

Advisory Committee Meeting

I. Call to Order

1 Richard Kirton confirmed quorum and called the meeting to order at 9:01 am.

II. Roll Call

2 Roll call was taken through Microsoft Forms.

III. Approval of Previous Meeting Minutes

3 ♦ Advisory Committee Meeting Friday, October 7th, 2022, meeting minutes.

4 Motion to approve minutes as submitted

5 Motion was made by Katy Myers

Seconded by Kim Arredondo

All in Favor

Motion Passed

IV. Old Business

7 Advisory Committee Vacancies: T-Mobile has appointed Jim Blundell as their Alternate Representative.

8 Seats that remain vacant were identified:

[See Attachment A]

V. 911 State Office Updates

9 Steve Walsh discussed the missing calls in CPU/ESInet.

[See Attachment B]

10 Adam Wasserman provided the 911 State Office update.

[See Attachment B]

VI. SUBCOMMITTEE REPORTS

a. Subcommittee Membership Changes

11 Richard Kirton accepted the NG911 Operations Subcommittee's recommendation and appointed Kim Arredondo as the
12 new Vice-Chair to said Subcommittee.

13 The Advisory Committee was presented with a list of requested changes to Subcommittee Membership. [See Attachment C]

14 Motion to approve to membership changes, as submitted.

15 Motion made by Katy Myers

Seconded by Kim Arredondo

All in Favor

Motion Passed

b. NG911 Operations Subcommittee

17 Katy Myers provided a report.

[See Attachment D]

18 Motion to approve the NG911 Operations Subcommittee's recommendation that the Advisory Committee have the SECO begin
19 reporting out monthly on PSAP/County performance against the NENA 2.2.1 Standard for answering 9-1-1 Calls.

20 Motion made by Katy Myers

Seconded by Kim Arredondo

All in Favor

Motion Passed

c. 911 Authorities Subcommittee

23 Jason Fritz provided a report; to be further discussed during By-Laws discussion later in meeting. [See Attachment E]

d. Policy Subcommittee

24 Dave Fuller, nothing to report.

e. Public Education Subcommittee

25 Brandy D’Intinosanto, nothing to report.

f. Training Subcommittee

26 Tracey Ollerman provided a report. [See Attachment B]

g. ESI Net Authority Ad hoc subcommittee

27 Subcommittee in abeyance.

VII. New Business

28 1. Certification Board Representation:

29 Richard Kirton explained to the Committee that the Telecommunicator East Alternate position is vacant
30 due to a change in profession for the person recommended by the Tiger Team for said position.

31 The Committee agreed that another Tiger Team should be stood up to select a representative for the
32 Telecommunicator East Alternative.

33 Richard asked for, and received the following volunteers: Karl Hatton, Jamie Hoppen, Kim Arredondo,
34 George Long, Tracey Ollerman. Katrina Rahier, and Rebecca Beaton.

35 George Long was appointed the Chair of the Tiger Team by Richard Kirton.

36 2. By-Laws update:

37 [Motion to assign a By-Laws update to the 911 Authorities Subcommittee](#)

38 [Motioned by Katie Myers](#)

[Seconded by Deanna Wells](#)

[All in Favor](#)

39 [Motion Passed](#)

40 3. 911 Advisory Committee Vice-Chair Position is open for nominations.

41 Richard Kirton noted that, in accordance with the current By-Laws, 2023 is a voting year for the Vice-
42 Chair position; acknowledging that Katy Myers is available to serve another term.

43 Nominations were asked for during the meeting, with Katy Myers being nominated again.

44 Another call for nominations will be made, prior to voting, at the next scheduled meeting in January.

45 4. 2023 Meeting Calendar

46 [Motion to approve the prospective meeting calendar for 2023 as amended](#)

47 [Motioned by Sheryl Mullen](#)

[Seconded by Deanna Wells](#)

[\[See Attachment F\]](#)

[Motion Passed](#)

48 5. Advisory Committee Report to Legislature:

49 Jonathan Brock has agreed to be the Chair of this work group for the year.

50 Jonathan informed the Committee that the work group (himself, Katy Myers, Sheryl Mullen, Rebecca
51 Beaton, and Brandi Peetz) is currently coordinating via email to start meeting. He expects them to have a
52 draft report ready by the January meeting so it can be sent to Legislature early.

VIII. For the Good of the Order

- 53 1. Wendy Hill provided the APCO/NENA Governmental Affairs report. [See Attachment B]
- 54 2. Richard Kirton & Katy Myers provided an APCO informational update. [See Attachment B]
- 55 3. Hails & Farewells: Three (3) new County Coordinators ❶ Tina Bobbitt, Columbia County ❷ Rich DePas,
- 56 Jefferson County, and ❸ Jaimie Green, interim for Grays Harbor.

X. Next Quarterly In-Person Meeting

- 57 The next AC Meeting is scheduled for **January 19, 2023**, at 9am.
- 58 The next AC Briefing is scheduled for **February 16, 2023**, at 9am.

Meeting adjourned at 9:48

DRAFT

[Attachment A]

VACANCIES OF THE:		
911 Advisory Committee Members and Alternates		
Member	Representing	Status
Vacant	Association of Washington Cities – East	Alternate
Vacant	Large Telecommunications Carrier – Position 1 (Zipty Fiber)	Alternate
Vacant	Large Telecommunications Carrier – Position 2 (Lumen)	Member
Vacant	National Emergency Number Association (NENA)	Member
Vacant	Rural Counties West (<85,000 pop.)	Member
Vacant	Urban Counties East (>85,000 pop.)	Alternate
Vacant	Washington Association of Sheriffs and Police Chiefs (WASPC)	Alternate
Vacant	Washington Fire Commissioners Association (WFCA)	Member
Vacant	Washington Fire Commissioners Association (WFCA)	Alternate
Vacant	Washington Independent Telephone Companies (WITA)	Member
Vacant	Washington Independent Telephone Companies (WITA)	Alternate
Vacant	Washington State Association of Counties – East	Alternate
Vacant	Washington State Council of Fire Fighters (WSCFF)	Member
Vacant	Washington State Council of Fire Fighters (WSCFF)	Alternate
Vacant	Washington State Fire Fighters Association (WSFFA)	Member
Vacant	Washington State Fire Fighters Association (WSFFA)	Alternate
Vacant	Washington Utilities and Transportation Commission (WUTC)	Alternate
Vacant	Washington Wireless Industries – Position – 1 (AT&T)	Member
Vacant	Washington Wireless Industries – Position – 1 (AT&T)	Alternate
Vacant	Washington Wireless Industries – Position – 3 (Verizon)	Member
Vacant	Washington Wireless Industries – Position – 3 (Verizon)	Alternate



Report Notes

Key talking points from AC meeting reports:

V.	<p>SECO Update: <u>Steve Walsh:</u> The reason calls came through RapidSOS but did not appear in CPU/ESInet was due to length of call when dialed; will not appear in reports within certain amt of time due to contractual agreements.</p> <p><u>Adam Wasserman:</u> This year's budget has been released.</p> <p>Big thank you, again, for everyone's participation in the surveys conducted earlier in the year; expecting reports out soon that can be used when speaking with legislation. There will be a more detailed report, but not due out until next fall.</p>
VI.	<p>Subcommittee Reports:</p> <p>Training Subcommittee: <u>Tracey Ollerman:</u> Had the opportunity to speak with the Certification Board on how the Training Subcommittee can support their efforts to get the mandatory training program up and running. The support identified by the Training Subcommittee as something we could provide:</p> <ul style="list-style-type: none">»» Develop core competencies, based on industry standards»» Develop topics for each core competency, the length of training per topic, and training hours needed for recertification.»» Develop a recertification process & recommend an equivalency process for telecommunicators that come from another state and have taken said state's training courses (how could they be absorbed into Washington state? Or is all training required? <p>Noted that the Subcommittee would reach out to Training Coordinators across the state for input.</p>



Attachment B

VII.

Gov. Affairs
[APCO/NENA]:

Wendy Hill informed the Committee that the retirement efforts are being pushed to legislature this January; appears to have powerful support.

There are unknowns that seem to concern some; unsure of how many people this would impact, so no "actual cost" is known.

APCO Update

Richard Kirton informed that the Spring Forum is scheduled for May 18th and there are conflicts with the Fall Conference in October; expecting it to occur the 2nd or 3rd week of October.

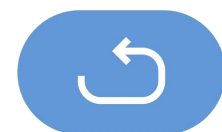
Katy Myers informed NorCom is presenting their legislative award to Representative Roger Goodman; 4 awards were approved: 2 were presented at the October Conference, today's for Goodman, and Karl Hatton will be scheduling to present the 4th to Senator John Braun.

Currently working on the 2023 calendar; includes photos of PSAP people doing PSAP things. Still looking for 10 sponsors. Spread the word to your vendors, the cost is \$100 and it will assign them with a month – giving them a space for a picture, or text, along with a space for their logo.

An additional Committee was established for recruitment, and with the support of APCO, can be done on regional basis. Planning on hosting first recruitment event in the Puget Sound area around March of 2023. Please reach out to Katy Myers or Laura Ueland if you are interested in participating.

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Questions:



Attachment C

Subcommittee Membership Changes

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Public Education

Lisa Denney – Primary – Walla Walla County
• Replacing Michelle Long

Jessica Kulaas – Primary – Pierce County
• Switching places with Kris McNamar (who will now be the Alternate)

Shevan Chaffee – Primary – Asotin County
• Replacing Mark Janowski

Training

Tiffany Beisler – Alternate – Skagit County
• Replacing Julia Granger

Hannah Walter – Primary – Klickitat County
• Replacing Chester House

Rence VanBuskirk – Primary Interim – Chelan County
• Filling Vacancy

911 Operations

Hailey Kincaid – Alternate – Yakima County
• Replacing Brittney Nibblet





Attachment D

911 Advisory Committee
State 911 Coordination Office
Building 20 / MS: TA-20
Camp Murray, WA 98430-5011
Business: 253.512.7012

911 ADVISORY COMMITTEE STAFF REPORT 2022

DATE: 12/15/2022
SUBJECT: REPORTING ON CALL ANSWER TIMES
FROM: 911 OPERATIONS SUBCOMMITTEE

Objective: Provide input to the AC on reporting ring time performance by county across the state.

Background: As part of the Strategic Plan and NG911 Plan review, the Operations Subcommittee identified goals in the plans that fell under the subcommittee's expertise. To determine a starting point for these items, the committee asked PSAPs to complete a PSAP Survey. One section of the survey asked PSAPs to identify performance reporting the agency was doing. The subcommittee has begun analyzing the results of the survey.

Current Situation: The State Strategic Plan has an objective to "Establish and Evolve Statewide Standards" with the following initiatives: 1) define a baseline level of service, 2) establish the minimum resources required to meet the baseline level of service, 3) develop statewide standards for technology and operations, such as ring-time/answer-time standards at PSAPs and Performance or operation standards for event processing. The survey asked what standards are being used in the PSAPs today.

88% of the PSAPs that responded have adopted the NENA/NFPA for call taking. The standard is NENA STA 020.1.2020 which states 90% of 911 calls shall be answered in 15 seconds, and 95% of 911 call should be answered in 20 seconds. With PSAPs already reporting locally on this standard the subcommittee recommends the state begin reporting on the standard. Reporting on this standard could be a good insight into parity across the state and help to inform further discussion on a baseline level of service.

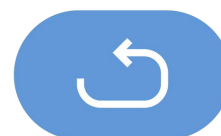
The section of the standard referred to is:

2.2.1 Standard for answering 9-1-1 Calls

Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) SHALL be answered within (\leq) fifteen (15) seconds. Ninety-five (95%) of all 9-1-1 calls SHOULD be answered within (\leq) twenty (20) seconds. The application of the standard SHALL begin at the time of Call Arrival and extend to the time of Call Answer at the point when two-way communication can begin.

The interval between Call Arrival and Call Answer should be evaluated, at a minimum, for each preceding month using a full month of data. Determining if a PSAP has successfully met the call interval metric of 90% in 15 seconds (and 95% in 20 seconds), should be based upon the one-month evaluation. An authority having jurisdiction (AHJ) may measure this metric on a weekly or daily basis for a more detailed analysis.

Action Requested: The subcommittee has thoroughly reviewed this information and presents it to the 911 AC for consideration.





Attachment E

911 Advisory Committee
State 911 Coordination Office
Building 20 / MS: TA-20
Camp Murray, WA 98430-5011
Business: 253.512.7012

911 ADVISORY COMMITTEE STAFF REPORT December 2022

DATE: DECEMBER 12, 2022

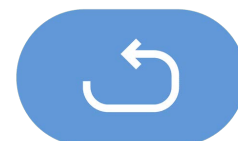
SUBJECT: 911 AUTHORITIES SUBCOMMITTEE REPORT

FROM: JASON FRITZ CHAIR

In October of this year the 911 Authorities Subcommittee submitted a report which contained updated language and changes for WAC 118-66. After submission of this report, it was discovered that there were two additional chapters within Title 118 that may need to be addressed as well. After reviewing chapters 118-67 and 118-68, Authorities has begun working on updating the language in those two chapters to ensure they are consistent with the updated language in 118-66. It is believed that we will have that work completed prior to the next Advisory Committee meeting and be able to submit those two chapters for approval and include them with the previously submitted WACs as one package.

At October's AC meeting, concern was expressed over the number of constituent vacancies within the Advisory Committee. The AC asked that the 911 Authorities Subcommittee look at the AC bylaws, and state statutes, that govern the creation and makeup of the 911 Advisory Committee and recommend to the AC whether any of these representative positions could be adjusted, or eliminated, in order to clean up the membership vacancies.

At our November meeting Authorities reviewed the AC bylaws, and RCW 38.52.531, which is the statute that governs the membership of the Advisory Committee, as well as a membership list prepared by the state showing the positions on the AC that have vacancies and have not had representation on the committee for many years.



After review of these documents the 911 Authorities Subcommittee is making the following recommendation to the 911 Advisory Committee:

- The Washington State Council of Firefighters, the Washington State Firefighters Association and the Washington Fire Commissioners Association are all required by statute to have a representative on the 911 Advisory Committee. These constituencies have not had representatives for a very long time. It is Authorities recommendation that the AC contact these organizations and advise them of the need for representation by their organization. It is also recommending that if these positions can't be filled, that the AC look at amending RCW 38.52.531 to either eliminate these positions on the committee or reduce the number of organizations representing the same discipline, so as to not have so many positions to fill but still achieve representation.
- RCW 38.52.531(6) and the AC bylaws state that the membership of the AC will include an equal number of representatives of large and small local exchange telephone companies and large and small radio communications service companies offering commercial mobile radio service in the state. Currently of those positions, only the Large Telephone Companies Position 1 and 2 and Large Wireless-T-Mobile have one representative each. RCW 38.52.531(6) states that there shall be an "equal number of representatives." It is Authorities recommendation to reduce the number of Telephone and Wireless Telephone Companies to one position each. Representation would be as follows:

Large Telephone Companies – Primary / Alternate
Small Telephone Companies – Primary / Alternate
Large Wireless Companies – Primary / Alternate
Small Wireless Companies – Primary / Alternate

Those organizations who already have representation would caucus on who is primary and alternate for their constituency.

Authorities respectfully asks the 911 Advisory Committee to adopt the AC membership makeup recommendations.



2023 AC Meeting Schedule

January						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

19th:
AC Meeting
[Virtual]

February						
S	M	T	W	T	F	S
			1	2	3	4
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

16th:
AC Briefing
[Virtual]

March						
S	M	T	W	T	F	S
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5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
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16th:
AC Meeting
[In-Person]

April						
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30						

20th:
AC Briefing
[Virtual]

May						
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

16th & 17th:
Spring Forum

18th:
AC Meeting
[In-Person]

June						
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				1	2	3
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15th:
AC Briefing
[Virtual]

July						
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30	31					

20th:
AC Meeting
[Virtual]

August						
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17th:
AC Briefing
[Virtual]

September						
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21st:
AC Briefing
[Virtual]

Fall Conference
&
AC Meeting
[In-Person]

TDB

October						
S	M	T	W	T	F	S
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29	30	31				

November						
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19	20	21	22	23	24	25
26	27	28	29	30		

16th:
AC Briefing
[Virtual]

21st:
AC Meeting
[Virtual]

December						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						