June 23, 2016

Ray Stephanson
Mayor, City of Everett
2930 Wetmore Ave., Suite 10A
Everett, WA 98201

Dear Mayor Stephanson,

We are writing in response to your letter dated June 15. Thank you for expressing your concerns about the New World public safety software that is operational in Snohomish County. We agree with you: first responders must have a dependable dispatch system.

The New World solution is that dependable system, with over 440,000 calls dispatched since the go-live last October, including handling the high volume of a major windstorm event in November. The county's public safety technology needs are better served today than they were before the New World system. Some of the new major capabilities include:

- Proximity dispatch using AVL in vehicles to determine the closest units;
- Data sharing between all the agencies for improved information access and safety for first responders and citizens;
- Faster mutual aid regardless of jurisdictional boundaries; and
- Integrated corrections software allowing pre-booking of arrests and inmate history available to first responders.

Nevertheless, Tyler is committed to improving upon the software's performance since go-live. We acknowledge that the system is not perfect - no system is. However, we will not let that reality deter us from delivering a state-of-the-art software solution to the agencies of SNOCOM and SNOPAC. Yes, user error is inevitable. Yes, the transition from the county's legacy system to the New World solution was a breakthrough undertaking. However, we will not exploit those facts and turn them into excuses.

Your letter referenced the delayed activation of a second alarm for a June 4 fire. We agree – it should not have taken as long as it did. A variety of factors contributed to that delay. Some of the factors included a combination of procedural and system conditions that confronted both the dispatchers and the software as both tried to address the event occurring at that time. Tyler has already delivered a change to the software that adjusts the software response if a dispatcher uses the same workflow steps that were used in response to the subject June 4 fire.

We cannot agree with your suggestion, however, that there is a pattern of issues related to the New World software indicative of a systematic, fundamental flaw. The New World public safety software is installed in more than 1,000 jurisdictions across the country and those agencies serve millions of citizens. The Snohomish implementation itself covers 53 agencies and 4,000 end users on the SNOPAC and SNOCOM public safety software system.

Transforming a user and software experience from an aged, disparate system to the integrated, dynamic New World software is a significant undertaking. It does take time and money. We have each contributed both. We acknowledge that you have experienced issues

with the software that should be resolved. Here is our plan to enhance the reliability and minimize the issues:

1. Based on the type of identified issues and the associated county priorities, Tyler will increase the resources assigned to Snohomish by June 30, 2016.

2. Current delivery plans will be re-evaluated based on Tyler resources as well as the county's resource availability. Adjustments to the current delivery plan will be made in an iterative fashion with the first set of adjustments targeted for July 8th, 2016.

3. Continue to investigate and triage configuration and network items specific to the environment at SNOPAC and SNOCOM. Advise the county on resolution of network issues created by third-party interfaces and bandwidth limitations.

4. Provide additional user training and/or "best practice" sessions as necessary and requested.

5. Deliver upgrades, enhancements and fixes as we make them available as part of our maintenance and support commitment to you.

6. Make senior leadership available for issue escalation and other collaboration.

We have worked collaboratively with SNOPAC, SNOCOM and their member agencies for almost eight years, assisting both groups to meet the goal of a countywide integrated public safety software deployment. Because of our partnership with you and your colleagues, Snohomish County is a national leader in public safety and can be a leader in justice technology integration.

We appreciate our shared history, the partnership we have created, and the significance of the software we provide to, and support for, your agencies. It is a privilege to deliver an effective and powerful software solution to public safety personnel in Snohomish County and around the country, and we take that privilege seriously.

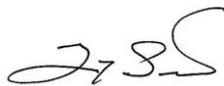We will be glad to meet with you to provide additional detail, or schedule a follow-up discussion.

Sincerely,

Craig Bickley   Greg Sebastian   Bret Dixon

Vice President of Sales Operations,   President,   President,
Public Safety Division   Public Safety Division   Justice Group

cc: Kurt Mills, SNOPAC 911
        Terry Peterson, SNOCOM 911
        Everett City Council
        Chief Murray Gordon
        Chief Dan Templeman