

## Advisory Committee November In-Person Meeting

### I. Call to Order

1 Keith Flewelling confirmed quorum and called the meeting to order at 9:01 am

### II. Roll Call

2 Roll call was taken through chat, via Microsoft TEAMS.

### III. Approval of Previous Meeting Minutes

3 ♦ Advisory Committee Meeting September 16, 2021 meeting minutes.

4 [Motion to approve minutes as submitted](#)

5 Motion was made by Tim McKern

Seconded by Brenda Cantu

All in Favor

6 Motion Passed

### IV. Old Business

7 Adam Wasserman provided an update from the State office.

8 ♦ The SEOC is fully stood-up in response to flooding and continues to be partially activated in response to CoVid.

9 ♦ A map was displayed, showing the progress of Text-to-911 [\[Attachment A\]](#)

10 ♦ A legislative update was provided. [\[Attachment B\]](#)

### V. Subcommittee Reports

#### a. Subcommittee Membership Changes

11 ♦ Richard Kirton read through a list of the requested changes to Subcommittee Memberships. [\[Attachment C\]](#)

12 [Motion to approve to membership changes, as submitted](#)

13 Motion made by Richard Kirton

Seconded by Tim McKern

All in Favor

14 Motion Passed

#### b. 911 Authorities Subcommittee

15 Per Jason Fritz, nothing to report.

#### c. 911 Operations Subcommittee / GIS

16 Katy Meyers provided a report, via PowerPoint. [\[Attachment D\]](#)

17 *For related questions, see* [\[Attachment B\]](#)

#### d. Policy Subcommittee

18 Richard Kirton presented a report

[\[Attachment E\]](#)

## e. Training Subcommittee

19 Tracey Ollerman provided a brief report [Attachment B]

## f. Public Education Subcommittee

20 Tracey Ollerman provided a briefing, in Esther Duncan's absence [Attachment B]

## g. ESI Net Authority Ad hoc subcommittee

21 Per Ashley Strickland, nothing to report.

## VIII. New Business

22 New Advisory Committee Members: Terrence Degree, main representative for Ziplly Fiber (replacing Bruce King,  
23 Lumen), along with Peter Browning, Skagit County Commissioner, to fill the vacant, alternate position for WA  
24 Association of Counties West. Both were welcomed by the members of the Advisory Committee. However, a vote to  
25 approve said changes was inadvertently tabled until the next scheduled meeting of the E911 Advisory Committee (January  
26 20<sup>th</sup>, 2022).

27 Advisory Committee Chair position: Per the AC Bylaws, nominations for the next AC Chair (voted on at the first meeting  
28 of the AC in 2022) must be received by the last meeting of the AC in 2021 (this meeting).

29 Two (2) nominations have been received: Richard Kirton and Brenda Cantu

## XI. For the Good of the Order

30 Keith Flewelling provided the APCO/NENA Governmental Affairs report.

- 31 ♦ Continued work on the certification and classification bill, with a goal to submit it in the short session, in January.
- 32 ♦ Continued work, with Stakeholders and the House Public Safety Committee, on the Police Reform Bill, clarify  
33 "use of force", response issues to behavioral health crises, and related.

34 Richard Kirton provided an APCO informational update.

- 35 ♦ December 9<sup>th</sup> 1:30pm-2:30pm – King County presenting on their CPE Replacement Plan. Open to current  
36 employees of 911 centers and PSAPs only.
- 37 ♦ December 14<sup>th</sup> 10:00am-12:00pm – Retention and Recruiting Roundtable. Open to all.
- 38 ♦ Early January – Operations Subcommittee presenting on NG911 and GIS

39 Hails & Farewells

- 40 ♦ None.

## XIII. Next Quarterly In-Person Meeting

41 The next monthly briefing is scheduled for December 16<sup>th</sup> at 9am.

42 The next in-person meeting is scheduled for January 20<sup>th</sup> at 9am.

*Meeting adjourned at 10:06*

# Text-to-911 Status

as of: September 7, 2021

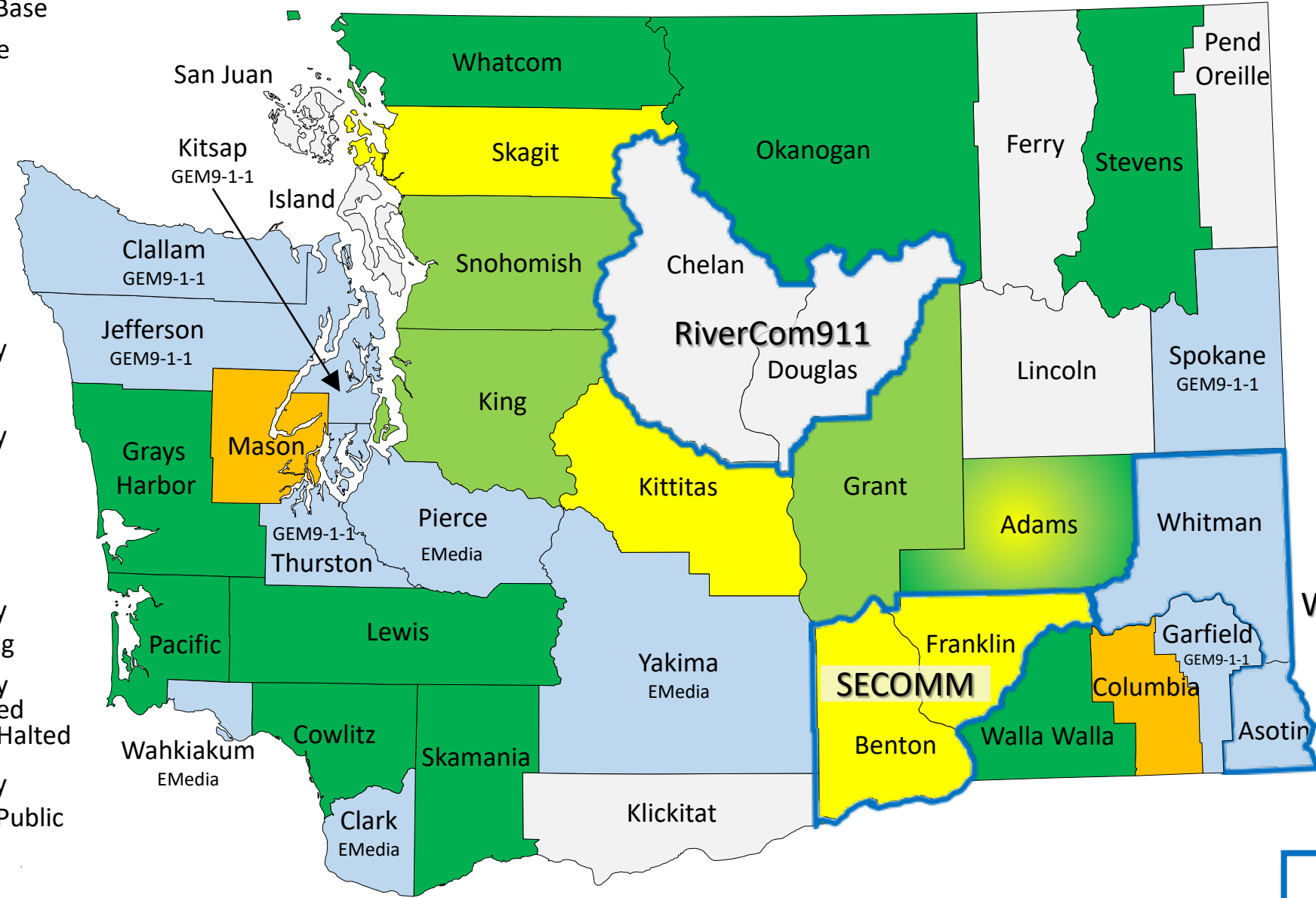


Washington State Patrol

- Tacoma
- Bellevue
- Yakima
- Spokane
- Vancouver
- Wenatchee
- Marysville
- Bremerton

- US Navy Regional Dispatch Center
- Joint Base Lewis-McChord
- Fairchild Air Force Base
- Colville Tribal Police

- Integrated Delivery from NGCS
- Integrated Delivery from TCC
- Delivery by 3rd Party App
- Integrated Delivery from NGCS -Testing
- Integrated Delivery from NGCS –Started but Subsequently Halted
- Integrated Delivery from NGCS – Not Public



**WhitCom 911**  
GEM9-1-1



Blue Border Denotes Regionalized PSAP

## Report Notes

Key talking points from AC meeting reports:

### **IV. Old Business / SECO Update:** 988

Progress continues. Those that applied to be part of a subcommittee, thank you. Have not heard back on when a decision will be made, in respect to received subcommittee membership applications.

Working closely with Health Care Authority, who are designing some of the technology for the call centers; really focused on at where 911 gets integrated and how the interplay happens between 911 and 988.

Continuing to push out the message, that when 988 is integrated, it does not mean a decrease in 911 calls.

#### Federal Grant

The "couple billion" promised to us, has now dropped to \$470 million; still 4x's larger than the last federal grant received.

\$470 million is in the infrastructure bill, just went through the House and waiting on a vote from the Senate. Will keep you posted.

#### Cost Study

Keith and Adam will be meeting with the House Community and Economic Development; briefing the study and steps made since completion of said study.

#### RCW Re-Writes

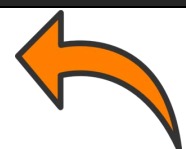
Still waiting to receive RCW re-writes back from OFM; looking at different Senators to sponsor the RCW clean-up bill, going into next session. Meeting next week with some potential candidates.

*See Questions Below.*



Attachment B

<p><b>V. Subcommittee Reports:</b> <u>c. 911 Operations [Katy Myers]</u> <i>See Questions Below</i></p> <p><u>e. Training [Tracey Ollerman]</u></p> <p>George Long (not herself) &amp; the APCO/NENA Rep will provide TERT committee reports to the AC as needed.</p> <p><u>f. Public Education</u></p> <p>Next meeting to be held on December 2<sup>nd</sup>; selecting a new chair, vice-chair &amp; co-vice-chair, also will be setting their 2022 meeting schedule &amp; Task Force.</p>
<p><b>VII. Gov. Affairs [APCO/NENA]:</b></p>
<p><b>APCO Update</b></p>
<p><b>I-VIII Questions:</b> <u>IV. Old Business – State Office Report</u></p> <p>Rebecca Beaton asked when the Annual Report is due to Legislature. – Adam informed that the goal is for the working group to submit the Annual Report to the AC, at the January AC meeting [January 20, 2022]. Said report would be submitted to legislature immediately following said meeting (assuming report is approved by the AC)</p> <p>Deb Flewelling asked about the 911 Saves Act – Adam briefed out that this was put into the Defense Authorization Act and is awaiting a vote. It was noted that various counties across the nation are stepping-up and reclassifying their telecommunicators on their own, as they wait for their state to do the same.</p>



## Attachment B

### V. Subcommittee Reports

#### c. 911 Operations

Keith asked about the success of collecting policy routing rules. – Katy informed that what has been collected, has been posted [HERE](#) on SharePoint, in the “Policy Routing Rules” section, under “911 Operations Subcommittee” stating that it has been “left alone” for now, with anticipation that we adopt the NextGen plan, at which time collection could be retried.

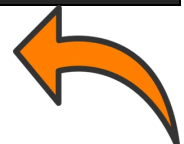
Keith asked Adam how the state feels about the NG911 Plan’s inclusion of radio communications systems. – Adam replied that NG911 is a strategic plan that should include dispatch; adding that it must include that part of 911, all the way through to the first responders. The “grand plan” should be open enough, should federal funding ever become available.

Keith asked Katy if the group discussed 988 with this plan. – Katie replied that the group did not include 988 in their discussions, but something to consider.

Keith questioned the direct alarm connection to CAD and whether either one can see a statewide application versus each PSAP? – Adam stated that a statewide application would be ideal, but at the very least would like to see us support those counties that want to but don’t have the fees and/or workload. Improving the workload, not just increasing it.

Deanna asked of the possibility of having a committee to look at what the fiscal and resource impacts would be in the long run. – Katie agreed this is a great idea

Richard Kirton questioned the state-level functions and responsibilities and whether those have been defined. – Katie responded that they do not want to be directive in the approach and would anticipate the workgroup stood-up for such governance would make that definition.



## Membership Changes

### Training

- Vice –Chair Position: Jon Adams, Primary – ~~Klickitat Co.~~ Spokane County
  - ✓ Replacing Alysnn Everbeck
- Cynthia Holbert, Primary - Garfield Co.
  - ✓ Replacing Tina Meier
- Justin Rasmussen, Primary – Whatcom 911
  - ✓ Replacing Alysnn Everbeck
- Mark Brusio, Primary – Yakima Co.
  - ✓ Replacing Stacey Garcia
- ✓ Megan Delbrouck, Primary – Island Co.
  - ✓ Replacing Tammy Dennis
- ✓ Jo Bower, Alternate – Island Co.

### Public Education

- Hannah Walter, Primary – Klickitat Co.
  - ✓ Replacing Melina Geary



# Washington State 911 Advisory Committee

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911 OPERATIONS SUBCOMMITTEE REPORT

NOVEMBER 18, 2021

**Attachment D**





# GIS Workgroup Updates

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- ❑ **GIS Field Review** – review of fields that must be populated with specific field entries. PSAPs that have incorrectly populated fields received an email notification last week. Key fields are Service URN and Service URI which need to be populated to implement ECRF. The workgroup is working through this topic and will submit recommendation to 911 Operations Subcommittee and then bring to AC to adopt the requirements.
- ❑ **Update to GIS Deliverables** – Working through updating the contract deliverables. The goal is to set deliverables up to keep making progress with our GIS data sets. Workgroup continues to review and coordinates and communicates with the Policy Subcommittee.

Attachment D



# Update to GIS Deliverables – DRAFT

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1. **Maintain and deliver GIS data (Road Centerlines and Address Points) to replace the MSAG.**
  - a) **Must validate all ALI records (100%). Determine the reason for any errors and take timely (3 business days), appropriate, corrective action.**
  - b) **Submit all ALI discrepancy reports through the Comtech ALI DBMS within 3 business days.**
2. **Site Structure Address Point (SSAP) data must be submitted.**
  - a) **By the end of the contract period, there must be a minimum of 1000 address points.**
  - b) **The goal is to have as close to 100% of address points submitted as possible. This includes sub address information for individual residential units such as apartments or homes in a manufactured home park.**
3. **Maintain and deliver current GIS data layers required for the Emergency Call Routing Function (ECRF, geospatial routing) and response recommendations.**
  - a) **Accurate Service Boundary layers include: PSAP, Fire, Law, EMS.**
  - b) **All required or conditional fields as documented in the NENA NG911 GIS Data Model must be populated according to State adopted guidelines.**
4. **Submit current copies of all GIS data at least quarterly. Monthly or more frequently is recommended and preferred.**
5. **Correct critical errors identified by GeoComm, Comtech, or another vendor within 5 business days.**
6. **Participate in any GIS training recommended by the Advisory Committee and designated as mandatory by the SECO. Have a representative attend at least two thirds (4 out of 6) of the GIS Workgroup meetings.**

**Attachment D**



# Other Subcommittee Work

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- ❑ Coordinator Training
  - Original ask was specifically for GIS training
  - After consultation and further discussion, shifting to an NG911 training with GIS integrated within it
  - Probably be scheduled first week or two of January 2022
- ❑ PAD Device
- ❑ ESInet Reporting
- ❑ FCC Standards
- ❑ NG911 Update

Attachment D



# NG911 Plan Purpose and Next Steps

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- ❑ Purpose is to lay out a roadmap toward the next steps for Next Generation of 911 for Washington State.
- ❑ Used to continue to build the foundation and expand NG911 capabilities.
- ❑ Help guide planning, spending and grant awards.
- ❑ Today we are presenting the plan today to ensure all stakeholders are aware of the contents of the plan and solicit feedback.

Attachment D



# WA NG 911 State Plan Update

## Mission:

911 professionals and systems provide resilient, efficient, and standards-based emergency communications through innovation and proven strategies

(so that we achieve)

## Vision:

Modern and reliable first response to emergency situations

**Attachment D**



# Plan Organization

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- ❑ 4 Goals that are result focused
- ❑ Strategies to achieve the goals
  - ❑ Not a directive on how to complete the strategies
- ❑ If adopted, the strategies will need to be assigned to appropriate groups to investigate solutions, make recommendations, and possibly to implement or give guidance to implementation.

**Attachment D**



# Primary Goals

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1. Ensure all 911 Calls that have successfully entered the SoW ESInet are answered & handled effectively
2. Minimize 911 Transfers
3. Prepare PSTs, PSAPs and the State for Next Generation Technologies
4. Improve Efficiencies in the 911 System

**Attachment D**



# All 911 Calls Are Answered & Handled - Strategies

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- 1.1 COOP plans for all PSAPs with identified back-up centers
- 1.2 All PSAP Policy Routing Rules pass quality assurance review
- 1.3 Back up PSAPs' radio systems are interconnected
- 1.4 Back up PSAPs' CAD systems are connected for incident data delivery
- 1.5 CAD systems allow calls for service to be entered with verified addresses within their back-up PSAP's jurisdiction

**Attachment D**





# All 911 Calls Are Answered & Handled - Strategies

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- 1.1 COOP plans for all PSAPs with identified back-up centers

PSAPs can use Continuity of Operations (COOP) Plans that include the PSAP's process to plan, enact, and test their ability to continue to perform mission-critical functions at all times. These functions include obtaining information and data from the community during planned or unplanned outage events and transmitting information to field responders.

As part of their COOP Plans, **PSAPs should have at least one backup PSAP to which 911 calls can be routed, answered, and managed when the primary PSAP and its personnel are unavailable.** Plans should include any memorandum of understandings or agency agreements with financial details, including cost tracking, billing, and expectations.

Sharing and training on COOP plans with the State 911 Office and other partners will improve agency response and coordination efforts.

Attachment D



# All 911 Calls Are Answered & Handled - Strategies

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## 1.2 All PSAP Policy Routing Rules pass quality assurance review

The Policy Routing Function (PRF) is a relatively new capability provided by the ESInet that allows 911 calls to be dynamically routed to PSAPs based on criteria/rules other than just the caller's location and the need to shut down a PSAP remotely. **The plan has a list of criteria and estimated dates when those will be available.**

Initially, the NENA-INF-011.2.2020 (NENA NG9-1-1 Policy Routing Rules Operations Guide) can be used as a reference for PSAPs to create their Policy Routing Rules (PRRs). Since the document leaves many questions unanswered, **a working group should be identified or created to review and recommend for adoption which rules are desired within the State of Washington.**

With the additional Policy Routing Rule options, it will also be imperative to ensure rules are not inadvertently put in place, resulting in calls being unrouteable or not answered. **The working group identified to review the rules can also set up a quality assurance process.**

Attachment D



# All 911 Calls Are Answered & Handled - Strategies

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## 1.3 Back up PSAPs' radio systems are interconnected

As part of the COOP planning, the primary and backup PSAPs determine how to communicate via radio systems.

Telephone system failures can require incoming calls to be routed to the backup PSAP but allow the primary PSAP to dispatch calls for service. In this case, one method to deliver call incident information from the backup PSAP to the primary PSAP can include a radio connection.

The primary PSAP may be evacuating their facility and unable to dispatch calls for service. This situation warrants a radio connection from the backup PSAP to the field responders. A thorough review of policy and procedures is required to ensure workflows and expectations are addressed

Attachment D



# All 911 Calls Are Answered & Handled - Strategies

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## 1.4 Back up PSAPs' CAD systems are connected for incident data delivery

**The primary and backup PSAPs determine how to share incident data.**

While verbal relay of information will be capable via the radio connection, having a tool to share incident data gathered by the backup PSAP will improve response times. The connectivity and availability of information can extend to the field responders. An initial step is the delivery of information via a one-way, read-only data connection. Advanced connectivity would be a two-way system that allows for messaging between the PSAPs, and updates to CAD fields and unit status.

**Attachment D**



# All 911 Calls Are Answered & Handled - Strategies

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## 1.5 CAD systems allow calls for service to be entered with verified addresses within their back-up PSAP's jurisdiction

Backup PSAP call takers must have the tools to quickly and accurately identify incident locations and enter calls for service in their CAD system. **The backup PSAP CAD system must have access to the GIS dataset of the PSAP they are backing.** The GIS information allows call takers to visualize locations in a geographically remote area they may not be familiar with. It supports verified address entry in the CAD system. If programmed with the data, it can also help the call taker and dispatcher identify appropriate field responders.

Attachment D



# Minimize 911 Transfers - Strategies

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## 1. ECRF implemented statewide

Both the SECO and ComTech recommend introducing LBR on a statewide basis. In this manner, as the OSPs implement the necessary functionality to deliver the caller's location with the initial setup information, the NGCS can seamlessly accommodate the change(s).

**Attachment D**



# Minimize 911 Transfers - Strategies

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1. Carriers deliver precise location of the device whenever available

Most OSPs connect using analog technology that does not allow the delivery of precise device locations upon entry into the ESInet. **A strong push to get carriers to connect via IP and deliver device location and additional data directly to the ESInet will be necessary.**

Attachment D



# Minimize 911 Transfers - Strategies

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1. Route incoming wireless 911 calls on the ESInet using secondary provider of device location data

Calls delivered to the ESInet by the carriers without device location may still be routed within the ESInet using a more precise device-based location available through an interconnect between the ESInet and a secondary provider of device location data.

**The SECO and Comtech should commence discussions with secondary providers of device location data.** The goal is for the State of Washington ESInet to access this information to 1) more accurately identify the PSAP which is best suited to respond to the call and 2) deliver the improved location information to the PSAP. Discussion and research should address technical feasibility, PSAP call handling equipment limitations, financial, regulatory/legal aspects of such a capability/configuration.

Attachment D





# PSTs, PSAPs and the State are prepared for NG technologies - Strategies

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## 3.1 Governance

The Washington State hybrid governance model is inefficient in accomplishing timely and effective statewide financial and operational goals. Washington State and the Counties could restructure to achieve a unified, cohesive governance model where equity in service and funding reign supreme. A concerted effort toward this goal is required to move Washington State 911 from good to great.

Attachment D



# PSTs, PSAPs and the State are prepared for NG technologies - Strategies

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## 3.2 RCW and WAC Updates to allow for more ESInet use

The State and Counties have worked diligently to develop recommended changes to the Revised Code of Washington (WACs) that will support the modernization of 911. Those changes will be taken to the upcoming legislative session to seek passage of a bill that updates RCWs affecting the ongoing modernization of the statewide 911 emergency communications system.

**The State and Counties will need to collaborate with other partner entities and identify long-term funding strategies for 911 and emergency communications.**

Attachment D



# PSTs, PSAPs and the State are prepared for NG technologies - Strategies

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## 3.3 Updated policies with clear and manageable requirements for GIS dataset validation and reliability

Updated policies with specific and manageable requirements for GIS dataset validation and reliability. Policies are needed that move the GIS data set toward improved functionality with more information availability.

Attachment D



# PSTs, PSAPs and the State are prepared for NG technologies - Strategies

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## 3.4 Adopt GIS Data Stewardship Document

A GIS Data Stewardship document, collecting practices to ensure the PSAP's and State's data is accessible, usable, safe, and trusted, is adopted by the 911 community.

**Attachment D**



# PSTs, PSAPs and the State are prepared for NG technologies - Strategies

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## 3.5 New Incoming 911 Call and Data Types

As of November 2021, 53% of the PSAPs in the State are receiving texts to 911. **To ensure equal access to 911, all PSAPs must receive text calls either directly or route their texts to another PSAP for triage.**

Considering the 48 million Americans who are deaf or hard of hearing, upgrading to NG911 to improve the availability of RTT-to-RTT 911 is essential. **Statewide adoption of RTT will ensure equitable treatment to all our communities.** Work should begin to educate PSAPs in this current transitional environment and prepare for full RTT-to-RTT 911 as understanding and standards are adopted.

As technologies evolve and public expectations expand, the 911 community needs to begin processing video and images sent to 911 and enable video calls to 911. It is crucial to recognize the lengthy rollout of statewide text-to-911, the workload impacts, and the increased stress these additional call types will introduce into the PSAP. **A statewide rollout plan with predetermined milestones can improve deployment activities and decrease overall completion time.**

Attachment D



# PSTs, PSAPs and the State are prepared for NG technologies - Strategies

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## 3.6 Telecommunicator Impacts

Professional Classification and Position Certification efforts are occurring outside the State and Advisory Committee. **Once professional classification and position certification are achieved, there will be work to establish the provisions of the enacting legislation.**

Until recently, post-traumatic stress, vicarious trauma, and burnout were not talked about as being a side effect of telecommunicator work. It is now very evident that these conditions exist in the field of emergency call taking and must be addressed. PSAP personnel must recognize and respond to pre-cursors of stress effects. **To prevent burnout and unhealthy side-effects, management must develop wellness programs that engage the telecommunicator in positively dealing with these issues.**

Attachment D



# Improve Efficiencies - Strategies

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## 4.1 End of Dual MSAG maintenance requirement via ALI 6.0 transition

**The current GIS working group should be re-charted to review and adopt the applicable NENA standards for the proper maintenance and support of the GIS data.** See 4.3 Updated GIS policies and 4.4 Adopt GIS Data Stewardship Document.

Attachment D



# Improve Efficiencies - Strategies

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## 4.2 Automated alarm call data delivery to PSAPs

Options exist to deliver integrated alarm incidents into PSAP CAD systems. A digital interface can virtually eliminate the time to answer, receive, and enter alarm calls for dispatch. PSAPs across the country that have implemented these systems have seen faster dispatch times and improved location accuracy. As other technologies will place additional work onto the call takers, leveraging this technology to reduce the workload is critical to helping employees manage some of the workload fatigue.

**A statewide solution can help control costs, improve vendor support, ensure equitable workload reduction and equal treatment of incoming alarms across the State.** PSAPs use different CAD systems, and each would require CAD updates. Dispatch training and policy and procedure updates will need to be handled at the PSAP level.

Attachment D





# Improve Efficiencies - Strategies

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## 4.3 GIS data sharing (GIS)

Data Sharing is an essential part of an efficient government, so GIS data must be shared widely. As such, agencies can adopt sharing agreements to allow for 911 GIS data to be shared with the WA Office of the Chief Information Officer (OCIO) and the National Address Database.

The State can make the 911 dataset available to external address verification providers and OSPs via the Location Validation Function (LVF).

All PSAPs and supporting functional elements need access to the statewide GIS dataset.

Call handling equipment will need to be updated to accept PIDF-LO and display usable location information once the location is delivered to the ESI-net in this format.

**Attachment D**



# Improve Efficiencies - Strategies

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## 4.4 Emergency Incident and Additional Data Sharing

Building on Goal 2 with CAD incident data sharing, a project with a representative group of PSAPs to share emergency incident data following the Emergency Incident Data Object (EIDO) Conveyance Standard will help set the state 911 community up for the next phase of NG911. There is much work still to be done for the EIDO to be fully functional. However, its capabilities are promising and can dramatically change the face of 911 in the future. **Alternative methods for incident data sharing must also be investigated in the interim.**

External methods and sources of receiving data about the caller placing the emergency, the location the emergency is placed from, and the call itself (information about the means of communication). Additional data may come with the call when it is delivered or may be queried and received after the call is answered. **As additional data sources become available, the 911 community will have to determine how access is achieved, identify any impacts or changes in routing or delivery of calls, upgrades required for software or hardware, training needs for telecommunications, technical support staff, and public education needs.**

Attachment D



# Improve Efficiencies - Strategies

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## 4.5 Statewide ALI Format

A single ALI format that supports the Z-axis will improve efficiencies through data maintenance and ensure compatibility and consistency across the State. The format adopted must consider the applicable NENA standards, the information provided by the carriers, and information currently used and needed by the PSAPs.

The new statewide format must make the most effective use of the limited number of characters available. Appropriate field options must be identified for data like Fire, Law, and EMS agencies so PSAPs do not have duplicate entries, e.g., CCSO cannot be used for both Clark County Sheriff Office and Cowlitz County Sheriff Office.

In a second step, the State must define and adopt a standardized PIDF-LO format that supports the Z-axis coordinate, uncertainty, and confidence fields, in preparation for replacing ALI-based location information.

Call Handling and CAD Equipment with mapping capability will need configuration or system updates to display the complete location information on the map.

Attachment D



Submit comments to 911 Operations  
Subcommittee via email.

Comments are due December 17<sup>th</sup>, 2021.

Workgroup will review comments at its weekly meeting, submit final the plan 911 Operations Subcommittee on January 13, 2022. If recommended, will bring to January 2022 AC for adoption.





In anticipation of the state having funds available for equipment contracts, the policy subcommittee has been working on updating the Equipment Contract Policy. We are working on a model like the one we used for allocating the NG911 grant from the Department of Transportation a couple of years ago. This will allow SECO to follow a similar process whenever there are funds for equipment purchases, NG911 service improvements etc. regardless of the source of those funds. Under this model, certain elements like priorities, eligibility, etc. would be updated for each round of funding. The following language will be put into the state's policy format and brought back for a vote at the regular January meeting or at a special meeting, depending on when we have a complete package ready and when the state determines the amount of funds available.

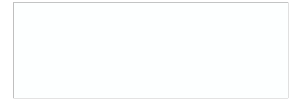
1. This policy defines procedures for the State Emergency Communications Office (SECO) in providing reimbursement for 911 equipment purchases to eligible Washington State Counties and the Washington State Patrol Communications.
2. When funds are available and allocated for equipment purchase contract or federal grant awards, the Policy Sub-committee will develop a specific contract/grant award application process including: submission timing, eligibility, project priorities, match requirements, and project timing. As availability of funding for equipment purchases may vary in each biennium, or not be available at all, this process will be followed for each application process.
3. The contract/grant award process shall be presented to the State 911 Advisory Committee (AC) for agreement and recommendation to the SECO. The SECO, in conjunction with the AC, will determine an ad hoc grant review committee to review applications and make recommendations to the SECO for awards based on available funding.

We are still discussing the particulars for this round of funding, but this is the eligibility criteria DRAFT we have developed so far. Again, we will distribute a final version before we request a vote by the AC.

**Eligibility (in order of priority):**

1. CPE Equipment failure that is inside the window of the equipment's life span.
2. CPE End of Life (product has been discontinued/no longer supported by the manufacturer).
3. CPE Approaching end of life (product will no longer supported by manufacture before June 30, 2025).
4. If funding is still available, other "critical" equipment.

We have also nearly completed our recommendations for the FY23 deliverables. We're working with the Operations Subcommittee/GIS workgroup to finalize the GIS related deliverables. We hope to have them ready for a Vote in January but if not, we will likely bring forward the remaining deliverables in January and then ask you to vote on the GIS deliverables after that. The following page contains a clean copy of the deliverables as amended thus far. A separate track changes version is attached.



**STATEMENT OF WORK**  
**SECO COUNTY BSO & CPD CONTRACT – SFY2023**  
July 1, 2022 – June 30, 2023

**CPD1/S4 County Coordinator Salary**

1. Coordinate 911 within the county, act as a designated point of contact for the SECO, monitor the 911 systems, and report 911 outages to the SECO.
2. Coordinator or pre-approved/designated alternate to attend 75% of Advisory Committee (AC) meetings held per contract period.
3. Coordinator or pre-approved/designated alternate to participate in 50% of Advisory Committee (AC) briefings held per contract period.
4. Coordinator or pre-approved/designated alternate to attend three (3) Coordinator Forums per contract period. If forum is virtual, coordinator or pre-approved/designated alternate will participate in at least the coordinator/director roundtable meeting and one training session.
5. Cooperate with and freely participate in monitoring or evaluation activities by the SECO and State Auditor.
6. Retain all contract records for six (6) years after contract closure.

**CPD4/S5 MSAG/Mapping/GIS Coordinators (Pending)**

**CPD4/S6 IT Coordinator**

1. Participate in the selection, installation and/or maintenance of 911 equipment/software (IE: CPE, CAD, Net Clock, network, network security).
2. Submit certification that the county has provided a minimum of 16 hours of training for their IT personnel related to security and maintenance of equipment that touches the ESINet, during the current contract period.

**CPD5/S7/B6 Call Receiver Salary/Benefits & Training**

1. Submit certification that all telecommunicators/call receivers have received a minimum of 24-hours of continuing education, during the current contract period.

**CPD3/S8 Public Ed Coordinator**

1. Attend a 911 Public Education forum or a public education class (in person or virtual) to enhance job skills.
2. Participate in 50% of any scheduled 911 Public Education Subcommittee meetings. Participation can be in-person, virtual, or participation on a work group/project.
3. Establish an outreach baseline for the 911 public education program in county to measure the program's effectiveness.
4. Utilize messaging consistent with content created by the 911 Public Education Subcommittee.

**CPD2/CPD5/S9 Training Coordinator**

1. Attend a 911 Training Coordinator Forum or a training class (in person or virtual) to enhance job skills.
2. Participate in 50% of any scheduled 911 Training Subcommittee meetings. Participation can be in-person, virtual, or participation on a work group/project.