Meeting Notes
911 REGIONAL ADVISORY GOVERNING BOARD
April 13, 2022

GENERAL MEETING: *Commenced at 09:01 am & concluded at 10:35 am*
Present:
RAGB Members: (Chair) Kevin Lovell, (Vice-Chair) Stacy Wassell, Darren Timpe, Samantha Stottlemyre, Abigail Steele, Bill Hamilton, Sheryl Mullen, Bill Schrier
Program Office Staff: Ben Breier, Jami Hoppen, Bryan Karol, Bob Potts, Beth Knieps, Amber Thompson
Guests: Jennifer Crippen, Vonnie Mayer

WELCOME & INTRODUCTORY REMARKS – Kevin Lovell
Participants and guest introductions.
New Members
Public comments – no comments.
RAGB Meeting minutes from February 9, 2022. Lack of voting quorum.
Agenda review – no changes.

CHARTER LANGUAGE UPDATE-Kevin Lovell
Charter Language Update

- Due to no voting quorum, approval of the written Charter Language that was previously tabled at the RAGB meeting on February 9th has been postponed until June 8, 2022.

PROGRAM MANAGER UPDATE -Ben Breier
Language Services Update

- In February, the Voiance contract expired, with no impact on operations.
- A new vendor contract was executed via piggybacking.
- In 2023, the piggyback contract will be up for renewal, and will need to be monitored.
- A request for proposal (RFP) for voice language interpreting services was issued by the Program Office in late 2021.
- The Selection Committee selected a single vendor, Telelanguage. The Program Office will work with TeleLanguage to plan a presentation and present it to the Tech Team in May or June.

Workflow Analysis

- The Program Office will change the Tech Team's responsibilities, with each Tech assigned to a specific set of PSAPs.
- The goal is for each Tech to be able to become an "expert" in the PSAP's operations, working as a "trusted advisor" on the application of the call handling system and emerging 911 technology.
- The meeting was opened for discussion on hiring a consultant to examine King County's call-handling procedures.
- The Program Office will prepare a full presentation on the capabilities of the new platform, specifically as it applies backup capabilities.

Centralized Logging Recorder

Ben Breier displayed the Centralized Logging Recorder report with an estimating and monetary breakdown in a presentation.

- In the current environment, trunk-based and position-based recordings are both possible
- Radio and telephony traffic are migrating to an IP-based network solution. Providing communication flexibility throughout the county.
- The Program Office met with a number of suppliers to discuss telephony and radiolocation options. A modern centralized recorder design would eliminate vulnerabilities.
- The vendor cost portion of the centralized recorder was estimated to be between $1.5 million and $2.1 million. The Program Office is proposing to expand the scope of the Platform Modernization Project to include the Centralized Recorder
- The 911-excise tax provides 100% of the funding for the Program Office; the regulations and statutes of the State of Washington prohibit participation in payment of radio components, thus each PSAP would have to pay for radio-specific functionality
- PSAP-specific cost estimates for this functionality were provided in the presentation, which is available for reference on SharePoint.
- The King County Project Review Board accepted the Platform Modernization Project's Centralized Logging Recorder proposal, maintaining the project budget while extending the project's timeline by two years.
- The Centralized Logging Recorder will not be implemented until 2024-2025 after Platform Modernization and PSERN are fully operational.
- The Program Office would first hire a consultant, via RFP, to meet with users and stakeholders, gather requirements, and assist with a vendor RFP.
- The Program Office will be seeking approval from RAGB at the June meeting to determine if it should proceed with the project.

FINANCE MANAGER UPDATE – Bryan Karol
Financials Update

- The preliminary year-end financials for 2021 remained the same for final expenses. Revenue increased by $300 thousand over preliminary results.

Funding Policy; performance clause

- The room was opened for review of revisions to the funding policy.
- Bill Hamilton (NORCOM) and Sheryl Mullen (Redmond PD) stand by the existing funding policy contract; unless the pre-negotiated contract is reopened.
- Bill Schrier (CSCC)-Chief Lombard would like to see movement on revisions to the funding policy.
- Further review and discussion will be conducted during the June RAGB meeting.

Proforma Review

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- The central rates increased by $200- $250 thousand over the prior biennium. The increase primarily comes from two areas; general fund overhead and business resource center.
- 2023-2024 Biennial Proforma Budget will be electronically sent to RAGB members for review once the system is updated. The Agency proposed budget will be discussed in June's RAGB meeting.
- 9-1-1 office budgets need to be finalized and submitted by July 1st for Executive Review.

GOVERNMENT RELATIONS AND OUTREACH UPDATE – Jami Hoppen
Onboarding Update

- Release of the 911 Program Office RAGB onboarding packets is targeted for the end of April. The purpose is meant to be helpful to new oncoming RAGB members to better understand the Program Office's role and purpose as well as address an area for improvement from the ISG on the Platform Modernization Project

Staffing Task Force Update

- Staffing Task Force meets bi-weekly to discuss, staffing challenges, short-term & long-term hiring recruitment, and retention issues.
- The iHeart Campaign has been a beneficial media platform for agencies. Several agencies reported an increase in applicants.
- A survey was sent out to the PSAPs collecting information on what brought dispatchers to the 911 industry and whether they plan to stay in the industry. There were over 140 people who responded.
- In order to ensure the task force does not go beyond the original scope of the group, they will be reviewing the Strategic Objectives and aligning their next steps with the objectives that relate to healthy PSAPs and healthy Telecommunicators with a prime focus on retention

Public Education Outreach

- The Program Office has a large selection of new swag items. Melissa Walker, Public Outreach Coordinator, should be contacted with swag questions.
- Farmers Markets, Scout Night, Teddy Bear Clinic, and Water Safety Day with Renton and Mercer Island PD are among the upcoming events.
- PubEd is incorporating recruitment efforts when engaging with the community.
- The Program Office has partnered with King County Television to create a "I am 911" recruiting video. Initial filming will begin at the end of April.
- A special thank you to NORCOM for hosting and King County Fire Chiefs Association for partnering with the Program Office on the Media Event "Help Us Help You".

PROJECT UPDATES – Beth Knieps

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Quarterly Update

- The Platform Modernization Project received KCIT Project Management approval for the Construction Gate in February.
- The March Roadshow drew a huge attendance, providing valuable feedback to the tech team. It was discussed that a system-wide console numbering scheme would need to be implemented.
- King County GIS data is loaded in the new software environment; The GIS back office is in a training/testing effort.
- The new data schema does not align with the existing xTracker configuration. Since this tool is no longer supported, the decision was made to update the final map data for each agency. No further updates are planned prior to the implementation of the new platform map.
- The Tech Team has met with each PSAP to finalize Intrado equipment orders.
- The first Intrado contract amendment is being drawn up. It was anticipated that needs would unfold as implementation begins. There are no delays anticipated.
- The ESInet implementation and negotiations between Intrado and Comtech to resolve the KC ESInet host connection to the state ESInet are ongoing.
- The i3 interoperability testing between Intrado and Comtech was successfully completed.
- The first issue of the OCM Platform Modernization newsletter has been released.

PSAP Tech Op Report

- The Tech Ops team meets once a month
- PSAP reminder: Cybersecurity care and consideration. Each PSAP and its members must foster a security-first culture and recognize that external and internal actors can both pose a threat.
- VIPER7 Under-the-hood presentation: The software configuration management tool for the Viper platform has been simplified.
- The Tech Team has restructured to allow each tech to focus on specific PSAPs. In order to better understand the unique needs and situation. At the beginning of the year this model was implemented by soft launch. That agency's advocate was the Tech present for the site survey. Formal email introductions will be sent out.

RapidSOS

- The Program Office RapidSOS will be integrated into the platform mapping at the time of implementation, at no additional cost.
- RapidSOS accounts are now held by eight PSAPS; the remaining four will be contacted to create one.

FOR THE GOOD OF THE ORDER-Kevin Lovell

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- The Charter Language Discussion will be postponed until the RAGB meeting on June 8, 2022, due to a lack of voting quorum.
- Sheryl Mullen (Redmond PD) brought up to the group the importance of having a voting quorum in order to be able to conduct business.

Industry Legislative Update – Jami Hoppen

- Governor Inslee signed SSB5555 Telecommunicator Reclassification and Certification bill into law on March 31, 2022.
- An ad-hoc workgroup was established during the March meeting called Tiger Team.
- The workgroup mission is to "prepare for the appointment of the Certification Board by developing a process for the AC Appointments, gathering information, and developing recommendations for the Board."
- The workgroup includes three King County representatives: Katy Myers (NORCOM), Vanessa Barnes (WSP), and Jami Hoppen (KC911 Program Office). The workgroup is open to questions and concerns.
- The Tiger Team will submit their recommendations for review to SECO by the June 16 meeting.
- The certification board will be comprised of two Directors and two Telecommunicators, one from the east and one from the west sides of the state. More information on the application process will be pushed out in the coming weeks' Governor Inslee has signed the RCW Re-Write bills SHB1703 & Companion Bill SB5571 and "Enhanced" can be removed from everything related to 911.
- SECO Report
  - Training Classes (T1, T2 and CTO are scheduled through the next fiscal year FY23.
- APCO/NENA Report
  - Spring Forum will be held May 16-May 19, 2022.
  - Fall Conference will be held in person and hosted in Kennewick in October 2022.

Roundtable

- Tanya Hannah, the Chief Information Officer of KCIT, has resigned, her final day will be May 1, 2022. David Mendel has been named the interim CIO.

Wrap Up

- Bryan will send the Proforma Review via email.
- Ben/Beth will organize a presentation for the PSAP audience on the new Telelanguage Platform.
- Jami will upload Survey to the RAGB SharePoint site.
- Ben/Beth will prepare a meeting to present on the platform phone capabilities.

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Next Meeting: June 08, 2022/9:00 am – 12:00 pm/Teams: 425-653-6586 Conference ID:540316161#

Minutes completed: Amber Thompson, KC911 Program Office
Minutes approved: