

AGENDA
E-911 REGIONAL ADVISORY GOVERNING BOARD
SPECIAL MEETING: PSAP CONTRACT
September 26, 2018
8:30 am – 10:30 am
E911 Program Office, Kent
Skype 206.263.8114 code: 3889939

PARTICIPANTS

- **RAGB member Point of Contact:** Sheryl Mullen (Chair), TBD (Vice-Chair), Vanessa Barnes, Jeff Flohr, Tara Murker, Dave Schlaegel, Brian Smith, Samantha Stottlemyre, Lora Ueland, Michael Sharp, Chris Wilson, Stacy Milne
- **Additional Point of Contact:** Tom Orr

8:30 am – 8:40 am **WELCOME (Sheryl)**

- Introductions and welcome guests (including phone)
- Community events, acknowledgements
- Approval of Minutes 08.15.18
- PSAP Director meeting highlights (September)
- Agenda review - additions, deletions

SharePoint: Minutes 08.15.18 draft

8:40 am – 10:00 am **PSAP CONTRACT (Sheryl and Ben)**

- Expectations / Process (Sheryl)
- Themes from PSAP meetings (Ben)
- Collective feedback from RAGB (Sheryl)
- Discussion

10:00 am – 10:30 am **GENERAL TOPICS**

- Vice Chair election through end of 2018: Sheryl
- Text to 911 Policy Feedback: Sheryl
- Use of Escrow Funds Response: Ben
- Roster review (Committees and Working Groups): Sheryl
- Roundtable: All
- **Wrap Up:** action item review, requests noted in the minutes

SharePoint: RAGB Roster

RAGB MEETING SCHEDULE

2018

- Oct. 16 (Special meeting – PSAP Contract)
- Nov. 17 (Quarterly meeting - call routing; public education campaigns 2019, 2019 Chair/VC vote)

2019

- Feb. 13 (scheduled), May 8 (scheduled), Aug. 14 (not scheduled), Nov. 13 (not scheduled)

MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
SPECIAL MEETING: PSAP CONTRACT
September 26, 2018
8:30 am – 10:30 am, E911 Program Office, Kent

Present:

RAGB members: Sheryl Mullen (Chair), TBD (Vice-Chair), Vanessa Barnes, Jeff Flohr, Craig Wilson, Dave Schlaegel, Brian Smith, Samantha Stottlemire, Lora Ueland, Chris Wilson, Kathy Baskin, Tim Floyd

Guests: Tom Orr, AJ Cooper, Vonnie Mayer, Roky Louie, Lee Marchisio, Stacy Wassall

Program Office Staff: Ben Breier, Deb Flewelling, Bob Potts, Bryan Karol

Meeting commenced at 9:00 am

Welcome & Introductory Remarks - Sheryl Mullen:

Participants and guests self-introductions

Community events, acknowledgements:

Recognition of Meg Goldman's contribution to this group as she moves on to another position; Tara Murker has taken a new position as the PSAP Director for Whitcom in Whitman County; Kathy Baskin is retiring Sept 30, 2018. All three of these ladies will be missed and well wishes were extended as they take on new adventures in life.

Approval of Minutes 08.15.18: Minutes approved (document on SharePoint)

PSAP Director meeting highlights (September):

Director's met and discussed the contract proposal and will bring comments and feedback to the Program Office during this meeting.

Agenda review - additions, deletions: None made

PSAP Contract review - Sheryl Mullen and Ben Breier

- **Expectations / Process**

Sheryl provided a brief update and friendly reminder - this is the second conversation this group will undertake that has a lot of passion and interest and everyone needs to remember the ground rules agreed upon in the Charter.

- **Themes from PSAP meetings**

Ben thanked everyone for their participation in the PSAP 1:1 discussions. The feedback was very helpful and there were great ideas to consider. Discussion topics for this meeting were thematic in nature and not about specific items, but he wanted everyone to know their concerns and feedback were heard. The Program Office (PO) team is already working on several issues/suggestions. The PO strongly supports the spirit of the Strategic Plan and their goal is to be collaborative and work together with everyone. This is the first draft proposal document to guide the process forward and he apologized if the original message didn't come across as such.

- Vendor services contract – this format was intentional to make this a smoother process and to create a process that would not need final Council approval. This would also allow document changes to grow over time and be easily incorporated. Lora Ueland expressed concern the Council wanted to stay involved in this process and to be cautious if we try to avoid them. Ben clarified that was not the intent, the Council will be briefed and kept up to date on the process, but he didn't believe the Council was expecting to approve it.
- Consolidation language – this was never intended to appear as a forced event but instead to allow the PSAPs to make that choice. Further clarification language will be made.
- "Mutual" language – PSAPs expressed concern there should be a mutual accountability for many of the items and PO is working with the attorneys to address this concern.
- Insurance language – PO working with Risk Management and attorneys to address concerns.

- Living Wage and Discrimination – If all PSAPs are recognized as government agencies, the request will be made to remove this.
- Policies/Procedures – The PO agrees policies shouldn't be in the contract and they are working to find another place and approval process for those, possibly the RAGB charter.
- Flexibility for funding – There were great discussions of options that will help the PO meet their requirements of a sustainable fund balance but also address the concerns of the PSAPs. They look forward to hearing the collective information from the PSAPs and are very open to make this work for both groups.
- HIPAA and CJIS issues - HIPAA isn't required for PSAPs and CJIS requirements should be to the Program Office staff, not the PSAPs. Ben is waiting on the attorneys' opinion expressed the information from the call has limited amounts of data that doesn't apply to HIPAA.
- Ben thanked everyone again for taking the time to go through the document and provide feedback as they received a lot of good information and it shows a strong spirit of collaboration to build a document that everyone can live with.

- **Collective feedback from RAGB**

Sheryl advised the alternative contract language is in a collaborative review process with several attorneys. She received it the night before the meeting and therefore it hadn't yet been reviewed by all PSAPs. She will forward it on to the PO following the PSAP directors meeting on 10/1.

- **Open Discussion**

Sheryl went around the table asking for any comments or concerns about the proposal giving each member an opportunity to provide feedback. Comments reflected:

- Moving policies away from the contract, encouraging everyone to share their collective perspectives, time considerations for getting the contract development completed vs. timing needed for actual signatures, following the Strategic Plan and not eliminating the IT positions, appreciation for all the attorneys working on a final document, clarification on consolidation language, reflecting language for government agencies and not vendors, PSAP draft will include proposed language and not just outlined concerns.
- Concern on the timing of feedback and if the October 16 meeting was going to be too soon to do a thorough review. PSAPs confirmed they should be ready to complete their review and discuss at their meeting on 10/1. The NORCOM attorney is merging all 3 current drafts together into one for attorneys and directors to review and **(Action) NORCOM's attorney, Lee Marchisio, stated he should be able to get it out by Friday 9/27** if there aren't additional comments.
- The funding issue will not be in the PSAP contract response and Sheryl suggested a modification to the finance policy to address that issue and then reference the policies in the contract. **(Action) Sheryl hopes to have a new draft contract document to the PO following the meeting on 10/1.**

Sheryl thanked the group for all their engagement and hard work, understanding some are new to this process and some aren't. She also thanked the attorneys for pulling together and encouraged we are all on the right path.

- **Funding Options Discussion**

Ben would like to move forward with some ideas on the funding and escrow issues and asked what the group thought of identifying a pot of money that can be used for specific things. He suggested the following idea:

- Transitioning to a flat percentage model – example: \$20 million in revenue, 30% off the top goes to PSAPs to do anything they want as long as it's within RCW/WAC. This would do away with forms, reimbursements requests, etc. PSAPs would sign a statement attesting to the use of these funds for 911 purposes and be available for an audit. This would be different from today as there is a pot of money but it doesn't belong to the PSAPs until they request it and it is limited to what is in the eligibility table. The new pot of money concept would give PSAPs the autonomy to use as they wish, including IT staff. Tom & Sheryl stated this is similar to some of the thinking and concepts discussed.

- Everyone would need to agree on what that percentage would be and then create a review period but while the actual amount would isn't super clear, the pot would be smaller than what it is today. The PO needs to a predictable amount that will be distributed to the PSAPs.
- The PO has approximately \$12 million in reserve and the next biennium budget has an \$11 million gap, including capital. This gap has to be closed. The PO also has to be able to pay for the single architecture platform described in the Strategic Plan. The actual funding amount for PSAPs moving forward is still unknown but the goal is to create flexibility for both PO and PSAP. Tom reminded the Strategic Plan outlines there is to be a 10 year sustainable finance plan, how it should be followed, and a process for how to reach agreement which includes talking to the Council; PSAPs have a window to make adjustments and they need to have some predictability on when these cuts will impact them; A 2020 budget cut doesn't give them enough time to react.
- Marilyn expressed she felt the King County Executive and Council would be disappointed if RAGB wasn't able to figure this funding issue out; Everyone has had to deal with cuts and should be able to get to a resolution. Jeff stated cuts in 2019/20 isn't acceptable due to budget timing, but agreed there needs to be adjustments.
- Sheryl expressed there's a contract component and a policy funding component and offered pulling the policy away from the contract will help everyone focus on the contract. Making cuts in 2020 will also have negative impacts on the PSAP but there can be conversations to make a funding change following the contract discussion.

General Topics (Sheryl Mullen)

Meg's departure: Ben advised of Meg's departure and all RAGB meeting invites were from her account. In the next few weeks, the PO will move all invites to a general account and the team is working with KCIT to figure this out. Be prepared as there will be a flurry of activity when that's ready.

Welcome Bryan Karol: Ben apologized for not introducing the new Finance Manager, Bryan Karol. Bryan spoke briefly of his background; 11 years at REI; first time in government; good at finding opportunities and cost drivers; pledged clarity to help solve the current problem.

Vice Chair election through end of 2018: Sheryl asked for a nomination of a new Vice Chair due to Kathy Baskin's retirement, effective 9/30/2018. Nomination and approval of Lora Ueland – vote tabulation located on the SharePoint site.

Text to 911 Policy Feedback: Sheryl advised she received feedback on this policy the night before the meeting and didn't have a chance to review it with the PSAPs. **(Action) She will forward it as soon as possible, but unknown timeframe.**

Use of Escrow Funds Response: Ben addressed a proposal from Seattle PD to change the structural use of escrow for other 911 uses. He would like to work towards a flat reimbursement schedule and allow use of those funds for anything within the allowable process but is not ready to provide the actual process. Sheryl asked if this can be a separate conversation away from the contract. Brian asked what they can do in the interim; is there an opportunity to address this now as he needs to find the funding now for next year's budget. Ben stated, in general, they are supportive and **(Action) the PO will provide a formal response by October 15 to Brian's use of escrow funds request.** Tom asked if is this a change in funding and Sheryl iterated it is only a spending item.

Roster review (Committees and Working Groups): Sheryl asked everyone to confirm the information on the document in SharePoint is accurate

Roundtable:

- Jeff advised KCSO reached a tentative agreement with their communications labor group; they have 9 in training, a lateral list and a new class of 9 starting in Jan/Feb, 2019; they hope to be fully staffed by next spring. Some of these new employees are from the APCO National Conference recruiting booth as they

were able do on site entry level testing and an oral board - one candidate is in the next class. They currently have 200 people in some part of their hiring process; backgrounds are being done internally and they have a Detective focused on Communications, taking about 6-8 weeks instead of 6 months – they're really pushing it through. The booth was expensive but they were able to talk to approximately 500 people.

- Craig advised UWPD promoted an acting supervisor due to Tara's absence and will introduce him at the next meeting. They also have several new hires moving into training and have some FTE's willing to come back as casual/part time.
- Brian advised SPD is starting their first lateral supervisor hiring process

Wrap Up: action item review, requests noted in the minutes and listed as follows:

- *NORCOM's attorney, Lee Marchisio, stated he should be able to get it out by Friday 9/27*
- *Sheryl hopes to have a new draft contract document to the PO following the meeting on 10/1*
- *Text to 911 Policy Feedback - Sheryl will forward it as soon as possible, but unknown timeframe.*
- *The PO will provide a formal response by October 15 to Brian's use of escrow funds request*

SharePoint: RAGB Roster and voting record

RAGB MEETING SCHEDULE

2018	Nov. 17 (Quarterly meeting - call routing; public education campaigns 2019, 2019 Chair/VC vote)
2019	Feb. 13 (scheduled), May 8 (scheduled), Aug. 14 (not scheduled), Nov. 13 (not scheduled)

Meeting concluded at 10:30 am

Next Meeting:

Special meeting – PSAP Contract
Tuesday, October 16, 2018 – 8:30 – 10:30
Program Office, Kent
Skype – number pending

Minutes completed by: Deb Flewelling, KC E-911 Program Office
Minutes approved as written: 10/16/18 General Meeting