

DRAFT - MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD

February 8, 2022

9:00 am – 11:00 am, TEAMS: 425-653-6586 Conference ID: 383187748#
911 Kent Office – 20811 84th Ave S, Suite 105, Kent WA 98032
(Hybrid: In-Person & Virtual)

Present:

Members: Bill Hamilton (Chair), Samantha Stottlemire (Vice-Chair), Kevin Lovell, Stacy Wassall, Tricia Bellizzi, Abigail Steele, Sheryl Mullen, Bill Schrier, Lora Ueland, Vanessa Barnes, Vonnie Mayer, Katy Myers, Katie Larson, Jennifer Crippen

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

Guests: None

WELCOME - Bill Hamilton

- **Introductions and welcome guests**
- **Roll Call (Quorum)**
 - Quorum reached/confirmed at 9:02am
- **New Members**
 - Reba Gonzalez – Seattle CSCC
 - New Seattle CSCC Director (waiting for formal City Council approval); Former Seattle Fire Dept. Deputy Chief.

Action: Alex Conn to confirm Reba's contact details and start date with Bill Schrier in order to add to meeting invites and provide SharePoint site access.

- **Public Comments**
 - Bill Hamilton – asked to confirm whether RAGB constitutes an open/public meeting. Both Jami Hoppen and Ben Breier both confirmed that it does. Meeting agenda and minutes will continue to be posted on the Public Website (all meeting dates and locations are currently listed). Materials have not been updated with December and January meeting materials as there is a King County wide site freeze and upgrade in progress. We should be back up to-date by mid-March 2023.
- **Approval of Minutes: December**
 - Approved by consensus at 9:07am
- **Agenda review – additions, deletions**
 - None

PROGRAM MANAGER UPDATE - Ben Breier

- **PSAP ILA Update**
 - Reported in December some issues with getting support from the County to move along.

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- Today, we have support in Alison Ward whom the 911 Program Office has worked with in the past. However, Alison’s workload is heavy, so the process has been delayed a few weeks more.
- Kick-off meeting will be held in a couple of weeks.
- Regular discussions will begin by the end of February or early March.
- Discussions will likely be focused on changes/updates made through a separate amendment, but this could change. So far changes and updates look minor.
- Ben’s initial suggested updates:
 - Drop the “E” from E-911 in the document
 - Update NENA call answer status: Propose update to have the call answer standard or make a reference to the updated standard (Section 4.2.2)
 - Add new Section 5 – “Shared Cost Purchase” (model) that we’ve discussed with the centralized logging computer
- **Strategic Plan Updates/Approval (Strategic Objectives)**
 - Thanks to Kevin Lovell for work on this project
 - Ben highlighted a few areas of formatting that need adjusted, but no overall language changes to the final document needs to be changed.
 - **Ben Breier called for approval of the Strategic Plan; Sheryl Mullen made a motion to approve as submitted, Kevin Lovell seconded. Strategic Plan Updates approved by consensus.**
- **SharePoint Review**
 - Navigation document, Ben reviewed how to access and navigate through the RAGB SharePoint site and files.

Action(s): Alex to send navigation document after meeting; Ben, Alex, and Bryan to update relevant materials onsite as needed. Ben to add updated Strategic Plan to the relevant folder.

FINANCE MANAGER UPDATE - Bryan Karol

- **2022 Year End Review (Actuals)**
 - Bryan provided a comprehensive financial breakdown of the 2021/2022 biennium.
 - Revenue came in better than expected by \$1.66M and better than the prior year by \$93k. Trend of growth is starting to slow down.
 - Expenses are good overall; better than budget by \$1.58M.
 - The balance of the Platform Project Capital funding was transferred totaling \$15.2M.
 - Operational reserves and capital contingency not used. Program Office has three open positions for employment.
- **2023 Escrow Distribution Detail**
 - Bryan provided a breakdown for 2023-2024 Escrow Funding Distributions, which will be dispersed on a quarterly basis per the funding calendar (also included)
 - No changes to the cadence of the Escrow Funding Calendar

Action(s):

- *Bryan to send 23/24 PSAP Escrow Distributions to finance distribution group.*

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- *Bryan and Jami to work together to provide Bill Hamilton with NORCOM financial data for upcoming NORCOM board meeting.*
- *REMINDER: Annual Reports due to Bryan by Feb. 15, 2023. *Need call taker/receiver data.*

GOVERNMENT RELATIONS & OUTREACH UPDATE - Jami Hoppen

- **2022 Year-end Public Education/Outreach**
 - 30+ community events
 - Focused efforts on location and knowing where you are
 - Estimate contact with over 20,000 people
 - Passed out over 200,000 pieces of educational materials through the support of fire, police, and other government agencies
 - Anecdotally, seeing that kids recognized Emery and have been practicing their addresses, etc.
 - 2023 will focus on developing KPIs to better track outreach and impact
- **Pub Ed Objectives Workgroup**
 - Pushed the first meeting back to the end of February; contact Jami if additional people want to join the group.
- **Language Services Update**
 - CTS Language Link and Voiance – confirmed contract extension and service through June 2023. Working towards an extension past June.
 - Continuing to meet with Proprio twice per month (things seem to be getting better); Contact Jami with any experiences positive and negative.
 - Sheryl Mullen – still supports working with state to have a statewide language solution. Reviewed the 988 language requirements and would like to see 911 with the same options and tools. Jami has this noted to discuss for upcoming legislative agenda.

TECHNICAL & OPERATIONS UPDATE - Beth Knieps

- **Project Update**
 - ATP testing ESINet to ESINet is still being scheduled — testing is slightly behind. Hoping to have done next week.
 - Full functionality testing with test PSAP (text/calls work); don't expect any major hurdles tech wise. Everything is going well. Intrado has been diligent and Comtech has been working with them to get the tests set up and accomplished.
 - Sandbox solution for the test PSAP has arrived. It will be installed soon.
 - Port of Seattle's first shipment has been delivered.
 - Seattle CSCC configuration test is happening NOW. Very exciting.
 - Later this month, Seattle Fire has their kickoff meeting.
 - Implementation scheduling is very tight, but everything is on track except for ESINet to ESINet, but everything else can proceed.
 - Once the Test PSAP is done, the Program Office will know if and what any delays look like, but to-date we do not think any delay will be significant.
 - Dates for PSAP kick off meetings are set—no anticipated change.

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- First cutover is the week of March 27, 2023. Test PSAP has to go through 30-day acceptance.
- Bill Schrier – Training went well; learned a lot about current Viper and the new system.
- REMINDER: Organization Change Champions meetings occur the 2nd Wednesday of every month at 2pm. Contact Beth Knieps if you'd like to join or have another person in mind.

- **Wireless Call Distribution Workgroup Report**
 - Beth expressed her joy and congratulations to those participating in the workgroup. The Program Office has been overwhelmed with how open everyone involved is and the commitment to finding the best solution for everyone.
 - 01/25/23 Meeting
 - Looked at call data
 - Noted that the data is not definitive
 - Kevin Lovell (UW) shared some insights based on his PSAPs smaller data set including nuances such as Fire and PD dispatch to events and dropped calls.
 - The group has flushed out many of the challenges
 - 02/22/23 Meeting
 - Will discuss some specific scenarios reviewing PSAP's response procedures, how those procedures align and what that means for overall call transfers.
 - Will review similar areas in the nation similar to King County and what they are currently doing
 - Discussion:
 - Who makes ultimate decision—Technically it is a County decision but there are many moving parts and want to make sure all issues are flushed out prior to any decision making or implementation. Prefer a consensus.
 - Need to consider how to engage stakeholders such as Fire and Police Chiefs, KC EMS and city officials. Prefer to reach consensus with whatever plan we move forward with.
 - Any plan will include education and implementation to engage stakeholders.
 - No perfect answer: Trying to reduce call transfers. System will never be perfect but can be better.
 - Once a decision is reached—then there is a large implementation and education process. Common messaging and materials will be available. Will also have behind the scenes work.
 - Sheryl Mullen (Redmond) very confident we can come to something and educate effectively.
 - Katy Myers (NORCOM) brought up her old county. PSAPs agreed but new sheriff didn't agree. Was a very difficult situation. Consider bringing additional stakeholders into the conversation prior to a decision being made. Consider establishing a King County 911 response philosophy.
 - Samantha Stottlemire (Enumclaw) – Remember that reduced transfers is a State goal for all counties.
 - Vonnie Mayer (Valley Com): What is KC's relationship with KC EMS? Jami is working on the connection and knows we need to bring in. Likely to come up at next meeting. Samantha and Jami are working on the scenarios.

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- **Tech Ops Update**

- Meeting Thursday, Feb 2, 2023 – Well attended with great participation.
- Meeting format was adjusted: first half is technical information from the Program Office and the second half is the operations side with a hand-over to PSAP discussion. If there is any feedback or suggestions, reach out to Beth Knieps.
- Discussion:
 - Katy Myers (NORCOM) — not an RCA on routing impact. Routing impact is resolved but there are data inconsistencies. Can't address until issue is fixed. ECRF routing change relation.
 - Call transfer issue — State escalated with Comtech. Did testing with Comtech on Monday night so data on call failure could be gathered. Were not able to identify the exact step that initiates the issue. Were able to capture logs from test and saw one happen naturally and captured the data. Now have examples and working on some theories to understand the cause. The State sent an update last night, that there will be a decision to roll back NGCS update or try to fix the issue. Last NGCS update was implemented in mid-January.
 - Katy and Beth will follow up regarding updates. Want to praise SECO for following up on call transfer issue. It has proven beneficial for getting the attention of the vendor where we've struggled in the past.

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- **Industry/Legislative Update**

- "NENA Goes to Washington" is at the end of Feb.
 - Jami Hoppen (Program Office) will be attending with Adam Wasserman from SECO.
 - Planning a meeting with area attendees the week of Feb. 13th regarding what to expect, etc. Send any attendee info to Jami so she can reach out.
 - NENA's main focuses: Ensuring best possible access to 911 with Next Generation 911 and seeing 911 professionals reclassified per the 911 Saves Act, as "protective service" occupation.
- Last AC meeting they approved the baseline reporting for call answering standards for both the SHALL and SHOULD requirements. KC already reviews this data, but it will soon be available for the whole state. KC will report to the state the county data as a whole, not individual PSAPs.
 - Katy has been working with Comtech's reporting group to make sure they can provide reporting county by county.
- Bills in State House and Senate:
 - HB1055 (companion bill SB5328) Telecommunicators. The Senate bill passed ways and means committee last night and the House bill has moved to the appropriations committee.
 - Lots of questions regarding the changes from PERS to PSERS and what to expect.
 - See this as a good thing since people are talking about retirement again (lowering of retirement age)
 - Katy noted that Senator Van De Wege has been a great advocate for PSAPs and all 911 employees.

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- April 15th recruiting event will be hosted by South Sound 911 and we want PSAPs to be involved. Any questions reach out to Jami Hoppen or Lora Ueland.

- **Roundtable**
 - Bill Hamilton (NORCOM) – Many thanks to Kevin Lovell for working closely with him and Samantha Stottlemire (Enumclaw) to transfer leadership of RAGB.
 - Samantha Stottlemire – Possible employee who is bilingual; how have other PSAPs worked with that. Vanessa Barnes (WSP) has the same situation and no process listed. Vonnie Mayer has dealt with before and will send out information.
 - Vanessa Barnes (WSP) – SOS office has questioned the length of retention for CAD logs (historically done 10 years—how long have other PSAPs been retaining? 6-7 years). Retention schedule updates (KC? CJIS side is 6 yrs.)
 - Grace Meyers (Bothell) – CAD retains for 1 year, but they are planning on retaining for 7 yrs.
 - SOS is planning to create a new DAN with questions, etc.
 - Confirmed the dates for the Fall Conference (WA APCO/NENA); looking at Wenatchee or the Tri Cities the week of Oct. 16, 2023.
 - Spring Forum will be held May 16th and 17th. Likely hosted in Thurston County.
 - Three training tracks for Leaders/Directors, Public Education and Training Officers.
 - Nominations are open for awards; really need nominations. Nominees receive free hotel and registration for the Conference too!

- **Wrap Up: Some requests noted in the minutes**
 - Ben Breier — looking into whether RAGB constitutes a public meeting or not.
 - Alex Conn – send RAGB SharePoint Navigation Document.
 - Vonnie Mayer – send information on Language Certification for bilingual employees.
 - Bryan Karol – will forward 2023/2024 Escrow Disbursement information to Finance Distribution list.
 - Jami Hoppen – will send Leg updates and state NG911 info out and will work out a regular schedule to have the legislative update sent out prior to each RAGB meeting.
 - RAGB Membership – Please send any NENA topics/reminders to Jami Hoppen to take to NENA Goes to Washington the end of February. Send Spring Forum topics and ideas, as well as Nominations for 2022 awards to Katy Myers (NORCOM).

- **Meeting adjourned at 11:00am**

- **Next Meeting: April 12, 2023**