

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
August 11, 2021

GENERAL MEETING: *Commenced at 09:00 am & concluded at 09:47 am*

Present:

RAGB Members: Kevin Lovell (Chair), Lora Ueland (Vice-Chair), Sheryl Mullen, Jennifer Crippen, Samantha Stottlemyre, Dave Schlaegel, Heather Volpe, Brian Smith, Bill Hamilton, Heather Anderson,
Program Office Staff: Bob Potts, Ben Breier, Deb Flewelling, Beth Knieps, Bryan Karol, Amber Thompson
Guests: Chris Lombard (Sea CSCC), Vonnie Mayer (VCC)

WELCOME & INTRODUCTORY-Kevin Lovell

Participants and guest introductions- In hybrid setting

Announced quorum reached 9:03 am.

Public Comment-no comments.

Approval of Minutes from 4-14-21 & 6-9-21 & 6-23-21 by consensus

Agenda review – no changes

PROGRAM MANAGER UPDATE-Ben Breier

Staffing Update

- The Administrator II position has been filled by Amber Thompson. She has visited half of the PSAP's for introductions. She will be conducting administrative duties that include: Meeting Minutes, SharePoint Access, and RAGB communication.
- The Government Relations & Outreach Manager position has been filled by Jami Hoppen. Jami comes from NORCOM and has experience in emergency management and public outreach. Jami will be on boarding on August 23, 2021. Plan is to have her visit all the PSAPs over the next several weeks for introductions.

PSAP CONTRACT UPDATE-Ben Breier

- Seven PSAP contracts have been approved, signed, and executed. Remaining PSAP contracts are still in process.
- Current operations are working off the new 2021 contract. Contract review process is approaching soon.
- PSAP's will be notified of any amendments during the review process.

FINANCE MANAGER UPDATE -Bryan Karol

Financials Update

- Revenue through June continues to do well, and working expenses continue to perform under budget.
 - Revenue is over ½ Million better than the budget expected and consistently improving. Revenue for 2021-22 is \$150,000 better than last year.
 - SHNS circuits removal has decreased operating expenses and there is an additional \$360,000 more in credits from the vendor expected
- There have been no unexpected expenses to date.

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
August 11, 2021

Capital Budget Planning

- Budgets for 2023-24 are approaching soon
- KCIT conceptual review is scheduled for January of 2022.
- The capital budget plan consists of any expenditure over \$250,000 requiring KCIT approval.
- Capital budget plans are informed through input from the RAGB group, technical group, and the industry.
- The Platform Modernization Plan has no identifiable risks and is fully budgeted.

Next Steps

- Plan to have a future discussion of projects beyond the platform modernization plan and budget for capital dollars in the 2023/24 biennium.

GOVERNMENT RELATIONS & OUTREACH UPDATE-Deb Flewelling & Ben Breier

Public Education Outreach

- The 2020 Annual Report has been approved and was distributed to all RAGB members in early July.
- Local community engagement for public outreach has been very successful.
- The Public Education Outreach at the local markets continue to strengthen community knowledge about 911 and has made a huge positive impact.
 - Community engagement for King County Fair alone involved over 5000 people.
 - Local market community engagement is averaging 500-1000 interactions per event.

PROJECT UPDATES -Beth Knieps

Quarterly Update

- Continued efforts in working with SecureLogix on the TDoS critical infrastructure protection for the Homeland Security Pilot.
- KCIT Technical team will be assisting SecureLogix with the parsing of call data and headers.
 - Dashboard viewing is pending as SecureLogix is working through contractual issue with ECATS
- Lumen techs and Service Management continue to support PSAP issues with a high level of customer service and professionalism.
 - Deploying of Software updates will not be pushed down to PSAPs to minimize disruptions.
 - Vetting of new software updates will be done at Test PSAP.
 - Next PSAP Tech and Ops meeting is scheduled for September 16th, 2021. Invites will be distributed soon.
- State Operations Committee are considering a statewide ALI format, which would accommodate Z-axis location data.

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
August 11, 2021

- Currently investigating level of effort for a PSAP statewide ALI format.
- Further discussion at the next PSAP Tech and Ops meeting in September.

Platform Modernization

- The Platform Modernization contract reviews are meeting the county and vendor expectations.
 - King County procurement department and local vendors have worked through SaaS versus hybrid contracting language discrepancies.
 - Contract drafting and reviews are ongoing and anticipate sending to lawyers on schedule.
- New data center design implementation
 - The plan is to deploy 3 data centers simultaneously as originally proposed. The third data center will be connected to the State ESInet through the other two data centers initially. This will allow direct connection to the State ESInet using load balancers at a later date.
 - The benefit to 3 data centers is less risk and improved network redundancy capacities.
- The current schedule is expected to be completed at the end of 2022.
 - King County is restructuring their internal project scheduling and processes, reforecasting the completion date of the data centers into the end of 2023.
 - The administrative move is necessary due extended circuit delivery times and acceptance of terms of the contract.
 - Further discussion will take place during the Steering Committee Meetings.

Logging Recorder Discussion

- The new shared platform makes a centralized logging recorder possible.
- The E911 Program Office has discussed options with outside vendors.
 - The benefits to having a county-wide recording system is multitenancy abilities, personal accounts, and separate recording system within a shared platform.
 - Program Office has confirmed with the vendors that IP-based recording systems are commercially available and can integrate radio into the same system.
 - Program Office technical team will work directly with the PSERN during the rollout process.
 - If RAGB and the county elect to move forward, we would need to have further discussions about entry points and the memorandum of understanding.
 - The Program Office will put together a high-level plan, outlining capabilities and costs for RAGB to review.
 - Position based recording for the component will remain the same.
 - Trunk side recording will change to SIP or IP, removing analog-based recording.
 - Each PSAP should discuss trunk-side recording with their recorder vendor.
- 2 benefits to transitioning to a shared platform system.

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
August 11, 2021

- Allows for more flexibility for call set up, hold, and transfer state.
- The delivery of the 911 calls moves from the backroom of each agency to the data centers.

FOR THE GOOD OF THE ORDER-Kevin Lovell

Industry/Legislative Update-Deb Flewelling

- FCC task force members continue their efforts on ending 911 fee diversion in the United States.
- HR 2760 Lift America Bill-APCO and NENA continue to work through the negotiation process.
- Trueblood decision training is now in phase 2, which is the focus of King County PSAP's.
- Code writers have struck RCW rewrites in modernizing the language to add civil liability and immunity for PSAP's.
- 2 APCO and NENA updates.
 - PGAC representatives and labor group leaders have meetings on recertification and certifications for telecommunicators.
 - The advisory committee and PGAC chairs continue to work on issues with the 988 implementation Bill, Blue Ribbon Commission, and House Bill 1310.

Roundtable

- None

Wrap Up:

- Ben will update all agencies of any other centralized logging recorder information.

Next Meeting: October 13, 2021/9:00 am – 12:00 pm/Teams: 425-653-6586 Conference ID: 826090537#

Minutes completed: Amber Thompson, KC E911 Program Office

Minute Approved: