

SNOCOM – SNOPAC Joint Task Force
Meeting Summary for August 9, 2016/ 9:00-11:00am
 Location: Fire District 1 Headquarters

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

Meeting Attendance:

Joint Task Force Members					
Bob Colinas	✓	Jon Nehring	✓	Rick Smith	✓
Al Compaan	✓	Brad Reading	✓	Roy Waugh	
Steve Guptill	✓	Bryan Stanifer	✓	Jon Wiswell	✓
Staff Support Team					
Kurt Mills	✓	Karen Reed	✓		
Terry Peterson	✓	Brenda Froland	✓		

Welcome / Review of Today's Agenda. Bob Colinas called the meeting to order. Karen reviewed the Agenda with the group and noted that the baseline template is not ready to be discussed today.

Standing Items:

- a. **Approval of Meeting Summary from July 19.** The meeting summary was unanimously approved as submitted. *The Directors will upload the approved summary to their websites.*
- b. **Communications Roundtable.** Bryan Stanifer noted that he forwarded the web link to the Lynnwood City Council, and they are very interested in a presentation. Karen suggested that it will be important to be responsive to requests for communication and reminded all members to forward the weblink to their councils, commissions and staff so folks can stay informed of the deliberations. The Directors confirmed that no emails have been received with questions about the project.
- c. **Process Issues.**
 1. **Schedule Updates.** As the Joint Board meeting in August was cancelled, the JTF tentatively rescheduled it for September 15th at Fire District 1 from 0830 – 1100 hours. *The Directors will poll their Boards* and confirm this is a good date. Karen queried the JTF about how often the Boards should meet together for the rest of this year. There was agreement to minimize meeting dates if possible, but aim for monthly joint meetings. The following dates were tentatively scheduled, in addition to September 15th, and *the Directors will poll their Boards* on these as well: November 2nd and December 14th. Brad confirmed that Fire District 1 is available on those dates from 0830 to 1100 hours.
 2. **Communications Plan actions.** Karen reviewed the list of items that will be distributed at the September Joint Board meeting:
 - a. Call Transfers Memo (review/accept)
 - b. Facilities RFP (information)

- c. Services comparison (information)
- d. Governance matrixes (information/discussion)
- e. September Member Agency Briefing (input on briefing materials)
- f. Employee Survey Results Summary (information)
- g. Components of Baseline Scenario (review/accept)
- h. Sign off on Phase 1 and direction to proceed to Phase II (action)

Karen asked the Directors to confirm that their agencies forwarded the website link to their city/county councils and others as appropriate. The employee survey, discussed later in the agenda, will be another communication tool.

De-Brief on July Board meetings and next steps. Karen reported that while the SNOCOM Board had many questions for her and the SNOAC Board did not have very many, both Boards approved the foundational documents and were comfortable with the status of the project. In the next couple of weeks, *Karen will draft a briefing* with information on the scope of the project, key issues, and who is involved, along with a couple of focused questions. The briefing and materials will be a tool for councils and other stakeholders who are interested in additional information.

Bob Colinas noted that many of the questions he is getting are about one of the four original issues (cost, redundancy, governance, and level of service) and suggested that in order to be up front, information on these topics be provided as soon as possible. Karen noted that governance and calls for service will be addressed at the Joint Board meeting in September, and that it is important to encourage people to not jump to conclusions about topics the JTF has not yet covered.

Review / Revise / Approve: Employee Input Survey-Monkey Instrument: Karen reviewed the draft survey with the group. It was agreed that names of those submitting should be required and that SERS employees would be invited to participate. *Karen will refine the survey to incorporate SERS and forward to the three Directors who will send to their employees, asking that surveys be completed by the end of August.*

SNOPAC Facilities RFP – proposal to expand scope to consider consolidation to include a facility that can accommodate SNOCOM and/or SERS as well as SNOPAC: Kurt summarized the background information on the Draft RFP and asked JTF members if it made sense to invite SNOCOM and SERS to participate in the study. SNOPAC is covering the cost of the RFP and it is a SNOPAC work product, but Terry and Jon Wiswell would provide feedback on the scope and choice of consultant. Brad Reading asked about the status of SNOCOM’s lease; Terry responded that it ends in 2022. Jon offered that the SERS lease ends in six years.

Bob asked if performing a building study was appropriate before an organization was identified. Jon Wiswell and Terry Peterson suggested the study would provide valuable information for future JTF topics, including costs and redundancy. Karen asked Bob if this made sense, and he

offered that if the directors were comfortable with it, he understood. Kurt added that there was excellent historical data and population trends to future-proof the study, and the consultant would be relied upon for estimates on size. It was confirmed that the consultant would look at both existing facilities and a new building, but the focus would be on one survivable facility.

Karen queried the JTF to see if there were any reservations. Steve Guptill expressed concern that the RFP and study would slow down the JTF process. Karen asked about timing and Kurt said that if the JTF was supportive, the RFP was 98% ready to go. Bob Colinas said that his main concern was redundancy and that he was hearing from the group that redundancy was not important. Kurt offered that redundancy is built into everything the PSAP's do.

The JTF decided that the study would provide good information, and would be one of the necessary inputs into the redundancy conversation. *SNOPAC will issue the RFP as soon as practicable, and will expand the scope to consider options for a facility that could house not only SNOPAC but also SNOCOM and/or SERS. Jon Wizwell and Terry Peterson will help review the final RFP language and participate in consultant selection and review of consultant products.*

There was discussion about redundancy and the need to expand the definition to include not only multiple locations but a single survivable location. Kurt noted that currently, neither SNOCOM nor SNOPAC have fully redundant facilities: existing backup locations do not have the capacity to relocate/house either agency long-term.

Karen asked Kurt to *let the JTF know when the RFP goes out.*

Update on Call Transfers Memo / Analysis: Kurt and Terry are continuing to dig into the data and need additional time. One assumption they had made about call transfers has proven false: there was an assumption that nearly all of the transfers were related to the FD1 and SCSO shared service area, but that is not the case. Extra time, not resources, will help ensure the most accurate analysis.

- a. **Next steps:** *Kurt and Terry will bring an updated draft for the JTF to review at the September 7th meeting.*

Review / Input: Services Currently Offered and Level of Services: Karen summarized the goal of this document: to provide a comparison on what services are offered today so that the JTF can determine if a consolidated agency would provide service levels that are the same, better, or worse than what agencies have now. Bob asked if the Directors were surprised by any of the results and they said no. Kurt and Terry reviewed the table with the group. The JTF offered suggestions for streamlining the document, such as: combining text when the services are identical, avoiding acronyms, providing a brief explanation of each service so the lay person can

understand, separate the differences from the similarities, and flag when a service includes a cost that is outside of the existing fee formula.

A few specifics:

- 911 call intake – add “certified” under SNO PAC
- Police & Fire dispatch – separate into police, fire, and call-taking
- 911 CAD Report PRA’s – title 911 Public Records
- Law Records Administration – clarify distinctions
- Notification & Call Out Services – leave list in
- ISP – finish sentence
- Human Resource – add “certified”
- Add: Language Translation Services, Locution, ESO, Legal Services, FirstWatch...

There was discussion about the importance of providing data, when possible, that measures service level, such as compliance with the NENA standard and capacity of radio channels / positions.

a. Next steps: *The Directors will update the document and bring back to the JTF next week.*

Governance discussion: criteria for Governing board size, membership: Karen briefly reviewed the discussion guide with the group and asked for feedback. As there was limited time left for the meeting, *Karen asked the JTF to review the guide before the meeting next week* and be ready to discuss the matrix in more depth. Some of the questions/comments from the discussion:

- A size large than either current board but less than 20 seems appropriate.
- Should both Snohomish County and the Sheriff’s Office have a position on the Board?
- Should there be any guaranteed / automatic Board seats?
- Representation should be from agencies who use the service, not just cities and the county.
- South County mayors believe the Board should be made up of elected officials.
- There should be voices from cities, counties, police, and fire agencies.
- Representation from small, medium, and large agencies/cities.

Next Meeting Agenda. Items for the next meeting will include reviewing an updated Level of Services document and an updated matrix for discussion on Governance, and a discussion guide on redundancy.

Closing Comments / Adjourn. Meeting adjourned at 11:00.