

## Advisory Committee In-Person Meeting

### I. Call to Order

1 Richard Kirton confirmed quorum and called the meeting to order at 9:07am

### II. Roll Call

2 Roll call was taken via chat.

### III. Approval of Previous Meeting Minutes

3 ♦ Advisory Committee Meeting June 16, 2022 special meeting minutes.

4 Motion to approve minutes as submitted

5 Motion was made by Sheryl Mullen

Seconded by Ray Maycumber

All in Favor

Motion Passed

### IV. Old Business

7 There was no Old Business to discuss

### V. 911 State Office Report

8 Adam Wasserman provided the 911 State Office update.

[Attachment A]

### VI. SUBCOMMITTEE REPORTS

#### a. Subcommittee Membership Changes

9 Advisory Committee was presented a list of the requested changes to Subcommittee Membership.

[Attachment B]

10 Motion to approve to membership changes, as submitted

11 Motion made by Katy Myers

Seconded by Deanna Wells

All in Favor

Motion Passed

#### b. NG911 Operations Subcommittee Report

13 Katy Myers provided a subcommittee report

[Attachment A]

#### c. 911 Authorities Subcommittee Report

14 Jason Fritz provided a subcommittee report

[Attachment A]

#### d. Policy Subcommittee Report

15 Dave Fuller provided a subcommittee report

[Attachment A]

## e. Training Subcommittee Report

16 Jon Adams provided a subcommittee report [Attachment A]

## f. Tiger Team Report

17 Katy Myers announced that the team has completed the work designated by the AC; a final report of suggestions has been  
18 provided to the AC for information purposes only. [Attachment C]

19 [Motion to dissolve the Tiger Team](#)

20 Motion made by Katy Myers

Seconded by Sheryl Mullen

All in Favor

21 Motion Passed

## VII. New Business

22 The AC welcomed new County Coordinators: Sofia Kohfield (Island Co.); Jennifer Libby-Jones (Lewis Co.)

## VIII. For the Good of the Order

- 23 1. Wendy Hill provided the APCO/NENA Governmental Affairs report; focus for this session is early retirement  
24 for telecommunicators, with Senator Van Dewey active with this; hopeful it's with the Pension Policy.
- 25 2. Richard Kirton provided an APCO informational update; Tina Meier providing a list of training courses being  
26 offered at the October Conference.
- 27 3. Teresa Lewis reminded that all the FY22 June Monthly Reports, along with signed A-19s, must be received by  
28 the SECO no later than July 29<sup>th</sup>. Please contact Teresa with any questions.
- 29 4. Andy Leneweaver informed that Comtech will be providing a "Doctor's Office for GIS" at the APCO October  
30 Conference; bring your problems to be examined and fixed.

## X. Next Quarterly In-Person Meeting

31 The next AC Briefings are scheduled for August 18<sup>th</sup> & September 15<sup>th</sup> at 9am.

32 The next AC Meeting is scheduled for **Friday, October 7<sup>th</sup> at 9am.**

*Meeting adjourned at 9:47*

# -Attachment A-

# 911 AC Meeting Talking Points

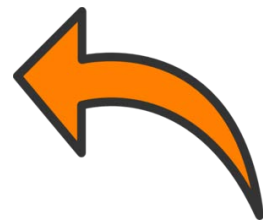
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July 21, 2022

## State Office Report

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- ★ Lisa Barbier has left the state office, after 15 years of service, going to work for FEMA.
  - ★Until this position is filled, Janice Sturgeon will be receiving all items that you would normally send to Lisa.
- ★ 988 went “live”, on July 16<sup>th</sup>, as the National Suicide and Crisis Prevention Hotline
  - ★When 988 is dialed – directed to 800#, so not anticipating any major changes, but please share any information should you notice a drastic increase in calls or other.
- ★ Two (2) surveys to be sent out, looking for responses from telecommunicators.
  - ★The first survey, expected in the next few weeks, from Dr. Hendrika Mishka who did the listening sessions related to “burnout”
  - ★The second survey, expected in mid-September, from a Clinical Psychology student (from Seattle Pacific University) that is doing a study on “secondary trauma” for telecommunicators.
  - ★Adam Wasserman will reach out prior to the delivery of any survey, to avoid any surprises; really encourage and appreciate your participation in said surveys.
- ★ POLST: Portable Medical Orders – a future AC meeting will have a group that would like to give a presentation and discuss ideas for raising awareness.



## Subcommittee Reports

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★ NG911 Operations Subcommittee [Katy Myers]:

★ Subcommittee will be sending out a survey, looking for data related to both the NextGen911 Plan, as well as the Strategic Plan

☆ A pdf, with all the survey questions, was sent out prior to this meeting. Please share this with all appropriate personnel; may require input from multiple positions.

☆ Please complete this survey no later than August 12<sup>th</sup>.

★ Looking for a Chair & Vice-Chair for the Carrier Workgroup, along with other members. Please reach out to Katy Myers or Dave Fuller if you, or someone you know, is interesting in participating

☆ Scope of Work: to reengage direct communication with carriers, on how they are operating (& interoperating) within the ESInet; pretty technical stuff.

★ 911 Authorities Subcommittee [Jason Fritz]

★ Subcommittee continues working on a few different WACs; expecting to have something for the AC at the October meeting.

★ Current vacancies: Primary & Alternate for Urban Counties West

☆ Primary & Alternate for Urban Counties West

☆ Alternates for Medium Counties East & Rural Counties East

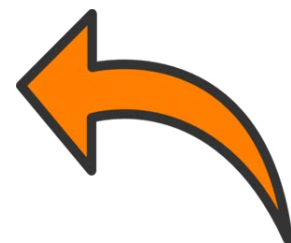
★ Policy Subcommittee [Dave Fuller]

★ Subcommittee has been busy pushing out the equipment contracts for the approved projects.

★ Training Subcommittee [Jon Adams]

★ Next subcommittee meeting is schedule for Friday, July 22<sup>nd</sup>.

★ We will make sure we are prepared for any questions regarding POLST (*see State Office Report above*)



# -Attachment B- Membership Changes

## PEEP THE AGENDA

- 🔒 Call To Order
- 🔒 Roll Call
- 🔒 Approval of Minutes
- 🔒 Old Business
- 🔒 State Office
- 🔒 Subcommittees
- 🔒 New Business
- 🔒 Good of the Order
- 🔒 Adjournment

## TRAINING SUBCOMMITTEE

Shelby Wheaton, Stevens County – Primary  
*Replacing Lani Wolf*



# -Attachment C-

## 1. Certification for Current PST

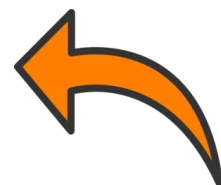
Possibly an exemption or agency's providing PSTs training records that support they have met the requirements

- a. All telecommunicators must take an initial certification test to establish date of certification.
- b. Criteria for certification course(s) and in-house training programs will be based on identified and documented industry standards.
  - i. Tenured/ experienced/previously employed Telecommunicators (definition to be determined by the certification board) who have previously completed T1 (and/or T2) and who have extensive experience and have successfully completed an in-house agency training programs are eligible to take the certification test bypassing the need to complete a certification training course.
  - ii. Agencies may submit their in-house training programs for a review of determined criteria for equivalency to an equivalency course (i.e., T1 or other identified certification course). If agency training program meets equivalency to certification course, telecommunicators are eligible to take the certification test bypassing the need for a separate certification course.
  - iii. Telecommunicators who have completed a T1 course (if T1 is determined to be a certification course) since 2014 and have successfully passed agency training program which either has or has not met equivalency are eligible to take the certification test.
    1. If T1 was taken prior to 2014, the telecommunicator must have documentation of completion of any additional identified and required competency topics contained on the checklist (i.e. completed 8 hour CIT training or other identified topic)

## 2. Timeline for Certification

Establish timeline that an employee hired as a PST gets certified and include when can have an exception, such as, FMLA, Military leave or any extended leave during that period in which they must get certified.

- a. Within 1 year of employment or 2,080 hours, whichever comes last (that would cover FMLA, Military leave or extended leave)
- b. Other options could include –
  - i. Prior to working independently
  - ii. Prior to completing agency training



# -Attachment C-

- iii. Consideration for if an agency can't get them certified in the timeline (like covid times)

## 3. Recertification

- a. Recertification may be renewed every 2 years.
  - i. Option 1: Agencies could maintain their own records of currently employed telecommunicators with recertification renewal dates and should submit recertification requests on a form along with an attestation of 24-hour CEU prior to expiration of certification. Telecommunicator must then complete a recertification test before the 2-year expiration date.
  - ii. Option 2: SECO office would maintain records of currently employed telecommunicators with recertification renewal dates AND send a timely notice to agencies when it is approaching expiration date to notify their staff to recertify (Con: if agencies do not notify SECO of staffing changes as they occur, the notifications sent to them may not reflect accurate information.) recertification form would be sent in as above, and telecommunicators complete recertification test prior to expiration.
    - 1. Check to see if there is a means for automatic notification i.e. ACCESS.
  - iii. If previously certified and certification has recently expired (grace period?), telecommunicators need only complete a recertification test (as there is no de-certification)
  - iv. Separation of employment would not be an issue for consideration if they are hired/rehired within the 2 years and certification is still current.
  - v. If separation from employment exceeds 2-year span where certification has expired, the telecommunicator would have to retest to obtain a new certification upon re-employment or meet requirements listed above.
- b. Question for the certification board: Is there, (should there, or must there be) a difference between a certification test and recertification test?

## 4. Appeal Process

Consider process to establish an appeal process for recertification with consideration of separation of employment.

- a. An appeal process should only be applicable for denied certifications, denied agency equivalency or failure for telecommunicator to test successfully. In which case an appeal process or policy should be written.
- b. See recertification ideas under question #1



# -Attachment C-

- c. An appeal process could be put in place for situations where certification of PST isn't going to make the established timelines

## 5. Establish Standards

Review and establish industry standards for an approved training program. May consider using the Training Subcommittee via AC to develop the content within those standards or provide input on those standards where the board to review and decide if the standards would be acceptable or any of them needed to be added or eliminated. This would alleviate the amount of work this may create for the board and involve the those who currently are conducting training (Subcommittee members and training coordinators).

- a. Use current industry standards to create a checklist of required competencies/training topics and any additional specific topics that the subcommittee might recommend. Certification board to approve the checklist.
- b. Include involvement and engagement of PSAP Directors or 911 Coordinator level
- c. 911 training program office could review all training programs which stand alone or utilize a combination of certification course/outside training courses. Programs submitted to SECO will be reviewed to determine if they meet criteria, SECO can forward results to certification board and make recommendation to the board if requested.
- d. Consider how PSAPs across the state may call take and dispatch for single or multiple disciplines. Baseline certification, with optional advanced discipline-specific certification endorsements. Like EMT basic, EMT-Paramedic etc., or ACCESS level 1 and ACCESS level.

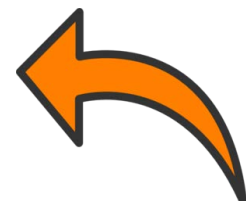
## 6. Program Approvals

SECO Training programs will need to receive approval for their programs. They may also be heavily involved in PSAP in-house agency program review. Thought would be that SECO Training program would do the first review, help ensure that the program meets the standards or core competencies. Then the program would go to the Certification Board for formal approval.

How often does the training program approval require review and re-approval? On a specific timeline? When new standards are published, or standards change. Maybe a check-in at two years, then a more thorough review when programs undergo significant changes. P33 is a 3 year recertification process.

## 7. Fee Structure

Develop Fee structure for certification, and if Agencies need to pay any fees or if the intent was to apply fees specific to Secondary schools.





# -Attachment C-

- a. Fee structures would only apply to individuals not currently employed at a PSAP as of (insert date here).
- b. Basic 15K established as “placeholder” to cover unforeseen/planned costs to certification board
- c. Determine how fees for secondary education would be applied to cover administrative costs to secondary
- d. Agencies would cover any fees; no fees would be attached to telecommunicator currently employed at PSAP's.

## 8. Ideas for Certification Board Bylaws

- a. Consider allowing alternates to attend meetings so they can stay engaged and informed but wouldn't vote unless the primary was not in attendance.
- b. Terms for certification board members. The staggering of term limits so not all certification board members switch out at the same time for example.
- c. Ten-member board, what to do if unable to come to consensus. Voting and quorum requirements.
- d. Allow on-line meetings and prefer on-line meetings. Subject to OPMA, so will need to provide an in-person option for visitors. How to ensure OPMA is followed.
- e. All members will take the OPMA training.
- f. Board member communications will be subject to the Public Records Act.
- g. How often they will meet.
- h. Travel reimbursements to attend board meetings.
- i. Attendance requirements.
- j. Consideration of following Roberts Rules of Order.
- k. Process for representative organizations to assign and affirm their representatives.
- l. Election of board officers – what positions are needed, length of service, etc.

