

ADDENDUM NO. 1
TO
INTERLOCAL AGREEMENT FOR EMERGENCY DISPATCH SERVICES
(LEVEL OF SERVICE REQUIREMENTS)

This ADDENDUM NO. 1 amends the Interlocal Agreement for Emergency Dispatch Services (ILA) entered into on June 28, 2021, between **Valley Communications Center**, a governmental administrative agency formed under Chapter 39.34 Revised Code of Washington, ("Valley Com"), and **Pacific Police Department** a Washington municipal corporation ("Subscribing Agency")¹.

RECITALS

- A. Valley Com and Subscribing Agency previously entered into an agreement ("ILA") where Valley Com and Subscribing Agency agreed to meet certain responsibilities so that Valley Com could provide specific public safety dispatch services.
- B. Although the existing ILA sets out responsibilities and expectations for the parties, the parties have determined it appropriate to establish level of service requirements that would apply to both parties in the provision of these dispatch services.
- C. This Addendum No. 1 is intended to establish these services.
- D. This Addendum will be reviewed as needed and may be modified by mutual consent.

ADDENDUM

- 1. The following new definitions will be added to ILA Section 2, "Definitions":

"APCO" means the "Association of Public-Safety Communications Officers," an international association with State Chapters.

"CAD" means the "Computer Aided Dispatch" system owned by Valley Com.

"Call" means any request for public safety assistance, regardless of the media used to make the request, including voice, text, video, or data.

¹ "Subscribing Agency," as used in this Agreement has the same meaning as the term, "Contract Agency," in the Valley Communications Center Interlocal Agreement, as amended and restated on April 17, 2000, as it may be further amended from time to time.

“Contract Agency” or “Contract Agencies” means the municipal corporations, and other local agencies, other than Member Cities, that contract with Valley Com 911 for services.

“Mission Critical Systems” means those systems which, should they fail, would significantly delay or stop the Subscribing Agency’s ability to receive an incident dispatch of a call for service from Valley Com.

“NENA” means “National Emergency Number Association.”

“Project Approval Process” means the process approved by the Valley Com Administration Board by which new initiatives become projects that Valley Com will implement.

2. The following new section 4A, “Valley Com Level of Service Responsibilities,” will be inserted into the ILA immediately after section 4, “Valley Com Responsibilities”:

4A. VALLEY COM LEVEL OF SERVICE RESPONSIBILITIES: During the term of this Agreement, Valley Com will:

- 4A.1 Receive emergency & non-emergency calls for service, interview and dispatch following Valley Com policies; 24x7x365.
- 4A.2 Collaborate with the Valley Com Operations Board when effecting changes in Valley Com practices and policies related to call interviewing and dispatching of units.
- 4A.3 Recognize the following national and/or local standards and report as performance objectives at least annually. For each standard, management will work with the Agency and Valley Com Operations Board to develop mutually agreeable strategic plans to address any gaps.
 - 4A.3.2 NENA call answering standard
 - 4A.3.3 APCO/NENA ANS Standard for the Establishment of a Quality Assurance and Quality Improvement Program for PSAPs
 - 4A.3.4 Washington State training requirement for Telecommunicators
- 4A.4 Ensure Operations staff are appropriately trained and prepared to perform their role.
- 4A.5 Ensure that a continuity of operation plan exists, is current, and is routinely exercised.

- 4A.6 Hold Technical User Group meetings comprised of Valley Com and Subscribing Agency technical staff as a forum to share information, explore solutions, and inform the technology plan.
 - 4A.7 Record and retain as required by law appropriate telephone, radio and electronic communications.
 - 4A.8 Provide available CAD incident data for Subscribing Agency's records management and other systems.
 - 4A.9 Disallow access to Subscribing Agency owned systems without prior permission from the Subscribing Agency.
 - 4A.10 Provide Subscribing Agency with prior notice of service impacting maintenance to the extent reasonable under the circumstances.
 - 4A.11 In the event Valley Com becomes aware of a cyber-security breach of Valley Com's system(s), Valley Com will notify Subscribing Agency as soon as reasonably possible.
 - 4A.12 Route complaints and/or inquiries as to Subscribing Agency personnel performance or conduct through Valley Com's chain of command to Subscribing Agency's Supervisory or Management staff.
 - 4A.13 Provide information, data inquiries, and other related tasks, should agency be unable to directly access information.
 - 4A.14 When practical, regularly attend Valley Police Chief meetings, Patrol Commander meetings, King County Police Chief Association meetings, and other similar regional police meetings.
 - 4A.15 Because Valley Com has limited technical resources, track time spent on Subscribing Agency ad hoc work requests that are not related to an approved project, and when Valley Com believes the effort is impacting other project deliverables, the Subscribing Agency will be consulted to develop a mutually agreeable work plan or other resolution.
 - 4A.16 Avoid interaction with Subscribing Agency's contractor(s) to request service which would create a financial obligation on the Subscribing Agency.
3. The following new section 5A, "Subscribing Agency Level of Service Responsibilities," will be inserted into the ILA immediately after section 5, "Subscribing Agency Responsibilities":
- 5A. **SUBSCRIBING AGENCY LEVEL OF SERVICE RESPONSIBILITIES.** During the term of this Agreement, the Subscribing Agency will:

- 5A.1 Provide reasonable notice of annexations, incorporations, changes to Subscribing Agency jurisdiction boundaries and response plans to allow sufficient time for Valley Com to incorporate changes.
- 5A.2 Follow the established radio communications protocols approved by the Valley Com Operations Board.
- 5A.3 Train Subscribing Agency personnel to be familiar with and appropriately use radio and CAD equipment.
- 5A.4 Participate in the Valley Com Tech User Group meetings.
- 5A.5 Follow the Project Approval Process as defined in this agreement.
- 5A.6 Not commit Valley Com to an action, work or purchase without prior agreement from Valley Com.
- 5A.7 Not allow Subscribing Agency personnel to access Valley Com systems without prior permission from Valley Com.
- 5A.8 Not interact with Valley Com's contractor(s) to request service which would create a financial obligation for Valley Com.
- 5A.9 In the event the Agency becomes aware of a cyber-security breach of agency systems that touch Valley Com systems, notify Valley Com as soon as reasonably possible.
- 5A.10 Complaints and/or inquiries as to Valley Com performance or conduct will be routed through the Subscribing Agency's chain of command to Valley Com's Supervisory or Management staff.
- 5A.11 Ask Valley Com for records and routine data only when/if not able to access information through internal resources.
- 5A.12 Include/advise Valley Com management of agency and/or County-wide changes that may affect Valley Com's operations.

4. The following new section 5B, "Systems and Services Support," will be inserted immediately after section 5A, "Subscribing Agency Level of Service Responsibilities":

5B. **SYSTEMS AND SERVICES SUPPORT:** The following support and service levels and obligations apply to Valley Com and the Subscribing Agency:

- 5B.1 Normal business hours for Valley Com technical support are Monday through Friday, 8:00 am to 4:30 pm, excluding holidays and weekends. After hours, the on-duty supervisory staff will triage issues and will call out Tech Support if required.

5B.2 The Subscribing Agency recognizes that its internal systems and connectivity may be integral to the performance of a Valley Com owned or managed system. The Agency agrees to troubleshoot issues prior to calling out Valley Com Technical staff.

5B.3 To report issues during normal business hours, the Subscribing Agency will notify Valley Com via email to support@valleycom.org or by calling the Help Desk at 253-372-1575.

5B.4 The following definitions and response times guidelines will be used by the Subscribing Agency and Valley Com, whether during or outside of normal business hours:

- Priority 1 (Mission critical) – significant delay or prohibits Agency’s ability to receive notification of a call for service. Immediate call out.
- Priority 2 – core operations unaffected but impacts efficiency. Initial response in 12-24 hours.
- Priority 3 – inconvenient or annoying but clear workarounds exist. Initial response in 24-72 hours.
- Priority 4 – non-emergent, non-impacting. Initial response in 72 or more hours.

5B.5 Contacts outside normal business hours for affected systems are as follows:

Priority	After Hours	Systems	Notes
1 – Mission Critical Immediate Call Out	Com Room Supervisor 253-372-1490	VHF Paging Radio (See Note*)	Widespread outages, not individual radio or paging issues.
2 – Response in 12-24 hours	Com Room Supervisor 253-372-1490	WebQUERY MobileCOM NetMotion	Agency internal Tech Support available for consult.
3 – Response in 24-72 hours	253-372-1575 or Support@valleycom.org	UDS transfer to RMS Active 911** (See Note)	
4 – Response 72 or more hours	253-372-1575 or Support@valleycom.org	ESRI Dashboards	

* Radio note – Valley Com contracts with King County Radio Shops for radio maintenance. Should there be system-wide radio issues, the Valley Com supervisor will notify the Shops for response. When PSERN Operator assumes ownership of the radio system, all responsibility will transition to PSERN.

** Third Party applications are governed by contracts between the vendor and Agency. Valley Com will verify CAD data is being passed to these systems but cannot address issues within these types of applications.

5B.6 Future Systems and Service priorities will be mutually agreed to as part of implementation and may be added to this agreement.

5. The following new section 7A, "Project Approval Process," will be inserted immediately after section 7, "Other Programs":

7A. **New Project Approval:** The parties will utilize the following project approval selection parameters and process, which were adopted by the Valley Com Administration Board on March 4th, 2016, and which are subject to further Administration Board amendments enacted after that date:

7A.1 The purpose of this section 7A is to allow for a thorough review of Subscribing Agency requests requiring use of Valley Com resources and to assess impacts to the project schedule. Valley Com should not engage in projects without being able to make a reliable, sustainable commitment to completion of the project. Implementing this process will allow for more collaboration with Subscribing Agency and reduce independent implementation, instead creating more system-wide opportunities to allow for and establish or re-assess project priorities.

7A.2 For the purposes of this Section 7A, the following definitions will control:

7A.2.1 Project – Any operational or technical change to Valley Com. Examples include, without limitation:

- Applications requiring interface or integration to existing systems
- Introduction of stand-alone applications
- Changes in policy or practice that affect com room workflow
- Changes in service area
- Other requests as determined by Valley Com

7A.2.2 Project Champion/Sponsor – single point of contact within the Requesting Agency. This person will assist in presenting the project to the stakeholder groups.

7A.2.3 Project Request Document – an internal document created and used by Valley Com

7A.2.4 Stakeholder Group – may include one or more of the following groups:

- Advisory Committee on Technology (ACT)
- Patrol Commanders
- Z3 Ops Chiefs
- Operating Board
- Administration Board

7A.3 The parties will utilize the following process to evaluate and decide whether to adopt a potential new project, if requested by Subscribing Agency:

7A.3.1 the Subscribing Agency provides an introductory proposal which must include a brief description of the project, the business need, and the timeline needed for implementation. Valley Com and Requesting Agency's Project Sponsor will jointly review the project to determine baseline information and complete a Project Request Document.

7A.3.2 Valley Com further evaluates the request to determine the following:

- Level of effort required
- Whether proposed solution meet expected outcomes
- Potential for discipline-wide/Center-wide implementation
- Whether solution introduces other issues
- Operational and technical impacts
- Estimated project timeline for implementation
- Ongoing support requirements
- Ability to support project; personnel, finance, current project schedule

7A.3.3 Valley Com will then prepare and present a recommendation to Project Sponsor, reviewing results of evaluation and supporting documentation. If Valley Com determines the project proposal is feasible and warrants more consideration, Valley Com and/or the Project Sponsor will conduct further analysis to prepare a scope of work draft.

7A.3.4 Valley Com and Project Sponsor will present the project proposal to appropriate stakeholder group(s) to inform them of project details including scope, cost, timelines, and impacts to schedule, if any. The stakeholder group will then make a recommendation whether to approve or not approve the project to the remaining stakeholder groups, if any, all subject to final approval from the Valley Com Administration Board, except for project requests that are minor in scope.

7A.4 If Valley Com deems a project request to be minor in scope and to not adversely impact Operations, Tech Services or Valley Com's project schedule, Valley Com may opt to approve and implement the request without further process.

6. Except as set forth in this Addendum No. 1, all other terms and conditions in the ILA remain in full force and effect. In the event of a conflict or inconsistency between the ILA and this Addendum, the terms of the ILA will control.

SUBSCRIBING AGENCY

VALLEY COMMUNICATIONS CENTER

S. Craig Schwartz
By S. Craig Schwartz
Its Chief of Police

Date: 7/9/21

Lora Ueland
By Lora Ueland
Its Executive Director

Date: 7/13/2021