

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
February 5, 2020

E911 Program Office, 20811 84th Ave S, Suite 105, Kent, WA

GENERAL MEETING: *Commenced at 09:00 am & concluded at 11:38 am*

Present:

RAGB Members: Lora Ueland (Chair), Brian Smith (Vice-Chair), Dave Schlaegel, Chris Wilson, Sheryl Mullen, Bill Hamilton, Mike Sharp, Kevin Lovell, Stacy Wassall, Jeff Flohr, Samantha Stottlemire

Program Office Staff: Ben Breier, Melissa Walker, Bryan Karol, Bob Potts, Beth Knieps

Guests: Jennifer Crippen/Port of Seattle, Evan Nelson/ValleyCom, Kristen Hinshaw/SPD, Russ St Meyer/SPD, Hector Alvarez/UWPD, Kevin Bayer/Bothell

WELCOME & INTRODUCTORY REMARKS – Lora Ueland

Participants and guest's self-introductions.

Quorum reached at 09:05 am.

Agenda review – no changes requested.

Meeting Minutes – Lora Ueland

- RAGB Meeting minutes from October 2, 2019 approved by consensus.

2020 Chair/Vice Chair Vote – Lora Ueland

- No volunteers for Chair of Vice Chair, Lora Ueland and Brian Smith volunteer to remain for another year.
- No call for a vote.
- Lora Ueland, Chair and Brian Smith, Vice Chair approved by consensus.

2020 RAGB Schedule Options – Lora Ueland

- 2020 Proposed RAGB meeting calendar approved by consensus.

RAGB Membership Changes – Lora Ueland

Action: PO will standup a Charter Review Workgroup

- A Charter Review Workgroup will be created to address changes to the number of people from each PSAP that have access to SharePoint, and the amount of times RAGB Members can be changed at each PSAP and how often.
- Current RAGB Membership changes acknowledged.

ACTION ITEM LIST – Lora Ueland

Task List Review

Action: PO will send emails for OPMA training and SharePoint

- Line #15– Only missing three OPMA training certificates from new members.
- Line #16 – Ben will work on this.
- Line #17 – PO will resend invites to those who do not have access to SharePoint.
- Line #18 – completed.
- Line #19 – A few are still having difficulties logging into SharePoint, the PO is working on the known issues and will resend invites to those who have lost them.

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PROGRAM MANAGER UPDATE – Ben Breier

Strategic Plan

- The consultant has been hired and contracted, the schedule and scope have been agreed upon. Meetings are being scheduled with each PSAP to gather information.
- The goal is to have the RFP on the street by the end of May, with about a 3-month window for vendors to respond. The selection committee had its first meeting the last week of January. Selection process to take place in Fall.
- Strategic Plan is due to be reviewed/updated in 2020, a steering committee to review and recommend updates is being formed. The steering committee will be in charge of going through the entire document to look for what is and is not working, recommend changes and additions. Council approval is not necessary for this process.

SharePoint

Action: Add Charter Review to Task List; Create bridge document

- The Program Office is aware that there is still at least one person who is not able to access SharePoint at this time. Beth is having a similar issue and is hoping the fix to her issue will also fix the problem for others. More to come.
- There have been numerous requests for access to SharePoint from those who are not in RAGB but are on the Finance Workgroup. Per charter only two people per agency are currently allowed access. To change the number allowed a change will need to be made to the charter. A motion has been put forward to create a bridge document and create a one-year review process to broaden access to RAGB SharePoint. No dissenters.

PSAP Contract

- All PSAP's should have received a document with all approved changes – a final document will be issued with any changes made by remaining agency left to negotiate. Outstanding changes are not substantial, very similar to changes already seen. A few grammatical changes have been made and a global change has been made from E-911 to E911.
- Steps have been started to get the contract through the many month Council process. Once the Council gets the contract they may or may not make changes, they sign it, then it will come back to the individual agencies to sign.
- Question was asked about the NENA call answering standard, the contract states that it will follow NENA's standard. Power Metrics has been asked to develop a monthly report for call reporting. This will be the new report used.

Year End Review

Action: Advise PSAP's of speaking dates

- The Program Office has been asked to present a year-end review at various city, county and organizational meetings. Highlights are on the PowerPoint presentation uploaded to SharePoint.
- The Program Office anticipates some direction from the County in regard to future funding options in the next few weeks. ValleyCom asks that the County's funding options change be highlighted at meetings.

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Finance Update – Bryan Karol

Q3 Monitoring

Action: PowerPoint presentation posted to SharePoint

- PowerPoint with Q3 Monitoring details has been loaded to SharePoint.
- Year end is only preliminary, it was updated on February 4th, an update will be given at the next RAGB meeting.

Finance Workgroup

Action: PowerPoint presentation posted to SharePoint

- First meeting was held November 2019, groundwork has been laid and things are progressing well. Timeline and goals have been discussed as well as what is and is not in scope.
- Next meeting will be on Friday, February 21, 2020

PROJECT UPDATE – Ben Breier

Platform Modernization

- Internal kickoff has started, requirements gathering will start the week of February 10th.

Viper Refresh

- Everything is completed except for closeout and invoices.
- Project came in around \$2.7 Million, considerably under budget.

Mapping Xtracker

- RPF was not awarded, negotiations are underway with the current vendor to extend current technology two more years. They will be supplying spare parts.
- Keeping the current system is the best of all currently available options. There is a good plan in place for support and maintenance of current system until the new system is transitioned in.

Power Metrics

Action: Verify PSAPs have new log ins for Dashboard

- At the end of 2019 all PSAPs were connected and the system was gathering data.
- User training was completed in January 2020. Implementation is ongoing. Individual Webinars will be scheduled with Ecats specialists for training.
- PSAP community support is needed to make sure the tools put the data where it is expected to be seen. Still a lot of data parsing and alignment of the data that needs to be done.
- Dashboards are up and running, near real time traffic in King County. Each PSAP should receive their own individual log in. There is no limit to the number of user log ins.
- There may be a wider audience that will find seeing the live 911 call data useful.
- A few custom reports have been requested; one is the NENA standard report. As well as Qstats reports. Post implementation will work on historical data migration.

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MSRP Text/SIP Call Delivery

- Text was implemented in the best way available at the time of installation, it was not I3 compliant. Currently using the same tool as the one to answer calls. Now that Text has been in place for a while, there is the ability to upgrade to I3 compliant.
- This will assist with the transfer of Texts between PSAPs and allow Texts to be assigned to the queue so call takers will not get another call while on a Text.
- Estimated quote is \$78,000, this is an unplanned expense, however; do to coming in under budget on other projects funds are available without impacting the budget.
- Impacts during upgrade should be minimal. Testing can be done behind the scenes with a minor amount of training needed. Valleycom volunteered to assist with testing, hoping to start testing by next RAGB meeting. Non ACD PSAPs will be able to transfer Texts.
- SIP call delivery will require installation of equipment a not insignificant amount of hardware and resources. It does not make sense to do SIP call delivery prior to the Platform Modernization project implementation.

PSAP Tech Meeting

- January meeting was cancelled, next meeting is March 4th.
- Discussion topics will be I3 standards, MSRP Texts, platform upgrades and the future of backup PSAPs.
- GIS continues to focus on routing locations.
- Meeting with CenturyLink techs Thursday, February 13, to discuss priorities, and cadence of software updates.

GOVERNMENT RELATIONS & OUTREACH – Melissa Walker & Ben Breier

Public Education & Training

- Program Office currently has seven training classes scheduled for 2020 and two for 2021. Still waiting to hear from APCO about hosting an APCO certified CTO course in September or October 2020. Classes are mostly focused on stress management and emotional/physical health.
- The Program Office participated in 13 public outreach events in 2019 with the assistance of over 20 different PSAP personnel. The goal is to increase that number each year going forward.
- Goal for 2020 is to put together a team of PSAP personnel who are able to attend events, reach out to schools and all have a unified message for education.
- There are lots of new items coming in for distribution at events. An Emery the Emergency Penguin mascot costume will be arriving around the end of March. He will be available to agencies for use at outreach events.
- Jennifer Crippen is the representative for the State Public Education Committee, she is the chair for the Text-to-911 committee and a member of the Professional Development subcommittee.
- The State Public Education Committee is working on training, education, new swag, and how to reach target audiences more effectively. They are also working on best practices, social media outreach, process and procedures and how to show program growth.
- Evan Nelson is the representative for the State Training Committee, there has only been one meeting, not a lot of progress at this time.

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GOOD OF THE ORDER – Lora Ueland

Director Meeting

- Ongoing discussions of staffing, swatting calls, training, phones issues and PSERN.

Roundtable

Action: Add addendum to advise of removal of training class requirement.

- Request that the annual list of training classes eligible for reimbursement be removed – Consensus on this issue.
- KCSO asked for an advisory or vote to be allowed to use escrow funds for a remodel of the Comm Center. Program Office advised that there is a current list of allowed expenditures for escrow funds, if it is outside that list then an exception must be submitted.
- KCSO asks that if there is a glaring number on the quarterly and yearly stats the Program Office should advise the PSAP prior to posting as the PSAPs stake holders respond quickly and they would like to have an answer to the questions in advance. The Program Office will get a mockup of the new report and circulate it to verify that the information is what the PSAPs are looking for.
- Program Office would like to know if the whole community wants to have the numbers posted, is there an advantage to seeing how the entire system is running.
- Redmond would be interested in lobbying PSERN to have a PSAP nonvoting board member and would like RAGB to choose that member. Lora advised that there may be room on the Operations Board, otherwise unlikely at this point.
- NORCOM – wanted to know about any education or outreach in regard to Kerry's law or the Ray Baum act, both go into effect this month. There has been no formal communication on this.

Next Meeting: April 15, 2020 / 9:00 am – 12:00 pm /King County E911 Program Office

Minutes completed by Melissa Walker, KC E911 Program Office

Minutes approved: _____ by Lora Ueland, RAGB President June 10, 2020