

SNOCOM-SNOPAC Consolidation Discussion Project

Statement of Shared Values and Principles

Unanimously recommended by the Joint Task Force, June 24, 2016

Approved by SNOCOM Board, July 20, 2016

Approved by SNOPAC Board, July 21, 2016

The SNOCOM and SNOPAC Boards endorse the following statement of shared values and principles for the operation of a public safety communications center—whether in the form of today’s two separate agencies, or with respect to the possibility of a future consolidated, single regional communications center serving all of Snohomish County.

Values and Principals are not presented in rank order of priority.

Our Shared Values Include:

1. **Providing high quality service to citizens and first responders.** We seek to meet all regional and national standards in the delivery of public safety communications services as adopted by the Board of our agency.
2. **Making data-driven decisions.** We take strategic action based on the facts after a thorough and objective analysis of the issues.
3. **Being an effective and efficient steward of public funds.**
4. **Participatory Governance.** All participating agencies should have a meaningful voice in the operating decisions of the Agency. We make decisions by consensus whenever possible.
5. **Promoting interagency collaboration, communication and strong working relationships.** We seek to act in the collective best interests of all our public safety partners, not just those served by our Agency. We are open and honest with each other.
6. **Continuous Improvement.** We are committed to continuously tracking changes in customer and public needs and the public safety environment and finding and implementing ways to better meet those needs.

Our Shared Operating Principles Include:

- A. We strive to operate nimbly, with the ability to make decisions and respond quickly when necessary.
- B. We seek to develop unified public safety communications policies countywide.

- C. We seek to understand and address the unique needs of Police and Fire agencies, as well as the disparate needs of small and large agencies. We strive to address these needs equitably in all operating and financial decisions.
- D. We work to attract and retain high quality staff.
- E. We strive to employ rigorous quality control and reporting practices.
- F. We manage agency budgets to control or reduce costs.
- G. We seek to limit spikes in user fees from year to year, by use of planning capital investments over time, developing reserves and other means.
- H. We adopt policies, fees and charges that encourage effective and efficient use of agency resources by both member agencies and others using our system.
- I. We strive to deploy operating systems and practices that will support interoperability between dispatch operations across the county for the benefit of all public safety agencies.
- J. We seek to ensure each of our call takers is able to handle all types of calls: police, fire, and medical.
- K. We strive to be transparent and accessible to our customer agencies and the public.