Management in Attendance	Steve Guptill	Monroe Fire	Jeff Goldman	Marysville Police
	Rachelle Heinzen	SCSO	Roy Waugh	Fire District 7
	Susan Neely	Snohomish County	Paul Taylor	Fire District 22
	Murray Gordon	Everett Fire	Dan Templeman	Everett Police
	Ty Trenary	SCSO	Kurt Mills	SNOPAC
	Jim Lever	Everett Police	James Robinson	SNOPAC
	John Flood	Snohomish Police	Angie Baird	SNOPAC
	Tim Quenzer	Monroe Police	Brad Cattle	SNOPAC Attorney
Jonathan Ventura	Arlington Police	Rich McQuade	SNOPAC	
Others in Attendance	Jon "Wiz" Wiswell	SERS	Greg Elwin	Mill Creek Police
	Vicki Thoroughman	E-911	Carla Nichols	Town of Woodway
	Gregg Sieloff	Lynnwood Fire	Bryan Stanifer	Lynnwood PD
	Steve Jensen	Lynnwood Police	Richard Schrock	Fire District 1
	Brad Reading	Fire District 1	Brenda Froland	SNOPAC
	Scott Cockrum	Lynnwood Fire	Sharon Brendle	SNOCOM
	Greg Wilson	Mountlake Terrace PD		

AGENDA ITEMS	REPORTS & COMMENTS	ACTION OR FOLLOW-UP
Call to Order	SNOPAC Board Chair, Steve Guptill, called the meeting to order at 8:32 a.m., and asked everyone in attendance to say their name for the record.	
Consolidation Priority Considerations	<p>Chief Guptill asked Commissioner Roy Waugh, Chair of the PSAP Consolidation Committee, to briefly describe what the committee has done so far.</p> <p>Commission Waugh spoke on the topics that were selected that best relates to the Matrix Study, and explained that the group surveyed both boards and came up with a list including: governance, cost and operational structure.</p> <p>Mayor Colinas also added redundancy to the list. He explained that the committee had asked both boards to prioritize the work the committee was tasked to look into. These included: service level, governance, costs & redundancy. He went on to report that SNOCOM, at their last meeting, prioritized the issues in the</p>	

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	<p>following order: 1)service levels, 2)redundancy, 3)governance, 4)cost allocations.</p> <p>Commissioner Waugh reported that SNOPAC’s board prioritized the issues as: 1)service levels, 2)costs 3)redundancy, 4)governance. He felt that the committee has slowed down in their approach on how important the issue of consolidation is. He expressed his extreme frustration on the level of service with regard to call transfers, and feels that the 3,900 call transfers a month are uncalled for. He went on to say that after two studies, nothing has been done to make any changes to the call transfer problem. He agrees that some efficiencies have been gained with New World, but feels any delay at all is totally unacceptable. He added that in the time since New World went live, and the differences have been known, more than a million dollars have been wasted on two difference contracts for phones and consoles that could have been saved if the boards had moved toward consolidating. He added that both boards have received numerous letters in support of consolidation, but nothing has been done. He went on to say that the only way to move forward is to bring in a professional facilitator, and feels that a redundant system can be built more successfully together, rather than independently.</p> <p>Mayor Colinas asked both directors to weigh in on call transfers. Director Mills responded that even after going live with New World, they are still transferring the same volume of calls that they had done before. He explained that there is some added efficiency once the initial triage starts at either agency, so it’s not a cold hand off. He estimates that SNOPAC transfers just under 10% of all of their calls, and SNOCOM transfers 25-30% of their total call volume. He commented that this practice does not provide quality service to the public.</p> <p>Director Peterson agreed with Director Mills, and added that New World has brought a significant amount of efficiency and thinks when exploring consolidation, everyone share factual information. He stated that the majority of the priority one calls that are being answered by SNOCOM are entered into the CAD system before they are transferred to SNOPAC. He explained that the initial time delay that was brought up by Commissioner Waugh has been positively impacted by New World. The call for service is being entered into the system and can be dispatched by someone at SNOPAC even before the transfer even occurs. Regarding the redundancy issue, he said that the committee hasn’t had an opportunity to speak about it, but it’s a top priority for both boards. If the goal is to still have a redundant system, buying phone and console equipment will still need to be purchased.</p> <p>Discussion followed among those present. The following is a summary highlighting some of those comments:</p>	

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<p>Governance</p>	<p>SNOPAC Chair Guptill brought up a frustration he has been hearing about from the public, which is the practice of being asked the same question over and over each time a new call taker takes over in a transferred call. He thought this practice left a bad impression with the public.</p> <p>Sheriff Trenary also voiced his displeasure on the delays surrounding consolidation. He added that on a daily basis his office and the citizens they serve are being impacted by delays caused by transfers. He went on to say that consolidation would eliminate those delays as well as save the taxpayers' money, and the county should work toward implementing that as soon as possible.</p> <p>Chief Alexander of Mukilteo Fire suggested inviting Snohomish County's Department of Emergency Management to participate in the consolidation discussion as a possible source of future redundancy.</p> <p>Councilmember Cotton from Lynnwood asked if the New World System platform allows for any additional capabilities that haven't yet been explored.</p> <p>SNOPAC Operations Coordinator, Rich McQuade, responded that with priority one incidents, the call for service is entered in first, after which it's transferred, if needed. He added that early on they realized that due to staffing, it would be a huge burden to SNOCOM to enter in anything less than priority one events for the Sheriff's office.</p> <p>Chair Guptill stated that with the emphasis on the 30% of calls that fall into the priority one category, they have missed the mark on service delivery, along with delays in transfers, for the majority of calls received. With those transfers come a repeat in questions asked of the caller, so he understands their frustration.</p> <p>Everett Fire Chief, Murray Gordon, asked that the boards discuss openly the topic of what barriers exist to a consolidation, and have that information available for consideration.</p> <p>SNOPAC Director, Kurt Mills, stated that they are doing everything in their power to make the transfer process between the two agencies as smooth as possible. He added that there is still an issue with the caller not always knowing what help they need. It may take a few minutes of talking to the caller before the call receiver learns that it's a priority one.</p> <p>Lynnwood Police Deputy Chief, Bryan Stanifer, a member of the PSAP Consolidation Committee was asked to analyze governance structures. He reported that he looked at 9 multi-jurisdictional PSAPs that had consolidated. He found that in the last 10 years they had not only collapsed their individual PSAPs, but their radio systems and DEMs as well, and combined all of them into one</p>	

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<p>Assessment Formula</p> <p>Operational Structure</p>	<p>agency. They each had different governance structures, and some boards consisted of all elected members, all operational, or had a blended board. He added that every director he had spoke with stated that they had all experienced growing pains and it had hurt to merge, but it was ultimately successful in the end.</p> <p>FD1 Chief, Brad Reading, agreed that it has been slow, and he feels that the process needs to be speeded up and is in favor of bringing in a facilitator to keep the group focused and on track. He also agrees that the problem with call transfers needs to be fixed.</p> <p>Chair Guptill spoke on the assessment formulas that are used at both PSAPs to assess the agencies they serve. He reported that they are significantly similar with very few differences.</p> <p>Chair Guptill reported that the committee had asked both PSAP directors to look at their respective operational structures and work together to find a model.</p> <p>SNOCOM's Director Peterson explained that they were tasked to develop a common framework on how their staffing models work, such as the number of dispatch positions staffed around the clock. He added that they are also exploring a variety of matrices for each one of the positions, such as incident count, calls for service count, the number of "push to talk" on the radio, or length of time being spent on the radio. Once this information is gathered they hope to come back and start making comparisons and analysis of the dispatcher positions with the goal of increasing efficiency. He went on to say that the next component they will look into is the number of call takers needed at each dispatch center. They will again make some comparisons while they look for efficiencies in how they each operate.</p> <p>Councilmember Tom Mesaros of Edmonds spoke on his experience as a facilitator and listed four areas that a facilitator needs to focus discussions on: 1)what are the common goals, 2)what is the governance, 3)what is the strategic direction of the new organization, 4)what are the needs of the operations. He suggested to bring in a facilitator as soon as possible in order to guide the process successfully.</p> <p>Chair Guptill asked for a motion on the hiring of a facilitator.</p> <p><i>Councilmember Mesaros, representing SNOCOM, made the motion to move forward with the hiring of a facilitator to guide the consolidation process as expeditiously as possible. SNOCOM's motion was seconded by Chief Compaan.</i></p> <p><i>Representing SNOPAC, Chief Gordon, made the motion to move forward with the hiring of a facilitator to guide the consolidation process as expeditiously as possible. SNOPAC's motion was seconded by Sheriff Trenary.</i></p>	

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	attendance.	
Adjourned	The meeting was jointly adjourned at 9:44 by SNOPAC Chair, Steve Guptill.	