

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
February 10, 2021

Teams:425-653-6586; Conference ID: 957737732#

GENERAL MEETING: *Commenced at 09:00 am & concluded at 10:50 am*

Present:

RAGB Members: Kevin Lovell (Chair), Lora Ueland (Vice-Chair), Sheryl Mullen, Chris Lombard, Stacy Wassall, Dave Schlaegel, Heather Volpe, Brian Smith, Lauren Truscott

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

Guests: Vonnie Mayer/ValleyCom, Tim Floyd/Enumclaw PD, Roky Louie/NORCOM, Adam Wasserman/State 911 Office

WELCOME & INTRODUCTORY REMARKS – Kevin Lovell

Participants and guest introductions.

Quorum reached at 09:01 am.

Agenda review – Ben Breier added items to the agenda for Program Manager Update.

Public comments – no comments.

RAGB Meeting minutes from December 9, 2020 approved by consensus at 09:04 am.

New Members – Deputy Chief Chris Lombard, Seattle Fire Department and Commander Lauren Truscott, Issaquah Police Department.

SECO & LEGISLATIVE UPDATE – Deb Flewelling & Adam Wasserman

- The Legislative Cost Study was completed December 2020, and a work session with the Community and Economic Development Committee occurred January 2021 to go over the key findings. Primary finding, it costs a lot more to run 911 than the tax covers. There were five primary recommendations:
 - Enhance the governance role of the state office.
 - Expand the use of shared technology platforms.
 - Change the State E911 fund to a non-appropriated account.
 - Develop funding plan for emergency communications response.
 - Telecommunicator certification and reclassification.
- The State Legislative session is underway, there are several bills to keep an eye on.
 - HB 1477 – the implementation of 988 suicide hotline number
 - HB 1429 – allows reclassification for an ILEC to become a competitive carrier – there are concerns with this
- The biennium budget is closing out, due to reduced costs from Covid 19 restrictions, the extra money was able to be pushed out to counties in 2020.
- Changing the State E911 account to a non-appropriated fund would allow access to extra funds as needed versus what is currently available – which is only what the legislature allots for each year. Changes would allow funding in an emergency by asking OFM for funding. This also allows for better budgeting at the state level.
- State future objectives:
 - Text to 911 – all PSAPs in the state by end of 2021.
 - Telecommunicator recertification – continue to fight for this to take place.
 - Continuity planning and resiliency – the ability to route calls anywhere in the state. Look at things from a regional level, how does 911 respond to major incidents.
 - Implement the Cost Study recommendations.

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PROGRAM MANAGER UPDATE – Ben Breier

Lumen MSA Update

- The Program Office holds a master service agreement with Lumen with a 5-year auto renewal, allowing for the purchase of equipment needed to maintain the 911 system. Due to the Platform Modernization Project, the Program Office engaged with Lumen and their lawyer's early to change the contract to a year-over-year renewal with the thought that everything in the MSA would be covered in the new year-over-year contract. This is not the case.
- The Program Office has reengaged with Lumen and lawyers to iron out the discrepancies from the original MSA to the new year-over-year agreement. The circuits needed should be able to be ordered soon. The new year-over-year agreement cannot be extended past 2023, it is important that the Platform Modernization Project is completed prior to the end of 2023 due to this.

Language Line Services

- The contract with Voiance ran out end of 2019. A 3-bid process was performed, Voiance was not the lowest bidder, however; due to the amount of usage with Voiance an exception was granted but limited to \$50,000. There is roughly two months of usage remaining in the contract. The Program Office has submitted a waiver to procurement for continued use of Voiance, but there is a chance that after April 2021, Voiance cannot be offered as a provider as the money allowed has been expended.

Strategic Objectives Workgroup

- Key take aways are:
 - Moving outside of traditional four wall structure.
 - Cognizant of taking care of the Telecommunicators – training, retention efforts, legislation, supporting the PSAP Community.
 - Provide staff wellness training and increasing longevity in the career.
- The document is complete. The Program Office asked for adoption of the document as the update to the Strategic Plan and that these objectives be added to the overall workplan. It was adopted via consensus at 09:34 am.

PSAP Contract

Action: Placed on SharePoint

- Approval of the new PSAP contract has been delayed by the Council since early 2020 because of Covid. At the beginning of 2021 the Program Office reengaged Council staff to get the contract back on Council's schedule. Numerous questions and suggestions to language was made and were not substantive changes to the document. A summary was provided prior to the RAGB meeting.
- It was requested the Funding Policy be embedded in the ILA. The language will not change as it is moved to the ILA, it is the same language that was previously agreed to. However, part of the document is policy and part is procedure/process. The document will be divided so policy is in the ILA and procedure/process will remain in a separate document.
 - ILA Section 10 identifies every time a change is made it would need to go to the Executive and then the PSAP's authorities for approval.

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- Section 5 – this portion is now in the ILA; unsure if the links in this section will move to the ILA.
- Section 5.4 – 2 items are nonnegotiable therefore will stay in the ILA, three are procedure and were moved to the separate funding policy and procedure document.
- Section 5.5 – minor word change.
- Section 5.8 – Wording was changed to reflect the procedure and process review
- The second half of the funding document is not going to Council.
 - Items for escrow account rollover – stayed the same
 - Call receivers – driven by state policy so no change.
 - PSAP decommissioning – stayed the same.
 - Funding process and review – stayed the same.
- ***Note: In the days immediately following this meeting, Program Office staff settled the funding policy discussion by including it as an exhibit attached to the ILA, with a small section in the ILA referencing the existence and purpose of the funding policy. This change was shared with all RAGB members by emails, a copy of this email is on SharePoint.***

FINANCE MANAGER UPDATE – Bryan Karol

Financials Update (Budget)

- 2020 has not been officially closed yet, no changes are anticipated. Revenue was \$1 Million over projections. Expenses are about \$3.5 Million under forecast due to the reserve allocations; more details will be available after closing.
- Omnibus – transmittal to council is due in March, currently nothing to transmit. The second Omnibus is September, currently nothing planned for transmission.

Funding Policy Update

- The new funding policy went into effect January 1, 2021. No major issues.

GOVERNMENT RELATIONS & OUTREACH – Deb Flewelling

Public Education & Outreach

Action: 2020 Year End posted to SharePoint

Action: Add Emery video links to SharePoint

- Welcome Melissa Walker as the new 911 Education Coordinator as of late January.
- The original three Emery videos are in post-production and at least two should be ready by the end of February. The rough cuts of two videos will be added to SharePoint. Two videos were just recorded with the fire department and another with KCSO to explain how the language line is used will be recorded next week. These should be available for public use by the end of April.
- Melissa and the team have been to multiple drive-thru events handing out items to children and adults with a few more scheduled through June. To date, they have interacted with approximately 300 individuals. Upcoming events are:
 - April 30th – Children’s Day Celebration drive-thru event, expecting 1,500 children to attend. Still looking for 1 or 2 people to assist with this event.
 - May – Teddy Bear clinic – date still to be determined
 - June – Kids Day in Kent – date still to be determined

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Training

- Training that has been scheduled for 2021
 - Keeping the Super Heroes Super – 2 sessions, 4 hours on September 20th, 40 people per session. This class is free to attend.
 - Communications Training Officer lead by APCO – October 11th - 13th, the Program Office will pay for 1 person from each PSAP to attend. If all spots are not claimed the open ones will be offered first come first served.
 - Surviving Stress lead by APCO – October 14th, the Program Office will pay for 2 people from each PSAP to attend. If all spots are not claimed the open ones will be offered first come first served.
- Melissa sent an email to all the PSAPs asking for recommendations for desired training classes, she is currently looking into those suggestions for more training opportunities.

PROJECT UPDATES – Beth Knieps

Quarterly Updates

- NORCOM is using the Comtech self-help, re-route tool, and the Program Office is working on getting access for additional PSAPs to utilize it. Comtech has it on their roadmap for “later this summer”, but nothing concrete at this time. The draft letter to the State requesting ability for all PSAPs to directly manage the routing of their 911 calls, is being worked on. It will be forwarded to RAGB members once it is ready for review. The goal is for entry into the RAGB record at the next scheduled meeting.
- DHS(Dept. Homeland Security) pilot with SecureLogix was implemented at the test PSAP mid-2020 and implemented at Seattle Police February 9th. No analysis of the traffic is available at this time. NORCOM is installed with no current date for being turned on.

Platform Modernization Update

- The RFP consensus scoring is complete, thank you to all who participated in the multi week event.
- Organizational Change Management is ongoing. There is a survey being drafted that will be used to gauge the effectiveness of the OCM. No date has been set for the initial survey. The Program Office is working to involve all stakeholders in the process.
- Vendor demos will take place late February into March with vendor selection taking place mid to late March. All PSAP employees are encouraged to attend the demos that they can, and to give feedback to their PSAP representative for scoring. Demos cannot be recorded you must attend live.

MSRP Text

- Conversion has been completed at Seattle Police, Seattle Fire, Redmond, and ValleyCom. NORCOM is scheduled for February 15th. KCSO is in the process of being scheduled.
- Texts are now listed in the calls section of the module. The RTX button is now used for transferring texts.

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MAC Report

Action: Added to SharePoint

- The MAC report has been added to SharePoint. The last page of the report is the outstanding MAC requests which details ongoing work.

GOOD OF THE ORDER – Kevin Lovell

Industry Legislative Update – Deb Flewelling

Federal Update

Action: Update document added to SharePoint

- HB 1155 – changes to sales and use tax. A county in Eastern Washington sponsored the bill, they implemented the tax prior to being a county of 500 thousand, and there are now questions about interlocal agreements and penalties which have been added to this bill.
- HB 1477 (formerly 1182) – regarding the new suicide 3-digit number 988. This needs to be watched closely so King County can be collaborative partners for this.
- HR 2760 – is asking for \$12 Billion in nationwide 911 grants, has strong support and is expected to pass through the session. Adam Wasserman is on the task force for this.
- UTC – in late December staff recommended a \$7.2 Million fine to CenturyLink for the December 2018 outage. The FCC announced a \$500 thousand settlement with CenturyLink for the same event.

State Update

- Legislative Cost Study – Adam and Deb both testified as authors of the study. No feedback on it at this point, questions have been asked. Do not expect much movement on this during this session.

Roundtable

- APCO/NENA Virtual Spring Conference is underway, each PSAP can have 10 people per session attend.
- The bill for 988 changed because it did not have Tax in the title as it will generate a tax similar to the 911 tax. APCO/NENA has asked that representatives from 911 be present on the committee that forms this bill/tax.

Next Meeting: April 14, 2021/9:00 am – 12:00 pm/Teams: 425-653-6586 Conference ID:427293317#

Minutes completed: Melissa Walker, KC E911 Program Office

Minutes approved: Kevin Lovell, RAGB Chair – April 14, 2021 @ 09:03 am.