

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
October 14, 2020

Skype: 206-263-8114; Conference ID: 6589673

GENERAL MEETING: *Commenced at 09:00 am & concluded at 10:27 am*

Present:

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

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

Guests: Vonnie Mayer/ValleyCom, Paul Friden/Issaquah

WELCOME & INTRODUCTORY REMARKS – Lora Ueland

Participants and guest's introductions.

Quorum reached at 09:04 am.

Agenda review – no changes requested.

Public comments – no comments.

RAGB Meeting minutes from August 12, 2020 approved by consensus.

New Members – Paul Fairbank, Issaquah Police Interim Commander.

2021 RAGB AMENDMENTS – Lora Ueland

Chair/Vice Chair Elections

- Kevin Lovell was nominated for Chair and Lora Ueland was nominated for Vice Chair by Brian Smith. Sheryl Mullen seconded the nominations.
- Kevin Lovell and Lora Ueland accepted the nominations.
- Chair and Vice Chair nominations confirmed by consensus.

Charter Amendments

Action: Update Charter with Approved Amendments

- The incorrect section for Chair and Vice Chair nominations and voting is referenced in the charter, it currently reads Article 5, Section 8. It should read Article 5, Section 7. Change approved by consensus.
- Article 5, Section 5 states; RAGB members may designate a single additional individual to receive access to meetings and documents. Move to strike the "single additional individual" from the line. No limit will be placed on the number of people from each PSAP who have access to the RAGB SharePoint site, they will still be required to be suggested by the RAGB member for access. Change approved by consensus.

PROGRAM MANAGER UPDATE – Ben Breier

Strategic Objectives Workgroup

Action: Post Annual Report to SharePoint

- Brief overview of the Strategic Objectives Workgroup to date, team updates and changes were given.
- Council does not support Strategic Plan changes or updates unless the original Plan was incorrect; the Bi-annual Strategic Objectives review will become part of the annual report to Council.

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PSAP Contract

- Deb met with Executive Council Staff liaisons; they will work to get the contract prioritized in January 2021 to finalize on the County side.
- Starting in 2021 the new finance policy will be in effect; this is stated in the ILA.

Finance Update – Bryan Karol

Budget

- The 2021/22 budget was closed by Council, no issues or comments were raised.
- Revenue is up around \$700,000 over budget and last year. Expenses are lagging do to invoices that are being questioned, there have been \$60,000 in credits year-to-date due to incorrect invoices.

Finance Workgroup

Action: Post updated funding policy draft to Sharepoint

- Language was completed regarding what will happen with unspent revenue.
- The next meeting, Friday, October 16; will focus on what happens when a PSAP is decommissioned; what happens with the escrow/future escrow accounts.
- The final meeting will be Friday, November 20, 2021 @ 9:30 am – 11:30 am.
- Funding policy will be presented at the December 9th RAGB meeting for review and acceptance.

GOVERNMENT RELATIONS & OUTREACH – Deb Flewelling

Public Education & Outreach

Action: Send email with languages that are still needed

- Three Emery videos are in production; Introducing Emery and the PSAPs, Emery's Ice Carnival Story and Emery's Birthday Party Story. Ten PSAPs participated in the introduction video and six children from the community participated in the two-Story videos.
- Melissa is looking for members of the PSAPs who are able to speak multiple languages to participate in voice-overs for the story book videos. The Sheriff's Office has someone who speaks Ukrainian and Russian, ValleyCom has a Spanish speaker who has volunteered his time.
- The Program Office will be donating 9-1-1 educational books and items to Harborview, Children's and UW Hospitals this month as part of the outreach program.
- The Program Office is looking for three participants from the PSAPs to assist with a PubEd Drive-thru event in Federal Way on Wednesday, October 21st.

Training

- The Cultural Effects contract has been cancelled by the state, the state will now provide the TTY training.
- SECO is currently working on the ILA with CJTC for legislative mandated CIT training. They will be sending out a questionnaire looking for information on the number of people who have participated in equivalency training. They will also provide hybrid 4-hour classes, the phases will be Pierce and Spokane Counties, then King, then the rest of the state.
- The De Hicks training "Intentional Culture" will be held via Zoom on November 17th and November 23rd @ 1:00pm – 3:00pm. Both days need to be attended by the same individual, there are only 12 spots available for this training. Please email Melissa for more information.

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Project Updates – Beth Knieps

Quarterly Updates

- Viper and Power 9-1-1 software updates have been completed at ten PSAPs and are scheduled at Bothell and Redmond. Working to schedule Issaquah. Hopeful to have all PSAPs updated to same Rev levels by end of year, except WSP.
- Preparing to install TDoS at the Test PSAP in November . Based on the results, SPD and NORCOM will be configured and implementation times will be determined.
- The September Tech meeting focused on T-Mobile's new location-based routing. The November 4th meeting will focus on backup routing and discuss STIR/SHAKEN.

Platform Modernization Project

- Preparing for KCIT project gate conceptual review – scheduled for November 9th.

Modifications, Adds, Changes (MAC) Report

- A new chart is posted to SharePoint broken down by PSAP, the green line signifies quoted MACs, blue is the invoices received year-to-date.

MSRP Texting

- Initial deployment has been implemented at Seattle Fire and is working. Seattle PD has been delayed by the vendor; the Program Office is working on rescheduling.
- MSRP Text is an improvement to the interim solution for Text to 911 delivery. The ACD PSAPs will integrate the text into call flow and have the ability to transfer within the PSAP.

Location Based Routing

- T-Mobile has developed and implemented routing using the handsets location at time of call to route the calls to the appropriate PSAP. The call delivery is not delayed, if they have a quality location at time of call, they route this way, if not they route based on cell sector routing. This should lead to a reduction in PSAP transfers from T-Mobile numbers.

STIR/SHAKEN

- **Secure Telephone Identity Revisited/Secure Handling of Asserted information using toKENS**
- Aims to combat spoofed robocalls with Caller ID Authentication - IP based calls make it easier for caller ID spoofing, creating confusion with consumers and potential harm to PSAPs.
- T-Mobile along with Comcast are attempting to identify PSAP outbound telephone numbers which will help to ensure they are not identified as SPAM. They will be sending letters to each PSAP inviting you to register your outbound numbers. Non-dialable numbers cannot be used, you do not need to identify each console, the main PSAP number can be used.
- Each carrier will be doing something similar as the deadline for this approaches, June 30, 2021, expect to see more information in the future.

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GOOD OF THE ORDER – Lora Ueland

Industry Legislative Update – Deb Flewelling

Federal Update

- Numerous bills to follow, a document has been loaded to SharePoint with a list of all applicable bills in consideration.
- Invest in America – subtitle F – Next Gen 9-1-1 authorizing \$12 billion grant for 9-1-1 starting 2021 – 2025. No information on crafting the disbursement.
- HR5918 – emergency reporting act – directs the FCC to make improvements on network outage reporting; currently in the Senate.
- HR451 – don't break up Tband act – limiting the use of 9-1-1 fees for non 9-1-1 expenses; currently in the Senate.
- FCC – Notice of Filing for Notice of Wireless Location Accuracy Act – both documents are on SharePoint, there is a 15-day window for comments.
- FCC – Seeks to Combat 9-1-1 Fee Diversion – more discussion at AC briefing tomorrow.

State Update

- The Efficiency Study is waiting to be transmitted to the Legislature.
- ESINet transition is complete, all calls are routing through the new network.
- The Subcommittee is looking at how to prepare for real NG 9-1-1, real time texting and what is next in technology.
- Carriers are preparing to send the annual questionnaire – please respond to it.
- 9-1-1 Telecommunicator ads just came out for Washington. Let Deb know if your ad was not there.
- The September 17th meeting discussed numerous items:
 - How to spread the WA APCO/NENA conference meetings over numerous weeks for easier attendance. If you have a refund due from previous conferences, they can still be used for a future conference or a refund may be issued. Please contact the Treasurer.
 - There are yearly deliverables for training, make sure your deliverables are met.
 - SECO is working to make available the NOAH net fiber run so all PSAPs can see how things are routed. This is a direct result of the fires in Eastern Washington taking out the feed to multiple PSAPs.

Roundtable

- Bill with NORCOM advised of a large public disclosure request focused on dispatcher training, how do PSAPs avoid unintentional escalations of a call, and do the First Responders see the texts of video 9-1-1 messages. Expects to see more of these requests coming in.
- Adjourned at 1027

Next Meeting: December 9, 2020 / 9:00 am – 12:00 pm /Skype: 206-263-8114 Conference ID: 6589673

Minutes completed by: Melissa Walker, KC E911 Program Office

Minutes approved: Lora Ueland, Chair on December 9, 2020

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