

MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
April 12, 2023
9:00 am – 11:00 am, TEAMS: 425-653-6586 Conference ID: 61849066#
(Virtual)

Present: Bill Hamilton (Chair), Samantha Stottlemire (Vice-Chair), Kevin Bayer, Tricia Bellizzi, Katie Larson, Monica Burke, Katy Myers, Stacy Wassall, Sheryl Mullen, Kyla Gibson, Greg Hough, Kevin Lovell, Lora Ueland, Vonnie Mayer

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

Guest(s): Bill Schrier (Seattle CSCC)

Welcome – Bill Hamilton

- Introductions and welcome guests
- New members Kevin from Bothell
- Roll call (Quorum) reached at 9:02
- Public comments - None
- Approval of Minutes: February (date updated), no objections, approved by consensus 9:04
- Agenda review – No changes.

Program Manager Update – Ben Breier

- PSAP ILA Update
 - Alison Ward (contracts, worked with Marilyn last time) is now fully engaged and working on the initial amendment.
 - Ready to engage with the RAGB Workgroup ILA—look for a meeting request from Ben for a kick-off meeting to be held by the end of April.
 - Will look at what the doc will look like, set up future meetings, and move along quickly. Want a document ready to go by the end of June.
 - Based on feedback received, not anticipating too many changes, renewal terms already in the ILA.
 - Ben does not have folks identified for Bothell, Issaquah, KCSO, NORCOM, Port of Seattle, Seattle Fire, State Patrol.

Action(s): Send name & contact information for potential workgroup member to Ben B. and/or Jami H. by Friday, April 14, 2023.

Finance Manager Update – Bryan Karol

- Financial Update
 - Revenue is strong for the first couple of months of 2023.
 - Do not have March figures in (month closed day prior to meeting).
- Budget Cycle Changes

MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
April 12, 2023
9:00 am – 11:00 am, TEAMS: 425-653-6586 Conference ID: 61849066#
(Virtual)

- Elections cycle has changed, so budget cycle is changing as well to allow elected officials to focus on the budget process.
- Start of next biennium will go from odd to even years. In 2024 will need to develop a one-year gap budget for 2025, then will be on track to begin with the 2026-27 biennium.
- Allowable RCW & WAC Expenses
 - Reimbursement requests must meet RCW and WAC requirements – if anyone is new or has questions reach out to Bryan regarding the use of excise tax dollars.
 - Anything directly associated with voice access or 911 call related items is reimbursable. If not one of the two areas, then it is likely not reimbursable. For example: CAD and radio are not generally reimbursable under the state guidelines. There are “grey areas” so reach out to the Program Office with questions.

Discussion:

- *Sheryl M. – CAD and gray areas such as audio recordings that are partially call related, CAD, etc. qualifies for partial reimbursement.*
- *Ben B.– parts related specifically to getting the call into the CAD system, or voice recording, QA on 911 calls, call assistance while on call (ProQA); all are grey area items).*
- *Sheryl M. – Percentage was set in the past, and if PSAP request for reimbursement is based on a percentage which is a more accurate way to get reimbursement?*
- *Ben B. - For agencies with newer CAD systems discuss reimbursement percentages with the Program Office. If older systems, then just apply percentages from the past.*

Government Relations & Outreach Update – Jami Hoppen

- Public Education/Outreach Update
 - Have officially kicked off the outreach season. Similar to last year, but with more events since pandemic is over. If you have interest, please reach out at the outreach email (kce911Outreach@kingcounty.gov) or directly to Jami Hoppen and/or Melissa Walker.
 - Have 40 events scheduled this year.
 - Working on next steps for Pub Ed and how to measure (KPIs).
 - Currently have three topics the outreach team is focusing on this year:
 - Know where you are,
 - Proper and improper use of 911s, and
 - Text to 911 (Should be statewide by this summer and will put messaging out). KC has had for a while now, but many community members are still unaware.

Discussion:

- *Bill H. - Any plans for outreach to schools and PTSAs?*

MINUTES

E-911 REGIONAL ADVISORY GOVERNING BOARD

April 12, 2023

9:00 am – 11:00 am, TEAMS: 425-653-6586 Conference ID: 61849066#

(Virtual)

- *Jami H. - This area has been a struggle for the Pub Ed. In 2019 the Pub Ed strategic plan was developed which included the need for curriculum development and outreach. Then the Covid-19 pandemic started, and schools made a significant number of changes. The Program Office realizes there is a gap. Has the idea to develop curriculums and work towards developing and expanding relationships this spring to get back into the schools by next fall.*
- *As a state looking at how to reintroduce 911 back into the community as well.*

Technical & Operations Update – Beth Knieps

- Project Update
 - Integration testing completed last week. Has been an iterative process, with some challenges, but the work continues to move forward.
 - Did a great job with change control and not effecting live systems.
 - Now testing at Test PSAP (started April 11th). New version of VIPER, new signaling (i3 connectivity from Comtech), works a little differently. Will provide updates.
 - Some PSAP cutovers have been delayed. Want to wait to reschedule dates until the we're in 30-day final testing window at Test PSAP.
 - Redmond CCS (Configuration training) completed. Lots of value in the CCS's; great opportunity to bring folks together and spread the behind-the-scenes knowledge, while rethinking how we do things.
 - UW kickoff is scheduled for April 24th.
 - Change Champions meeting April 12th; SSCC's Michael Cunningham will share experience and would like Redmond there to share as well.
- Tech Ops Report
 - Great tech ops meeting this month
 - Presentation by Intrado about verified ADT alarm reports via Text to 911.
 - Text to 911 can simplify the alarm reporting, having the alarm information in text format saves the verbal back and forth, potentially faster and more accurate.
 - Free service with easy implementation.
 - Boundaries are an issue because Text to 911 is based on wireless routing.
 - 10-digit telephony: PSAP owns this and need to make sure you know who your local and long-distance provider is to contact. Make sure it is up-to-date and available when needed.
 - Options for resiliency: In the Platform architecture, any telephony at a backup center can be used at a primary center. One single incident should not disrupt service. Telephony can be shared with another PSAP. In order to share resources, PSAPs need to work out agreements.

MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
April 12, 2023
9:00 am – 11:00 am, TEAMS: 425-653-6586 Conference ID: 61849066#
(Virtual)

Discussion:

- *Lora U.– KCSO is Valley Com backup. Biggest risk right now for her team is if calls are dropped. Would like calls routed through Snohomish. Still want a relationship with KCSO, if not emergent, want to keep the ability to do both.*
- *Beth K. - Snohomish not on our platform, so would require agreement and PRF. Platform modernization doesn't impact that decision. Within the platform we can set up (have folks show up at another PSAP in KC and log on), no hard transition there.*
- **Wireless Call Distribution Workgroup Report**
 - Covered a lot since last RAGB meeting.
 - Meetings are going well, with good participation and collaboration.
 - Discussed different call types and scenarios – dual response and potential call types.
 - Discussed regulatory guidance – 911 calls should be answered, and State guidance – reduction in call transfers.
 - Call routing strategy nationwide – wireless call routing follows geography and landline.
 - Call routing timeline and future.
 - Talking points draft developed with final version available next week.
 - Implementation timeline: 2024 after Platform Modernization is complete.
 - Financial projections – fuzzy math, hard to have anything definitive. Across the board there should be limited changes, except for one PSAP. All projections include the acknowledgement that it will take a couple of years for any of the budget changes to be actualized.
 - Taking a pause for stakeholder feedback.
 - Next meeting scheduled for May 3, 2023.

For the Good of the Order – All

- **Industry/Legislative Update – Jami Hoppen**
 - Wireless Call Routing Talking Points will be available by the end of the week.
 - Jami H. visited NENA Goes to Washington.
 - A Whatcom Co. Representative and Adam Wasserman also attended to make up the contingency from WA State.
 - Jami learned a lot about the legislative process.
 - Adam and Jami were able to have robust conversation regarding the state and 911 services while in attendance. They plan to have continued conversations on how to be more active in this area not just KC but the state as a whole.
 - How to build relationships with local, state, and federal elected officials
 - Would like to start a “lunch and learn” where each PSAP could host a session with local gov’t and community members. We know from experience when we show them what 911 is about then they get hooked. Want a template throughout the state. Will have continued conversations throughout the year.

MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
April 12, 2023
9:00 am – 11:00 am, TEAMS: 425-653-6586 Conference ID: 61849066#
(Virtual)

- If you want to be involved reach out to Jami Hoppen jhoppen@kingcounty.gov.
- Start working with elected officials in late spring/early summer.
- House Bill 1055 – The bill must pass through senate by 5pm close of session (*please reach out to senators to get it passed*).
 - Reach out to Katy for more info.
- Statewide recruiting event Sat. April 15th at South Sound 911. This is a pilot recruiting event with the hope to push out as a template to rest of the state. Met goal of 75 registered attendees with 20 people on the waitlist. Response has been much greater than anticipated.
 - Thank you to everyone who pushed out information on social media and to your communities.
 - Very intentional about questions ask of attendees; the majority of applicants are in the Seattle/Tacoma area. Hoping it will be very beneficial to build hiring pool for King County. Will be following up to see if they made it through process or need additional information.
 - Had to change the media press release due to the overwhelming response as attendance was no longer a concern, so moved focus towards Telecommunicators Week/Appreciation. Lora Ueland will be the public spokesperson for the event. Lora will be spokesperson, Kiro is coming out, may get other outlets that want to be part of.
 - Hoping this will be template for recruiting events. Currently looking to add an event in the Tri-Cities in fall.
 - Hoping to see increased applicant pools in King County.
 - Thinking about virtual session in 1 or 2 months for those unable to attend Saturday or if they have additional questions.
- Roundtable
 - None
- Wrap Up: requests noted in Minutes
 - Action items: Program Office is looking for additional ILA workgroup representatives. If your agency has not submitted a member name, please *send name & contact information for potential workgroup member to Ben B. and/or Jami H. by Friday, April 14, 2023.*
 - Meeting adjourned: 9:47am
- Next Meeting: **June 14, 2023** (Hybrid)