

## **E-911 REGIONAL ADVISORY GOVERNING BOARD**

December 13, 2023

9:00 a.m. –11:00 p.m.

911 Program Office: 20811 84<sup>th</sup> Ave S., Suite 105, Kent, WA 98032

TEAMS: 425-653-6586 Conference ID: 467 466 939#

In-Person & Virtual

**Present: Bill Hamilton (Vice-Chair) Samantha Stottlemyre (Co-chair), Tricia Bellizzi, Abigail Steele, Monica Burke, Stacy Wassall, Sheryl Mullen, Jacob Adams, Kevin Lovell, Lora Ueland, Vonnie Mayer, Katy Myers**

**Program Office: Bob Potts, Ben Breier, Beth Knieps, Bryan Karol, Jami Hoppen, Amber Thompson**

**Guest(s): Grace Meyers (Bothell)**

### **WELCOME – Bill Hamilton**

- Introduction and welcome guests – Called to order 9:00am
- Roll Call (Quorum) – reached at 9:02am
- Public Comments – None
- Approval of Minutes – October, approved at 9:05am
- Agenda Review – no additions or deletions

### **PROGRAM MANAGER UPDATE – Ben Breier**

- **Centralized Recorder Update**
  - In October, Capstone onboarded as a supplier through Source Panel
  - Ongoing vendor collaboration will result in the distribution of surveys in January.
  - Surveys encompass a wide range of elements including recorders, connections, access, training documents, log retrieval, standard operating procedures (SOPs) and diagrams.
  - The consultant will meet with each agency to discuss the survey findings and collect any supplementary details. Any additional information will be relevant to the RFP system vendor.
- **Purposed 2024 Schedule**
  - RAGB plans to conduct five regular scheduled meetings throughout the year, with the exception of February. The meeting will be held on the first Wednesday of the month, instead of the second Wednesday.

### **FINANCE MANAGER UPDATE – Bryan Karol**

- **Financials Update**
  - Revenues are \$2.4 Million better than budget and approximately \$1 Million better than prior year through November.
  - Expenses are currently \$4.8 Million under budget through November.
  - A couple minor additional expenses exist, termination fees for circuits on the new platform.

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- Reminder: Q4 Deposits processed next week. Year-end reimbursement detail reports must be submitted by February 15th.
- Funds allocated for the 911 Program Office are distinct from the general funds. Any surplus funds are transferred to the ending fund balance and available for the next annual budget.

### **GOVERNMENT RELATIONS & OUTREACH UPDATE – Jami Hoppen**

- Public Education Review
  - A PowerPoint presentation outlined KC911 PubEd & Training's strategic objectives, emphasizing training and outreach, outlined initiatives, KPIs, success measures, and projects.
  - The review committee for PubEd & training strategic objectives will recommence conducting bi-annual reviews January 2024.
  - The committee is looking for two PSAP leaders to volunteer to provide their expertise.
  - In 2023, the team participated in over 50 events, including farmers' markets, scout nights, National Night Outs, King County & WA State Fair, Majestic Football 1st Responder Night, Safety Fairs (Benaroya Hall, Auburn Library, Tongan Community in Burien, & Skyway), and multiple recruitment events.
  - Partner agencies received more than 285,000 educational items.
  - The team has been actively dedicated to enhancing collaborations with educational institutions by conducting informative sessions at high schools, engaging in discussions with community colleges, and arranging forthcoming meetings with Seattle Colleges Q1 2024.
- PSAP Leadership Training
  - Staffing traditional classroom training continues to be difficult due to a lack of staffing at PSAPs.
  - Jami presented two training proposals: Program office sponsorship and monthly webinar trainings hosted on a regular basis.
  - The proposal received unanimous endorsement from the group, who strongly advocated for the inclusion of wellness, self-care, and leave laws and regulations as part of the discussion topics.
  - It was suggested that these resources also be made accessible to telecommunicators and technicians. This recommendation was put forth during the comment period of the meeting.
- The Program Office received feedback from PSAP personnel outside of King County who attended training recently hosted by the Program Office. The initial feedback indicates

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there was dissatisfaction of the content of training and the lack of professionalism of the instructor. Typically, instructors conduct a class survey at the end of their classes and in this case, it does not appear that was done. The Program Office has asked the instructor for a list of attendees and will be sending out a feedback form to get feedback from all attendees. Providing high quality and appropriate training is something the team is focused on, and it is disappointing that the recent training experience was not a positive one for attendees. System Outage Update

- The KC 911 Program Office is collaborating with KC OEM (Office of Emergency Management) to develop and distribute information in case of a disruption to the 911 system. A list of contact points will be shared with OEM to be entered into the code red system for alerts and outages.

### **TECHNICAL & OPERATIONS UPDATE – Beth Knieps**

- Project Update
  - Port of Seattle went live on the new system on November 8<sup>th</sup> and accepted on December 11<sup>th</sup>.
  - Redmond PD successfully cutover on December 12<sup>th</sup>.
  - The collaboration between the Intrado team, technical team, and PSAP partnership remains seamless. The testing and validation process yielded successful results.
  - Seattle 911 cutover is slated for the week of January 29<sup>th</sup>. Seattle 911 is the first agency to switch to the new platform with an automated call distribution system (ACD), testing and setups will be a higher emphasis.
  - The Change Champion Committee will convene this afternoon to discuss lessons learned and support.
- PSAP Tech Ops Report
  - To ensure touchpoint and transparency, the PSAP tech ops cadence has been altered from every other month to every month.
  - Contact Beth to have subjects added to the tech ops agenda.
  - Support contacts were reviewed during the last meeting to introduce for the transition of support from the legacy model into the Intrado model.
  - Legacy Lumen 911 repair center is still available for support for PSAPs until cutover. The existing system is aging and there is increased need for replacement of peripherals and audio components.
  - For PSAPs that are cutover Intrado will be the one stop shop for the whole platform.

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- The Intrado toll free number can be used for post-cutover support. The tech team is working with Intrado to get agencies integrated into their ticketing system.
- After hours technical support for service-affecting issues should be sent to the KCE911Emer@kingcounty.gov. Routing support can be sent to KCE911Tech email. If in doubt, the on-call 24/7 number is 206-477-4919.
- Sheryl Mullen-A special “thank you” to Tudor with Intrado and the KC911 Tech Team for their continued support.

### **RAGB Election – Chair & Co-Chair Bill Hamilton**

- 2024 Chair/Vice Chair elections:
  - Bill Hamilton nominated Samantha Stottlemire (EPD) for Chair; Lora Ueland seconded the nomination.
  - Lora Ueland nominated Vonnie Mayer (VCC) for Vice Chair.

Action(s): Board approved 2024 RAGB Chair/ Vice Chair by consensus.

- Bill Hamilton-former Chair of the RAGB Committee found the role to be a transformative experience for his career. It provided him with invaluable opportunities to develop his leadership abilities, acquire the art of collaboration, resources, support, and meaningful connections.

### **FOR THE GOOD OF THE ORDER**

- Industry/Legislative Update – Jami Hoppen
  - High level overview was given using a PowerPoint presentation on reported legislative updates at a state level occurring between RAGB meetings.
  - The “need to know” section is one of the areas of focus for RAGB.
  - The RAGB external SharePoint is a reliable source to access legislative updates and news.
  - Public & Government Affairs Committee (PGAC) is working with Department of Retirement Systems (DRS) to establish rules for the change to PSERS from PERS in 2024. PGAC hopes to have them set by the end of the year (2023).
  - Katy Myers-Department of Retirement Systems has finalized their internal planning and is not seeking any feedback currently.
  - Katy Myers-A new bill was pre-filed by sponsor Senator Van De Wege SB 5808 - 2023-24 granting interest arbitration to certain public safety telecommunicators under the uniform personnel RCW 41.56. PGAC is finalizing their position.
  - On February 25th-28th, NENA will be in Washington DC (NENA Goes to Washington). The event presents a valuable chance to engage with Congress, their staff, and gain insights into the ongoing legislative initiatives concerning 911

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at the federal level. If there is interest in attending, contact Jami. The active participants for this event include SECO, Whatcom County, and the 911 Program Office.

- Spring Forum in conjunction with the 911 Goes to Olympia in March. Spring Forum will be March 4th – 6th in Olympia. Forum will be hosted at Thurston County Fair Grounds with a 911 Coordinators track and Public Education Track. Registration opens December 22<sup>nd</sup>.
- Farewell
  - Sheryl Mullen's dedication and valuable contributions to the 911 community were publicly acknowledged. During the event, she graciously shared significant moments that have shaped her journey, emphasized her achievements, and imparted some insightful words of wisdom.
- Wrap Up: Requests/Actions noted in Minutes
- If there is interest in serving as a committee member for the bi-annual evaluation of PubEd & training strategic objectives, please notify Jami. Additionally, if your agency has any relevant feedback on the recent training(s), please email Jami.
  - Meeting adjourned at 10:30am.

**Next Meeting: February 7, 2024**