

Meeting Notes
911 REGIONAL ADVISORY GOVERNING BOARD
December 13, 2022
Hybrid: In-Person/Virtual

GENERAL MEETING: Commenced at 09:05 am & concluded at 10:16 am

Present:

RAGB Members: Samantha Stottlemyre, Monica Burke, Bill Hamilton, Sheryl Mullen, Bill Schrier, Greg Hough, Kevin Lovell, Vonnie Mayer, Katy Myers

Program Office Staff: Jami Hoppen, Beth Knieps, Bryan Karol, Ben Breier, Bob Potts, Alex Conn

Guests: None

WELCOME & INTRODUCTIONS – Kevin Lovell

- Participants and guest introductions: Alex Conn, new E-911 Administrator.
- Announced quorum reached at 9:05am
- Public Comments: None
- Approval of Minutes from October by consensus
- Agenda Review: Update meeting minutes review to October instead of August.
- 2023 Chair/Vice Chair elections by consensus:
 - Kevin nominated Bill Hamilton for Chair and Samantha Stottlemyre for Vice-Chair; Vonnie Mayer (Valley CC) seconded the nomination.
 - Both parties accepted the nomination.

Action(s): Board approved 2023 RAGB Chair/Vice Chair by consensus.

PROGRAM MANAGER UPDATE – Ben Breier

PSAP ILA – Workgroup Members

- Still looking for workgroup members. Please forward individual's names and contact information to Ben, Jami, or Alex.
 - Vonnie Mayer will be the primary workgroup member for Valley Com.
- Background: KCIT held a contracts group that has since been merged with KC Procurement. Ben is having a difficult time getting someone from procurement to join for discussions. Current ILA agreement expires 12/2023. Goal of this workgroup will be to have the current ILA updated by the first half of 2023 for the approval process to be completed by the end of the year.
- Nothing has changed in the current ILAs with any PSAP with the lone exception of KCSO moving from a 'separately elected office' to the King County Executive's Office. Insurance language to reflect this change was the largest difference.

Strategic Plan Updates (Strategic Objectives)

- Review of Strategic Objectives and Updates
 - Minor adjustments only. Mostly to show completed items, and areas still in-progress to align with King County Strategic Plan directives.
 - All updates and changes are captured in the SharePoint Change Log.
 - Obj. 6 – reworded to show the state law was passed and language was pivoted to align with new legislation.
 - Obj. 7 – added notation of pieces that are complete.
 - Obj. 8 – work completed; recommend closing.
 - Discussion:
 - Vonnie Mayer – Obj. 3 Work from another PSAP vs. Work from Home
 - With enabled platform modernization PSAPs will have the ability to work from any other PSAP location within the County including home, which aligns with the strategic plan for the health and longevity of staff.
 - Added earlier in documentation to include ‘flexible work environment’ but was not carried throughout document.
 - Ben/Kevin will make the adjustments, so language is reflected throughout the document as intended.
 - Sheryl Mullen (Redmond) expressed concern over leading to exclusively working from home. Not the intention, rather flexibility. Jami added that there is a statewide peer support group working on how to support staff working from home, etc.
 - Bill Hamilton– Obj. 3 bullet 4: change “union” to “labor” to reflect varying organization, guilds and unions staff belong to.
- Kevin will continue to facilitate the strategic plan updates and will forward updated document to RAGB members for review, in addition to taking feedback. Vote will take place at February 2023 meeting.

2023 Meeting Dates

- Proposed continuation of current schedule; 2nd Wednesday every two months from 09:00-11:00, except for the August meeting which will be moved to the 1st Wednesday of the month due to the conflict with the National APCO conference.

Action(s): Meeting Dates approved by consensus; look for calendar invites from Alex Conn soon.

FINANCE MANAGER UPDATE – Bryan Karol

Budget Submission

- Finalized and approved. No changes; slight increase in revenue of less than \$100K for 23-24 budget.

YTD Review (Actuals)

- Revenue is up by \$1.5M over budget and up 400k from last year. Growth trend is slowing down a bit.
- YTD operating expenses are at \$15.6M; will change drastically as platform project budget is moved out of Operating over to the Capital fund. The transaction will happen in December so we will see this big bump in the year-end report out. Should put us at approximately \$35M for end of year, which is what was anticipated during the midyear (June) report to RAGB.

Government Relations – Jami Hoppen

Public Education/Outreach

- Participated in a couple community events to include Emery attending ‘Shop with a cop’ and a diversity recruitment event to close out the year.
- PubEd Strategic Objectives review workgroup starting on Jan 25th. Approximately 75% of people on the original workgroup are no longer around, so will be a new group. The current objectives document is valid through 2025. Please forward to Jami contact info of anyone you want to participate that is not already participating.

Language Services

- Background
 - 4 companies:
 - Language Line – Contract through August 2023 (piggybacked on an outside state contract)
 - CTS Language Link – Contract through March 2023 (piggybacked on an outside state contract)
 - Voiance – Contract through March 2023 (piggybacked on NASPO contract through the State of Washington; possible extension to November 2024)
 - Propio (formerly Telelanguage) – King County contract.
 - Overview of 911 vs non-Emergency usage:
 - 911 is funded by excise tax which can only pay for direct 911 services.
 - Non-emergency language services are invoiced separately and billed back to the PSAP on a yearly basis.
 - Technology options to create separate dial paths in the system to differentiate between 911 and 10-digit calls can be done and the KC911 Tech Team can work with each PSAP to set this up if desired.
- RFP:
 - The RFP brought in 4 potential vendors. Only one vendor could indicate ability to support 911 needs
 - The RFP was awarded to Telelanguage
 - Contract was signed in March 2022 and the technical operations team worked with the PSAPs to rollout.
 - Propio acquired Telelanguage in August 2022.
 - Have noted some degradation in services since October and are working with Propio to rectify them.

- Jami is encouraging all PSAPs to provide feedback both positive and negative to her regarding Propio (Telelanguage) and all language services.
- Discussion:
 - May need to go out for another RFP. Ben and team are working on revamping the RFP to be more 911 specific.
 - Will try to release by the end of Q1 2023.
 - Sheryl – Why isn't there a statewide system? Should RAGB push for statewide system? Ben stated that the State did have a contract with Voiance but held another RFP and awarded to a single vendor out of the Portland area who could not meet the required requirements for King County PSAPs. Ben will voice concerns to Adam, as we do not want to risk losing trust of non-English speakers.
 - Bill Schrier – Was there an issue with the original RFP where the other vendors couldn't comply? Yes, the RFP was not as clear as it could have been in the need for 'real-time' translation services. Existing vendors chose not to participate.
 - Piggybacking on existing contracts? Is good, but unable to control contracts and compliance.

TECHNICAL & OPERATIONS UPDATE – Beth Knieps

Project Update:

- Test PSAP and Hosts installations are completed.
- Program Office Tech staff training was conducted the end of November & early December.
- SCC Map still working on customization and supplemental data.
- Intrado techs are working on the VPN laptops connectivity.
- Comtech/Intrado, ESInet connection has progressed; Comtech concerns have been address and progress is being made.
 - Due to a Comtech data freeze premigration will not begin until the beginning of 2023.

DBR Function (current manual ALI Query) is a legacy function that will no longer be available (includes only landline data, not capturing the bulk of calls which are VoIP and cellular).

- We are implementing an I3 solution that includes caller location within the call/at the time of call.

Ask: Beth asked group (PSAPs) for permission to move ahead with the new platform knowing it will exclude the ability to use the legacy ALI lookup.

- Samantha Stottlemire noted that Enumclaw does not use ALI. Other present PSAPs agreed.
- RAGB members agreed to move forward without the legacy ALI DBR function.

Recorder Update – Ben

- The RFP for the consultant is done and with centralized procurement.
- Once procurement accepts the RFP will be published for responses.
- Ben is working to push forward.

ECRF:

- Migration completed 12/13/22. No issues have been reported.
- All of WA is now utilizing ECRF.

Wireless Call Distribution

- Workgroup will begin in January; Please send participants to Beth and/or Alex.
- Reason: When wireless phones were first being used and the low number of users, it was decided to only deliver calls to certain PSAPs.
- Pre- ESInet connectivity was limited and expensive.
- This group reviewed in 2018; wasn't a good time to make changes as Comtech ESInet was in implementation and true NG911 nearly available.
- Today, technology is no longer a limitation with nearly 80% of all calls coming from cellular service.
- Need to support State NG911 goal of the reduction of transfers and keep caller experience in mind.
- Discussion to commence to bring all PSAPs together to ensure current processes are still valid, and/or to come up with ideas/solutions where needed.

*Understand the conversations is complex with many stakeholders; willing to bring in a facilitator if needed.

- 1st Meeting: January 11, 2023, 09:00-11:00 (Virtual).
- This workgroup will report out to RAGB with recommendations for decision. Kevin Lovell reiterated the importance of this group coming to a consensus to provide a unified solution to our various stakeholders.
- Discussion: Bill Schrier (Seattle CSCC) and Beth discussed the purpose of the workgroup, and geography was brought up. Beth stated that geography would not be the answer due to the fact the some PSAPs are Law Enforcement Only and would still need to transfer Fire/Medical calls. Type of call (law enforcement, fire, medical) will be a priority point of discussion for this group.

GOOD OF THE ORDER

Industry/Legislative Update:

- SSB5555 Update—Certification Board started meeting in Oct. Jami sent out info.
 - Created some bylaws and are doing an overview for state training in addition to looking at what other states are doing.
 - Certification Board is reviewing overview work and will start making recommendations on state training after the first of the year.
 - Currently meeting the 2nd and 4th Thursday of each month.
- Draft bill for upcoming legislative session starting January 2023 considers moving Public Safety Telecommunicators from the current PERS retirement system to PSERS retirement beginning June 1, 2024. All new employees will be automatically enrolled in PSERS. Those currently part of

PERS2 or PERS 3 have the choice to become dual members and move to the PSERS system.

*Not applicable to PERS 1 members. Considerations in the draft bill are the definition of Public Safety Telecommunicator found in SSB5555 is used and will include both primary and secondary PSAPs that are currently PERS eligible.

- 988 Update – Adam and Lora sit on the CRIS (Crisis Response Improvement Strategy) committees to improve interoperability between 911 and 988.
 - Collaboration between PSAPs and Crisis Connection continue for ongoing training and procedural improvements. If PSAPs have any feedback, recommendations and/or examples to share (positive and negative) please email Jami and/or Adam.
- NG911 Ops Sub-committee – developed a recommendation that the State implements a monthly reporting statewide on the NENA 02.1.2020 standard for answering 911 calls.
 - The group is recommending the reporting includes 90% of all calls shall be answered within 15 seconds and possibly also 95% of all calls should be answered within 20 seconds. The Advisory Committee will vote in December.
 - King County already reports out on this so it will not change anything for this group, but the data would be available statewide and help to establish a baseline assessment.
- RFPS: Washington APCO has offered to help spread word via the PIO group.
- NENA Goes to Washington: Jami Hoppen will be attending this year (February 2023).

Roundtable:

- Bill Hamilton asked by board to do a draft RFP for space studies—if anyone has recent experience send his way.

Wrap Up:

- Kevin’s final meeting as chair.
- *Action(s):*
 - *Alex will set up a transition meeting for mid-January with incoming Chair/Vice Chair and KC911 Team.*
 - *Kevin will send out updated Strategic Plan/Objectives. RAGB members to review and provide feedback to Kevin for vote at Feb. 2023 meeting.*
 - *RAGB members – send ILA workgroup participants to Ben, Alex or Jami.*
 - *RAGB members – Send Call Routing workgroup participants (1-2 individuals) to Beth or Alex.*

Next Meeting: February 08, 2023