

MINUTES MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
4/10/2024, 9:00 am – 12:00 pm
(In-Person & Virtual)

Present: Samantha Stottlemire (Chair)(EPD), Vonnie Mayer (Vice-Chair), Angee Bunk (VCC), Tricia Bellizzi (IPD), Monica Burke (KCSO), Stacy Wassall (PORT), Robert Clemmons (RPD), Jacob Adams (SEA911), Kevin Lovell (UW)

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

WELCOME – Samantha Stottlemire

- Introduction and welcome guests-Called to order 9:00am
- Roll Call (Quorum) –Quorum reached at 9:02am
- Public Comments-None
- Approval of Minutes – February, approved by consensus 9:03am
- Agenda Review – No amendments 9:03am

PROGRAM MANAGER UPDATE – Ben Breier

- RAGB Refresher
 - Ben provided a high-level RAGB refresher PowerPoint addressing aspects of the project.
 - This included historical data, governance & decision, technology & operations, personnel, 10-year financial plan, resources, and other critical elements.
 - Per Revised Code of Washington (RCW), authority granted to counties to provide 911 service across the state. King County currently contracts with 11 Public PSAPs to deliver 911 services, per ILA.
 - The Regional Advisory Governing Board (RAGB) was established by the Council in 2018 and operates according to the Charter under the authority of ordinance 18695.
 - PSAPs are responsible for drafting the Charter and determining the protocol, rules, standards that oversee the management and operations of the relationship with the 911 Program Office.
 - The purpose of (RAGB) is to inform and advise the 911 Program Office on the operations of the regional 911 system.
 - Per agreement, RAGB meets every other month; special meetings may be called by the Chair. In accordance with the Charter, each PSAP is obligated to ensure the presence of at least one representative at (RAGB) meetings.
 - In 2018, following County technology guidelines, the Program Office began working towards the single system architecture approach. To ensure accessible and equitable service delivery, while consistently evaluating and enhancing performance.
 - In the past four years, there has been a noticeable improvement in service, particularly in areas of public health, parks services, and the unincorporated areas of the county.

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- In 2019, Finance Work Group was formed with the goal of creating a sustainable funding plan.
- Ben-Provided the group with a comprehensive overview on the policy for the PSAPs funding process, focusing on long-term financial sustainability goals.
- **Strategic Objectives Workgroup**
 - The Strategic Objectives workgroups plays a crucial role in defining shared outcomes, driving action and collaboration, leveraging resources, constant improvement, and alignment and focus.
 - The room was opened for volunteer recruitment to join the Strategic Objectives Workgroup.
 - Kevin Lovell and Robert Clemmons offered their expertise to join the Strategic Objectives Workgroup; Kevin encouraged the group to think about technical experts from their agencies to join.
- **Call Statistics**
 - The room was opened for support to post the call statistics on the RAGB webpage. Consensus to move forward with the posting on the webpage.

FINANCE MANAGER UPDATE – Bryan Karol

- **2023 Year-End Review (Actuals)**
 - Revenue better than budget by 1.7M and better than prior year by \$1.2M. Revenue increased from the Preliminary reporting.
 - Expenses are better than budget by \$4.91M overall better than prior year by \$11.9M due to Platform Project funding.
 - Accounts #53000 \$2.5M and account #55000 \$0.5M, performed worse than previous year due to increased PSAP Escrow Distributions.
- **2025 Proforma Budget Review**
 - A comprehensive presentation was provided, outlining the budget timelines for 2025, upcoming election cycle, biennial budget for 2026-2027, and the revenue forecast from The Office of Economic and Financial Analysis (OEFA), operating costs, and central rates.
 - Closure of Bothell is now complete. Revised escrow distributions include redistribution of the baseline \$100K to all PSAPs. Call volumes will dictate remaining distribution amounts.
 - The Program Office is considering an increase in the escrow bucket of 2.7% to follow the central finance operational expense increase rate.
 - An increase in Training and Travel will also be considered.

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GOVERNMENT RELATIONS & OUTREACH UPDATE – Jami Hoppen

- Public Education Update
 - The Public Education team of the 911 Program office consists of two members. Melissa Walker serves as the 911 Public Education Coordinator.
 - Community engagement has grown, leading to more opportunities for involvement with educators, Fire, EMS, Public Health and local services.
 - PSAPs are encouraged to participate in various public education and community activities. Seattle Police Department (SPD) has been promoting community trust by addressing 911 questions during local events throughout the year.
 - Several events are planned for both winter and spring, catering to different educational levels, Department of Licensing (DOL), farmers markets, and local fairs.

- Public Education Training Objectives Update
 - The first training webinar held on the fourth Thursday of March was highly successful. All webinars are recorded for later viewing.
 - Mark your calendars for the upcoming session on April 25 at 11:00AM. The topic of discussion will be the State Peer Support Network.
 - Stay tuned for the release of the flyer in the next few days.
 - Forward any feedback or suggestions regarding the webinars directly to Jami Hoppen.

- Gov't Relations Update vs Good of the Order overview
 - Government Relations in the RAGB section of the agenda includes any items that impact the way the County conducts business.
 - Good of the Order is to provide information to the PSAPs regarding proposed legislative or regulatory changes that may have an impact on agencies, but not necessarily impact the County.
 - The Public Education Strategic Objectives are set to undergo an internal evaluation and revision based on input from the workgroup. Any changes will not be incorporated into the document until late 2024 or early 2025.

TECHNICAL & OPERATIONS UPDATE – Beth Knieps

- The technical team consists of three technicians who collaborate with vendor Intrado and the state vendor Comtech. Each PSAP has an assigned tech. Each week there is a rotating on-call communication technician.
 - Ryan Bone specializes in (Call Handling Functional Element) CHFE, Khalid Khan specializes in GIS and mapping. Ken-Dall Lock is in the training phase.

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The remaining position is open, and the 911 Program Office is actively collaborating with HR to finalize the job posting.

- For 24/7 support KCE911Emer@kingcounty.gov or call 206-477-4919 to reach the on-call tech
And for general inquiries contact KCE911Tech@kingcounty.gov.
- The technical team serves as project resources and subject-matter experts.

○ Project Update

- The former 911 system, known as the legacy system, employed a standalone system at each PSAP. This architecture is outdated and inefficient for the overall 911 system. To address this issue, the 911 equipment has been centralized into 3 data centers.
- Software updates and features will be easier, improving system responsiveness. The KCIT Phase Gate Implementation Readiness Review is complete. (KCSO) implementation was completed April 3rd and (VCC) is scheduled for April 23rd.
- The role of a Change Champion includes establishing robust connections, fostering transparent communication, and guaranteeing that the priorities of the PSAPs are in harmony with the objectives and vision of the stakeholders. The technical team is moving into phase 3 of the project. Upgrading to a platform recorder will improve flexibility and enhance the overall user experience.
- The 911 Program Office has taken the lead in initiating actions to release a Request for Proposal (RFP). Due to the limitations on 911 funds, the Program Office cannot fully fund or own the recording platform. This will need to be in partnership with the PSAPs.
- A consultant is assisting in defining the RFP requirements and developing the track requirements, with participation from PSAPs and the surveys.
 - The project management team will soon send out an email with further details.
 - PSERN is involved in the project and will oversee the radio integration tasks.
 - Washington State Patrol and Port of Seattle are not members of PSERN.

● PSAP Tech Ops Report

- Supervisors and technical experts convene on the first Thursday of every month to engage in information sharing. This includes discussions on call delivery, areas of change, KC 911 systems, and future plans, fostering collaboration and knowledge exchange.
 - The March meeting covered a range of topics including: no record found (NRF), cybersecurity phishing test, internet access on CAD machines, APCO/NENA updates, technology awards, and webinar training.

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- April lessons & issues. Unable to transfer a call to a queue no one is logged into. Refinements to the SCC map search. Team worked with Intrado to resolve issues. NENA EPRC tool identifies the PSAP for any address nationwide. Requires a log in.
- The change management process was introduced at the meeting held in April. The PSAP Forum also discussed topics such as cyber resiliency, APCO/NENA, EPRC, certification, 911 Webinars, and peer support.
- Samantha (EPD)- Urged attendees to participate in the technical operations meetings to stay informed about the latest operational and technical developments.

FOR THE GOOD OF THE ORDER

- Industry/Legislative Update – Jami Hoppen
 - Legislative updates, “Need to know updates” are shared in advance of scheduled meetings and can be accessed on the RAGB external SharePoint for review.
 - Hear Me WA plans to conduct a soft launch on April 30, 2024.
 - Samantha (EPD) and Jami compiled a set of questions and sent them to the state for feedback.
 - Samantha (EPD)-At what level are the questions being asked, are they anonymous, reporting process, will a caseworker be assigned and what is the projects overall framework.
 - The state has published a series of trainings as part of Senate Bill 5555. Jami contacted SECO by email, seeking a delay until at least January 2025.
 - The Summer Forum is scheduled for June 11-13 in Vancouver. The event welcomes directors, training coordinators, and anyone interested in attending.
 - The purpose is to gather objective feedback to ensure alignment with the 911 community.
 - The finalized objectives will be presented at the Fall Forum on October 15-18, which will be held in Spokane.
 - The committee is advised to review the PST certification information provided by Katy Myers.
 - The current certification mandate necessitates 24 hours annually, per state contract.
 - Samantha (EPD)- discussed key highlights from the Training Sub-committee meeting, covering topics such as guidelines for T1 & T2, current training standards, and agency expectations. The certification process will likely be influenced by agency training practices, while PSAPs will need to demonstrate how their employees fulfill and meet training requirements.
 - Kevin (UW)-recertification requirements should depend on implementation and telecommunicator roles and responsibilities.

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- HB2311 Passed Governor’s signature. Impacting telecommunicators in a positive way through peer support initiatives. The peer support task force consists of four positions, including APCO, NENA, and two telecommunicators. In the bill, two more seats were allocated to telecommunicators on the board. This bill allows cross discipline privileged communication for all first responders.
- HB5808 provides interest arbitration for specific public safety telecommunicators, effective on June 6, 2024, except for state patrol personnel.
- Upcoming changes to the deliverables for state contracts are on the horizon, with SECO advocating for continuity of operation plans from the counties.
- Roundtable:
 - Vonnie (VCC) Co-location project, with 988 personnel in the communications center, press conference is scheduled for Tuesday, April 16th at 10:00 AM. The mayor, members of the press, and representatives from Crisis Connection will be present to advocate.
 - Angee (VCC) The crisis Team and the center maintain open communication as the workflow progresses smoothly. The most recent meeting took place on April 9th, where data and analytics along with agency’s protocols and guidelines for handling different types of emergencies were discussed.
 - Samantha (EPD) shared an issue concerning the misuse and abuse of the 911 system by a lone caller. She outlined the problem, its extent, explored possible solutions to address it, and legal challenges. A meeting has been arranged with SECO and King County Public Health for Monday, April 15th.
 - Beth- The NG911 Governance Workgroup has identified nuisance caller mitigation as a priority, and it is being closely monitored by the State Operations Committee. The availability of NG911 features and functions is approaching, and a request for information has been sent to Comtech on behalf of the workgroup.
- Wrap Up: Requests/Actions noted in Minutes.
 - It is recommended that the group review both the Charter and the Strategic Plan.
 - Examine the SharePoint site to view the upcoming Public Education events and farmers markets.
 - Review the PST certification that was provided by Katy Myers.
 - To volunteer for the Strategic Objective Workgroup, contact 911 administrator Amber or 911 manager Ben.
 - Please inform Jami if you have any feedback regarding the training webinars.

Meeting adjourned at 11:29am

Next Meeting: **June 5, 2024**

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