

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
October 12, 2022
Virtual

GENERAL MEETING: Commenced at 09:02 am & concluded at 10:13 am

Present:

RAGB Members: Samantha Stottlemyre, Tricia Bellizzi, Monica Burke, Bill Hamilton, Katy Myers, Stacy Wassall, Sheryl Mullen, Bill Schrier, Greg Hough, Kevin Lovell, Lora Ueland, Vanessa Barnes

Program Office Staff: Jami Hoppen, Beth Knieps, Bryan Karol

Guests: None

WELCOME & INTRODUCTORY – Kevin Lovell

Participants and guest introductions - virtually

Announced quorum reached 9:02am.

Public Comment – no comments.

Approval of Minutes from August by consensus

Agenda review – no changes

Program Manager Update – Jami Hoppen

PSAP ILA – Workgroup Members

- Current ILA expires December 2023.
- New ILA should be completed by June 2023 for processing; Agencies require approx. 3-4 months ahead of deadline for legislative processes.
- Agreed that this group will collaborate on language to ensure it is nearly identical. Program office will review for differences in the current agreement.
 - Preliminary work starts in November 2022. First working meeting to start in January 2023.
 - To prepare PSAPs will look at what changes they feel are necessary and will provide an agency representative at the December RAGB meeting.
 - For initial consideration: Cost sharing for technologies that don't span 911 (such as recording platform).

Action(s): Program Office – review differences in current ILAs, share data with agencies. Plan for workgroup meetings starting in January.

Strategic Plan Updates (Strategic Objectives)

- Developed in December of 2020 and approved early Feb 2021
- Living document requires biennial updates at the conclusion of even years
- Program Office recommendation is to defer for one year due to platform, state training certification board requirements (SSB5555), staffing wellness & resiliency which could affect the strategic plan.

- Board members have requested a small update to include a list of accomplishments to-date and any needed changes.
- Recommendation for each agency to have an operations and tech person review the strategic plan for needed updates.
- Preferred utilization of virtual tools such as shared document and/or email chain to discuss updates in advance of the next RAGB meeting.

Action(s): Kevin Lovell will send reminders to groups; Program Office to create a shared document or spreadsheet.

Finance Manager Update – Bryan Karol

- The Program Office is running under budget year-to-date.
- Remaining capital dollars for the Platform Project will be moved over to the Capital Fund prior to the end of the year.
- Revenue year-over-year reviewed from 2016 to 2022.
 - Saw a 4.3% increase in 2020, 2.6% in 2021, and 0.5% in 2022 through September.
 - Overall, still showing growth but is slowing down. Future projections are for continued growth.
 - Our revenue is currently \$824k over budget year-to-date.

Government Relations & Outreach Update – Jami Hoppen

Public Education/Outreach

- The Public Education team participated in 30 events this year to-date
 - Seven PSAPs participated.
 - Multiple upcoming fall and winter events the team will participate in before the end of the year including but not limited to: Scout Night, Shop with a Cop, and Battle of the Badges in Renton to name a few.

Technical & Operations Update – Beth Knieps

Project Update

- GIS Back Office is complete and GIS team is currently using the new system after a successful transition.
- Data center equipment has been installed at all three hosts.
- Test PSAP has been installed.
- Amendment nearing finalization.
- Comtech – Intrado ESInet testing has increased scrutiny from Comtech senior management.
 - Working through it.
 - Impact to schedule is currently unknown.
 - Issue is not technical but within the process.

ECRF (Emergency Call Routing Function)

- Comtech ECRF routes calls to PSAP based on caller location at call time; has been used statewide since June, excluding King County.

- Goal is to align with state implementation.
- County is still routing by Cell Site Sector
 - Pierce County has experienced issues with Vashon Island routing because KC is still using Cell Site Sector.
- Current Comtech data shows that calls are being correctly routed to PSAPs.
- Comtech analysis of anticipated changes to call distribution shows no major changes; WSP-Bellevue will receive more calls directly.
- Requested advisory vote approval to schedule migration. **(Lora Ueland made motion and Bill Hamilton seconded. Approved by consensus at 09:48 am)**

Action(s): PSAPs to send Beth Knieps any blackout dates.

Wireless Call Distribution

- History: Last decision in 2018 with no actions taken (awaiting further technology advances).
 - Technology has advanced; time to review. new technologies are NOT designed for overlapping service areas, i.e. Text 2 911, RapidSOS and Emergency Data Broker)
- Propose the establishment of a Task Force or Workgroup in early 2023.
 - Identify all stakeholders (PSAPs, Program Ops, Fire, PD– who else?)
 - Analyze actual call and transfer data
 - Review caller experience
 - Review PSAPs needs and limitations
 - Align with state NG911 objective reduction of transfers
 - Review funding model for possible revision to reflect work and changes
 - No deadline, no “right” answer/solution
- Conversation:
 - Begin with PSAPs, expand as stakeholders ID (Sheryl Mullen – Redmond)
 - What is the problem statement and does this group agree? (Bill Hamilton); State NG911 subcommittee strategic plan outlines the reduction of transfers state-wide.
 - Suggests for hybrid and townhall style meetings
 - Begin meetings within with the option for a facilitator, if needed
 - Task Force formed by consensus

Action(s): Beth Knieps to coordinate workgroup meetings beginning January 2023. PSAP RAGB member to designate 1-2 representatives per organization.

For the Good of the Order – All

Industry/Legislative Update – Jami Hoppen

- [SSB5555](#) Certification Board meetings starting soon; every 2nd and 4th Thursday afternoon. Email with meeting specifics to come soon.
- WA State APCO/NENA conference was held Oct 4th – 7th in Kennewick; Beth and Jami attended the conference and will provide info on take-aways at future meetings.
- PGAC reported that they are working with the state on the feasibility of moving 911 personnel from the current PERS retirement system to PSERS.

- This move would allow personnel to retire at 60 years old with full 100% benefits and at 55 years old with 85%. The PGAC group is working closely with the state to determine the cost and options.
- A bill may be submitted during the 2023 legislative session. The decision will be made in November or December whether to move forward in the 2023 session or wait until 2024.

Roundtable – Kevin Lovell

- 2023 Chair/Vice Chair needed for next year. Kevin’s term as chair (2 years) ends 12/2022.
- Seattle CSCC - full time Director position should drop in the next week or so. Is a mayoral appointed position.

2023 Chair/Vice Chair Election Reminder (December)

Wrap Up: request noted minutes

Action Items:

- PO ILA review workgroup – begin in January 2023
 - Program office to document differences between the existing agreements and draft language around common equipment (i.e., recorder, etc.).
- Strategic Plan: Kevin Lovell taking the lead on review, comments, and updates (PSAPs ops and tech to review) – Email discussion December 2022
- Wireless call distribution: Beth Knieps leading, with start date in January 2023; PSAPs respond with 1-2 representatives.

Next Meeting: December 14, 2022 / 9:00 am – 12:00 pm / Teams: +1 425-653-6586, Conference ID: 365138697#

Minutes completed: 11/4/2022

Minutes approved: