

# Meeting Notes

## 911 REGIONAL ADVISORY GOVERNING BOARD

### June 8, 2022

**GENERAL MEETING:** *Commenced at 09:02 am & concluded at 11:10 am*

**Present:**

**RAGB Members:** (Chair) Kevin Lovell, (Vice-Chair) Stacy Wassall, Darren Timpe, Samantha Stottlemyre, Abigail Steele, Bill Hamilton, Sheryl Mullen, Bill Schrier, Greg Hough, Lora Ueland

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

**Guests:** Jennifer Crippen, Alyssa McWhirt, Katy Myers

#### **WELCOME & INTRODUCTORY REMARKS – Kevin Lovell**

Participants and guest introductions.

Public comments – no comments.

Quorum – 9:02 am reached attendance and voting quorum

RAGB Meeting minutes – approved by consensus minutes from February 9, 2022 & April 13, 2022.

Agenda review – no changes.

#### **CHARTER LANGUAGE UPDATE-Kevin Lovell**

##### **Charter Language Update**

- Kevin put forth the motion to approve. Sheryl (Redmond) 1<sup>st</sup>, Darren (Bothell) 2<sup>nd</sup> – Approved by consensus.
- Lora (Valley Com) suggested the PSAPs who wish to have an alternate should email the Program Office designating their alternate.

#### **PROGRAM MANAGER UPDATE -Ben Breier**

##### **Staff Update**

- Ben updated everyone on Amber's special duty role and that the Program Office has submitted a request for a special duty backfill.

#### **Workflow Analysis**

- Ben asked for action to rescind original ask for consultant to study 911 call flow in the County and make recommendations.
- Ben explained that PO would incorporate more education of specific capabilities of new platform into existing meeting structures – Tech OPs & OCM Change Champion
- Samantha (Enumclaw) asked if the information in each meeting, Tech Ops and Change Champion, will be the same or different?
- Beth replied with the idea is to build on the concepts and discuss in OCM. Topics will more or less be the same. Tech Ops will be more of a presentation.
- Kevin put for the motion to drop the original content idea of having a consultant look at the entirety of how calls are handled and move forward with the new proposal.
- Motion was approved by consensus.

#### **Centralized Logging Recorder**

- Ben quickly reviewed the Centralized Logging Recorder presentation from the April meeting and asked for an action to recommend moving forward with the planning

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process (RFP for Consultant, hiring the Consultant and developing an RFP for a Vendor solution).

- Lora (Valley Com) asked a question about the laptops being recorded - “if we don’t do this, the laptops won't be recorded?” Ben answered that there may be capability to record the laptops but could not speak for the respective vendors – contact the PO for additional information.
- Lora (Valley Com) and Bill H. (Norcom) asked about the timeline – Ben showed the timeline slide from the presentation.
- Bill H. (Norcom) asked is this an “all or nothing” proposition. Ben answered that technically, we would not require everyone to participate but did not know what that would do to the cost structure.
- Bill S. (Seattle CSCC) stated that the project may have additional stakeholders, including Prosecutor, City Attorney, Law Enforcement, etc. and that they produce a large number of CDs today and maybe entities should have direct access to the recordings.
- Sheryl (Redmond) stated that she supports the concept of the project, however it would double their costs. While she is not enthusiastic about the costs, she appreciates the early conversation.
- Kevin asked for a motion to recommend moving forward with the process
  - Sheryl (Redmond) first, Bill S. (Seattle CSCC) seconded the motion
  - Katy (Norcom Alternate) asked if there was a dollar limit for the consultant. Ben answered that the current budget is \$1.3 million, fully absorbed by the Platform project budget.
  - Much discussion commenced re/ the process and possibly limiting the scope of the consultant RFP and the recommendation to research only. Ben answered that due to the County procurement process, he would not be willing to limit the scope and then have to expand later. Ben proposed to move forward with the consultant RFP development, solicitation and evaluation process, but before contracting would bring the cost proposal back before RAGB for a recommendation to move forward.
  - Ben clarified the consultant RFP process – PO and County would develop the RFP and advertise the solicitation. For the evaluations, would include PO, PSAP and possibly other stakeholders.
  - Sheryl (Redmond) reminded the group “we are an advisory committee.” Not our role to decide to spend or not.
- Motion to recommend was modified
  - Lora (Valley Com) put forth the motion to develop an RFP for a consultant, the SOW is to research and develop the requirements for a centralized logging recorder that would include telephone & radio at a minimum. We would get the proposals from consultants and come back to RAGB prior to contracting with the consultant to look for concurrence to hire the consultant.
  - Motion was approved by unanimous vote.
- Sheryl (Redmond) suggested the Program Office to provide a position recommended motion on future items and then RAGB can clean up as needed.

**FINANCE MANAGER UPDATE – Bryan Karol**

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#### Budget Update

- Presented the timeline/process for the 2023/2024 biennial budget
- Reviewed Excise Tax Revenue ten-year forecast.
- Change in revenue 10-year forecast from the August 2019 forecast to the March 2022 forecast was \$20.7M in additional revenue total.
- YoY average growth rate changed from .08% to 1.28% between forecasts.
- Identified key points of interest in the Agency Proposed budget
- Presented two options for a suggested increase to the PSAP escrow distribution amount and their corresponding impacts to the ten-year forecast.
  - Sheryl (Redmond) mentioned that forecasts and projections are good, but we should be cautious with the increased expenditures.
- The motion was put forward by Sheryl (Redmond) advising the adoption of Option B to increase the escrow bucket by 25% in 2023. Bill H. (NORCOM) 2<sup>nd</sup> the motion. A vote was taken and unanimously passed.
- Sheryl (Redmond) asked to include language in the RAGB Onboarding document that explains the escrow funds are not guaranteed or promised.

#### Funding Policy; performance clause

- The performance clause language was discussed and decided to leave out any performance language and to leave it at the current contract language.
- Motion was made to drop the performance clause and was approved by consensus with Bill S. (Seattle CSCC) abstaining.

#### GOVERNMENT RELATIONS AND OUTREACH UPDATE – Jami Hoppen

##### Public Education Outreach

- The PubEd team will be in Louisville next week attending the annual NENA Conference.
- Community events are scheduled every week between now and September, with some weeks having two or three events. Volunteers are always welcome and reminder that there is new swag available for PSAPs.
  - Sheryl asked for pictures of the current swag be emailed out to the group.
  - Sheryl would like swag for the Aug 2<sup>nd</sup> National Night Out event.

##### Staffing Task Force Update

- The staffing task force continues to meet regularly. The group's last meeting was Monday June 6, 2022, where a self-check in was conducted by the group to evaluate whether the group needed to continue to meet. Unanimously it was decided to continue to meet monthly and shift to more of a think tank group with the ability to focus on specific objectives if any come up in the future. Additionally, it was agreed upon to open the group to all PSAPs in the state.

##### Onboarding Update

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- The onboarding document is complete and can be found in the meeting folder (2022-6-8) under the title “RAGB-Onboarding.” Feedback is requested on content of the document. Provide any feedback to Jami by the end of June.
- Sheryl expressed appreciation for the efforts of creating the onboarding document and mentioned it could be good to have it accessible by council members, the public, and other stakeholders who could benefit from knowing more information on the Program Office.

#### PROJECT UPDATES – Beth Knieps

##### Project Update

- On Schedule
- Data Center equipment has been installed in two centers
- Equipment for the remaining center shipping soon
- Cross connects are being ordered. Two have been installed
- PSAP cabling scheduled to be complete 1 week prior to the PSAP implementation date
- GIS Back Office training completed
- Approx. 14 items on an issues list. Migration targeted for August
- Back Office provides data directly to SCC for PSAP map in the new solution
- KC 911 Program Office Tech Team is tracking preparation work to be completed at each PSAP ahead of implementation. These tasks will be coordinated by KC911 Techs

- Organizational Change Management (OCM)

Change Champions – Jun 9 @ 2pm

Newsletter name reveal – 911 (CHAMP) Call Handling plAtform Modernization Project

#### PSAP Tech Op Report

- TeleLanguage is new Language Interpretation Service provider for 911 calls in KC
  - Tech Team will reach out to each PSAP
  - Add to existing options – no immediate changes to use of other services
  - King County is contracted directly
- Resource Sharing possibilities of new Platform
  - More flexible use of positions. –
    - + PSAP staff can answer calls at any PSAP
    - + Allows more telecommunicators than positions at “home” PSAP
    - Availability of infrastructure (Recording, CAD, Radio etc)
    - Operational challenge of not having all telecommunicators in the same room
- Shared Queue
  - Since all PSAPs are within a single system, it could be configured such that 911 calls “overflow” into a shared queue for other PSAPs to handle calls in queue
  - Would require operational common process
  - Likely require formalized agreement between participating agencies (MOU, Mutual Aid, governance etc)

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- Administrative telephony sharing or splitting
  - Possible to share telephony resources dial tone, outbound/inbound capacity
  - Sharing resources impacts resources available to each PSAP
  - Possible to add lines that terminate at another agency
    - + mitigate impacts of local telephony outage/impairment
    - Require agreement between agencies
    - Costs
- ECRF
  - Statewide implementation of location-based routing at the NGCS scheduled for tomorrow 6/9
    - In use in Kittitas County and Pierce County
  - In the absence of data showing the anticipated impact to call routing for King County PSAPs, the Program Office is working with Comtech and the SECO to exclude King County from the June 9<sup>th</sup> migration.
  - Kevin asked about the possibility to draw polygons for custom ECRF routing abilities. Also inquired whether can they separate wireless routing from landlines for UW.
    - At present the State is implementing ECRF location-based routing which will use the existing wireless routing for King County. With the implementation of i3, there will be additional routing capabilities including the creation of polygons for specific events or jurisdictions.

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

**Industry Legislative Update – Jami Hoppen**

- Washington State’s implementation of 988 goes live July 16, 2022. The Program Office has requested a one-page document from the State 911 Office (SECO) explaining what the implementation will look like so the PSAPs can provide the information to their training and operations departments. King County PSAPs’ workflow is not expected to be impacted however it is important for Telecommunicators to be aware that routing will be based off area code, not where the caller physically is located.
- Bill asked if there will be ANI/ALI information if the routing is based on area code.
- Lora advised there will not be ANI/ALI and service will be reliant on the caller sharing their location. Lora also advised it is not a technology issue, but rather concern for privacy of the caller.
- The Tiger Team ad-hoc workgroup is slated to make recommendations to the Advisory Committee for appointments of the two Telecommunicators and two Directors for the [SSB5555](#) Certification Board on June 16, 2022. The Tiger Team will continue to meet for the next month to continue collecting data and information on training requirement recommendations. Thank you to everyone who completed the training and union survey despite the quick turnaround.

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**Roundtable**

- Bill H. (NORCOM) asked for 9-1-1 furniture recommendations from the board members.
- Reminder the next meeting will be hybrid with both in person and virtual options.

**Wrap Up**

- ACTION ITEMS
  - PSAPs to confirm alternates
  - PSAPs to provide feedback to Jami by the end of the month regarding the new Onboarding Document.

**Next Meeting: August 03, 2022/9:00 am – 12:00 pm/Teams: 425-653-6586 Conference ID:540316161#**

Minutes completed:

Minutes approved: