



**STANWOOD POLICE/FIRE
PUBLIC SAFETY COMMITTEE
AGENDA**

Thursday, May 28, 2020

5:00 pm to 5:45 pm

This meeting will be conducted by telephone and online, connection
information will be posted on the City Website –
<https://www.stanwoodwa.org>

1. Police

- a) Select new committee chair
- b) Police Comp Stat new look
- c) SPIDR Tech overview
- d) Permitium overview
- e) Stanwood Police Department COVID update

2. Fire

- a) North County Fire COVID update
- b) 1st Quarter Report 2020



**CITY OF STANWOOD
PUBLIC SAFETY COMMITTEE
AGENDA STAFF REPORT**

ITEM NUMBER: 1b
DATE: May 28, 2020
SUBJECT: Police Comp Stat Report new look
CONTACT PERSON: Rob Martin, Chief of Police
ATTACHMENTS: A – Example of Police Comp Stat Report

ISSUE

The purpose of this agenda item is to give the public safety committee a look at the updated comp stat report and get input on what types of information the public is looking for on a compstat report.

SUMMARY

The Stanwood Police Department is now using Microsoft Power BI. Data is collected from Sno911 and Law Enforcement Records Management System (LERMS), giving us the ability to visualize real time statistics, create interactive reports and focus resources on identified crime trends.

DISCUSSION

What information is considered useful? Discuss changes to existing comp stat report. Examples provided in attachment. Public safety committee members will be able to ask any questions and provide input.

FISCAL IMPACT

There is no fiscal impact to this agenda item.

Recommendation

Public Safety Committee provide input regarding information presented in report.



**CITY OF STANWOOD
PUBLIC SAFETY COMMITTEE
AGENDA STAFF REPORT**

ITEM NUMBER: 1c
DATE: May 28, 2020
SUBJECT: SPIDR Tech overview
CONTACT PERSON: Rob Martin, Chief of Police
ATTACHMENTS: B – SPIDR Tech Executive Summary

ISSUE

The purpose of this agenda item is to discuss the implementation of SPIDR Tech customer notification software.

SUMMARY

SPIDR Tech is used to communicate via text and email with the public. From the time SNO911 receives an incident through the investigation phase the public can be updated on the status of their call. This service includes the ability to send updates when there are response delays on non-priority calls, status of investigations and a service satisfaction survey.

SNO911 Executive Board approved purchase of SPIDR Tech and will pay the first two years of the three-year contract. Member agencies, including Stanwood, will have an 'opt out' clause at the end of the two years. If we choose to stay with the program all future costs will be rolled into the law enforcement annual assessments.

Members of the Police Technical Advisory Committee are currently working on implementation strategy. Software is tailored to the needs of individual agency.

DISCUSSION

Public safety committee members will be able to ask any questions.

FISCAL IMPACT

There is currently no fiscal impact to this agenda item.

Recommendation

There is no action to be taken at this time. This report is for informational purposes only



**CITY OF STANWOOD
PUBLIC SAFETY COMMITTEE
AGENDA STAFF REPORT**

ITEM NUMBER: 1d
DATE: May 28, 2020
SUBJECT: Permitium overview
CONTACT PERSON: Rob Martin, Chief of Police
ATTACHMENTS: None

ISSUE

The purpose of this agenda item is to discuss the implementation of Permitium application and scheduling software

SUMMARY

The Stanwood Police Department processes an average of 550 concealed pistol license (CPL) applications and renewals per year. This service is provided to anyone living in the Stanwood zip code, which extends well outside of the city limits. Records staff average 25 minutes per application process, but the time spent can increase greatly if the customer has multiple last names or is difficult to fingerprint.

Permitium is a web-based permit application and scheduling service proven to improve customer service and streamline the CPL and renewal process. Through a direct link on our website, customers can complete an application from home or by using the computer kiosk situated in our front lobby. The paperless application process reduces staff time by eliminating duplicate entries and utilizes integrated templates and forms for proper routing.

Benefits of Permitium:

- Software as a Service (SaaS) delivery model. Stanwood Police is not charged to use the program.
- Automatically captures applicant data
- Automatically collects applicable fees from customer
- Ensures secure, efficient compliance with Washington State statute
- Automatically delivers documents and manages appointments

A purchase request has been submitted for equipment required prior to implementation.

- Datacard thermal printer
- 2D barcode scanner
- Laptop for lobby kiosk
- Import demographics interface

Stanwood Police currently issues paper CPLs with optional lamination for an added \$5. With Permitium, we will issue plastic cards, similar to a driver's license. Permitium's convenience fee is \$4, plus credit card fee and tax. Customers who come to the police station and use the kiosk will not be charged any fees through Permitium.

The Stanwood Police Department will be reopening soon and we anticipate processing a record number of applications. We have a plan to promote the service using social media and the City of Stanwood website.

DISCUSSION

Public safety committee members will be able to ask any questions and provide input.

FISCAL IMPACT

The total cost for the project is \$2729.51 and would be purchased using funds from the Sheriff's Office equipment/supply budget.

Recommendation

There is no action to be taken at this time.



**CITY OF STANWOOD
PUBLIC SAFETY COMMITTEE
AGENDA STAFF REPORT**

ITEM NUMBER: 1e
DATE: May 28, 2020
SUBJECT: Police Department COVID update
CONTACT PERSON: Rob Martin, Chief of Police
ATTACHMENTS: None

ISSUE

The purpose of this agenda item is to give the public safety committee an update on police department operations during the COVID-19 pandemic.

SUMMARY

All positions at the Stanwood Police Department are fully staffed at this time. Deputy David Rogers resigned from the Sheriff's Office in early April, leaving an unfilled swing shift vacancy. On May 4th, Deputy Nathan Skidmore was assigned to Stanwood filling the vacancy.

One deputy tested negative for COVID in early March. They self-quarantined while awaiting test results. Otherwise, we haven't experienced any negative impacts to patrol staffing.

We stopped offering fingerprinting services on March 9th and officially closed our front lobby to the public on March 13th. One Records Specialist has been telecommuting since March 17th. Staff continue to perform their daily tasks and use this time to streamline processes, organize police records and work on the new website. We've experienced a record number of pistol transfer requests over the last three months. The same is being experienced by other agencies in the county.

When comparing calls for service (CFS) over the last three years, Stanwood experienced a 26% reduction in CFS in March and a 21% reduction in CFS in April. May numbers are still being tracked, but CFS is returning to normal. As anticipated, we experienced a slight increase in domestic violence and theft calls. Deputies were encouraged to maintain high visibility in neighborhoods to deter crime.

The law and justice community has worked together to reduce the spread of COVID through

- Social distancing
- Reduced proactive enforcement
- Jail booking restrictions (lifted 2 weeks ago)
- Court closures
- Change in Prosecutor charging guidelines
- Creation of Law Enforcement Response Plan
- ECC activation for PPE procurement and COVID tracking

- Cancellation of certain training
- Web-based meetings

Deputies were provided with personal protective equipment and cleaning supplies for their vehicles and the office. We receive daily updates from Snohomish County Sheriff, ECC and crime analysts, which we use to monitor a variety of issues and adjust as needed to maintain operational readiness.

DISCUSSION

Currently, this update is for information purposes only. Public safety committee members will be able to ask any questions reference police department operations.

FISCAL IMPACT

There is no fiscal impact to this agenda item.

Recommendation

There is no action to be taken at this time. This report is for informational purposes only.



**CITY OF STANWOOD
PUBLIC SAFETY COMMITTEE
AGENDA STAFF REPORT**

ITEM NUMBER: 2a
DATE: May 28, 2020
SUBJECT: North County Fire COVID Update
CONTACT PERSON: Chief Cermak
ATTACHMENTS: None

ISSUE

The purpose of this agenda item is to give the public safety committee an update from North County Fire.

SUMMARY

Chief Cermak will give a verbal update on COVID.

DISCUSSION

Currently, this update is for information purposes only. Public safety committee members will be able to ask any questions.

FISCAL IMPACT

There is no fiscal impact to this agenda item.

Recommendation

There is no action to be taken at this time. This report is for informational purposes only.



**CITY OF STANWOOD
PUBLIC SAFETY COMMITTEE
AGENDA STAFF REPORT**

ITEM NUMBER: 2b
DATE: May 28, 2020
SUBJECT: North County Fire COVID Update
CONTACT PERSON: Chief Cermak
ATTACHMENTS: C- 1st Quarter Report

ISSUE

Provide the quarterly report for North County Regional Fire Authority.

SUMMARY

Attachment C is a copy of the 1st Quarter Report for 2020

FISCAL IMPACT

There is no fiscal impact to this agenda item.

Recommendation

There is no action to be taken at this time. This report is for informational purposes only.

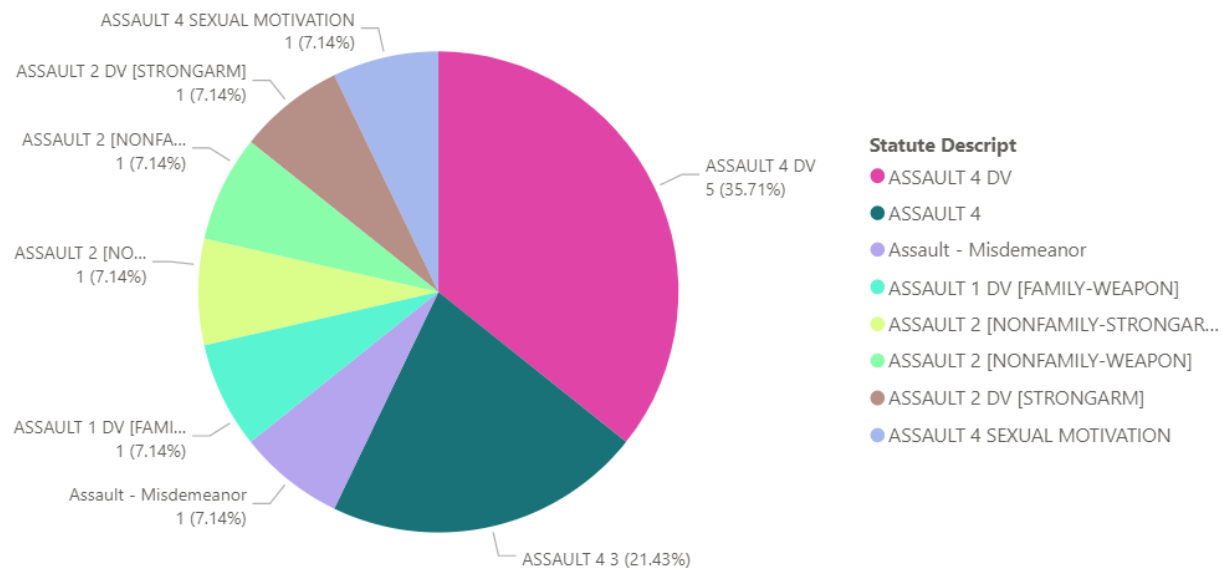
The following pages provide examples of different data collected through Law Enforcement Records Management System (LERMS) and SNO911. This information has always been available to us, but through Power BI we are able to create a dashboard containing information relevant to patrol operations, which is updated daily and easy to filter.

We are currently looking at information based on case reports only. It does not represent total incident count, so you won't be able to distinguish 911 generated calls vs. self-initiated activity. This is a work in progress so there are a few categories, like total incident count and a collision module, that aren't on our dashboard yet.

Examples of completed reports

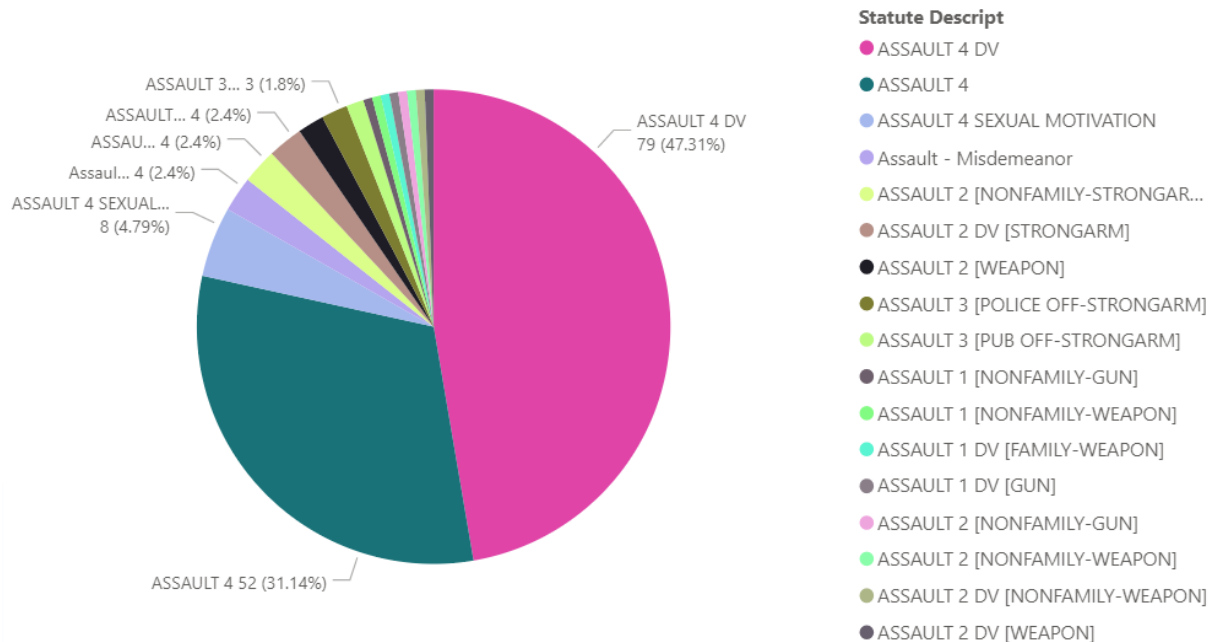
This chart shows assault cases during the month of March over the last three years (2018-2020)

Count of CaseNumber by Statute Descript



This chart shows assault cases during all months over the last three years (2018-2020)

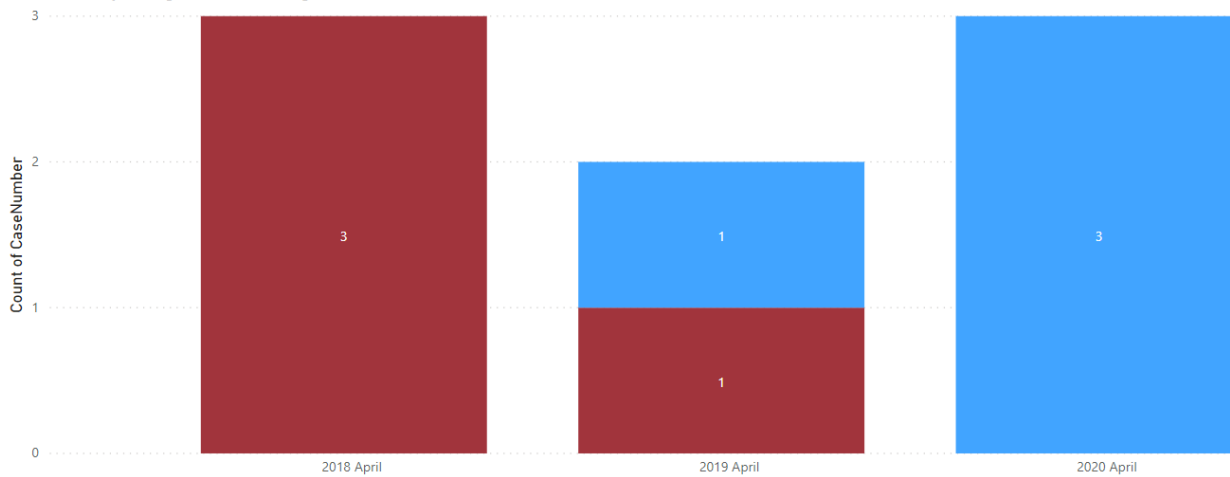
Count of CaseNumber by Statute Descript



This represents burglary cases during the month of April over the last three years (2018-2020)

Burglary Count by Distinct Case # per Statute Charge

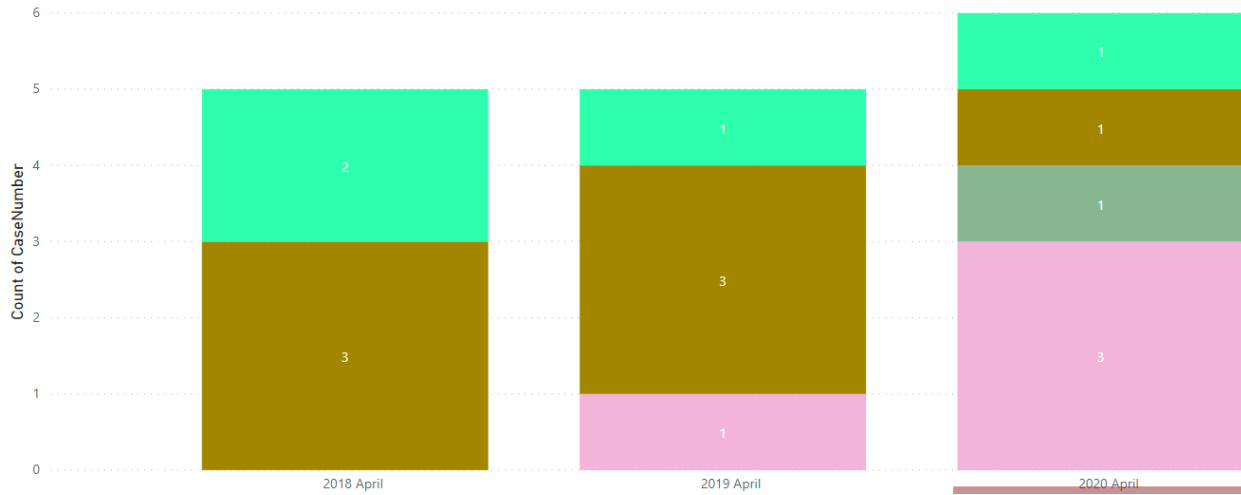
SNOSTAT Group ● Burg - Residential ● Burg 2 - Commercial



This represents theft cases during the month of April over the last three years (2018-2020)

Thefts Count by Distinct Case # per Statute Charge

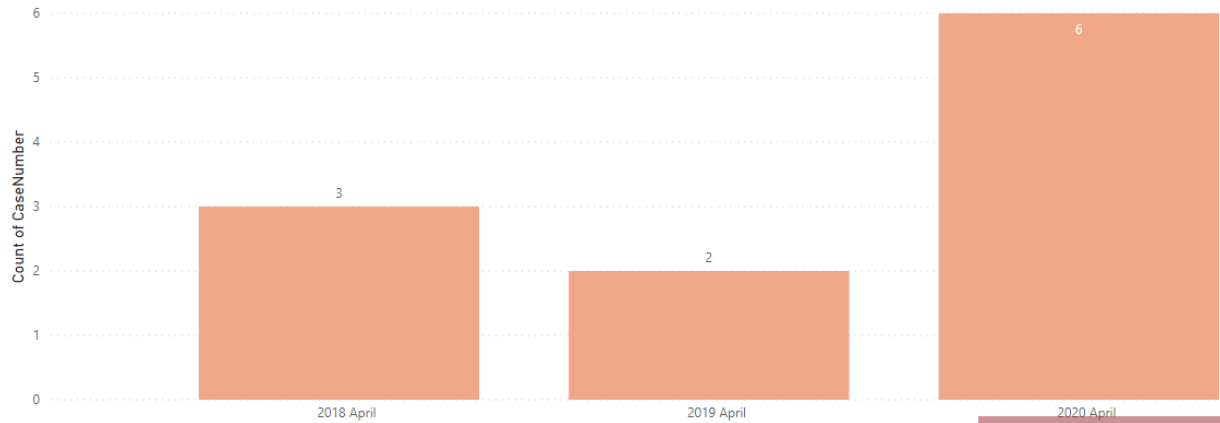
SNOSTAT Group ● Theft 2 ● Theft 2 Shoplifting ● Theft 3 ● Theft 3 Shoplifting



This represents vehicle prowl cases during the month of April over the last three years (2018-2020)

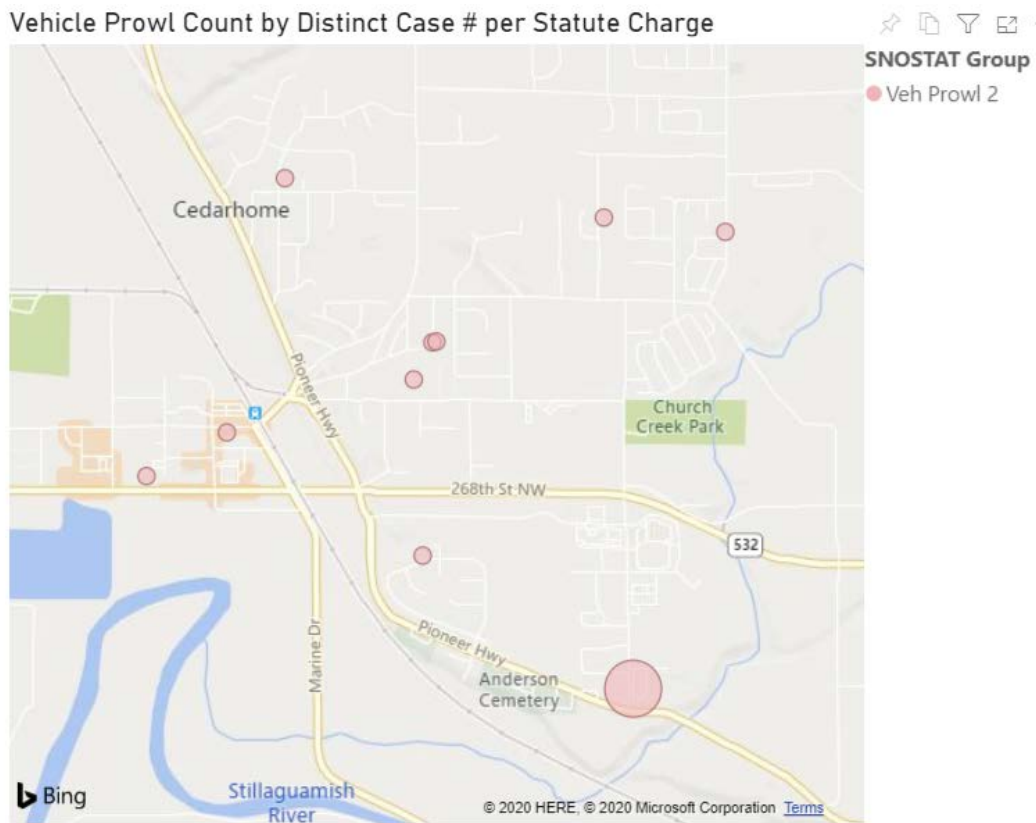
Vehicle Prowl Count by Distinct Case # per Statute Charge

SNOSTAT Group ● Veh Prowl 2



Map of vehicle prowls during the month of April for the last three years (2018-2020).

Vehicle Prowl Count by Distinct Case # per Statute Charge



Here is a list of reports that we feel would be helpful to council. These reports are not yet created. We would like input from the public safety committee members if these reports would be helpful. If so, we can move forward with having these reports set up.

1. **Total number of cases.** This report would show an overall total of cases reported for a single month compared over a 3-year period. If there was a crime that occurred, it would list the crime on a graph.
2. **Map of where crimes are occurring-** this would show problem areas on a map. The report would be for a single month compared over a 3-year period
3. **Calls for Service (incidents)-** this would show total number of calls that were responded to. It would show the call type on a graph. This would be showing what type of calls we respond to the most. Stanwood Police respond to several calls in the city but not every incident has a case report created. The report would be for a single month compared over a 3-year period
4. **Map of collisions-** this map would show where a collision occurred. The report would be for a single month compared over a 3-year period
5. **Total public records requests processed-** show a total number of public records requests processed for a single month compared over a 3-year period
6. **Total Concealed Pistol License applications processed-** show a total number of CPL's processed for a single month compared over a 3-year period
7. **Total Pistol Transfer applications processed-** show a total number of Pistol Transfers processed for a single month compared over a 3-year period
8. **Fingerprinting-** Show a total number of fingerprints taken for a single month compared over a 3-year period



Executive Summary



SPIDR Tech was founded by former law enforcement officers to help law enforcement agencies leverage their own data to improve public perception and increase efficiency by providing excellent customer service. Following extensive market research, we designed and built the world's first comprehensive, customer service infrastructure for law enforcement with the goal of improving communication and transparency between agency and community.

Overview of the Technology

The SPIDR Tech Platform is designed to incorporate relevant data from your agency's Records Management System (RMS) and/or Computer Aided Dispatch (CAD) system to automatically generate and send customized text and email messages to victims of crime and reporting parties. Subsequently, customers will receive mobile-friendly surveys comprised of questions chosen by your agency that can be utilized to measure community trust and satisfaction.

The platform offered in this proposal is entirely Software-as-a-Service (SaaS) and requires no hardware to be installed locally with the agency. The software can be accessed using any modern browser, such as Chrome, Firefox, Safari, and Edge.

Your agency can push data to the SPIDR Tech Platform via our Application Program Interface (API), or the SPIDR Tech deployment team can read data from a server through a secure connection.

Supporting Customer CJIS and Security Requirements

Working with law enforcement data requires special security considerations, and SPIDR Tech supports these requirements. We perform background checks on all employees and will subject all project personnel to a agency background checks if requested. Our teams have passed all FBI screenings in the past for projects with other law enforcement agencies.

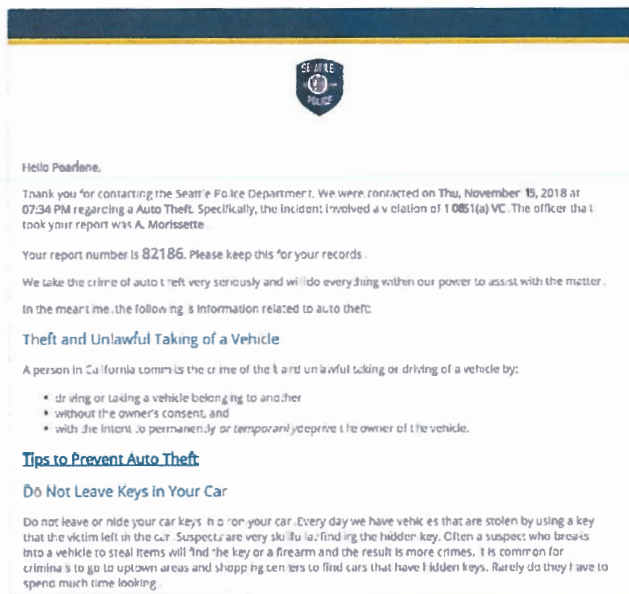
SPIDR Tech uses Amazon Web Services (AWS) GovCloud for data hosting. AWS follows Criminal Justice Information Services (CJIS) compliance guidelines and we possess all supporting documentation detailing our compliance. Our data center is in the USA, an isolated AWS region, and is used for highly sensitive workloads.

It is important to note that SPIDR Tech does not install, own, or manage any equipment within your agency's network. Our services are hosted in the cloud, and the networks talk to each other via a secure Virtual Private Network (VPN) or API.

SPIDR Tech utilizes a Federal Information Processing Standard (FIPS) 104-2 compliant encryption method to encrypt CJIS data at rest, including database backups and volumes. As an additional precaution, The SPIDR Tech Platform encrypts CJI data such as driver's licenses and social security numbers if an agency chooses to provide those items as part of the data transfer.

Description of the SPIDR Tech Platform Modules

Investigations Module



The Investigations Module will integrate with your RMS to automatically generate and send customized text and email messages to victims of crime.

These messages will decrease administrative calls to your records and investigations departments by proactively providing the most commonly requested information. Case studies have shown that victims of crime who receive SPIDR Tech emails and texts are 43% less likely to call asking for more information regarding their case.

For specific crime categories, the system will send the victim a tailored message that can include critical report information, including (but not limited to):

- The date and time of report filing
- The general category of crime
- The name of the Officer/Deputy who took the report
- The report number

- Who to contact and when
- Next steps in the investigation process
- Investigation criteria
- Crime prevention tips
- Crime definitions
- Information on victim resources
- Advocacy information
- Community outreach/program information
- Social media links
- Upcoming events

Example Crime Categories:

Auto Burglary	Burglary	Theft
Assault/Battery	Robbery	Forgery
Arson	Assault with a Deadly Weapon	Brandishing a Weapon
Carjacking	Court Order Violation	Criminal Threats
Fraud	False Imprisonment	Hit and Run
Vandalism	Prowling	Shoplifting
Stalking	Trespassing	Traffic Accident Report
Fraud	Forgery	Identity Theft

Arrest Notifications



Arrest Notifications are automated messages that can be sent to victims of any crime. These notifications automatically inform victims that an arrest has been made pertaining to their report. Today, many agencies don't inform victims when an arrest has been made and those that do, do so manually via phone call, or through the use of an opt-in, victim registration system. Doing so manually is difficult to track and is costly due to the amount of necessary labor. Using a victim registration system puts the burden of work on the crime victim. By automatically notifying victims of an arrest, you can decrease the amount of administrative effort required by your agency while raising the bar for customer service.

Patrol Module

Hello,

You contacted Redondo Beach Police Department on May 20, 2018 at 09:57 PM. Your Incident Number is 18030806.

Thank you for calling us. We strive to provide our citizens excellent service. Please call our non-emergency line at (310) 379-2477 to follow up if necessary. Please call 9-1-1 for all emergencies.

If you find your vehicle at a later date, please notify the local law enforcement agency where your vehicle is found to report its recovery. If the RBPD recovered your vehicle, please review the following policy.
http://www.redondo.org/depts/police/police_services/records/vehicle_release.asp

To obtain a copy of the report, please read http://www.redondo.org/depts/police/police_services/records/default.asp#CrimeReports

For Marsy's law information
https://oag.ca.gov/victim-services/content/bill_of_rights

Thank you,
 Redondo Beach Police Department

Text "STOP" to cancel

The Patrol Module integrates with your Computer Aided Dispatch (CAD) to automatically send text messages to your reporting parties (RPs) after a CAD Event is generated. Your agency can customize these messages based on CAD event type to provide RPs with a “receipt” for their call. You can also include helpful information, such as a link to online reporting or a non-emergency number to call if the RP has an update.

Delayed Arrival Messages

Delayed Arrival Messages automatically update an RP if an officer has not marked themselves on scene for a predetermined period of time. For example, if a loud party call has been queued for 60 minutes, the SPIDR Tech platform can send an automated text message to the RP, explaining that priority call volume is high and an officer will respond to their incident as soon as one is available.

When there is a delay in service, proactively sending an RP information regarding the status of an officer response will help set expectations and prevent frequent call-backs that occupy dispatch lines and resources.

Example CAD Event Categories:

Disturbances	Battery	Dead Body Report	Hit and Run
Suspicious Circumstances	Assault Deadly Weapon	Found Person	Drunk Driver
Thefts	Indecent Exposure	Found Property	Violation Restraining Order
Illegal Parking	Criminal Threats	Found Weapon	Annoyance/Threat
Animal Incidents	Arson	Group Fight	Abandoned Vehicle
Vehicle Accidents	Embezzlement	Harassment/Stalking	Animal Bite
Patrol Requests	Identity Theft	Hazard	Missing Person
Transient Person	Defrauding an Innkeeper	Illegal Dumping	Health and Safety
Burglary	Vandalism	Keep Peace	Shots Heard
Mentally Ill	Graffiti	Lost Animal	Mandown
Forgeries	Trespassing	Lost Person	Drunk/Drugs in Public
Robbery	Lewd Conduct	Lost Property	Stolen Vehicle



Seattle Police Department Victim Services Survey

Did the police respond in a timely manner in regard to your report?

- ☐ Yes
- ☐ No

How would you rate the professionalism of the department in regard to your police report?

- ☐ Very high quality
- ☐ High quality
- ☐ Neither high nor low quality
- ☐ Low quality
- ☐ Very low quality

Overall, how do you feel about the Seattle Police Department?

- ☐ Not at all satisfied
- ☐ Somewhat satisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ Delighted

Insights Module

Surveys are delivered to the RP and crime victim via email and/or text message following an interaction with your agency. These surveys enable you to benchmark and track community perception. Requesting feedback is a common and valuable practice for the private sector. Companies use this data to improve services, track initiatives, and identify weaknesses. Today, agencies understand they cannot improve without measuring their interactions with the community.

It's important to note that these surveys are sent based on incident, allowing you to measure each community interaction independently. This is different from public sentiment surveys, which include

survey responses from individuals who have never interacted with your agency.

By surveying your customers regularly, you can include monthly survey trends in your CompStat model, relay officer/dispatcher commendations that reinforce positive community interactions, and identify issues before they become liabilities.

SPIDR Tech will provide agency personnel with daily survey updates containing survey responses, as well as more in-depth survey analysis reports on a periodic basis. All survey response data can be broken down by area, crime type, call type and date.

Para ver esta mensaje en español, haga clic aquí
[View this email in English](#)



¡Hola! ¿Cómo estás?

At Wednesday, August 29, 2018, Monterey Park Police Department (蒙特利公园市警察局) sent you the following survey report. Thank you for your report. We are working hard to provide the best service possible. We will be providing you with more information about this report in the future.

This report is from B. Iglesias. Thank you for your report. Please save this report for your records.

Monterey Park Police Department is very grateful for your report. We will be providing you with more information about this report in the future.

Monterey Park Police Department is very grateful for your report. We will be providing you with more information about this report in the future. We will be providing you with more information about this report in the future.

If you have any questions, please call the Monterey Park Police Department at (626) 307-1233.

The Monterey Park Police Department is a member of the California State Police. We are committed to providing the best service possible. We will be providing you with more information about this report in the future.

Click here to view the full report. We will be providing you with more information about this report in the future.

Thank you.

Monterey Park Police Department
 "Protecting the Community"

Multi-Lingual Functionality

Your message templates can be sent in up to three languages. For example, Monterey Park Police Department in California sends all of their messages in English, Traditional Mandarin, and Spanish. The agency can also solicit survey responses in multiple languages.

This feature allows your agency to be inclusive of minority or majority members of the community, ensuring people receive the information they need in a language they understand.

Pricing

SPIDR Tech software pricing has two components: the annual subscription cost and the initial deployment fee. The subscription cost includes all messages (text and email), all software, and all professional services. The price is based on the sworn size of your agency. List pricing for all three modules is \$297/sworn/year, \$99/year per module.

SPIDR Tech is offering two options for purchase to SNO911 law enforcement agencies. Either option is available to SNO911 with a signed proposal sent to SPIDR Tech prior to April 1, 2020. Both options include a payment for two years of service up-front, invoiced upon project kickoff. The discounts below are being offered to SNO911 in exchange for contract execution prior to April 1, 2020. After successful completion of launch, SNO911 will also be a demonstration site to other agencies who are interested in the SPIDR Tech software.

The subscription start date will begin after launch.

OPTION 1: Two Modules - Patrol & Insights

SPIDR Tech: Years 1 & 2 Paid Up-Front		Price	Discount	Net
SPIDR Platform Subscription for Snohomish County 911 Law Enforcement Agencies	Subscription fee for the initial term. Includes: Patrol Module and Insights Module and People Database. (Invoiced up-front, upon kickoff)	\$380,952	-\$180,957	\$199,995
Deployment and Installation	Deployment and installation fee (one-time setup/integration fee, invoiced upon contract execution)	\$130,000	-\$65,000	\$65,000
Maintenance and Support	Maintenance and support fees for the annual term	FREE		FREE
Total:		\$510,952	-\$245,957	\$264,995
SPIDR Tech: Year 3		Price	Discount	Net
SPIDR Platform Subscription for Snohomish County 911 Law Enforcement Agencies	Annual renewal price for the above subscription. Invoiced annually on the subscription renewal date.	\$199,995	-\$99,997.50	\$99,997.50
Maintenance and Support	Maintenance and support fees for the annual term	FREE		FREE
Total:		\$199,995	-\$99,997.5	\$99,997.50

OPTION 2: Three Modules: Investigations, Patrol, and Insights

SPIDR Tech: Years 1 & 2 Paid Up-Front		Price	Discount	Net
SPIDR Platform Subscription for Snohomish County 911 Law Enforcement Agencies	Subscription fee for the initial term. Includes: Investigations Module, Patrol Module, and Insights Module and People Database. (Invoiced up-front, upon kickoff)	\$571,428	-\$314,285.40	\$257,142.60
Deployment and Installation	Deployment and installation fee (one-time setup/integration fee, invoiced upon contract execution)	\$130,000	-\$65,000	\$65,000
Maintenance and Support	Maintenance and support fees for the annual term	FREE		FREE
Total:		\$701,428	-\$379,285.40	\$322,142.60
SPIDR Tech: Year 3		Price	Discount	Net
SPIDR Platform Subscription for Snohomish County 911 Law Enforcement Agencies	Annual renewal price for the above subscription. Invoiced annually on the subscription renewal date.	\$285,714	-\$157,142.70	\$128,571.30
Maintenance and Support	Maintenance and support fees for the annual term	FREE		FREE
Total:		\$285,714	-\$157,142.7	\$128,571.30

TERM:

Please note: All pricing and discounts described in this Order Form are contingent upon Customer's execution and return of this Order Form no later than **03/31/2020** (unless countersigned by SPIDR Tech).

By signing below, each party acknowledges that it has carefully read and fully understood this Agreement, and each agrees to be bound by the terms of the Agreement. The Agreement becomes effective upon the date of last signature (the "**Effective Date**"). The individuals signing this Agreement represent that they have the authority to bind the respective parties to the terms of this Agreement.

SPIDR Tech, Inc.	Agency
	Option Chosen:
Signature:	Signature:
Name: Rahul Sidhu	Name:
Title: Chief Executive Officer	Title:
Date Signed:	Date Signed:



North County Fire/EMS
1st Quarter, 2020

Memo

TO: City of Stanwood & NCFE Board of Commissioners

FROM: John C. Cermak, Fire Chief

BY: Don Bartlett, Assistant Chief, Operations

DATE: May 08, 2020

RE: Quarterly Report for the City of Stanwood & North County Fire/EMS

NORTH COUNTY FIRE/EMS DEPARTMENT OVERVIEW/RECAP

The first quarter of 2020 has seen some extraordinary times and events take place. Listed below are several items, tasks, & projects that have taken place over the last number of months.

- March 8, 2020, 2145 hours: notified of first COVID-19 case at Josephine Sunset
- March 9, 2020: Level III EOC activation (Monitoring)
- City-wide cooperation, particularly with Josephine Sunset allowed for the ability to identify the known areas of high risk for exposure and mitigate the threat extremely early in the event. Excellent practices and teamwork were achieved amongst our two organizations that allowed for effective care and transport of ill patients with little to no risk to any of the responders, or staff when dealing with these folks. Stanwood citizens did an outstanding job of working with officials to abide by the "Stay at home" and "Social distancing" requests made by elected officials and public service organizations.
- Best practices with non-replaceable "Hard items" such as re-useable half masks & filters, goggles, and other personal protective gear allowed for our organization to not have to be subjected to the threat of running out of these much-needed items and thereby possibly affecting our ability to respond safely.
- NCRFA Regional Training Facility land acquisition complete
 - Wetlands Study and mitigation complete

- o Archeological Study complete
 - o Traffic Study complete
 - o Soils Study complete
 - o RFQ for Architect: in progress
- Completion of this process is pivotal as it allows NCRFA to meet goals that were identified during the recent 5-year Community Based Strategic Plan conducted in conjunction with CPSE, representatives from the City, City Stakeholders, citizens, and elected officials. More to come on this as we move into the next steps of design, construction, and eventual implementation of the facility.
 - NCRFA designed and has taken delivery of two new Pierce Fire Apparatus. One of the units that were built will be the new Stanwood area fire engine for Stanwood Station 99. This unit will replace the existing E-99 unit and will provide many years of excellent, firefighting & emergency response capability and reliability. Currently, the apparatus have both been delivered to Hughes Fire Apparatus in Tacoma and will be available to pick up in the next 1-2 weeks. Once in our possession, the process of placing them in service will begin to include initial operational training to ensure personnel are completely familiar with their operational capabilities, detailing to ensure a long life for the finish, tool mounting & placement, application of graphics, etc. (Examples of graphics to display partnership and respect for the City of Stanwood have been forwarded to the City Manager)
 - One brand new ambulance was delivered from the Braun NW factory and will also be placed into service as a replacement for the current City of Stanwood M-99 unit. These units are based on RAM 4500 chassis, have long life Cummins Diesel engines, heavy-duty transmissions, four-wheel drive, & the latest "Liquid suspension" to aid in providing a safe reliable unit to carry out EMS transport duties.
 - Plans will be completed shortly to conduct a traditional "Push-in" of these new apparatus. Currently, (Depending on the status of COVID-19 concerns and practices) the plan is to conduct this traditional ceremony as a community involved event. This is meant to celebrate not only the arrival of these new, much-needed apparatus, but also the partnership that is enjoyed by the NCRFA, the City of Stanwood, and its citizens.

STATION STAFFING (SUPPRESSION & EMS) / EQUIPMENT

Station 90 Staffed 24 hrs. / 7 days (Engine 90, Tender 90 and Medic 90)

Cross-staffed Engine and Medic Unit with one Fire Officer, one Firefighter/EMT, and one Firefighter/Paramedic

Station 92 Volunteer staffed only when dispatched for calls or drills (Engine 92)

Station 96 Staffed 24 hrs. Cross-staffed Tender and Aid Unit with two Firefighter/EMTs, or "EMT Only" personnel to maintain staffing.

Station 97 Staffed 24 hrs. / 7 days (Engine 97, Tender 97, Medic 97, Boat 97)

Cross-staffed Engine and Medic Unit with a Fire Officer, one Firefighter/Paramedic, one Firefighter, and typically one Part-Paid staff member.

Station 99 Staffed 24 hrs. / 7 days (Engine 99, Ladder 99, Medic 99 and A99)

Cross-staffed Engine, Ladder and Medic Unit with an Officer, Paramedic, and one Firefighter
A99 staffed with 2 Firefighter/EMT's

NORTH COUNTY REGIONAL FIRE AUTHORITY DEPARTMENT STAFFING BREAKDOWN

The Line or Suppression portion of the organization is comprised of members focused on providing the “Best service” possible. Of the 64 members of North County Regional Fire Authority, 28 are full-time Suppression status roughly (Varies) thirty (30) are part-time, eight are administrative (To include Chief, Assistant Chief, Operations, Assistant Chief, Community Risk Reduction, Finance, Human Resources, & Administrative Assistant), and two are Volunteer.

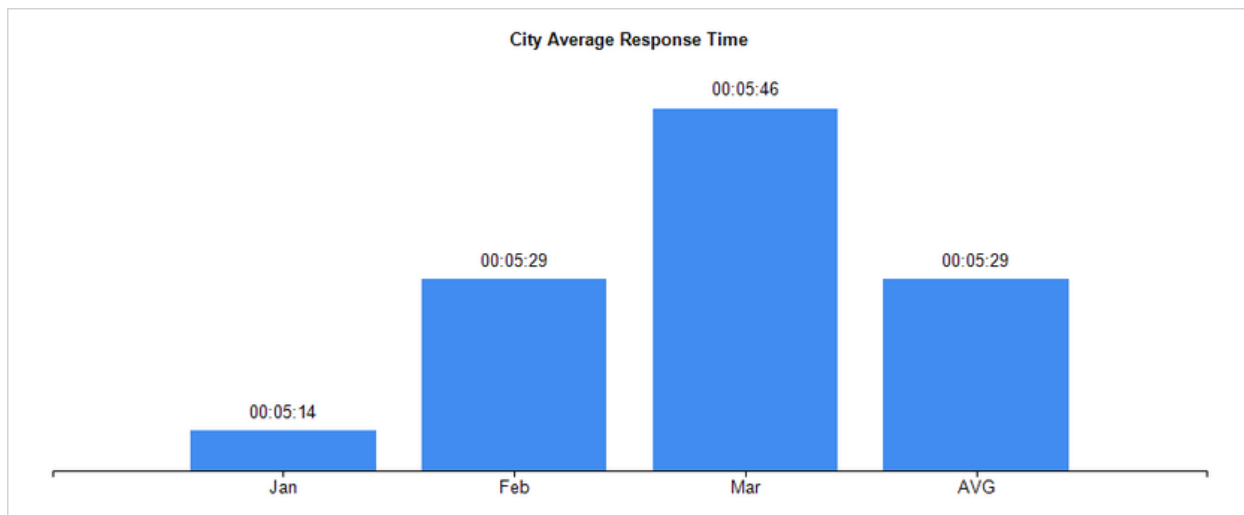
North County Fire /EMS provides 24/7 Advanced Life Support (ALS) and Basic Life Support (BLS) with nine paramedics and requiring all other employees to be Washington State Certified Emergency Medical Technicians (EMTs), excluding administrative staff. Members are managed by the Fire Chief, Assistant Chief of Operations, Assistant Chief of Community Risk Reduction / Prevention (Jointly with Arlington), Deputy Chief, Medical Services Administrator (Jointly with Arlington), a Battalion Chief of Training, three Captains, & six Lieutenants.

PERFORMANCE MEASURES

The North County Regional Fire Authority takes great pride in providing the communities it serves with excellent services promptly and professionally. The following segments illustrate this care and determination in the categories of response time, training hours, response activities, and fire inspections.

AVERAGE RESPONSE TIMES

North County Regional Fire Authority maintains an average response time of fewer than six minutes and thirty seconds (06:30 minutes) for all Fire and EMS calls within the City of Stanwood. Average response times are calculated by measuring the time of dispatch to arrival on the scene. Cumulatively for 2020, the average response time for City calls is 5:29. An increase in response times can be attributed to extra time necessary for new PPE requirements for the COVID type calls.



AVAILABILITY OF SERVICE CALL PERCENTAGE

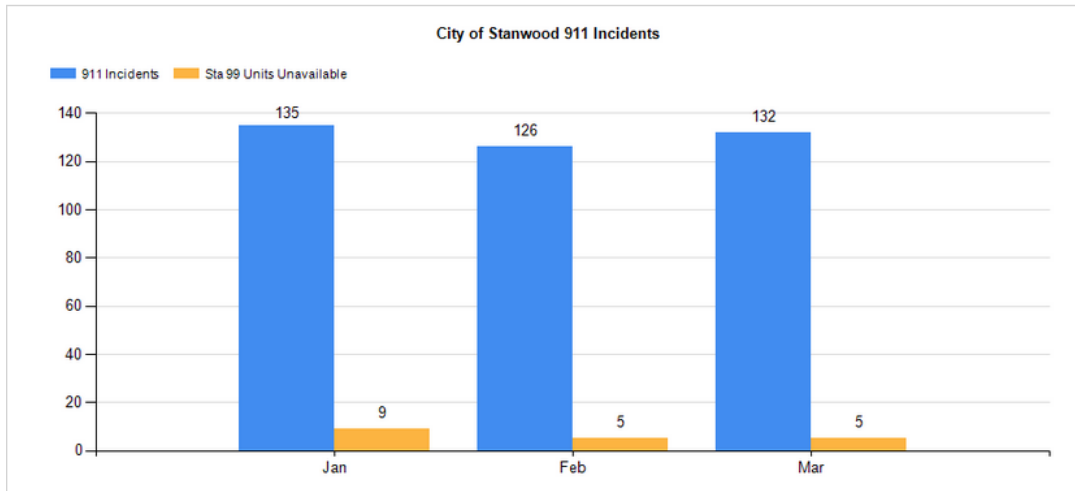
The Fire Authority shall provide sufficient manpower and equipment to maintain an out of service calls percentage for the City. The following chart shows total city calls and the number of calls a 99 unit did not respond due to being out of service on a previous call. These calls were, however, responded to by the next nearest available unit(s). Currently & historically we are maintaining a very high availability percentage and not approaching any notable level of unit saturation, or second up issues caused by numerous and or high call loads. Refer to the chart(s) below.

City of Stanwood 911 Incidents 2020

393 Total Calls

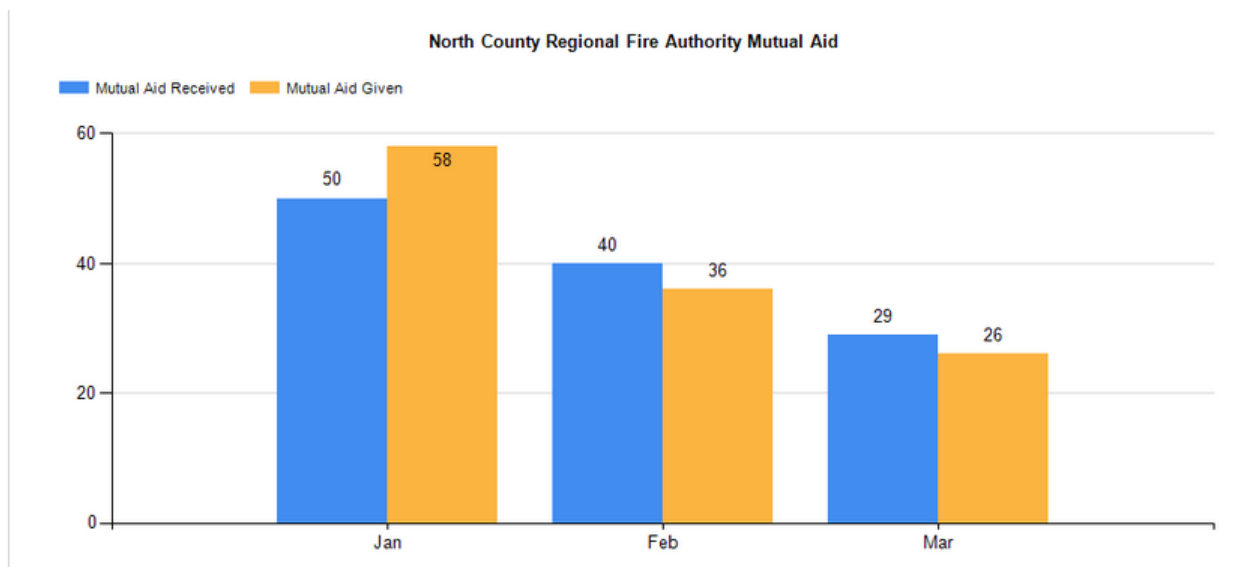
Station 99 units unavailable on 19 incidents

95.17% availability for the time period



MUTUAL AID INFORMATION

Mutual aid by definition is the rendering of services for another organization's needs, typically agreed to in advance. Mutual aid can be received or provided. This is an important area to track as it will provide information on the availability of your own response district as well as those around you that you have agreements with.



SUMMARY:

The first quarter of 2020 has proven to be one of the busiest periods in the organizations' history relating to overall growth, mitigation of a pandemic event, apparatus design & acquisition, land acquisition, design of a training facility, etc.

Even with these challenges, however, the organization has continued its unwavering drive to continue to grow on all levels and strive to provide first-class service to all of its citizens by setting a standard of professionalism, excellence, and community service.