

**SERVICE LEVEL AGREEMENT
REGARDING EMERGENCY COMMUNICATIONS SERVICES**

THIS AGREEMENT is made and entered into as of June 13, 2019 by and between the Spokane Regional Emergency Communications, a Public Development Authority created pursuant to RCW 35.21.730-759 (hereinafter "PROVIDER") and the City of Liberty Lake Police Department, (hereinafter, "RECIPIENT"). Collectively, they shall be referred to as "the PARTIES".

RECITALS

WHEREAS, chapter RCW 39.34.080 authorizes local governments to contract with each other on a basis of mutual advantage and thereby to provide services and facilities in a manner that provides services to meet the needs and development of local communities; and,

WHEREAS, the RECIPIENT desires to have certain services performed as hereinafter set forth requiring specialized skills and other supportive capabilities; and,

WHEREAS, PROVIDER represents that it is qualified and possesses sufficient skills and the necessary capabilities, including technical and professional expertise and equipment where required, to perform the services set forth in this Agreement; now, therefore,

IN CONSIDERATION of the terms, conditions, covenants, and performances contained herein, the PARTIES hereto agree as follows:

OPERATIVE PROVISIONS

1. SERVICES.

1.1 Provider Services. The PROVIDER shall perform, within the boundaries of the RECIPIENT, the services described in Exhibit "A" attached hereto and by this reference incorporated and made part of this Agreement ("SERVICES"). Notwithstanding the authority of the SREC board or operations group to recommend and implement changes to the level of service provided to the RECIPIENT, these changes require negotiation and therefore no services defined in Exhibit "A" of this Agreement may be changed absent mutual agreement of the PARTIES through formal modification of this Agreement pursuant to section 11.

1.2 Provider Availability. PROVIDER shall provide the SERVICES on a daily 24-hour basis during the term of this Agreement.

2. COMPENSATION, TIME OF PAYMENT.

2.1 Compensation. The RECIPIENT shall compensate the PROVIDER for the SERVICES according to the User Fee Formula as recommended by the Law Enforcement Operations Group and approved by the SREC Governing Board.

2.2 Time of Payment. RECIPIENT shall pay PROVIDER the total fixed fee set forth in Paragraph 2.1 in no more than two equal installments, the first of which shall be paid to PROVIDER no later than May 1 of each year of the Agreement and the second no later than November 1 of each year of the Agreement.

3. DURATION OF AGREEMENT AND FUTURE SUPPORT.

3.1 Term. The term of this Agreement and the performance of the PARTIES shall commence on July 1, 2019, and shall continue unless and until terminated by either party as provided in Section 7 hereof.

3.2 Future Support. The PROVIDER makes no commitment to future support and assumes no obligation for future support of the SERVICES contracted for herein beyond the term of this Agreement.

4. RELATIONSHIP OF PARTIES.

4.1 No agent, employee, servant, or representative of one party shall be deemed to be an employee, agent, servant, or representative of the other for any purpose under this Agreement. Recognizing the critical nature of the services being performed, however, each party shall be responsible to ensure that the acts of its agents, employees, servants, subcontractors, fully comply with the terms of this Agreement in providing the services defined in Exhibit "A".

5. ASSIGNMENT AND SUBCONTRACTING.

5.1 Assignment. The PROVIDER shall not assign any portion of this Agreement without mutual agreement of the PARTIES through formal modification of this Agreement.

5.2 Subcontracting. Any technical or professional service subcontract requires the prior written approval of the RECIPIENT.

6. LIMITATION OF LIABILITY AND HOLD HARMLESS.

6.1 The PROVIDER shall protect, defend, indemnify, and hold harmless the RECIPIENT, its officers, officials, employees, and agents while acting within the scope of their employment as such, from any and all costs, claims, judgments, and/or awards of damages (both to persons and/or property). The PROVIDER will not be required to indemnify, defend, or save harmless the RECIPIENT if the claim, suit, or action for injuries, death, or damages (both to persons and/or property) is caused by the sole negligence of the RECIPIENT. Where such claims, suits, or actions result from the concurrent negligence of both PARTIES, the indemnity provisions provided herein shall be valid and enforceable only to the extent of each Party's own negligence.

6.2 The RECIPIENT agrees to protect, defend, indemnify, and hold harmless the PROVIDER its officers, officials, employees, and agents while acting within the

scope of their employment as such, from any and all costs, claims, judgments and/or awards of damages (both to persons and/or property). The RECIPIENT will not be required to indemnify, defend, or save harmless the PROVIDER if the claim, suit, or action for injuries, death, or damages (both to persons and/or property) is caused by the sole negligence of the PROVIDER. Where such claims, suits, or actions result from the concurrent negligence of both PARTIES, the indemnity provisions provided herein shall be valid and enforceable only to the extent of each Party's own negligence.

- 6.3 The PROVIDER and RECIPIENT agree that its obligations under this section extend to any claim, demand and/or cause of action brought by, or on behalf of, any PROVIDER or RECIPIENT employees or agents while performing work authorized under this Agreement. For this purpose, the PROVIDER and RECIPIENT, by mutual negotiation, hereby waive any immunity that would otherwise be available against such claims under the Industrial Insurance provisions of chapter 51.12 RCW.
- 6.4 These indemnifications and waiver shall survive the termination of this Agreement.
- 6.5 No officer or employee of the RECIPIENT or the PROVIDER shall be personally liable for any act, or failure to act, in connection with this Agreement, it is understood that in such matters they are acting solely as agents of their respective agencies.

7. TERMINATION OF AGREEMENT AND CLOSE OUT.

- 7.1 Termination. Either party reserves the right to terminate this Agreement in whole or in part at any time, with or without cause, by giving at least eighteen (18) months' notice to the other party in writing stating the effective date of termination. After this effective date, no charges incurred under any terminated portions are allowable.

In the event of termination by either party, the RECIPIENT shall be permitted to use the facility during a transition period not to exceed eighteen (18) months, as well as all necessary equipment, technology, software, phones, or other peripheral equipment related to the performance of the services defined in this Agreement. Once written notice of termination has been given to the PROVIDER, the RECIPIENT shall cease to be billed for the services referenced in this agreement, and shall incur no additional charges, costs or fees associated with use of the equipment, technology, software, phones, or other peripheral equipment related to the performance of the services defined in this Agreement. The PARTIES agree to negotiate the terms of any transition in good faith.

- 7.2 Close-Out. In the event that this Agreement is terminated in whole or in part for any reasons, the following provisions shall apply:
 - 7.2.1 Upon written request by the PROVIDER, the RECIPIENT shall make or arrange for payment to the PROVIDER for SERVICES not covered by previous payments.

7.2.2 The PROVIDER shall immediately refund to the RECIPIENT any monies paid in advance for SERVICES not performed.

8. NOTICE. Whenever in this Agreement it is provided that written notice is given by one party to the other party, said notice shall be addressed as follows:

<u>PROVIDER</u>	<u>RECIPIENT</u>
Spokane Regional Emergency Communications Attn: Steve Reinke, Executive Director 1620 N. Rebecca Street Spokane, WA 99217 Phone: (509) 532-8975 Email: sreinke@srec911.org	Liberty Lake Police Department Attn: Brian Asmus, Police Chief 23127 E. Mission Ave. Liberty Lake WA 99019 Phone: (509) 755-1140 Email: basmus@libertylakewa.gov

Delivery of said notice shall be effective in any one of the following ways:

- (1) By personal delivery to and an acknowledgement of receipt thereof signed by the receiving party.
- (2) By affidavit or personal service thereof on the receiving party.
- (3) By depositing the notice in the United States Mail, in an envelope properly addressed to the address indicated above or to the last address of the recipient known to the party giving notice, with postage fully prepaid thereon.

In the event said notice is mailed, it shall be deemed delivered three (3) working days following the posting thereof.

9. JURISDICTION.

9.1 Applicable Law. This Agreement has been and shall be construed as having been made and delivered within the state of Washington, and it is agreed by each party hereto that this Agreement shall be governed by laws of the state of Washington, both as to interpretation and performance.

9.2 Venue. Any action of law, suit in equity, or judicial proceeding for the enforcement of this Agreement or any provisions thereof shall be instituted and maintained only in a court of competent jurisdiction in Spokane County, Washington.

10. SEVERABILITY.

10.1 It is understood and agreed by the PARTIES hereto that if any part, term, or provision of this Agreement is held by a court to be illegal, the validity of the remaining provisions shall not be affected, and the rights and obligations of the PARTIES shall be construed and enforced as if the Agreement did not contain the particular provision held to be invalid.

10.2 If it should appear that any provision hereof is in conflict with any statute of the state of Washington, said provision which may conflict therewith shall be deemed modified to conform to such statutory provision.

11. ENTIRE AGREEMENT.

The PARTIES agree that this Agreement, including Exhibit "A," is the complete expression of the terms hereto and any oral representations or understandings not incorporated herein are excluded. Further, any modification of this Agreement shall be mutually negotiated, in writing and signed by both PARTIES in order to be effective. Changes made in conflict with this agreement must be mutually agreed by the PARTIES in writing. Failure to comply with any of the provisions stated herein shall constitute a material breach of contract and cause for termination. Both PARTIES recognize time is of the essence in the performance of the provision of this Agreement. It is also agreed by the PARTIES that the forgiveness of the nonperformance of any provision of this Agreement does not constitute a waiver of the provisions of this Agreement.

12. COUNTERPARTS. This Agreement may be executed in any number of counterparts, each of which, when so executed and delivered, shall be an original, but such counterparts shall together constitute but one and the same.

PROVIDER:

RECIPIENT:

**SPOKANE REGIONAL EMERGENCY
COMMUNICATIONS**

**LIBERTY LAKE POLICE
DEPARTMENT**



By: Steve Reinke, Executive Director

By: Brian Asmus, Police Chief

EXHIBIT A

It is the expectation of the Parties that all staff employed with SREC will be professional in compliance with SCSO standards (to both citizens and other emergency centers/services).

Contracted Services by SREC for SCSO shall be defined as:

1. SREC Hiring/Training
2. 911 Emergency Call Taking
3. Law Enforcement Dispatching
4. Crime Check and Report Writing
5. Radio Network devices and system support

Definitions

PSAP means Public Service Answering Point

NENA means National Emergency Number Association

SCSO means the Spokane County Sheriff's Office and the agencies that have contracted with it for dispatching services to include Airway Heights Police Department, Eastern Washington University Police Department, Kalispel Tribal Police Department and Liberty Lake Police Department.

Tier 1 For calls with the Priority 3 or lower that do not require mandatory response or officer safety (DV, vehicle theft, vehicle recovery), 911 will advise the caller or callback the caller to notify them that SCSO is currently involved in a priority incident and has requested that callers call back at the pre-determined time to request contact for their incident/report, or that police response to their call has been cancelled. Crime Check will offer to take the report via telephone.

Tier 2 911 will continue to enter all CAD incidents. 911 will advise callers that their request has been forwarded to Law Enforcement Dispatch, but that SCSO has requested Crime Check advise callers that their request for service should be delayed indefinitely.

CAD means Computer Aided Dispatch

CFS means Call for Service

Incident means when a CFS/or SI is assigned a responding unit within CAD

LE means Law Enforcement

OIS means Officer Involved Shooting

Contracted Services

(1) SREC Training/Hiring

All expectations outlined below are SCSO expectations for the current personnel within the CCB and any future hires for SREC who will provide any dispatch services for SCSO.

All personnel who will provide dispatch/call taking/report services for SCSO will meet or exceed current SCSO Policy 1000 hiring standards and practices, to include polygraph and the strict background procedures.

All personnel who will provide dispatch/call taking/report services for SCSO will comply with a Code of Ethics that meets or exceeds that of the Spokane County Sheriff's Office.

A current Law Dispatch Supervisor or Dispatcher, Fire Dispatch Supervisor or Dispatcher, and Call Receiver Supervisor or Call Receiver will participate in any hiring or promotional boards.

Hiring and promotional tests, practices, oral boards and/or interviews shall conform to applicable industry best practice standards.

Dispatchers create and maintain current training documents for incoming trainees and adhere to a strict training program. Training officers instruct and observe trainees in each phase of progression. Training phases are set up to cover the listed tasks and requirements to become a dispatcher. Any employee who does not pass current training standards will not be allowed to continue as a dispatcher for SCSO.

(2) 911 Emergency Call Taking

SREC operates the Primary PSAP for 911 Emergency Calls for Spokane County that will strive to meet or exceed the NENA standard for call answer times. All critical and pertinent information will be entered into each CFS in accordance with SCSO's expectations.

Support for Law Enforcement during high activity or significant events (Tier 1 & Tier 2).

- Tier 1 - For calls with the Priority 3 or lower that do not require mandatory response or officer safety (DV, vehicle theft, vehicle recovery), 911 will advise the caller or callback the caller to notify them that SCSO is currently involved in a priority incident and has requested that callers call back at the pre-determined time. Crime Check will offer to take the report via telephone when appropriate.
- Tier 2 - 911 will continue to enter all CAD incidents. 911 will advise callers that their request has been forwarded to Law Enforcement Dispatch, but that SCSO has requested Crime Check advise callers that their request for service should be delayed indefinitely.
- Automatically transfer to dispatch:
 - All priority 1 calls where life may be in danger.

- All priority 1 calls where weapons are involved.
- Any other phone call in which law dispatch requests be transferred.

911 call receiving:

Process incoming emergency/non-emergency citizen call for service (CFS) within the Tyler CAD Call Taking Module.

SREC universal 911 call receiver expectations:

- Will treat all employees, co-workers, citizens and patrol officers with respect.
- Will maintain working knowledge of RCW's, city and county ordinances, SCSO policies and training bulletins.
- Gather critical, practical and accurate information relevant to the incident and enter it into the call narrative.
 - Officer/Citizen safety information is highest level of concern when gathering information for the call to be sent to dispatch.
 - Name/DOB and address information for all parties mentioned in an incident. 911 will attempt to obtain DOB's for persons involved in critical incidents.
 - Location of Incident to be clearly identified and in the call.
- Full, accurate information for other parties mentioned in the process of taking information from the complainant.

(3) Law Enforcement Dispatching

Universal dispatch expectations:

- Dispatchers will consider officer and citizen safety as a priority during their critical decision making. If it does not maintain or enhance officer and/or citizen safety, then a more appropriate decision will be made.
- Dispatchers must have a strong working knowledge of regional geography.
- It is imperative that dispatchers have a strong working knowledge of law enforcement processes.
- Dispatchers will be up-to-date and adhere to all SCSO policies, RCW's, City Ordinances and training bulletins changes and other department updates.
- Notify all appropriate Field Supervisors of any CFS that falls within the mandatory notification policy standards.
- Dispatchers must have knowledge of specialty units, their capabilities and the deployment Process/Policy of each unit.
- Dispatchers are expected to be technologically current in all facets of SCSO's Computer Aided Dispatch Systems and Law Enforcement Records Management Systems.
- Dispatchers must have a working knowledge of all legal documents used and reviewed by SCSO. Protection orders, IIs, etc.
- Dispatchers must be skilled in utilizing these arenas to help field units in identifying individuals, identifying potential officer safety concerns, identifying potential locations of suspects, affiliations, associates, related prior shift or unit investigations, etc.

- Dispatchers play a key role in field investigation and must stay up to date on intelligence flyers, wanted subjects and other important disseminated information, comply with Lexipol and DTBs, obtain and maintain ACCESS Level II certification, ability to operate TDD Equipment, create and maintain CAD Alert files, track trespass violations, ATL/BOLOs as well as all other Alert entries and Temperament Codes. In addition, dispatch will create and maintain any new files and all other files reasonably needed and requested by patrol.
- Dispatchers must have proficiency in external software, databases, including, but not limited to: DAPS, Alert Spokane, Alert Sense, Spidertracks, etc.
- Dispatch Supervisors will deploy Alert Spokane at the direction/request of a field supervisor under the appropriate circumstances.
- Dispatchers will be allowed to attend SCSO training as deemed necessary by SCSO command staff. In addition, SREC will provide in-house training or the opportunity to attend relevant training outside of Spokane County.

Any dispute over an immediate operational decision between Law, Dispatch and/or Call Receivers will be resolved by the on-duty supervisors of both parties. If a resolution is not possible, the SCSO /Law decision will prevail. If any permanent change is required to resolve the dispute, SCSO command staff will appeal to Law Enforcement Operations group in writing of the requested permanent change.

Dispatch Call Triage

The below will serve as guidelines to day-to-day operations, but is not all-inclusive.

Dispatchers and/or Dispatch Supervisors will triage incoming CFS in accordance with SCSO standards. Dispatch supervisors/dispatchers must have a strong working knowledge of Law Enforcement practices and expectations for all CFS. If there is confusion on response, Dispatch will work with commissioned field leadership in the prioritization, referral needs, and dispatch of CFS. Commissioned Supervisors will have the final authority in the way a call is handled. This includes, but may not be limited to:

- Dispatch will have the responsibility and authority to triage CFS for the determination of the need for LE response.
 - Should a CFS not need LE response the dispatch Supv/dispatcher will handle the CFS;
 - Referral to another appropriate agency
 - Educate citizens of non-LE related resources they have access to. Advise the complainant of LE issues vs Non-LE issues
- Call for Service Preparation prior to or at the point of dispatching and/or officer arrival
 - Name checks – add to the call tabs the involved persons, document in the narrative and broadcast all wants/orders/alerts (Local LERMS, WACIC, NCIC, NLETS, CPIC)
 - ALERTS
 - Officer SAFETY temperament codes
 - Prior calls involving parties
 - PC information

- Location History –Document in the call narrative and broadcast for the Incident address or nearby proximity.
- Prior Call History - Document in the call narrative and broadcast
 - Related incidents possibly associated to active call (found in global jacket/ALERTS).
 - Related associates of persons involved in CFS
 - Officer SAFETY alerts
- Vehicle Registrations – add to the call tabs the involved vehicles, document in the call narrative and broadcast (Local LERMS, WACIC Alerts, Etc.)
 - Not limited to what complainant provides.
 - ACCESS/DAPS (Driver and Plate Searches) for related vehicles to address/associates etc.
- Any other field/patrol requests during their response to the incident. As time allows continue with dispatch call investigation/fact gathering, to better provide information to LE, within the databases provided.
- For the duration of the incident: add updates and broadcast as appropriate:
 - Further information related to call to complainants/witnesses/subjects and/or circumstances of the incident.
 - Provide direction to involved persons including but not limited to leaving the location, barricade in place, contact Officers.
 - Field/Triage/Enter incoming calls (potential incidents) from outside agencies calling directly into radio including, but not limited to: Fire/EMS, MHP, Local Hospitals, US Marshalls, etc.
- At the request of patrol leadership, the dispatch supervisor will invoke the OIS/SIRR protocol:
 - Complete all calls requested within the OIS document.
 - Document all calls made with the narrative of CAD.
 - Maintain and update with accuracy for all OIS contacts.
 - See attached OIS form.
- Be responsive to reasonable LE related requests from patrol to assist them in effectively accomplishing their LE goals.
 - Make call backs to other agencies, emergency services, citizens etc.
- Dispatchers will utilize calm de-escalation techniques with those in crisis and utilize superior problem solving, priority of life decision making and tactical expertise in giving direction to subjects on phone.
- Dispatchers will work in tandem with field units in proper communication and messaging to achieve appropriate objectives in the best interests to the call and the “priority of life”.

Dispatchers will send the appropriate number of units based on information available.

If an incident requires the need for specialized equipment or specialized units, dispatch will send the appropriate personnel. The Dispatcher must have knowledge of the various units and their capabilities and the deployment policies of these units.

Dispatchers must have a strong working knowledge of local and regional geography.

If the incident requires the need for other services, Dispatchers will contact and request the appropriate agencies including, but not limited to other Law Enforcement Agencies, Fire Departments, Mental Health, CPS, etc.

Call for Service Progression.

Dispatchers will enter all information and announced law enforcement actions during progression of the call in the CAD system.

Dispatchers will confirm any warrants, court orders, stolen property information and coordinate the proper distribution of these documents.

Dispatchers will enter any stolen vehicles other Alert information, and other applicable advisements, in the appropriate venue. (Local LERMS, WACIC, NCIC, Alerts)

Dispatchers will monitor status check timelines and check on their dispatched officers and if not contacted they will coordinate response efforts to contact the officer.

Upon request, the dispatcher will enter proper dispositions and call type of the call for service when ended.

Self Initiated Activity will require all of the above expectations to be completed and any additional outlined below.

For Officer Self-Initiated Activity, Dispatchers will enter the unit, location (Geo Verify) and nature of the self-initiated activity including but not limited to Traffic Stops, Pedestrian contacts, Suspicious Persons, Suspicious Vehicles, Suspicious Circumstances, Various In Progress Crimes, Voluntary Contacts both person and business.

For Vehicle and Foot Pursuits, Dispatchers will coordinate multi-agency communication, notify field Supervisors, log all activities, keep field units up to date with pursuit changes, and coordinate containment procedures (perimeters, tracks, etc.).

Dispatchers will send the appropriate number of back-up units to assist the officer.

Dispatch will provide all requested support functions needed for an incident. The support functions are also carried out for other agencies, including but not limited to: US Marshalls, WSP, Parks Department, Homeland Security, Other Law Enforcement agencies, etc. These support functions include but are not limited to Name checks for Local LERMS, WACIC, NCIC, NLETS, CPIC history returns and alerts, Location History and alerts, Past/prior calls, Vehicle Registrations for Local LERMS, WACIC returns and alerts

Other dispatch administrative duties:

- Dispatchers create and maintain CAD tow rotational files.
- Dispatchers contribute to and coordinate the Comprehensive Emergency Management Plan

Staffing

Dispatchers will ensure that both primary channels and a supervisor are staffed 24/7. When staffing allows, minimum staffing will include a third channel open from 1000-0200. When the data channel is not in service, all data needs will be available to patrol on the primary channels as needed. During a critical/tactical incident, when staffing allows, a dispatcher will staff a tactical channel in addition to the two primary channels.

Additional staffing will be provided for all required special events provided at least 48 hours notice has been provided to SREC

Additional staffing will be provided for all special training (EVOC, BLEA, etc.) provided at least 48 hours notice has been provided to SREC.

(4) Crime Check and Report Writing

SREC will provide 24/7 SCSO case reporting within the Tyler Mobile application according to National Incident Based Reporting (NIBRs) standards in the Tyler New World Records Management System through Auto Bureau Assignment.

Crime check will take any and all reports that due to exigent circumstances may currently conflict with existing policy as requested by the field supervisors, dispatch supervisors, or acting out of grade supervisors.

Calls will be handled as written in the current 911/Crime Check CFS guide.

Crime check will be responsive to all requests for changes made by SCSO. SCSO Shift supervisors may request a temporary change to current CFS guide language.

Any requests for permanent change will be addressed at the meetings with SREC and the LE Operations Group that will be held on a quarterly basis (as a minimum).

- Crime check report writer expectations:
 - Treat all co-workers, citizens and officers with respect.
 - Will adhere to training that meets SCSO standards.
 - Will attend or conduct training for report writing that meets SCSO standards.
 - Will produce quality and thorough reports that comply with and meet SCSO standards.
 - Maintain a working knowledge of RCW's and city and county ordinances commonly utilized by SCSO.
 - Cover the elements of the crime utilizing a thorough phone screening process.
 - Prepare detailed and quality written reports that are legally defensible and usable in court.
 - Gather critical, practical and accurate information relevant to the report/incident.
 - Provide Full name/DOB, and address information for all parties involved in the incident.
 - Full accurate information on other parties mentioned in the investigatory of taking information from the complainant.

- Real expectations and knowledge of value of property.
- All reports submitted will be approved by a Crime Check supervisor.
- Only approved call types (approved by CSO) will be referred by Crime Check to CopLogic online reporting.

(5) Radio Network Devices and System Support

SREC agrees to:

Provide, manage, and support 24/7 emergency communications systems for first responders.

Operate, maintain and upgrade 30 communications tower sites.

Maintain buildings, towers and antenna, radio equipment, microwave backhaul equipment, battery systems, generators, security equipment, and grounds for all facilities and systems.

Provide, maintain, program, repair, and replace communications radios (Portables and Mobiles) for SCSO in a timely manner. Maintain adequate supplies/stock on hand for immediate SCSO repair/replacement needs. Operate, maintain and upgrade Microwave backhaul systems.

Provide infrastructure backhaul for City of Spokane, provide, maintain, and upgrade the Nice Recording System, law dispatch, and 911.

Maintain communications systems, frequencies, licensing, and radio equipment in accordance with federal law under the Federal Communications Commission 47 C.F.R. Part 90.

Provide, maintain and coordinate radio frequencies for all first responders within Spokane County.

Facilitate and coordinate interoperability with multiple local, regional, state and federal agencies. This includes both law enforcement and fire. See exhibit A.

Provide and maintain multi-band wide area radio systems for local, state, and national interoperability as directed by the Department of Homeland Security.

Provide and maintain equipment for interoperability with the Department of Defense for disasters and national security.

Operate Maintain and Upgrade 4.9GHz wireless system for city / county network backhaul.

Provide transport of Spokane City / Spokane County network to outlying Scope stations, fairgrounds, Spokane Parks, waste transfer stations, SCRAPS and Spokane County Fire District 9 fire stations.

Provide communications equipment and support (including a technician for deployment as needed) for Department of Emergency Management Region 9. Includes Mobile Command Vehicle (MCV) and other vehicles deployed in the region.

Maintain and repair Detention Services communications equipment and electronics for the Spokane Jail, Juvenile Detention, and Geiger Corrections.

Certify and repair speed device radar, lidar, and provide certifications to the courts.

Provide, maintain, program, and repair dispatch consoles for the City of Spokane, Spokane County, City of Cheney, Spokane International Airport, City / County Jail, and Geiger Corrections.

Provide, maintain, and repair regional law enforcement aircraft communications operated by the Spokane Sheriff's Department. Coordinate multi-state communications.

Provide equipment, maintain, repair, and support regional Emergency Alert System (EAS).

Represent the region for the Federal Communications Commission National Public Safety Planning Advisory Committee (NPSPAC) Region 43.

Provide and maintain emergency cache radios utilized for local and regional large incidents, emergencies, and planned events. This includes incidents such as large fires, ice storms, and windstorms, any other large scale natural disasters, Bloomsday, and HoopFest.

Provide interoperability options to private agencies such as American Medical Response, hospitals, Gonzaga campus, power companies, etc.

Provide and support communications for large events such as Bloomsday, Hoopfest, etc.

Support the region with emergency mountain top communications equipment or staff in the event of a major communications failure.

Coordinate with regional agencies to provide emergency communications in the event of radio system failure.

Provide radio system and dispatch statistics.

Adjust system and subscriber settings to maximize radio system capacity and efficiency.

Monitor and advise on new technologies, equipment, and regulations (FirstNet, IP based radio, etc).

Provide guidance and technical service for interfaces to the radio system. This includes items such as CAD, Location FSA, Geolocation, etc.

New World Upgrade 2018.4 HF2 Issues

- Tyler upgrade resource was unavailable until 2:35 AM when the start time was 2:00 AM
- Andrew Hughes, (Local NW Support DBA) observed NWSMSPLive DB being backed up at 3:02 AM by IMS when he already performed the DB backups and was assured that no DB's would be backed up during the upgrade as it causes un-necessary downtime.
- CAD server was upgraded but was missing the CAD Dispatch service. CAD on the server had to be uninstalled and re-installed manually to re-install the CAD Dispatch Service.
- CAD clients started re-connecting to the CAD server pre-maturely after CAD server rebooted for .NET 4.7.1 installation, causing end users to believe the upgrade was over when it was just getting started.
- CAD to CAD interface was wiped out during the upgrade and had to be re-installed. The interface is so slow now that Fire Dispatchers can manually enter the data from New World CAD faster than the interface.
- CHAT service on the MSP server would not start and had to be fixed following the upgrade
- Mobile command line fix for person and vehicle inquiries crashed on the mobile server. Mobile had to be deployed without vehicle and person inquiries until a fix from NW development was deployed.
- 30 Minute mobile outage for mobile command line fix 8:00 AM to 8:30 AM which failed
- 5 Minute mobile outage for mobile command line fix 9:20 AM to 9:25 AM
- CAD slowness and freezes post upgrade Case # 7016955. This behavior was not present during testing on the test system and would have prevented the upgrade from going forward.
- CAD CHAT issues post upgrade, Case #7014005. This behavior was not present during testing on the test system.
- Mobile client upgrade unhandled exception errors after starting mobile (Details listed below)
- Mobile client crashes after login at the unit status monitor (Details listed below)
- Mobile client missing all together (Details listed below)
- Mobile clients not updating with the New World Updater (Details listed below)
- Mobile missing with MERGE client installed. (Details listed below)
- Undocumented changes to the Mobile Command line where 90% of the commands now require secondary location, mileage, mileage type, comment, disposition and disposition count. (see enclosed spreadsheet)
- Over 70% of SPD mobiles needed hands on tech support to fix their mobile client upgrade issues.
- Over 90% of SCSO mobiles needed hands on tech support to fix their mobile client upgrade issues.
- IBR logic was installed that causes a 40% error rate that New World insisted was not installed when in fact it was.

2018.4 HF2 Mobile Client Upgrade Issue Details

Unhandled Exception Errors:

After the client upgrade on Windows 10 or 7 clients as soon as you start mobile it would error out with an unhandled exception error and shut down. Once a repair was done on the mobile client using the MSI located in the C:\ProgramData\New World Systems\New World Updater\MsiCache\Police Client folder, mobile would open as expected. New World mobile could be totally uninstalled and re-installed on a client experiencing this issue and would still get the unhandled exception error until the mobile client was repaired.

Mobile Crashing after logging in:

If a client had the mobile command line enabled but didn't have the dll update as soon as they got to the unit status monitor mobile would crash and have to be terminated using the task manager (Windows 10 and 7 clients). Some clients never received the dll update via the New World updater and it had to be manually copied to the workstation.

Mobile Missing all together:

Some clients had mobile missing all together after the client upgrade. If the mobile icon was present when the user tried to open mobile they got an error message that it was only valid for installed products. These clients had to have New World mobile re-installed by hand.

Mobile Clients not updating with NW Updater

Some mobile workstations just wouldn't update until all contents of t C:\ProgramData\New World Systems\New World Updater was deleted, and updater service was restarted. There was nothing in the registry folder and no indication it was trying to update.

Mobile Missing with MERGE client installed

Some mobile clients that had always had mobile but not merge discovered that their mobile client was missing but had the MERGE client installed in it's place. The users experiencing the this issue had to have mobile re-installed and MERGE uninstalled by hand.