

# SNOCOM BOARD of DIRECTORS MEETING

**October 13, 2011**

<b>Board Members &amp; SNOCOM Management in Attendance</b>	<input checked="" type="checkbox"/> Bob Colinas	Brier	<input checked="" type="checkbox"/> Laura Sonmore	Mountlake Terrace
	<input checked="" type="checkbox"/> Al Compaan	Edmonds	<input type="checkbox"/> Joe Marine	Mukilteo
	<input checked="" type="checkbox"/> D. J. Wilson	Edmonds	<input checked="" type="checkbox"/> Kent Saltonstall	Woodway
	<input checked="" type="checkbox"/> Ted Hikel	Lynnwood	<input checked="" type="checkbox"/> Millie Judge	Fire District 1
	<input type="checkbox"/> Kimberly Cole	Lynnwood	<input checked="" type="checkbox"/> Debbie Grady	SNOCOM
	<input checked="" type="checkbox"/> Bob Crannell	Mill Creek	<input checked="" type="checkbox"/> Sheila Betts	SNOCOM
	<input checked="" type="checkbox"/> Jerry Smith	Mountlake Terrace	<input checked="" type="checkbox"/> Terry Peterson	SNOCOM
<b>Alternate Board Members in Attendance</b>	<input checked="" type="checkbox"/> Don Lane	Brier	<input type="checkbox"/> Rex Caldwell	Mukilteo
	<input checked="" type="checkbox"/> Gerry Gannon	Edmonds	<input type="checkbox"/> Michael Springer	Mukilteo
	<input type="checkbox"/> Jim Lawless	Edmonds	<input checked="" type="checkbox"/> Jennifer Gregerson	Mukilteo
	<input checked="" type="checkbox"/> Don Anderson	Edmonds	<input type="checkbox"/> Emily Vanderwielen	Mukilteo
	<input type="checkbox"/> Loren Simmonds	Lynnwood	<input type="checkbox"/> Joe Hannan	Mukilteo
	<input checked="" type="checkbox"/> Gary Olson	Lynnwood	<input type="checkbox"/> Elizabeth Mitchell	Woodway
	<input type="checkbox"/> Landy Manuel	Mill Creek	<input type="checkbox"/> Bob Meador	Fire District 1
	<input type="checkbox"/> Terry Ryan	Mill Creek	<input checked="" type="checkbox"/> Tom Tomberg	Fire District 1
	<input checked="" type="checkbox"/> Scott Huggill	Mountlake Terrace	<input checked="" type="checkbox"/> Brad Reading	Fire District 1
	<input type="checkbox"/> Greg Wilson	Mountlake Terrace	<input type="checkbox"/> Mark Correira	Fire District 1
<b>Guests in Attendance</b>	Mike Bard	Edmonds PD	Pete Caw	Mountlake Terrace
	Stacie Trykar	Edmonds PD	Derek Wilson	SNOCOM
	Greg Macke	Lynnwood Fire	Heidi Powell	SNOCOM
	John Zambrano	Mountlake Terrace	Leslie Ybarra	SNOCOM
<b>AGENDA ITEMS</b>	<b>COMMENTS &amp; DISCUSSION</b>			<b>ACTION/ FOLLOW-UP</b>
<b>Call to Order</b>	The meeting was called to order at 9:02 a.m. by Chair Jerry Smith. Chair Smith asked everyone to introduce themselves.			
<b>Public Comments</b>	None			
<b>Chair &amp; Board Comments</b>	<p>The chair recognized Chief Gary Olson, who retires from Lynnwood Fire this month. The chair read a brief bio and thanked the chief for his dedication, service and long-term commitment to Snohomish County and SNOCOM.</p> <p>Other Board members expressed their gratitude to Chief Olson, and wished him well on his retirement.</p>			
<b>Presentation</b>	<p>IT Manager Terry Peterson reported that in addition to the verbal and written reports that have been provided to the agencies on the New World System, he was glad to be able to offer a demonstration showing the increased capabilities of the proposed system. He introduced Edmonds PD Cpl Mike Bard and SNOCOM Dispatcher Derek Wilson, who are both members of New World Build Teams.</p> <p>Dispatcher Wilson demonstrated the CAD system that will be used with the New World System. He described it as the life blood of the dispatch center. All 911 calls are received and entered through this system. He then went on to demonstrate the actual process that calls will go through in the new system when they're received and dispatched through SNOCOM.</p>			

He reported a significant amount of time will be saved when using the new software. Multiple responses will be made with just a few clicks, rather than having to enter in a whole new call.

Cpl Bard then demonstrated the mobile unit that will be used by officers. He compared the new system to what is currently being used in the field, and demonstrated the features, enhancements and improvements over the current software. He explained that the new system will be easier to use and will provide more information to the officer.

IS Manager Peterson also reported on RadiolP's latest version of software, MultiP. New World is in the process of writing a program interface for MultiP that will detect the speed of the transmissions, and determine the best network available to the mobile user.

Board members asked the following questions during the demonstration:

- ***Vice-Chair Colinas asked what would officers see on their laptop if internet connectivity was down and they would have to rely on the Vehicle Remote Modem (VRM).***

Mgr Peterson explained the program would look about the same, but some features that require a higher level of bandwidth would not be available, such as photos. All high priority information would still be available to the officer in the field.

- ***Chief Olson asked if there was some significance to the colors of the icons.***

Cpl Bard explained that pending calls are shown in blue, and active calls are shown in green.

- ***Vice-Chair Colinas asked if calls could eventually be processed completely online without ever having to use radio communication.***

Cpl Bard responded yes, but only with lower priority calls. With "in progress" calls, they would still be broadcast on the air so that officers get an acknowledgement on who's enroute. Likewise, the dispatcher gets an acknowledgement that the officer received the information that they are enroute to the call and they know who else is responding.

- ***Ms Sonmore asked about vendor support and how upgrades to the system will be handled.***

Cpl Bard explained that New World generally issues service packs 1-2 times per year. These would be information on new features or known warranty issues that are with the system.

- ***Ms Sonmore then asked how many different types of software programs are there for 911 centers in Washington State.***

Cpl Bard answered that there are only a handful of vendors

that are capable of providing an applicable program to a large agency. With over 50 agencies, Snohomish County is considered a large client. There are probably 20-30 different CAD systems available, and probably just as many or more Records Management Systems (RMS). Unlike the New World system, not all the programs offer a full package that integrates fire, police, CAD and corrections.

- ***Ms Sonmore also asked if there were any concerns about system security. Have there been incidents where someone has been able to "hack" into the system.***

Mgr Peterson explained that is another reason that a RadiolP product was chosen. The new system offers a much higher level of security than what is in use today. RadiolP software encrypts all the information from the laptop back to the server. There is also federal security mandates that have to be met. The encryption and advance authentication that is provided through RadiolP meets those requirements.

- ***Ms. Judge asked if there was any concern about overloading the responders with more and more information that they'll need to process. Would officers be driving distracted while they're also clicking at a computer. Is there a chance that by spending too much time looking at information, their response time slows down.***

Cpl Bard acknowledged that using a computer in a car is an issue, but that is something that officers are trained on. The first priority is driving safely. New World highlights the information much better. There are more graphics and the program is easier to use. Most of the information that will be furnished won't be accessed until the officer arrives on scene. The information they may receive while enroute is still pretty similar to what they're seeing now, only presented in an easier format.

- ***Ms. Judge also asked if there is a way, at some point, that information can be relayed verbally.***

Cpl Bard said that there is the capability of having the information read to the officer.

- ***Ms. Sonmore asked about the need of some cities contracting for IT support once New World is implemented.***

Director Grady stated that no other city besides Mukilteo has asked about IT support availability. She wanted to make sure the agencies knew that Mukilteo had asked if SNOCOM would be able to provide support for the New World component, specifically the mobile units. Mukilteo's IT staff didn't feel that they would be able to take on the additional work load for New World. In addition, Edmonds said that their IT staff could potentially provide support to other agencies. The director stated that in addition to SNOCOM, there are options out there for contracting IT support.

	<ul style="list-style-type: none"> <li>▪ <b>Sgt Anderson asked about the training that is being planned.</b> Cpl Bard reported that more detail will be provided at the upcoming COC meeting. For now the minimum training for officers will be 2 days. An additional day is recommended for training on the RMS component. A 3rd day would be a requirement for detectives and others involved in case management. Records personnel training will be 40 hours. Training for evidence is expected to be 1-2 days, depending on whether or not they attend records training. For south county agencies, the plan is to provide combined training at Edmonds PD. It's expected that it will take about 2 ½ months to complete all officer training, depending upon scheduling requirements. The plan is to have both day and evening training available. Cpl Bard also explained that each agency will be required to provide subject matter experts (SME). These individuals will either be assisting the trainer, or be utilized in the field because of their higher level of training.</li> <li>▪ <b>Sgt Anderson then asked what the time gap will be between the initial training and the actual go-live date.</b> Cpl Bard explained that train the trainer begins in early April 2012. The user training will either start in late April or in May. The go-live date is still scheduled for August 5. That schedule gives a fair amount of time needed between training and implementation. SNOCOM agencies will be trained together. Everett is providing their own training, which will be open to other agencies should they require it. The Sheriff's office is conducting their own training, and Marysville will be the training center for north and east Snohomish County agencies.</li> </ul> <p>Director Grady asked if anyone had any additional questions. She also stated that if any of the agencies were interested in viewing a more detailed demonstration, she would schedule additional presentations.</p> <p>Vice Chair Colinas expressed his appreciation for the demonstration.</p>	<p><b>Agencies should contact Director Grady to schedule additional NW presentations.</b></p>
<p><b>Consent Agenda</b></p> <p><b>Minutes</b></p> <p><b>Payroll and Adjustments</b></p> <p><b>Expenditures and Adjustments</b></p>	<ol style="list-style-type: none"> <li>1. <b>SC2011-10-01</b> Minutes of the September 8, 2011 Regular Meeting.</li> <li>2. <b>SC2011-10-02</b> Payroll and Adjustments for September in the following amount: \$302,165.81</li> <li>3. <b>SC2011-10-03</b> Expenditures and Adjustments for September in the following amount: \$65,163.58</li> </ol> <p><b>Vice Chair Colinas moved to accept the Consent Agenda, as listed. Motion was seconded by Mr. Hikel. Motion approved unanimously.</b></p>	<p><b>Consent Agenda approved.</b></p>

<p>Reports</p>	<p><b>1. Directors Report.</b></p> <p><b>COC.</b> Director Grady provided an update on the ILA with SNOPAC on cost-sharing for the New World project. She was informed that SNOPAC had approved a credit to SNOCOM related to overpayments that were identified from 2009-2011. This matter will go before the COC meeting on Friday, October 14. SNOCOM and SNOPAC are working towards a final reconciliation.</p> <p>Chief Compaan expressed his thanks to both directors for working through the issue and coming to an acceptable resolution. Ms. Judge asked for the estimated amount of the credit. The director had initially estimated that it will be about \$40,000 for 2009-2010, but was waiting for final numbers. She did not have a figure for 2011 and future years at this time.</p> <p><b>ESCA/DEM.</b> The director reported that she is reviewing the ILA related to the purchase of the command van which SNOCOM currently uses and deploys for service and PR events. Issues have recently been raised relating to the maintenance costs of the vehicle. These issues will be addressed at an upcoming meeting.</p> <p><b>Projects and IT Update.</b> IS Manager Peterson reported on a current project at SNOCOM that involves the replacement of their core switch equipment. This upgrade is being done in anticipation of increased needs with the New World project and others in the future. He explained that the bulk of the cost will be covered by grant dollars.</p> <p><b>Public Comment Policy.</b> The director presented a policy that was recently drafted to cover public comments at SNOCOM Board meetings. Mr. Hikel suggested an addition to the wording found on the last line of the first page. In the sentence stating that the speaker will give his or her name for the record, Mr. Hikel asked that "and address" be inserted. No additional changes were brought forward.</p> <p><b><i>Mr. Hikel moved to approve Policy 4.58, with the noted change. Motion was seconded by Dr. Saltonstall. Motion carried unanimously.</i></b></p> <p><b>Additional Items.</b> Director Grady wanted to confirm with the Board on whether or not to hold the November and December board meetings as scheduled, or to combine the two. In previous years, the meetings for the last two months of the year were combined and held on the 2nd Thursday of December. This was done in order to avoid conflict with any holidays on the 4th Thursday, but that issue no longer exists. Chair Smith asked for some recommendations. The director was reminded by Chief Tomberg that since SNOCOM is still in contract negotiations, a December meeting may be necessary.</p> <p>Chair Smith stated his preference was to hold the meeting in November, and if needed, call an emergency meeting for December. This schedule was agreed to by all members.</p>	<p>Policy 4.58 approved.</p> <p>The next Regular Board Meeting will be held on November 10. A possibility exists that an emergency meeting in December will be called.</p>
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Director Grady reported that SNOCOM's chili cook-off is scheduled in November. She may be looking for volunteers from the Board to serve as judges for this year's event.

Director Grady reported that she and IS Manager Peterson will be attending the Lynnwood City Council meeting on Monday, October 17. They were asked to provide an update on the New World project.

**2. Chair Report. None.**

**3. Budget Committee.** Vice-Chair Colinas reported that the Budget Committee met on October 6. Subjects discussed included the cost sharing issues with SNOPAC, as well as the issues surrounding the command vehicle. Director Grady explained that the County is looking into changing their policy surrounding some grant funded assets. County risk managers are now requiring that before police agencies can request the tactical vehicle, a county employee must be sent out along with it. The director and others assume that this policy change will eventually impact the command vehicle. She went on to explain that SNOCOM uses the command vehicle both for actual calls and PR events and has a team of dispatchers that have been assigned to go along with it when deployed. Chief Compaan stated that this issue was still being discussed, and there was no final decision yet.

Coplogic was also discussed at the Budget Committee meeting. This is the citizen online reporting tool currently being used by Lynnwood, but also being explored by other agencies. Director Grady reported that SNOCOM has budgeted and paid for an interface with Coplogic for New World. Currently when a call comes into SNOCOM from a Lynnwood citizen, and if the call falls under the category for a particular call-type, the citizen is given the option to go online and report it themselves. This would only be for situations that do not require an officer to be dispatched.

At the last Police TAC meeting this subject was discussed, and all police agencies were interested in having SNOCOM handle the contract for Coplogic, which would mean it would come through the SNOCOM operating budget. The Budget Committee had asked the director for more information, which has been provided.

Chair Smith asked to hear opinions on Coplogic from any police chiefs present at the meeting.

- Mill Creek's Chief Crannell didn't feel it was cost effective for Mill Creek at this time.
- Brier's Chief Lane felt the same way, and stated that he would much rather have his officers respond to each call.
- Edmonds' Chief Compaan reported that his agency has received requests on a regular basis from citizens about online reporting. He has an interest at some point of making that program available to the citizens of Edmonds.

	<ul style="list-style-type: none"> <li>▪ Mountlake Terrace's Assistant Chief Caw reported that they have a similar program that is accessible on the city's website called MLT Anytime. He stated that it is used quite extensively for code enforcement, parking and nuisance complaints.</li> </ul> <p>Vice Chair Colinas stated that if Lynnwood's calls for service are reduced by using Coplogic, then the cost for the operation of SNOCOM gets spread further to the other agencies. If all agencies use Coplogic, the call loads would go down, but the cost share would probably remain the same.</p> <p><b>4. Vision Committee.</b> Mr. Hikel reported that he and Ms. Judge met with Director Grady to go over the policy covering public speaking to the Board. The committee is also currently re-working the ILA.</p> <p><b>5. Police TAC.</b> Director Grady reported that Coplogic was discussed. There was also a joint presentation given by the records custodians from Mill Creek PD and SNOCOM. Robin Swanson and Heidi Powell discussed anticipated changes with New World regarding records support and security. Additional information on this subject will be provided at a future meeting.</p> <p><b>6. PSTC.</b> Assistant Chief Reading reported that the committee discussed New World. Plans for the committee after the go-live date were also discussed.</p> <p><b>7. Personnel Committee.</b> Mr. Hugill reported that updates to labor negotiations, including the appeal of the ULP, along with the Director's evaluation will be covered during the Executive Session. Chair Smith asked the Board if everyone was given a chance to respond to the Director's evaluation. There was no further discussion.</p>	
<b>Executive Session</b>	<p>The Board adjourned for Executive Session at 10:15 a.m. to discuss labor relations, the ULP appeal and the director's evaluation. The session is scheduled to begin at 10:20, after a short break and run for approximately 30 minutes.</p> <ul style="list-style-type: none"> <li>▪ At 10:50 a.m. Chair Smith announced that the Executive Session would be extended for another 20 minutes.</li> <li>▪ At 11:10 a.m. Chair Smith announced that the Executive Session would be extended for another 15 minutes.</li> </ul>	
<b>Adjournment</b>	<p>The regular meeting reconvened at 11:37 a.m. There being no further business, the meeting was adjourned at 11:38 a.m.</p> <p>The next regularly scheduled SNOCOM Board of Directors meeting will be held on November 10, 2011 at 9:00 a.m. in the Edmonds Police Department Training Room.</p>	

  
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 Jerry Smith, Chair

10/10/11  
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 Date