

Meeting Notes

911 REGIONAL ADVISORY GOVERNING BOARD

August 3, 2022

GENERAL MEETING: *Commenced at 09:02 am & concluded at 10:07 am*

Present:

RAGB Members: (Chair) Kevin Lovell, Grace Meyers, Samantha Stottlemire, Sheryl Mullen, Bill Schrier, Greg Hough, Lora Ueland, Vanessa Barnes

RAGB Alternates: Jennifer Crippen, Katy Myers

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

Guests: Monica Burke

WELCOME & INTRODUCTORY REMARKS – Kevin Lovell

Participants and guest introductions – New member: Grace Meyers, Bothell PD.

Public comments – no comments.

Quorum – 9:04am reached attendance and voting quorum (A/I to update quorum sheet to include alternate members).

RAGB Meeting minutes – approved by consensus minutes from June 8, 2022.

Agenda review – no changes.

PROGRAM MANAGER UPDATE -Ben Breier

PSAP ILA

- Ben noted that the current ILA expires 12/31/2023 and we need to start working on the extension now. He asked if RAGB would like to work on it individually or as a group?
 - A question was asked if there needed to be any updates or modifications
 - Ben replied he thought we needed to add language for the possible Centralized Recorder or similar (partial PSAP cost).
 - New platform allows for shared resources, perhaps we should add language that covers new options.
- Bill (CSCC) recommended a group effort, Lora & Kevin agreed.
- Ben agreed that a workgroup will be stood up to handle the ILA revisions. At the October RAGB meeting, each PSAP will nominate a member for the workgroup.

PSAP Boundaries

- Ben stated that Geo-Spatial now in use everywhere in the State, other than King County. Accurate GIS data is critical to the success of the routing and he reminded PSAPs that they need to update the Program Office as soon as they are aware whenever there are changes to PSAP boundaries or response areas. It would be most appropriate for the respective GIS teams to update KC GIS.

Strategic Plan Updates (Strategic Objectives)

- Strategic Plan was last updated in 2020, should be every other year, so we are due now. We could either form a workgroup now or defer for a year to incorporate changes brought about by the new shared platform. Action on the current plan and/or objectives is currently underway. The most recent Strategic Objectives had many goals to move concerns outside the four walls of the PSAPs, those goals currently being worked.

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- Lora and Katy both stated that they had not reviewed document in a while and would need to refresh prior to making a recommendation.
- Kevin asked that all RAGB members review the document and be prepared to discuss at the October meeting (A/I).
- Decision to be considered at October meeting.

FINANCE MANAGER UPDATE – Bryan Karol

Budget Update

- Budget has been submitted with the increased PSAP distribution.
- No red flags yet, however submissions still under review.
- Executive and Council action around Thanksgiving timeframe.

YTD Review (Actuals)

- Revenue better than budget by \$583k; better than prior year by \$43k
- Expenses better than budget by \$10m because we haven't moved money to capital fund for project. The \$7 - \$10m transaction will be processed prior to yearend.
- Expenditures essentially flat YoY.

GOVERNMENT RELATIONS AND OUTREACH UPDATE – Jami Hoppen

Public Education Outreach

- The PubEd team will be in Anaheim next week attending the annual APCO Conference.
- The Team has been averaging about 3 events per week since last meeting.
- At most events, an additional table has been set up for recruiting.
- Events continue through September, volunteers always welcome.

State Communications

- Updating the group since there are so many new people of how/why of various communications.
 - Emails from SECO, KC Fire Chiefs, Police Chiefs/Sheriffs are generally passed along for information only. If action is required, try to summarize and let you know.
- RE/ the State Training document. I compile responses from PSAPs, format and forward to the State from a County level.
 - Do PSAPs want to submit on Calendar Year or Fiscal Year? State indifferent as long as documented and done the same.
 - Jami to send survey for PSAP preference.
- Legislation updates
 - Authorities SC working on updates to WACs, primarily to clean up language and ensure alliance with recently updated RCW's.
 - Do PSAPs want to see the newly proposed language? Generally yes.
 - Jami will send list and new language.

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- People care – telecommunicators
 - State doing studies on burnout and secondary trauma
 - Short survey out now, longer survey coming soon. Should take about an hour to complete, that time can be used towards training requirement.
- Public Communications – Generally our office only communicates to the public on issues very specifically related to 9-1-1 call processing (telephony only). Other county agencies have responsibilities for public safety in the other arenas.
 - 988 Implementation
 - While Public Health is the primary responsible agency, the PO did attempt to provide a coordinated message.
 - Please let us know if PSAPs feel we should take on a larger role.
 - Valley Com – No Audio Outage
 - Issue summarized below (Tech Update)
 - Decision to communicate to public lies with the Program Manager. In this case, because the issue impacted a single PSAP and it occurred in the middle of the night, a decision was made to not notify the public.
 - Generally, those notifications are reserved for wider scale issues and often cause undesirable outcomes (increased call volumes, test calls, etc.)
 - In terms of public communications, network access issues are not normally communicated, as the messaging is very limited in nature.
 - Lora asked more collaboration on VCC case; it was agreed that communication re/ messaging w/ VCC should have been handled better.
 - Jami working with county PIOs to provide consistent messaging.
 - PSAPs asked for message templates and Jami replied that those are currently undergoing some “tweaking” and she would circulate once they are approved and ready to go.
 - Katy suggested that the focus of messaging should strive to be public education in nature – try texting, try another device, where to find your 10-digit number, etc.
 - Try to collaborate on messaging in real-time.

iHeart Briefing

- Stakeholders reported positive results, however hard to determine which message medium moved the candidate to apply. Need multiple approaches – radio ads, bus ads, print ads, etc.
- Lora reported that a State recruiting event is planned for October 22nd, with advertising and open to PSAPs to send representatives. PST would also be available at the event.

PROJECT UPDATES – Beth Knieps

Project Update

- On Schedule
- GIS Backoffice has cutover to new system and is in the 30-day acceptance window. Few issues have been reported and Intrado has been very responsive thus far.
- ESInet has cutover and enters 30-day acceptance soon.

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- CHFE Host and PSAP equipment to ship later this month. PO will house in dedicated warehouse.
- Test PSAP configuration (CCS) scheduled for 8/24; will have limited support available during the day.

VCC Outage

- Issue at Valley Com was that 911 were presenting with no audio.
- Sentry alarms generated by the system and Intrado opened ticket with Lumen for dispatch.
- Lumen tier 2 gained remote access and began troubleshooting. Suggested Comtech reboot media gateways, however Comtech advised that believed CHE needed to be rebooted.
- Lumen technician arrived on-site after about 2 hours and rebooted VIPER server, Comtech then remotely rebooted media gateways and service was restored.
- PO asked for RCA from both vendors and provide more information once both are received.

ECRF

- Not much to report. State was gone live with ECRF routing without significant issue. KC still waiting for impact analysis from Comtech prior to scheduling changeover.

FOR THE GOOD OF THE ORDER-Kevin Lovell

Industry Legislative Update – Jami Hoppen

- 988 rollout has not had any reported impacts
- Ad Hoc Tiger Team for SB5555 has wrapped up with follow up documentation for lessons learned and other information from states that have done where certification already in place.
- State APCO/NENA conference scheduled for first week of October.

Roundtable

- Reminder the next meeting will be hybrid with both in person and virtual options.

Wrap Up

- ACTION ITEMS
 - PSAPs to confirm alternates.
 - PO to update quorum document with alternates.

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- Each RAGB member to review Strategic Plan and Strategic Objectives for discussion in October.
- Jami to send WACs under review.
- PSAPs to nominate member from each for ILA update workgroup.
- Jami to send catalog of PIO outage message templates.

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

Minutes completed:

Minutes approved: