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**OFFICE OF THE MAYOR**

June 15, 2016

**Ray Stephanson**  
Mayor

Craig Bickley  
Senior Vice President, New World Systems  
Tyler Technologies  
840 W. Long Lake Road  
Troy, Michigan 48098

Dear Senior Vice President Bickley:

I am writing to express my concern about the pattern of issues with the New World System as deployed in Snohomish County, particularly the recent problem that delayed the activation of a second alarm for a massive June 4 fire by more than 20 minutes. While we are fortunate that our crews had exited the building and remained safe during the June 4 fire, the outcome could have been different. I am concerned that the lack of a consistently reliable system is leaving our crews and residents vulnerable to serious risks.

Our citizens depend on first responders to get to them quickly when they are facing an emergency, and our crews must have a dependable dispatch system in order to meet that commitment. Our fire department has been tracking New World issues since the system first went live, and has been working with SNOPAC and your staff to resolve problems or develop workarounds. In some cases, the department has had to implement redundancies to ensure that crews are still dispatched as needed in the event of a New World failure.

While I understand that some of the recent issues are related to user error or a need for more training, a system that is intended to support first responders ought to be intuitive and responsive, and not require advanced troubleshooting in the midst of an incident. Dispatchers and emergency responders have a host of challenges to deal with in the middle of a major emergency, and a software system should not be one of them.

I appreciate that you and your staff have been responsive to SNOPAC and City of Everett concerns and have sent additional staff to assist in resolving some of the issues that have arisen over the past several months. I also understand that moving thousands of emergency personnel to a new system is a huge undertaking and that we would expect some challenges along the way.

However, Snohomish County law enforcement, fire departments and criminal justice agencies have already invested years and millions of taxpayer dollars into this system. The primary purpose of this system is to keep our community safe by dispatching emergency responders in a timely and efficient manner. The New World System has failed to do that on a number of occasions, and that is simply unacceptable.

I would appreciate a response with your plans to correct the outstanding issues with the New World System and ensure a strong, reliable system going forward.

Sincerely,



Ray Stephanson  
Mayor

Cc: Everett City Council  
Chief Murray Gordon  
Chief Dan Templeman