

**Meeting Notes**  
**E-911 REGIONAL ADVISORY GOVERNING BOARD**  
**December 8, 2021**

**GENERAL MEETING:** *Commenced at 09:00 am & concluded at 11:42 am*

**Present:**

**RAGB Members:** Kevin Lovell (Chair), Lora Ueland (Vice-Chair), Sheryl Mullen, Stacy Wassall, Dave Schlaegel, Brian Smith

**Program Office Staff:** Bob Potts, Ben Breier, Deb Flewelling, Beth Knieps, Bryan Karol, Amber Thompson, Melissa Walker, Jami Hoppen

**Guests:** Chris Lombard (CSCC), Vonnie Mayer (VCC) Darren Timpe (BPD), Tony Ryan (EPD), Paula Schwan (IPD)

**WELCOME & INTRODUCTORY**-Kevin Lovell

Participants and guest introductions.

Announced voting quorum was not reached 9:04 am. Voting quorum rechecked at 10:05 am, voting quorum was not reached.

Public Comment-no comments.

No vote on Minutes from 10/13/21. No updates or comments provided.

Agenda review – no changes

**PROGRAM MANAGER UPDATE**-Ben Breier

**Platform Modernization Presentation**

Ben Breier presented his report with a Platform Modernization Presentation.

- The King County Council approved the E-911 Strategic Modernization Plan in 2018.
- Moving to a single platform with a superior host-remote architecture and a shared system was recommended in the Strategic Plan.
- To oversee the project, the E-911 Program Office collaborated with ISG, a contracted external quality assurance agency.
- King County hired Federal Engineering Technical Consultants to gather RFP requirements and assist with the RFP development.
- Intrado signed the contract in October of 2021.

The project is significantly under budget, and the question of what would be done with the remaining funds was raised. The allocation of surplus funds will be determined as part of the biennial budgeting process.

**PSAPs Text Reporting**

- This week, King County will commemorate the third year of providing text to 911 service.
- In the text to 911 service policy, there is a requirement to provide a valid number to the 911 Program Office or update the spreadsheet on a monthly basis.
  - Due to irregularities in authenticating such messages, the Program Office wants to suggest that it be removed from the policy.
  - The RAGB group does not need to vote on the policy change.

**Platform Newsletter**

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- The 911 Program Office has received invaluable feedback from the PSAPs on the newsletter distribution.
- An Organizational Change Management (OCM) initiative is being pursued by King County IT. The user community will be exposed to new communication approaches.
  - The OCM initiative has several advantages, including increased user awareness and acceptability.
  - Information, background, education, training, and training library features and functions will be included in the Platform Newsletters.
  - The Platform Newsletter will be delivered to each agency on a regular or monthly basis, at the direction of the agency.
- Lora (Valley Com) The PSAPs' cultures and difficulties are different amongst the agencies. When sending the Platform Newsletter to a broader group, it is recommended that each agency handle distribution after management approval with additional agency directives. There is concern that management will not be able to keep up with managing their agencies' distribution lists.

**Call Workflow Analysis**

- The 911 Program Office is looking into forming a multijurisdictional workgroup.
  - This action is based on feedback and information that was received from the PSAPs.
  - Benefits to developing a multigenerational workgroup include consultation assistance in facilitating meetings; notes; meeting minutes; global level call management; call routing rules; and overall workflow for King County agencies.
- Brian (CSCC) agrees with the call workflow analysis process. (SPD) has had calls routed to Spokane that (CSCC) was unable to answer due to the trunklines being overburdened due to city activity. The call workflow group and PSAP support might be a game-changer in terms of implementing new technology, reviewing governance issues, providing technology information, and providing support.
  - The 911 Program Office will present RAGB members with a list of recommendations and possibilities, as well as the cost of bringing in a consultant.
  - Up to \$250,000 can be applied to the project without creating a capital project.
  - An RFP will be necessary when employing a consultant.

**Charter Discussion**

- The 911 Program Office recommends the charter be amended to allow alternates to vote. This is due to trouble meeting the voting quorum requirements.

**Next Steps**

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- Due to the lack of quorum, there will be more discussion on call workflow analysis and the charter in February.
- Government relations staff will create a welcome packet for all new RAGB members, which will be distributed to the RAGB group.

**FINANCE MANAGER UPDATE** -Bryan Karol

**Financials Update**

- The Platform Modernization Project is under budget due to the managed services financial option provided by the vendor.
  - Excise tax revenue is expected to be more than \$1 million higher than budget for the year.
  - By the end of the year, the final excise tax revenue deposit will be in agency escrow accounts.
  - Requests for reimbursement, if desired, must be submitted by January 15, 2022.

**Funding Policy Update**

- The annual year-end review report is due by February 15, 2022.
  - A call taker's salary that exceeds the amount requested for the year is sufficient to meet audit requirements.
- Requests for possible adjustments to the funding policy have been made.
  - Brian (CSCC) expressed concern with the lack of funding policy penalties and their influence on the agencies.
  - There has been a request for new call standards and governance in the ILA, with a revision of the penalty structure and warning procedure.
  - Katy Myers (Norcom Alternate) expressed that Norcom cannot support the addition of financial penalties at this time.
- From a King County global system, the funding policy language and workflow analysis will be discussed further in the future.

**Next Steps**

- Reminders will be sent to the agencies prior to the deadlines for reimbursement requests and year-end reports.

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

**Public Education Outreach**

- On December 10<sup>th</sup>, the Renton Police Department will host the Battle of the Badges to raise funds for local food banks.
  - For more information on how to participate, contact Melissa Walker at the 911 Program Office.

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- The 911 Program Office is considering developing a strategic communication plan with the PSAPs' training coordinators on upcoming changes for the start of the year.
  - Police reform, certification, recertification, reclassification, and 988 changes are among the upcoming events that will have an impact on the PSAP agencies.
  - PSAP training coordinators will meet monthly or bi-monthly to support one another as the changes unfold.
  - Email notifications for planning and coordination will be sent out in the first quarter of next year.
- PSAP partners, we need contributors for the next newsletter.
  - Thank you for your participation in the next newsletter, Redmond Police Department.

**Staffing Task Force Update**

- The staffing task force continues to meet bi-weekly to focus on short term and long-term hiring, recruitment, and retention issues.
  - On December 6, the Staffing Task Force met to discuss the Digital iHeart campaign and the region's coming together. Participating PSAPs were Thurston County (TComm 911), Pierce County (SouthSound 911), Snohomish County (Sno911), Kitsap County (CenCom), Valley Communications, and NORCOM.
  - The plan is to launch an iHeart campaign on a regional scale. The demographic target is 18 to 35 year-olds living west of the Mississippi.
  - iHeart Media offers a package that includes terrestrial (broadcasting radio), FM/AM, and local hometown radio, podcasts, digital marketing banners, and weather and traffic reports.
    - The total estimated cost for the iHeart campaign is \$60-70 thousand, with King County contributing \$45-55 thousand.
    - The total number of estimated PSAPs involved is 15-16, with 12 PSAPs from King County and 3-4 from surrounding areas.
    - With the expansion, the total cost for each PSAP would be \$4,000.00, with the 911 Program Office covering the costs of King County PSAPs.

**PSAP ILA Update**

- Two updates to the KCSO ILA signature
  - The indemnification section was removed, as both departments are King County agencies.
  - The internal structure agreement was changed to an Inter-Agency Agreement (IAA) instead of an Inter-Local Agreement (ILA).
  - No other changes were made to the document, and the signature is pending final review.

**PROJECT UPDATES -Beth Knieps**

**Quarterly Update**

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- Lumen has maintained a positive connection with the Program Office, even after the RFP was awarded and the new 911 system was announced.
  - Report any service faults or problems to the 911 Program Office.
- The Spatial MSAG implementation statewide went very smoothly overall. Some unanticipated consequences, including the inability to route test calls to the test PSAPs.
  - The 911 Program Office and Comtech are working together to troubleshoot issues that require assistance in the new environment.
  - MSAG may impair training trunks. All PSAPs should test the system prior to scheduled training.

**911 Tech Ops Meeting Report**

- Platform Updates
- The Intrado Project Manager was introduced.
- The PSAP implementation timeline's tentative schedule was shared.
  - PSAPs were urged to participate in the OCM report survey process, and that the Program Office is committed to creating a healthy climate of change.
    - In the first quarter of next year, the project newsletter will be accessible.
- Current System Software Status
  - The test system was found to be unstable in the most recent software revision report.
    - Providing support for the many benefits of a test site PSAP and interface functionalities.
    - Lumen and Intrado are in constant communication to achieve problem resolution as quickly as possible.
    - The PSAP community is operating at steady levels, there is no need to upgrade production levels.
- PSAP Abandonment Device (PAD) Proposal
- In their proposal for a PSAP abandonment device, the State and Comtech collaborated to develop a solution for the ESInet II which would replicate the physical abandonment switches that were used in the original ESInet.
  - PSAP abandonment devices are not an NG911 standard and are not a feature of ESInet II. It was not included in the state's RFP for ESInet II.
  - Comtech devised a system that incorporates a wireless iPad with simple functionality and capabilities. The cost of implementation is \$541 thousand, which will be shared among the participating PSAPs statewide (currently six)..
  - A one-time set-up fee is associated with a cost of \$5,000 and a monthly recurring cost of \$1,500.
  - The 911 Program Office does not endorse Comtech's wireless iPad system solution; the presentation is solely for the purpose of transparency and gathering statistical data of interest.

MIS Data Collection Ending

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- At the end of 2021, the MIS servers that collect call data at the PSAPs will be disconnected.
- PowerMetrics was introduced in 2019 is fully implemented.
- The data will remain on the servers for statistical analysis.

**What is an Outage Presentation**

- Beth Kneips presented her report of what is an outage.

**State NG911 Strategic Plan Draft Presentation-Katy Myers**

- The NG911 Plan is still in draft form; the final document is expected to be approved in January.
- The Plan for Washington is focused on improving and modernizing the 911 response capabilities.
- The NG911 Plan will help guide planning, spending, and grant awards in the future.
  - The NG911 workgroup meets regularly to examine comments; send any comments to Katy Myers at [kmyers@norcom.org](mailto:kmyers@norcom.org) (NORCOM).
  - On January 13, 2022, the 911 Operations Subcommittee will finalize the plan.

**ELECTION OF THE CHAIR AND VICE CHAIR-Kevin Lovell**

- Member quorum requirements were not met for the chair and vice chair election processes.
  - A Special Meeting has been called.
  - Scheduled for January 12, 2022, and a notice of the Special Meeting will be electronically sent to all participating members.

**FOR THE GOOD OF THE ORDER-Kevin Lovell**

**Industry/Legislative Update-Jami Hoppen**

- The House passed a \$470 million NG911 infrastructure bill, which will be debated in the Senate in December.
  - The Washington State APCO/NENA Fall Forum is again being hosted virtually during this fall season.

As part of the Fall Forum, on December 9th, 2021, the 911 Program Office will make a presentation on the Platform Modernization Project and vendor selection process. PSAP members are invited to attend and if anyone needs a copy of the Zoom link, contact Jami.

**Roundtable**

- None

**Farewells-Kevin Lovell**

- Dave Schlaegel and Deb Flewelling were publicly recognized for their many years of service and contribution to the 911 community.

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**Wrap Up:**

- Amber will send out notices to the agencies regarding the special meeting on January 12, 2022.

**Next Meeting: January 12, 2021/9:00 am – 12:00 pm/Teams: 425-653-6586 Conference ID: 901 655 849#**

Special Meeting for the election of Chair and Vice Chair.

Minutes completed: Amber Thompson, KC E911 Program Office

Minutes Approved: