

**Meeting Notes**  
**E-911 REGIONAL ADVISORY GOVERNING BOARD**  
**February 9, 2022**

**GENERAL MEETING:** *Commenced at 09:02 am & concluded at 10:48 am*

**Present:**

**RAGB Members:** Kevin Lovell (Chair), Stacy Wassall (Vice-Chair), Samantha Stottlemire, Heather Volpe, Bill Hamilton, Sheryl Mullen, William Schrier, Lora Ueland

**Program Office Staff:** Bob Potts, Ben Breier, Jami Hoppen, Beth Knieps, Bryan Karol, Amber Thompson

**Guests:** Jennifer Crippen (Port), Vonnie Mayer (VCC), Abigail Steele (KCSO)

**WELCOME & INTRODUCTORY**-Kevin Lovell

Participants and guest introductions-Virtual

Announced quorum reached 09:03 am.

Public Comment-no comments.

Approval of Minutes from Oct & Dec & Jan by consensus 09:05 am

Agenda review – no change

**RAGB Business**-Kevin Lovell

**Charter Language Update**

- The New Charter Language would allow each agency to designate one primary representative and may designate one alternate representative. The senior agency representative may designate themselves in either role or notify the 911 Program Office within 10 business days of the voting alternates in primary members' absence.
- The room was opened to members and alternates for suggestions on the presented language.
  - Lora Ueland VCC) suggested adding a minimum notification period for membership changes.
  - Several board members indicated interest in ensuring members are appointed with some degree of permanence/stability.
  - The final draft will be sent to all agencies for a scheduled vote at the RAGB meeting April 13.

**PROGRAM MANAGER UPDATE**-Ben Breier

**Call Workflow Analysis**

- The 911 Program Office is considering hiring a consultant or facilitator to work in a workgroup or task force similar to that of the Strategic Planning Task Force.
- The purpose of the workflow analysis is to look at the way 911 calls are distributed across the county and the workflow in each agency.
- The cost of acquiring all necessary services and resources to properly complete the project is expected to be \$750,000.  
The projected amount is based on direct costs identified during the Strategic Plan process. From the first quarter of 2016 to the fourth quarter of 2018, the direct cost of the Strategic Plan was \$975,000.

**Meeting Notes**  
**E-911 REGIONAL ADVISORY GOVERNING BOARD**  
**February 9, 2022**

- The procurement procedure can take anywhere from eight to nine months to complete.
- The call workflow design is expected to take 9-12 months after the procurement process and will include meetings with each agency, workflow analysis, call routing processes, ESInet, 911 call handling and backup.
- The call workflow analysis is not a technical project so it will not be sent through the KCIT project gate as it does not require the same technical project oversight. Due to direct costs, oversight by the project review board will be required.
- Plans to discuss Call Workflow Analysis and Organizing Working Group ideas at the upcoming RAGB meeting in April.

**Centralized Recorder Update**

- Shared cost components have not been received, making it difficult to develop a reliable cost estimate.
- The centralized recorder pricing and financial breakdowns will be presented at the April RAGB meeting.
- The implementation process would not start for 30-36 months due to the need to hire consultants and gather requirements and select the recording vendor.

**FINANCE MANAGER UPDATE -Bryan Karol**

**Financials Update**

- A detailed PowerPoint presentation was used to offer a preliminary overview of the year-end financial review findings for 2021.
- Revenue continues to be \$1.2 million higher than budgeted.
- The program office has received \$400,000 in vendor credits.
- Expenses are better than budgeted by 11 million.
- For the third year in a row, the Program Office has under spent total revenues.
- The 2023-2024 biennial budget timeline and budget process was reviewed with RAGB.

**Funding Policy Update**

- The proposed amendment to the 2022 financial policy was given to RAGB members.
- The room was opened for review of revisions to the funding policy.
- Bill Hamilton (NC) and Bill Schrier (CSCC) indicated they do not support a change to the funding policy regarding performance metrics
- Lora Ueland (VCC) and Sheryl Mullen (RPD) spoke in favor of adding performance accountability in some way to support the professionalization of the 9-1-1 industry
- No action taken.
- Further action will be presented at the April RAGB meeting.

**GOVERNMENT RELATIONS & OUTREACH UPDATE-Jami Hoppen**

**Public Education Outreach**

**Meeting Notes**  
**E-911 REGIONAL ADVISORY GOVERNING BOARD**  
**February 9, 2022**

- The King County Fire Chiefs Association PIO Working Group is working with the King County 911 Program Office on a media event to highlight 911 issues. The event will be held in March or April and will be themed "Help Us, Help You."
- The Program Office is looking for volunteers from an agency to support the event.
- Public education is examining overtime constraints for agencies to increase participation in public events.
- Standard escrow expenses can be used to support county agency employees.
- In collaboration with Tcomm911, South Sound, and Snohomish 911, the Staffing Taskforce is launching a six-week iHeart Radio campaign.

**Language Interpretative Services**

- For 911 emergency calls, the Program Office provides language interpretation services. Contracts for interpreting services include Voiance, CTS Language Link, and Language Line. Agencies can choose a preferred provider.
- The Program Office has made the transition to holding the contract in-house.
- There were no responses to the RFP from any of the current language interpretative service providers.
- The RFP received four suppliers' responses. The Four vendors were evaluated and given scores. The selected vendor(s) will provide a presentation to the PSAPs, it is estimated this will occur around June.
- Voiance has agreed to continue providing uninterrupted services during the transition period and provided a viable alternative for a piggy-back contracting opportunity The Program Office is pursuing a parallel path of awarding the RFP and trying to contract with Voiance. It is possible however, that KC Procurement will not approve the piggy-back.

**TECHNICAL & OPERATIONS UPDATE -Beth Knieps**

**Project Update**

- Surveys of the sites have been completed. Internally, the tech team is preparing a working strategy for the implementation process based on reports.
- The project management practice KCIT construction Phase Gate is being held on February 17<sup>th</sup>.
- OCM project newsletter will be distributed by the end of the month.
- The Road Show, which will take place on March 8th and 9th, provides in-person and virtual options. Intrado will be demonstrating the project's functions and features.
- The GIS team has implemented, expansions, and standards to manage operations.
- Live trials are expected to begin in April the new platform architecture

**PSAP Tech Op Report**

- Intrado is offering ADT alarm calls delivered via text to 911. There is no additional cost associated with the service. Submit all interest to the Program Office Tech team.

**Meeting Notes**  
**E-911 REGIONAL ADVISORY GOVERNING BOARD**  
**February 9, 2022**

- Comtech is seeking volunteer agencies for radio interoperability trials. Inquiries should be submitted to Beth Knieps or Katy Myers
- King County Program Office met with LUMEN management to improve communication and processes. We will continue to meet regularly to maintain the working relationship.
- The Test PSAP software has been upgraded with the most recent software revision. The Program Office Technical staff continue to work with the vendor to resolve the issues observed with this software.
- On December 9th, an ESINET call delivery incident was mitigated by the provisioning of 10-digit numbers in the Policy Routing Function (PRF) of the State ESInet. A special thank you to the PSAP community for implementing this PRF option.
- The Tech team has fresh GIS mapping updates. Changes have been made to the delivery process so that the latest data could be loaded at each agency without disruption. While a site visit is still necessary, access to the Communications floor can be avoided, if conditions require.
- ESN is a legacy field which will not be maintained or supported in the future. The Program Office Tech team reminds the PSAPs to begin the planning process now.
- The wireless data layer for phase I will be included in the SCC deployment.
- The new Platform design functionality include laptops and agent roaming. The PSAPs will need to consider how to provide for recording and CAD access before the full potential of remote call taking can be realized.

**FOR THE GOOD OF THE ORDER**-Kevin Lovell

**Industry/Legislative Update**-Jami Hoppen

- The Washington State Legislative Session takes place from January 10, 2022, to March 10, 2022 and lasts for 60 days.
- The SSB5555 bill was forwarded to the Rules Committee after passing the Ways and Means Committee.
- SH1703 & Companion Bill SB5571 passed out of Committee and was referred to the Rules Committee.
- In March, our Government Relations team will send out PSAP reimbursement forms for the state contract, which must be returned by the end of May to the Program Office.

**Roundtable**

- None

**Wrap Up:**

The latest Charter Language will be word smithed by Kevin Lovell and Sheryl Mullen. For the next RAGB meeting, Ben Breier will produce a centralized recorder report. With an improved program and financing policy, Bryan Karol.

**Next Meeting: April 13, 2022/9:00 am – 12:00 pm/Teams: 425-653-6586 Conference ID: 910352433#**

**Meeting Notes**  
**E-911 REGIONAL ADVISORY GOVERNING BOARD**  
**February 9, 2022**

Minutes completed: Amber Thompson, KC E911 Program Office  
Minute Approved: