

MINUTES
E-911 REGIONAL ADVISORY
GOVERNING BOARD
June 12, 2023; 9:00 am – 11:00 am
(In-Person & Virtual)

Present: Bill Hamilton (Chair), Samantha Stottlemire (Vice-Chair), Grace Meyers, Tricia Bellizzi, Katie Larson, Stacy Wassall, Sheryl Mullen, Kyla Gibson, Kevin Lovell, Lora Ueland, Vonnie Mayer, Vanessa Barnes

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

Guest(s): None

WELCOME - Bill Hamilton

- Introductions and welcome guests
- Roll Call (Quorum) – Quorum reached at 09:02
- Public Comments – None
- Approval of Minutes: April – approval of minutes by consensus at 09:03
- Agenda review – no additions or deletions.

PROGRAM MANAGER UPDATE - Ben Breier

- PSAP ILA Update:
 - Convened a workgroup to work through the extension amendment to the PSAP ILA
 - Goal to complete review and updating of the initial language by June 30th – group is very close to meeting this goal with most language agreed upon.
 - Still working out one section that allows the Program Office to enter a shared contract on technology items that the Program Office cannot fully fund (cost sharing agreement)
 - ILA should be ready for a wider distribution within a month for everyone to review.
 - Other changes: The reference to the NENA call answer standard was updated to current language and standards.
- Future Platform Capabilities:
 - Peak into the future-state roadmap.
 - Looking at adding 3 major technological advances to the platform project.
 - Realtime Text language translation integrated into VIPER; expected launch mid-to late 2024.
 - Adding video to the system—will have a lot of capabilities. Video availability will be an “opt-in” option. Not every PSAP must choose to receive video. Estimated availability is late 2025.
 - Will allow streaming and pictures.
 - Will not “pop-up” on the screen; a notification will appear for the call receiver. This notification will ask if the call receiver wants to see the images/video or pass directly through the CAD system to the first responders.
 - Partnership with Corti: Intrado to expand the Corti AI. Use will again be based on an “opt-in” model. Seattle Fire has been using for many years.

MINUTES
E-911 REGIONAL ADVISORY
GOVERNING BOARD
June 12, 2023; 9:00 am – 11:00 am
(In-Person & Virtual)

- Corti listens to the call in the background.
- Suggests line of questioning for callers.
- Listens for tones of voice or multiple voices to let the dispatcher know if something else is going on with the call.

Discussion:

- *Lora Ueland: Is it fully funded by program office?*
 - *Ben Breier: Would be fully funded by the program office. Application is customizable for each agency.*
- *Bill Hamilton: Video is being used around the country.*
 - *Ben Breier: Carbyne has been offering video for a long time now with live streaming. The largest agency using it now is in New Orleans, LA. King County's offering is a little different but similar enough.*
 - *Bill Hamilton: Would be interested in experiences—particularly around policies. *Ben Breier (Program Office) will provide more information.*
- *Vanessa Barnes: Where is this information stored? How does this work with public disclosure policies?*
- *Sheryl Mullen: Would the video be a record of the agency or the county.*
 - *Ben Breier: All information is stored in the 911 system. As of today, these items would be records of the agency, not the county. State has not fully defined video records yet. Currently, treating like audio (stored 90 days). More clarification to come.*
- *Sheryl Mullen: Is there any work at the Secretary of State's Office (SOS) or legislature to get the rules caught up? Are we (King County 911) in these discussions?*
 - *Ben Breier: Involvement will need to be worked through a county workgroup.*
 - *Vanessa Barnes: Will look at SOS schedule and update everyone.*
 - *Sheryl Mullen: Part of the boy cam work being done. Sees this as another element to add to that discussion.*

FINANCE MANAGER UPDATE - Bryan Karol

- Year-to-date through May revenue is better than budget by \$663K. Expenses are running under budget by approximately \$3M.
- 10-year OEFA revenue forecast is good. Will be spending down our fund over the next 10 years, which means we will eventually need to plan for future funding needs, etc.
- Currently, everything is looking healthy.

GOVERNMENT RELATIONS & OUTREACH UPDATE - Jami Hoppen

- Public Education/Outreach Update:
 - Diving into a busy Pub. Ed. summer with a couple of events each week.
 - Most events are the same as last year but do have a few new ones.

MINUTES
E-911 REGIONAL ADVISORY
GOVERNING BOARD
June 12, 2023; 9:00 am – 11:00 am
(In-Person & Virtual)

- Good participation from the PSAP and Public Education partners –Thank you for sending people to help.
- Anecdotal experiences: Had some negative interactions last year (2022) with 911 and law enforcement; haven't experienced this year. Seems like people are more supportive and open to conversations.
- Training Disruptions (Discussion)
 - Program Office Training History:
 - Works toward identifying training to host at the office that would be beneficial to all, not just in King County but statewide.
 - Goal is to provide training, education, and networking opportunities for free as part of the Public Education strategic plan.
 - Training partners want training to go back to basics (e.g., active shooter, CPR, etc.)
 - Want thoughts and suggestions:
 - Training class was cancelled earlier in 2023 due to PSAP operational needs. This training has been rescheduled for September 2023.
 - Understand that operational needs come first, however the cancellation impacted other PSAPs, where the attendee was not notified in time which resulted in the PSAP paying double overtime.
 - We are trying to do our best.
 - Want feedback, thoughts, traditional in person classes. want to provide in person training, how do we move forward with staffing challenges.
 - Thoughts, suggestions? Jami—certification board will be coming up with requirements. Do not know if it is going to be strict or open.

Discussion:

- *Bill Hamilton: What are the financial impacts? WASPC started a \$50 fine if you don't show.*
- *Jami Hoppen: The Program Office pays for these trainings. Financially, holding or not holding does not impact the office. Most vendors have been flexible, but in the future, this may not be the case resulting in lost funds. The Program Office wants to continue providing FREE training.*
- *Vonnie Mayer: Understand that staffing and operations is currently a barrier in getting staff to trainings. Has the program office considered providing virtual options?*
 - *Jami Hoppen: Virtual training occurred just prior to Jami's start and through late 2021. Trainings went back to in person. There are mixed feelings about holding virtual or hybrid trainings. Many of the trainings are better received in person or have required in-person content. Most training coordinators have agreed that in-person training would be good for staff.*
- *Sheryl Mullen: The same issues exist at the State level. Things like active shooter training need to be in person. Maybe trainers need to modify how they train?*

MINUTES
E-911 REGIONAL ADVISORY
GOVERNING BOARD
June 12, 2023; 9:00 am – 11:00 am
(In-Person & Virtual)

- *Jami Hoppen: The Public Education Strategic Plan (Objectives) are very intentional about how to provide training, with what the value and commitment by PSAPs are. The objectives are currently under review. Would ask all RAGB attendees to really consider being involved and look at what they can realistically support.*
- *Jami Hoppen: The Pub. Ed. Strategic Plan Objectives workgroup has held 2 meetings thus far. The workgroup members did not have thoughts or visibility on these topics as many are educators and outreach directly for agencies. **If anyone from RAGB or other areas would like to be involved, please contact Jami (jhoppen@kingcounty.gov)***
 - *Action: Jami H. to send Pub. Ed Strategic Plan Objectives group members to wider RAGB membership.*
- Centralize Logging Recorder RFP
 - Did receive responses but had no qualified bids.
 - Visiting “Plan B” which has included building a roster of those unable to bid on the RFP but have other KCIT Contracts that may work.
 - Due to this the process is behind, however the project is still in good shape overall.

TECHNICAL & OPERATIONS UPDATE – Ben Breier

- Project Update:
 - Still trying to get through acceptance testing in the test PSAP. Test PSAP has been cutover to live. This was done to facilitate much of the testing. Have done security penetrations, system load (15k calls per hour, to handle everything) scheduled, thousands of individual functional tests. This work is taking longer than anticipated. There have been some issues, not necessarily with the system but with the test conditions. Many of these issues arose with the initial Comtech setup.
 - Testing is scheduled to wrap-up by the end of next week (late June).
 - Do have about a dozen “gating” issues that have been identified. Intrado is working on this and will retest.
 - Once testing is complete, the project can move into the acceptance period and so on.
 - UW is scheduled to cut over first at the end of July. Will likely be pushed out a little later.
 - With this, the entire schedule may need to be revised to account for these delays.
 - Otherwise, the project is behind, but for good reasons – to ensure the system is fully operational.
- Tech Ops Report:
 - June meeting was short.
 - Reviewed the pros and cons of wireless headsets for call takers. Some vendors do NOT recommend due to potential connection issues and delays.
- Wireless Call Distribution Workgroup Report:

MINUTES
E-911 REGIONAL ADVISORY
GOVERNING BOARD
June 12, 2023; 9:00 am – 11:00 am
(In-Person & Virtual)

- Group has completed discussions and are ready to make a recommendation to RAGB at August meeting.

FOR THE GOOD OF THE ORDER

- Industry/Legislative Update – Jami Hoppen
 - HB1055 passed; Retirement from PERS to PSERS
 - Workgroup is in the process of creating an FAQ for dispatchers; hoping to have completed and available by the end of Summer.
 - If there are questions, refer staff to DRS.
 - Statewide 911 Recruiting Event (April 2023)
 - 75-80 individuals were registered; 30 people attended.
 - Resulted in many connections.
 - Tracking for effectiveness.
 - Have held 2 virtual events to-date; one event scheduled for the end of this month (June).
 - Taking a break in July and August.
 - Additional information to come about future sessions.
 - One event included a couch for an amateur radio club who passed career information along to kids.
 - Working on collaborations with SECO and local APCO-NENA; continued work needs to be done with getting back into schools.
 - Where are our connections?
 - Need continued PSAP support.
- Roundtable:
 - Lora Ueland: Kudos to Jami for her recruitment work.
 - Grace Meyers: August 2nd is PSERN cutover—wave 4; Can we move RAGB to August 16th?
 - Ben Breier: National NENA if attending, Intrado does a nice event each year—if you'd like to attend, email Ben and he will get you on the list for the event.
- Wrap Up: requests noted in the minutes.
 - Program Office: list of PSAPs using video.
 - Program office: list of Pub. Ed. Objectives Workgroup Members
 - Alex will send out updated meeting invite – August 16, 2023.

Meeting adjourned at 09:58

Next Meeting: August 16, 2023*Changed to accommodate conferences and PSERN upgrades.