

**MINUTES**  
**E-911 REGIONAL ADVISORY GOVERNING BOARD**  
**10/11/2023, 9:00 am – 10:30 am**  
**(In-Person & Virtual)**

**Present:** Bill Hamilton (Chair) Samantha Stottlemire (Co-Chair), Grace Meyers, Tricia Bellizzi, Abigail Steele, Katy Myers, Stacy Wassall, Sheryl Mullen, Jacob Adams, Greg Hough, Kevin Lovell, Lora Ueland, Vanessa Barnes.

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

**Guest(s):** Kelli West (KCSO), Chris Lombard (Seattle Fire)

**WELCOME – Bill Hamilton**

- Introduction and welcome guests-Called to order 9:01am
  - Seattle CSCC has changed their name to Seattle 911. Amy Smith is the Director/Chief of (CARE) Community Assistance Response; Jacob Adams is RAGB primary member. Charlotte Joseph is RAGB alternate member.
- Roll Call (Quorum) –Quorum reached at 9:07am
- Public Comments-None
- Approval of Minutes – August, approved by consensus 9:07am
- Agenda Review – No amendments 9:08am

**PROGRAM MANAGER UPDATE – Ben Breier**

A special "thank you" announcement for the service of the Bothell PD over the years. All calls will end at 0600 on 1 November and will be forwarded to NORCOM.

Congratulations to Tannis Rhoton for being named Washington State APCO/NENA Supervisor of the Year.

- PSAP ILA Update
  - ILA Amendments were distributed for signature. The signatures of all but three have been received.
- Centralized Logging Recorder – Ben reviewed the Centralized Logging Recorder PowerPoint
  - The project is still in the consultant stage, following the RFP process, no qualified bidders were identified. Ben worked to identify qualified consultants and worked them on eligibility for contracting. A revised workorder was released, a qualified consultant was identified by the selection committee and the County is working to finalize the selection.
  - As a reminder, telephony and radio modernization projects are moving to fully IP-based network solutions. All 911 trunks will be relocated from PSAPs to central host locations, allowing for flexible county-wide call distribution for answering and radio. This flexibility may create challenges to recording.

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- To ensure that call handling is accurately recorded, agencies should review their area of responsibility and may need to collaborate with other agencies on agreements.
  - The 911 Program Office is currently investigating procurement and upkeep of a modern centralized recorder for telephony and radio, encompassing both host and remote solutions.
  - Estimates vs Actual
    - In 2022, the 911 Program Office worked with KCIT, procurement, and vendors to budget \$1.3 million for a consultant.
    - In 2023, vendor responses were evaluated; no qualified applicant found. Ben Breier compiled a list of consultants, vendors and consulting firms that had been approved for business partnerships. Issuing a modified RFP to qualified firms to reduce the number of contract negotiations.
    - A third-party vendor has been selected under the estimated planning budget; the current estimate was revised to \$920,000 with the vendor cost at \$496,000.
    - Received approval from KC Project Review Board (PRB) to include in Platform Modernization Project; no increase to budget, did increase Project by 2 years.
  - Ben Breier called for agreement from RAGB members for consensus to move forward in contracting with the consultant, conducting a gap analysis, developing requirements for system vendor RFP.
    - Committee unanimously agreed to move forward, no objections.
    - Reminder that the 911 Program Office can't pay for system pieces related to radio and dispatch.
  - Bill Hamilton: Cost per agency for the consultant; no fees apply and will be covered 100% by the Program Office. The ILA modification required to account for shared purchase and payment responsibilities has been completed.
    - The centralized recording will maintain localized copies. Host 911 trunks, host 911 radio system and provide local terminated lines to each agency, regardless of location.
  - Katy Meyers inquired if PSERN is entirely supportive. PSERN is fully on board. The PSERN system currently can be interfaced by two Motorola-certified manufacturers.
- Timeline Update
    - Procurement methodologies were revised, and a winning consultant was identified. Contract onboarding expected in November, Q4 2023, with six-month requirements gathering process. Vendor RFP finalized in Q3 2024. Responses and winning bidder identified in Q2 2025 with a final implementation in 2026.

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Discussion

- Sheryl Mullen: inquiring on PSAP financial responsibility timeline. County contracts usually hold payment until system acceptance, show initial payment would not be until roughly Q1/2026. Each PSAP may have related costs for implementation and ongoing maintenance for radio and dispatch functions.
- General agreement; all in favor in agreement by concensus.
  
- King County Website Update
  - King County has transitioned public websites to a new platform. The website information for Regional Advisory Governing Board (RAGB) will not be updated until the end of the year.

**FINANCE MANAGER UPDATE – Bryan Karol**

- Revenue continues to come in strong, banking an additional \$300,00 over budget since the last RAGB meeting. Through the end of August, we are \$1.6M better than budget and \$778,000 better than last year.
- Expenses are \$3.8M under budget.
- The county election cycle has changed; the 911 Program Office will be flipping to the opposite years of the election cycle. With a one-year budget in 2025, the planning phase will start in September; at this time, no future capital projects are planned.
- King County will provide a proforma in February–April; the actual proposal budget will be submitted to King County by July. The executive review will be in the fall. In 2025, the next biennial budget will be 2026-2027.
- Areas of change will be brought to RAGB for discussion in June, including overall distribution to the PSAPs.
  
- Sheryl Mullen- What current positions are open? After reviewing the model, scaled back to five tech positions. After evaluating the new platform support needs, we have one position still open and have ‘given back’ one position. According to PSB, there is no risk of losing the current open position.
- King County has a budget shortfall in the general fund. The 911 Program Office is not funded through the general fund. The Executive’s Office has announced that there are no plans for immediate changes to non-general fund budgets in any King County department.
- Valerie Snider has joined the team as a contract specialist to manage contracts and procurement.

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

- Public Education/Outreach Update

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- Regular check-ins continue with training coordinators; they were helpful in identifying suggested trainings.
- Training opportunities include full week of October 23rd training on active shooter, crisis communications, and customer service, followed by a secondary training opportunity Oct 30-November 3 supervisor leadership, communication with a purpose, stress management, management team and facilitated roundtable.
- Recruitment events
  - A one-day recruitment event held in April. Due to site reservation concerns, the eastside recruitment event has been pushed back until the spring. The recruitment group will continue to host virtual events at least twice a month.
  - The state fair was a success in raising community awareness of 911 positions and technological changes. More than 86 people volunteered their time during the recruitment process. After making connections during the event, attendees gave positive reviews, strengthening relationships across the state.
  - SECO wants to expand outreach, public education, and recruitment, and expand awareness of statewide text to 911 availability.
- Carrier outages:
  - Following the 2021 Verizon outage, the 911 Program Office had an after-action meeting to determine ways to streamline emergency messaging. A toolkit was developed as a tool for communicating emergency messaging.
  - The toolkit will be sent to PIOs throughout the county prior to an event to ensure understanding of the types of messaging that will be sent out in the event of an emergency. Instead of hosting a PIO list internally, will piggyback on the KC EOC master PIO list. The 911 Program Office is the primary agency to create and disseminate information to the public regarding issues with the 911 system or accessing 911 within King County.
  - Bill Hamilton inquired if the Program Office receives carrier notifications. FCC Guidelines require carriers to notify agencies once a carrier outage is known, however those initial notifications are often vague and/or incomplete. PSAPs often provide the most up to date information regarding these outages. The request is for PSAPs to continue providing feedback on outages. Contact managers if you feel a notification needs to go out. King County's goal is for initial messaging of an outage to be pushed out within the first 20 minutes and subsequent regular updates from there.
  - The toolkit demonstration was presented to RAGB, and there were no objections, only positive reviews.

**TECHNICAL & OPERATIONS UPDATE – Beth Knieps**

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- Project Update
  - The 30-day acceptance phase has begun, and the soft launch milestone will expire on October 27.
  - Testing and validation continue; implementation of the sandbox is ongoing and practicing change management on the new platform during the 30-day acceptance. Upgrades on the firewalls and practicing procedures.
  - Port of Seattle and Redmond PD, the first two PSAPs, are slated for cutover in 2023 on November 8 and December 12, respectively, with NORCOM serving as the final PSAP to cutover in 2024.
  
- Tech Ops Report
  - September discussed location information and global settings in the new system. The disadvantage of implementing a platform PSAPS will need to agree on auto rebid configuration is a benefit. Consensus was one auto-rebid at 20 seconds, which most PSAPs have in place.
  - October-Annual PRF reminder: ensure policy routing is set at preferences.
  - The distribution list has been consolidated into a single list that is used for communications by the tech team, management, director level, supervisors, and other personnel. The floor was opened for comments, and no one objected to the single distribution list.
    - Amber will send out annual list update emails early next week.

Wireless call routing update

- RAGB adopted the recommendation as written in August and documented the process.
- The development of a call handling platform will continue with ongoing planning and behind-the-scenes work.
- Bill Hamilton and Beth express their gratitude to the tech team for their diligent work, highlighting Kevin's e draft recommendations.

**FOR THE GOOD OF THE ORDER**

- Industry/Legislative Update – Jami Hoppen
  - The Funding Tiger Team continues to meet twice per month, gathering data for potential funding opportunities for a cost-of-living increase of the excise tax and potential device tax for devices accessing the 911 system over WIFI. There are no items slated for 2024 legislative session.
  - Contact Jami Hoppen if interested in working with lawmakers.
  - 911 goes to Olympia March 4<sup>th</sup>-more information to come.
  
- Roundtable:

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- Sheryl Mullen- Training opportunity for wellness and resiliency for Professional, designed for non 911 professionals that are not call takers or dispatchers. Event will be hosted in Lake Stevens at the Mill November 2nd from 8:30-3:30.
- Lora Ueland- Department of Health has approved 988 personnel at Valley Comm. Crisis Connections at Valley Comm. Bill implement a data sharing MOU in January 2024, hiring two clinicians for peak hours and one master’s level manager. National standard 2-3% of call volume will be redirected to them, and staff are excited about the resource. DOH is calling a pilot program.
- Wrap Up: Requests/Actions noted in Minutes.
  - PSAPs ILA-three requires review and approval.
  - Feedback to Jami for system outages, Jami will send a finalized version to RAGB.

Meeting adjourned at 10:30am

Next Meeting: **December 13, 2023**