

AGENDA
E-911 REGIONAL ADVISORY GOVERNING BOARD
Wednesday, August 15, 2018
9:00 am – 12:00 pm, E911 Program Office, Kent

Members: Sheryl Mullen (Chair), Kathy Baskin (Vice-Chair), Vanessa Barnes, Jeff Flohr, Tara Murker, Dave Schlaegel, Brian Smith, Scott Sotebeer, Samantha Stottlemire, Lora Ueland, Mike Sharp, Chris Wilson
Key: Discussion = D; Feedback = F; Recommendation = R

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| 9:00 am – 9:10 am | <p>WELCOME (Sheryl)</p> <ul style="list-style-type: none"> • Introductions and welcome guests (including phone) - please sign in • Community events, acknowledgements • Approval of Minutes 05.09.18 • PSAP Director meeting highlights (June, August) • Agenda review - additions, deletions <p><i>SharePoint: Minutes 05.09.18 draft, Quorum & Voting Template, Meeting Sign-in</i></p> | |
| 9:10 am – 9:30 am | <p>PROGRAM MANAGER UPDATE / STRATEGIC PLAN IMPLEMENTATION (Ben) D, F, R</p> <ul style="list-style-type: none"> • Finance: Vendor Maintenance & Security Decision Briefs (D, R) • RFP for RFP development consultant (F = selection committee member designation) • Organizational Charts Overview • Themes from 1:1 • Personnel: Finance Manager hire status <p><i>SharePoint: Org Charts – 2 (see folder); E911 Platform RFP Consultant; Decision Briefs – 2 (see folder)</i></p> | |
| 9:30 am – 10:30 am | <p>PSAP CONTRACT DEVELOPMENT (Ben) D</p> <p><i>SharePoint: To be posted Aug. 15, prior to meeting</i></p> | |
| 10:30 am – 11:00 am | <p>GOVERNMENT RELATIONS & OUTREACH UPDATE (Deb) D</p> <ul style="list-style-type: none"> • Training Program Update • Outreach Opportunities (e.g., Text to 911) • Government Relations & Outreach Quarterly Update <p>Action item review
 <i>SharePoint: Government Relations Updates 8.15.18</i></p> | |
| 11:00 am – 11:30 am | <p>PROJECT UPDATES (Ben) D</p> <ul style="list-style-type: none"> • Quarterly Update: Text to 911; ESInet II, Viper Upgrade • Call routing update (presentation at Nov. meeting) <p>Action Item Review
 <i>SharePoint: Project Updates; Master Project Calendar, Wireless Call Routing</i></p> | |
| 11:30 am – 11:45 am | <p>FINANCE UPDATE (Ben) D, R</p> <ul style="list-style-type: none"> • Submitted budget • Budget Decision Brief (GETS) (R) <p><i>SharePoint: Budget update 09-2018 to be posted Aug. 15, prior to meeting; GETS decision brief</i></p> | |
| 11:45 am – noon | <p>RAGB TOPICS (Sheryl) D</p> <ul style="list-style-type: none"> • Charter: Vote on revised Charter • Training: list of reimbursable training (November deadline for 2019-2020, BSL 4&5) • Governance: RAGB 3-year work plan • Roundtable • Wrap Up: action item review, requests noted in the minutes <p><i>SharePoint: Charter, Work plan</i></p> | |

FUTURE MEETINGS

2018: Sept. 26 (special meeting), Nov. 17 (call routing; public education campaigns 2019, Chair/VC vote)
2019: Feb. 13 (scheduled), May 8 (scheduled), Aug. 14, Nov. 13

MINUTES
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Members: Sheryl Mullen (Chair), Kathy Baskin (Vice-Chair), Brian Smith, Jeff Flohr, Dave Schlaegel, Samantha Stottlemire, Lora Ueland, Michael Sharp, Chris Wilson

Guests: See Sign-In sheet posted on SharePoint

Key: Discussion = D; Feedback = F; Recommendation = R

Meeting commenced at 9:00 am

WELCOME (Sheryl)

- **Introductions and welcome guests (including phone)**
- **Community events, acknowledgements:** Support extended to Kent PD for loss of personnel in line of duty; PO acknowledgement of Steve Lagreid for 35 years of service with King County E911 Program Office
- **Approval of Minutes 05.09.18** Motion to approve (Lora), Seconded (Jeff), Minutes approved.
- **PSAP Director meeting highlights (June, August):** Program Office update (Ben); PSERN Update; Roundtable (Jeff) Metro Transit Control Center (TCC) **Action:** Metro has offered to give tours of Transit Control Center for dispatchers, contact Jeff to arrange; PSAP E911 Contract process review; Training list discussion; Renaming PSAP to ECC for Emergency Call Center; Decision briefs discussion.

PROGRAM MANAGER UPDATE / STRATEGIC PLAN IMPLEMENTATION (Ben)

Finance: Vendor Maintenance & Security Decision Briefs (D, R)

- Vendor: Ongoing effort to review as called out in the strategic plan. No comments. Motion (Lora), Seconded (Chris). RAGB roll call vote - Passed
- Security: Cancel redundant standalone security project as called out in Strategic Plan – network and cyber security efforts now part of all projects moving forward. Motion (Kathy), Second (Brian). RAGB roll call vote – Passed

SharePoint: *Decision Briefs, voting record*

RFP for Platform RFP Consultant (F = selection committee member designation)

- PO requests volunteers to assist in the selection of the Platform RFP Consultant. Time commitment approx. 30 hours. RAGB volunteer – Lora Ueland.

SharePoint: *E911 Platform RFP Consultant*

Organizational Charts Overview: Available for review

SharePoint: *Org Charts*

Themes from 1:1 Ben-Manager/Director meetings: Ben has met with almost all PSAP managers/directors.

- **Transparency:** Commitment to openness and transparency. **Action:** Ben requests that PSAPs continue to provide him with direct feedback regarding any questions and concerns.
- **Strategic Plan:** Importance for PO to remain focused on their core mission and continue to be forward thinking; Consensus that 911 business is the responsibility of the PO; 911 technical and GIS issues concerning the program as a whole, should be carried out by PO staff.

Personnel: Finance Manager hire status

- Final interviews yesterday - strong candidates; Anticipated early September start-up

PSAP CONTRACT (Ben)

SharePoint: *PSAP Contract Briefing*

Each agency will sign a contract; 12 contracts documents with 12 signatures. Materially, the PO anticipates contracts will be the same, though some PSAP-specific differences may exist.

Discussion:

- RAGB members asked for the Call Answering Standards to align with NENA standards; for PO to clarify the “busy hour” per NENA definition; PO define exclusion for significant events – PO noted defining an exclusion can be difficult.
 - RAGB questioned the impact of this change on individual agencies and how are they doing against the proposed standard? Because implementing the new standard requires a configuration change, the PO made the change, ran report for Q2 2018 and made the change back to the existing standard, contact Ben for information re/ performance on the proposed standard.
- PO removed language for call transfer expectations from contract exhibits - the RAGB chair suggested putting it back in.
- RAGB members expressed concerns regarding termination of funding for PSAP IT staff effective 2020 and requested consideration of a phased approach. RAGB chair acknowledged the contract has been in discussion for over a year at IAG and RAGB meetings and further discussions can occur at manager/director meeting.
 - PO was asked if escrow funds could be used to pay for IT & GIS personnel
- RAGB members requested estimates of recent project-specific agency costs – PO advised current invoices are not coded per agency, so estimates may not be easy to come by but PO will try.
 - KC would pay for PSAP-initiated consolidation costs.
- The PO welcomes all feedback from PSAPs and will provide responses to the RAGB at upcoming meetings.

Action: Next steps: individual PSAP-KC contract meetings will be scheduled by Marilyn Pritchard, KC contract lead. She will coordinate all meetings with all PSAP points of contact and both she and Ben will be in attendance.

GOVERNMENT RELATIONS & OUTREACH UPDATE (Deb)

- **Training Program Update:** Good feedback received and update will be provided in November

- **Outreach Opportunities (e.g., Text to 911):** Text-to-911 Communications Plan is being updated: Request for PSAP public education volunteers to serve on the Public Education Advisory Committee – IPD and VCC will provide volunteers; Vote on KC Text to 911 policy postponed to Sept 26 special meeting to allow for RAGB review
Discussion: Sheryl advised she is seeing a higher volume of VoIP calls routing from Northern 911, the Canadian call center causing delays in service. These calls do not have appropriate credentials for local routing and PSAP follow up may be needed with the actual callers. The PO will follow up.
- **Government Relations & Outreach Quarterly Update:** Deb has met 1:1 with all PSAP Directors/Managers and is compiling the discussion themes for November.

SharePoint: *Government Relations Updates 8.15.18*

PROJECT UPDATES (Ben)

- **Quarterly Update:**
 - **Text to 911:** Training likely week of Oct. 14th. Launch target remains the end of year.
 - **ESInet II:** One cutover this week, several more next week. Clarification regarding transfer process between networks – process required for going to backup facility included with individual site Method of Procedure (MOP). Who to call depends on which network each agency is still receiving calls from. Network circuit diversity to each PSAP is required of Comtech at all locations. It is not required that Comtech fully disclose network path to get to PSAP facility. There is a test, as part of the cutover process, which includes testing the route diversity.
 - **Viper Upgrade:** On schedule
 - **Call routing update:** Will be presented at November meeting. Document posted for those interested in reviewing. Note – the PO is willing to make routing changes, but cannot until March 2019 at the earliest.

SharePoint: *Project Updates; Master Project Calendar, Wireless Call Routing*

FINANCE UPDATE (Ben)

- **Submitted budget:** Reviewed submitted budget update posted on SharePoint.
- **Budget Decision Brief (GETS):** Transfer responsibility for agency-specific GETS/WPS to each individual agency; PSAP Director to identify a point of contact for the transition. (R) Move to approve (Lora), Seconded (Kathy), Roll call vote: Passed.

SharePoint: *Budget update 09-2018; GETS decision brief*

RAGB TOPICS (Sheryl)

- **Charter:** Charter amended to add “single designated other person for access to SharePoint.” Motion to amend (Samantha), Seconded (Jeff), Roll call vote: Passed.
SharePoint: *Charter*
- **Training:** List of reimbursable training (November deadline for 2019-2020, BSL 4&5). **Action:** Sheryl to send to PO for review.

- **Governance:** RAGB 3-year work plan, reference document posted on SharePoint site.

SharePoint: *Work plan, Fiscal*

- **Roundtable**

- a) **Brian:** SPD proposed a change to the current PSAP Funding Policy allowing escrow funds be used for applications which support 911. Topic was discussed and supported at managers/director's meeting. PO was asked to consider this change now and not wait for final contract signatures. Motion to approve (Brian), Second (Jeff), Roll call vote: Passed. **Action:** Sheryl to forward letter to PO for posting on SharePoint and the PO will review.

SharePoint: *SPD Proposal*

- b) **Sheryl:** Researching mindfulness training for her agency and potentially other PSAPs; exploring sharing training and costs with PO and use of escrow funds, if needed.

- **Wrap Up:** action item review, requests noted in the minutes

Meeting adjourned at 10:30 am

FUTURE MEETINGS

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2019: Feb. 13 (scheduled), May 8 (scheduled), Aug. 14, Nov. 13

Minutes: Corrections to meg.goldman@kingcounty.gov

Minutes approved as written: 9/26/18 Special Meeting