Meeting Notes – DRAFT
E-911 REGIONAL ADVISORY GOVERNING BOARD
June 10, 2020
Skype 206-263-8114, Conference ID # 6589673

GENERAL MEETING: *Commenced at 09:00 am & concluded at 10:24 am*
Present:
RAGB Members: Lora Ueland (Chair), Brian Smith (Vice-Chair), Chris Wilson, Sheryl Mullen, Bill Hamilton, Kevin Lovell, Stacy Wassall, Jeff Flohr, Dave Schlaegel, Mike Sharp
Program Office Staff: Ben Breier, Deb Flewelling, Melissa Walker, Bryan Karol, Bob Potts, Beth Knieps
Guests: Hector Alvarez/UWPD, Michael Olson/NORCOM

WELCOME & INTRODUCTORY REMARKS – Lora Ueland
- Quorum reached at 09:01.
- No additions or deletions to the Agenda.

Meeting Minutes – Lora Ueland
- RAGB Meeting minutes from February 5, 2020 approved by consensus.

ACTION ITEM LIST – Lora Ueland
Task List Review
- Line #15 – has been completed.
- Line #16 – has been completed.
- Line #17 – the Program Office is requesting valid text info, based on each PSAP's policies, get added to the SharePoint file each month.
- Line #19 – has been completed.
- Line #20 – a charter review will be placed on a future agenda.

PROGRAM MANAGER UPDATE – Ben Breier
Program Office Updates
- Telecommuting for King County staff has been extended through September 7, 2020.
- The August RAGB meeting will be held virtually.
- The Finance Workgroup meetings will continue virtually as well.

Strategic Plan Update
The King County Regional E-911 Strategic Plan Annual Report has been transmitted to Council. It is currently on hold waiting for Council to consider items that are not Covid-19 related. The PO may need to appear before Council to give a presentation or update.

The Strategic Plan Review Workgroup is comprised of Ben Breier, Deb Flewelling, Russ St. Meyer from Seattle PD, and Sheryl Mullen from Redmond PD. King County Executive's office has asked for a position statement explaining why the Strategic Plan needs to be updated; to include cost impacts, timeline and who is responsible. This will help guide a conversation with King County Council staff on how to proceed with updates.

When created the goal was for the Strategic Plan to be a living document as a rolling 10-year plan. Current work is focused on operations, public education requirements, and other items that were not fully addressed at the time of publication. There will also be some conversation about a regional backup center as well as identifying new technology advancements to keep the plan current.

PSAP Contract
The PSAP agreement passed the Executive branch and was transmitted to Council at the end of March. Council has acknowledged receipt; it is on hold waiting for Council to review items that are not Covid-19 related.

Finance Manager Update – Bryan Karol
2021 – 2022 Budget Process Update
The budget goes through a four-step process; Proforma, Agency Proposed, Executive Review and Council Review. The Proforma was completed in April. The deadline to submit the Agency Proposed budget is July 2, 2020. Program Office goal is to have the agency proposal complete by the week of June 22nd so RAGB has time to make comments or suggestions for adjustment. The completed budgets are submitted for Executive Review in July and Council Review sometime late Fall.

Financial Workgroup Assumption Recommendations
The Finance Workgroup has met over several months addressing financial impacts for PSAPs 2021 budget cycle. The workgroup's first goal was to identify assumptions to apply to future funding. They proposed Recommendation Option #1 and expressed concerns on the financial impacts to the PSAPs, especially in the current changing economic times.
Recommendation Option 1:
- Ending Fund Balance minimum threshold set at 10% of Operating Expense (Impact in 2024)
- Program Office IT Staff: 6 FTE = $1.0M additional OpEx (Impact in 2021)
- Escrow offset by same amount, $1.0M
- Average IT Salary reimbursements is $2.6M. Remaining $1.6M will added to the general revenue distribution (GRD)
- Capital reserve at $1M (Impact in 2024)

Following the last workgroup session, the Program Office went back to the table and are recommending Option 2. This supplements the funding to PSAPs through 2022, giving them more time to address the current financial impacts.
Recommendation Option 2:
- Ending Fund Balance minimum threshold set at 10% of Operating Expense
- Program Office IT Staff: 6 FTE = 2021: $250K and 2022 forward: $1.0M additional OpEx
- Capital reserve at $1M
- Escrow to remain intact until 2023, then reduced to maintain minimum fund balance

Option 2 includes the same assumption recommendations from the Financial Workgroup but with supplemental funding that affects the timing of implementation. Starting in 2021 the general revenue money may be used any way the PSAP deems appropriate as long as it meets WAC eligible guidelines. There will no longer be IT/GIS reimbursement requests.

Recommendation Option 2 was approved by Consensus at 09:42 a.m.

Industry Legislative Update – Deb Flewelling

State 911
The Efficiency Study has been delayed due to Covid-19, and a request to extend the due date has been submitted. OFM will make the final decision on the extension. SECO is considering hiring a consultant to assist with the study to guide how the final document is created.

There has been some concern Covid-19 will have an impact on the 911 Fund from the state. A strong message has been sent to the legislative body to not touch the 911 funds. If the legislature was to divert funds from 911, the state 911 fund would have to pay back all of the federal grant funds already disbursed, which would bring an additional cost load to 911 as a whole.
The Authorities sub-committee has also put off submitting the RCW edits and there is a possibility of wrapping the concept of these changes into the Efficiency study.

Excise Tax
Due to Covid-19 and the resulting economic situation the sub-committee has decided to monitor the situation. They will be evaluating when the best time is to ask for additional funding, considering if they ride the wave of concern versus offending the legislature and tax payers. RAGB members were asked to monitor local representative's positions, and advise when they feel it might be best to request an increase in the excise tax.

Project Updates – Beth Knieps
Telecommuting continues for Program Office staff. Routine, everyday work is done remotely, with some visitation at PSAPs completed on an as needed basis. Techs will call in advance of arrival to verify someone knows they are coming and that they are following all protocols for Covid-19.

Viper software updates are being scheduled; Ryan Bone will be contacting each PSAP to set up dates.

MSRP Text Conversion
The Test PSAP is scheduled for June 15th to explore the features, proof of concept and what is being delivered. The Tech committee will discuss this at the next meeting on July 1st.

CenturyLink MAC
To bring some light to the process of the Move/Add/Change requests received this year:
- Total Requests YTD = 29
- Quoted amount = $95,428.39
- Invoices received so far = 2 ($1,600.00)

Platform Modernization
The RFP is expected to be released mid-July. ISG has recommended Organizational Change Management be included due to size and complexity of the project. Tom Ahlborn is working on getting virtual tours of the PSAPs for the vendors. Tours allow the vendors to make informed bids, which is more cost effective in the long term. Coordination will be done with the Tech staff at each PSAP. The xTrakker and GIS maintenance replacement scope of work and requirements have been incorporated into the Platform replacement RFP package.

NENA Call Answer Standard
During the PSAP Tech meeting in May the NENA/NFPA call answer standard report that is available in Power Metrics was introduced. It is now available and can be located in custom reports. There will be further discussion on the report at a later meeting once PSAPs have had a chance to review the report. NENA does not specify a reporting period, however, the Program Office does, and it is a month.

Tech Committee
The committee met on May 5th, discussion was mostly about Covid-19 impacts, and new protocols. PSAPs are limiting entry into the buildings to essential personnel, with social distancing taking place where space is available. Some PSAPs have extended into unused spaces in their centers or backup PSAP spaces to assist with social distancing. The Program Office is assisting with these transitions where needed. There was discussion on turning the Test PSAP into a viable option for daily use. At this time that is not practical as there is no CAD or recording systems in the Test PSAP, however if to turn it into a call taking center it would take approximately a week to 10 days.

CenturyLink is utilizing as many remote tools as possible to limit their need to enter a PSAP. Their preference is to not make actual changes unless they are on site, while they are still attempting to minimize their onsite time as well.

For the Good of the Order
Public Education and Training
All activities have been cancelled or placed on hold for 2020. There is still work going on behind the scenes, passing out the Emery storybooks to agencies that have been reading them live on Facebook and other activities that can be done remotely.

The Program Office will be hosting a T2 class on June 22nd – 24th and T1 class on July 6th – 10th. This ongoing required training is considered an essential item by the State. The classes have been limited in size and there will be social distancing, masks required and temperature checks upon arrival.

The Newsletter continues to increase in readership. The Program Office is looking for feedback on topics, and ideas for upcoming issues. If you have anything that may be a good fit for the newsletter, please send those to Deb.

Meeting adjourned at 10:24 a.m.

Next Meeting: August 12, 2020 / 9:00 am – 12:00 pm / Skype 206-263-8114, conference ID # 6589673

Minutes completed by Melissa Walker, KC E911 Program Office
Minutes approved: by Lora Ueland, RAGB Chair August 12, 2020