

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
April 14, 2021

Teams:425-653-6586; Conference ID: 427293317#

GENERAL MEETING: *Commenced at 09:01 am & concluded at 10:53 am*

Present:

RAGB Members: Kevin Lovell (Chair), Lora Ueland (Vice-Chair), Sheryl Mullen, Tom Walsh, Stacy Wassall, Dave Schlaegel, Heather Volpe, Brian Smith, Lauren Truscott, Samantha Stottlemire, Bill Hamilton

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

Guests: Chris Lombard/Seattle CSCC, Tim Floyd/Enumclaw PD, Chris Fischer/Seattle CSCC

WELCOME & INTRODUCTORY REMARKS – Kevin Lovell

Participants and guest introductions.

Quorum reached at 09:01 am.

Public comments – no comments.

RAGB Meeting minutes from February 10, 2021 approved by consensus at 09:04 am.

Agenda review – no changes.

New Members – Deputy Chief Chris Lombard, Seattle Community Safety/ Communication Center (CSCC) as alternate and Tom Walsh, Seattle Fire Department.

PROGRAM MANAGER UPDATE

Platform Modernization – Beth Knieps & Bryan Karol

- Four vendor proposals were received, three vendors moved to demonstration phase which took place late February and early March.
- Intrado scored highest in all phases. The intent to award was issued to Intrado on March 17th. There are details still being decided, however, the proposal included:
 - Viper 7 for 13 PSAPs – 230 positions
 - 4 Nodes, 3 Data Centers
 - All network and security requirements
- Preliminary Pricing for the initial one-time expense Vendor only budget is \$16.3M includes \$3.6M in contingency.
- RFP financial options – two options, includes all components
 - COTS – King County buys/owns all hardware outright - \$17M
 - SaaS – King county pays a yearly user fee - \$4M initial costs
 - Preliminary annual costs for both options are lower than current annual costs.
 - Total 10-year system price for COTs or SaaS = \$34.8M
 - The above numbers do not include any potential add-on options.
- Next steps
 - April through September – Contract Negotiations
 - April through June – Develop/refine system design parts
 - May - establish core team to provide input on design and options
 - May – KCIT architecture review
 - June 9th – Federal Engineering formal report to RAGB for advisory response
 - June 23rd – RAGB Special Meeting for vote to endorse selected solution
 - September 30th – Goal – selected vendor contract signed and complete
 - October 1st – close phase 1 and begin phase 2 – Implementation
- The Program Office would like participation from each PSAP for the Core Team, someone that has a good understanding of both the technical side and operations side is ideal.

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PSAP Contract – Deb Flewelling

- Council approved the contract March 16th, now in the signature cycle. Please email Deb with any updates on who should be signing the contract for your respective agency and their contact information.

Staffing Update – Deb Flewelling

- The Administrator position was posted and is starting the interview process. Hope to have the position filled by end of May or early June.
- Deb is retiring January 2022. Her position will be filled in the fall of 2021 to allow time to train and mentor the replacement.

FINANCE MANGER UPDATE – Bryan Karol

Financials Update

- Expenses under forecast – continued efforts to shut off unnecessary circuits, Map Project delayed until new Platform integration is determined, Viper and other projects came in well under budget, and contingencies not spent.
- Revenue came in better than forecasted, long term forecast continues to increase. The Program Office anticipates keeping the escrow bucket whole or flat based on today's distribution amounts through the next biennium, outcome of the new Platform Project is not factored into this plan.

Funding Policy Check-In

- If PSAP chooses to make an Escrow request, they are due April 15th. 2022 individual distribution amounts will be available in June.

GOVERNMENT RELATIONS AND OUTREACH UPDATE – Deb Flewelling

Public Education Outreach

- The team has participated in two events since January, contacting roughly 300 people. The amount of participation from PSAP personnel has been outstanding, thank you. Additional events are in the planning stage including:
 - April 30th – Children's Day Celebration at Renton Memorial Stadium
 - May 1st – Neeley Mansion in Auburn
 - May 26th – Scout Night at Renton Fire

Training

- Melissa has scheduled numerous training opportunities for the upcoming months, please email her if you have questions or would like someone to attend. All classes will be held in person following all Covid social distancing guidelines.
 - September 20th – Keeping Super Heroes Super – 2 Sessions each 4 hours – Free to attend
 - October 11th – 13th – APCO CTO Course – Program Office is paying for one person from each PSAP to attend

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- October 14th – APCO Surviving Stress – Program Office will pay for 2 people from each PSAP to attend
- November 9th – Defeating Drama – Free to attend
- November 10th – Complacency and Cannibalism in the Comm Center – Free to attend

Annual Report

- The 2020 Annual Report is complete, a draft has been sent to Tanya Hannah and King County E-911 attorney for review. Once that is complete it will be shared with RAGB and will continue through the Executive process to Council.

PROJECT UPDATES – Beth Knieps

Quarterly Update

Action Item: Beth will inquire if Z data point is available on new Platform map

- DHS SecureLogix[®] implementations are complete, it is working as it should. Currently do not have access to the analytics, hope to have information by next RAGB meeting.
- The FCC requires wireless carriers to deliver the “Z” data point on their wireless phase 2 locations. They are not delivering that information to Comtech to the best of the Program Offices knowledge. All information will need to be updated when it does come through, hoping to find somewhere in current format where this can be transmitted. This will be discussed at the next Tech meeting.

ECRF Routing and PSAP Boundary

- We are moving into the Next Generation realm of address location and routing; this will take effect this year. Routing decisions will now be based on where the call lands based on a polygon shape instead of sector based. This means that all the granular address data matters.
- This has the potential to be more accurate meaning less transfers between agencies, reducing time to dispatch and response time overall.
- The County GIS team is working closely with the PSAP GIS teams to make decisions where there are overlapping routing information. There needs to be one and only one routing solution from each location.
- The Program Office will need to know who from each PSAP has authority to make routing decisions in your PSAP or has authority to negotiate routing with other PSAPs.

Comtech Self Help Routing Tool

- In 2019 Comtech developed and delivered to NORCOM a beta solution to reroute their calls to the backup center. No issues so far. In response to pressure for PSAP call routing control, Comtech advised that all PSAPs can have access to this tool. The Program Office is working to refine the process and document the steps for every scenario. The Tech team will have the ability to update routing, this will be discussed at the Tech meeting May 5th. Follow-ups for training will be set up, each PSAP will need to set their own operational guidelines, the Program Office will only provide the framework.
- Comtech is working on the state wide dashboard for end of summer rollout, this will allow visibility of the PSAP call routing environment.

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T-Mobile Testing

- T-Mobile has requested a lot of testing and has done a lot of unauthorized testing recently. They knew they were unauthorized; they were told to desist and would not. The Program Office has engaged T-Mobile leadership, who have come together to hear WSP concerns. As a result, the internal test request and tracking process has been revamped and testers are being retrained. The Program Office has asked for the information on all of their test callers. Will continue to work with T-Mobile to ensure compliance. Please report unauthorized testing to the Program Office.

FOR THE GOOD OF THE ORDER – Kevin Lovell
Industry Legislative Update – Deb Flewelling

Action Item: Report posted to SharePoint

- Substitute House Bill 1155 – making its way through process, King County offered an amendment allowing agreements to be entered into with PSAPs instead of Cities, the amendment was approved and ratified on the floor.
- 1477 – the 988 Crisis line, lots of movement with two sets of amendments, a link is provided in the report.
- Legislative Cost Study is posted to the state's website, there is a link on the report.
- HR 2760 Lift America Bill – is asking for \$12B for NG 911 grants, need to watch closely.
- Authorities subcommittee – Updates to current RCW's are complete. Language was changed to current terminology and submitted through State 911 Advisory Committee (AC) at the last meeting. SECO is now processing.
- The AC chair is establishing a committee to allow purchasing of beneficial hardware/software and to identify the structure of how to move forward with this.

Roundtable

- Changes at Seattle Fire and Seattle CS&CC were discussed, roles outlined for transition team. Chris Lombard has moved to CS&CC for transition and Tom Walsh stepped into lead role at Seattle Fire until Chris returns.

Next Meeting: June 09, 2021/9:00 am – 12:00 pm/Teams: 425-653-6586 Conference ID:178169646#

Minutes completed: Melissa Walker, KC E911 Program Office

Minutes approved: By Kevin Lovell, RAGB Chair June 9, 2021