

SNOCOM – SNOPAC Joint Task Force
Meeting Summary for August 16, 2016/ 9:00-11:00pm
 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. Karen reviewed the Agenda with the group and noted the Directors had prepared a PowerPoint presentation for the Call Transfer agenda item; the Template for Information on Baseline Alternative will not be covered today; hopefully we can finish the Governance discussion and begin the discussion on Redundancy.

Standing Items:

- a. **Approval of Meeting Summary from Aug 9.** The meeting summary was unanimously approved as submitted. *The Directors will upload the approved summary to their websites.*
- b. **Communications Roundtable.**
- c. **Process Issues.**
 1. **Schedule Updates.** SNOPAC confirmed that September 15th will work for a Joint Board Meeting; SNOCOM will confirm at their Board meeting tomorrow. Jon Wiswell will represent SERS. Karen asked if the November 2nd and/or December 14th Joint Board meeting dates were confirmed. *Brenda will review meeting invites and let Karen know about the SNOPAC Board.*
 2. **Communications Plan actions.** Karen asked if anyone, in addition to Bryan, has reached out to city councils, etc. Kurt reported that he has communicated twice with agencies to forward the web link to stakeholders. Terry has communicated this and will follow up a second time. The Employee Survey is live and the Directors are receiving thoughtful responses. The Directors confirmed that no emails have been received with questions about the project.

Update on Call Transfers Memo/Analysis. Kurt and Terry shared the PowerPoint presentation and added that they spent some time reviewing how the Cross PSAP Policy (CPP) worked during the recent shooting in Mukilteo. They found the exercise to be very beneficial; it underscored that while helpful, data alone does not paint a full picture of the call transfer issue. They found that with transfers, the CPP makes a bad situation only a little less bad. One of the procedures

under review is whether calls should be transferred when the primary PSAP is already busy with a large incident. With regard to the Mukilteo incident, eleven 911 calls were received at SNOPAC; SNOCOM received 20 calls in the first 45 minutes. The misrouting to SNOPAC is impacted by a cell tower in Clinton; 42% of calls that are routed to SNOPAC from that cell tower are transferred to SNOCOM.

To provide an example of a successful CPP call transfer, a call that was received at SNOPAC and transferred to SNOCOM was played. The JTF suggested that the SNOCOM portion of the call be added for better understanding. Brad asked if this particular aid call was dispatchable on transfer. This information was not available, but *the Directors will provide a full record for the next JTF.*

Of the eleven 911 calls regarding Mukilteo that were received at SNOPAC, five of them were transferred to SNOCOM. Two of those calls (SNOPAC portion only), were played for the JTF.

Comments after the Power Point and listening to the calls:

- Mayor Nehring said this information was dramatically important.
- Chief Stanifer commented that we have to do whatever we can to fix this. He referenced an incident in 1991 when a Lynnwood officer was shot and the contributing radio issues resulted in the formation of SERS.
- Chief Compaan expressed frustration that politics have stood in the way of correcting this problem.
- Chief Smith noted that Snohomish County is growing and these incidents are becoming more frequent. He offered that we are looking at consolidation for a reason, and real life examples underscore the importance.
- Chief Guptill commented that this situation will happen every time there's a major incident in the geographical area that necessitates a transfer.
- Mayor Colinas asked if cell technology provided accurate location information. It was reported that NextGen 911, while a couple of years out, will provide improved location information for the PSAP.
- Kurt noted that all three of the calls played were successful examples of the CPP.
- Karen asked that all three calls be updated to include SNOCOM's portion of the transfer. *Brenda will work on that.* She asked the JTF if the audio recordings were a useful tool for the Boards. The consensus was that they were a powerful education tool and one of the primary issues the JTF is reviewing.

- a. Next steps: The JTF will review the updated PowerPoint on September 6th.

Review / Input: Services Currently Offered and Level of Services: Kurt reviewed the updated spreadsheet. Steve Guptill asked if it was sustainable to have every dispatch employee cross-trained. Kurt said that the cross-trained model is the most common. SNOPAC has changed the

new hire process to include police dispatch training as it is the most demanding position in the Center.

- a. Next steps: Karen suggested the *JTF members review the document before the next meeting and forward questions to Kurt and Terry*. She asked the Directors to *add level of service measurements where possible*. Karen said that the next step for the JTF is to discuss what services would be offered in a preferred consolidated agency.

Governance Discussion: Criteria for Governing Board Size, Membership: Karen noted that since the last meeting, she has updated the document to reflect what she heard from the JTF.

Additional points from discussion:

- Agency assessments are the most inclusive variable in distributing the vote.
 - The Community Transit model has relevance; every two years there are caucuses that choose representatives to the Board.
 - Regarding contract agencies and tribes, consider who is paying for the service and signing the contract.
 - The Board should consist of both elected officials and operational staff.
 - Those sitting on the Board must have the authority to make decisions.
 - Board members need to be engaged and have an understanding of public safety and dispatch.
 - Need to look at who chooses police and fire representatives, such as TAC's or Police/Sheriff's Association.
 - The caucuses would also choose alternates.
 - There is value in having Board members who can make a long-term commitment as it provides consistency.
 - There are a few city-based fire departments, but many districts and the trend toward merging districts.
 - Once the structure of the Board is decided, it will take a vote of the members to change.
 - Karen suggested a weighted vote for large purchases, change in Director, approving the budget, change in assessment formula, and new members.
 - There is comfort with the SERS model.
 - Karen doesn't recommend SNOCOM model as any change to the ILA requires a 100% agreement from all member agencies.
 - The JTF agreed that the two pronged voting model (super majority / weighted vote) and would like to build on this.
 - Karen suggested having a lawyer work with her on the ILA at some point.
- a. Next steps: *Karen will look at the numbers and run some scenarios; Kurt will talk to Brad Cattle about any changes that legally require a 100% vote.*

Redundancy Discussion: Karen referenced the template and *asked the Directors to begin filling it out. Bryan Stanifer is calling other consolidated PSAP's and get their input on redundancy.* Karen noted that the JTF will need to come up with a solution and be able to voice why they're comfortable with it.

Next Meeting Agenda. Items for the next meeting will include governance, redundancy, level of services, a draft of the informational briefing materials, and making sure we're ready for the September 15th Joint Board meeting. Plan on meeting from 9am-12pm on September 6th. *Brenda will update the meeting invite.*

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