AGENDA
E-911 REGIONAL ADVISORY GOVERNING BOARD
Rescheduled - February 27, 2019
9:00 am – 12:00 pm, E911 Program Office, Kent

Members: Lora Ueland (Chair), Brian Smith(Vice-Chair), Sheryl Mullen, Vanessa Barnes, Jeff Flohr, Craig Wilson, Dave Schlaegel, Scott Sotebeer, Samantha Stottlemyre, Mike Sharp, Chris Wilson, Jennifer Crippen
Program Office Staff: Bob Potts, Ben Breier, Deb Flewelling, Bryan Karol, Beth Knieps
Action Key: Information = **I**, Discussion = **D**; PO Soliciting Feedback from RAGB = **F**; Recommendation triggers a vote = **R**

9:00 am – 9:10 am	**WELCOME (Lora)**

- Introductions and welcome guests (including phone) - please sign in . . . I
- Community events, acknowledgements I
- Approval of Minutes 11.14.18 . . . . R
- PSAP Director meeting highlights (November-February) I
- Agenda review - additions, deletions . . . . F

SharePoint: Minutes draft

9:10 am – 9:55 am   **PROGRAM MANAGER UPDATE (Ben)**

- December, 2018 911 Outage (CTL, AAR, Stats) . . . . D
- Strategic Plan (QA Consultant, RFP development, RPC Report) . . . . D
- PSAP Contract I
- Smart911 Contract Grievance Process I
- Text to 911 stats I
- Financial Workgroup (PSAP response to Financial Workgroup Document) . . D
- Annual Plan & Calendar. I
- Hiring and Staffing I

Action item review
SharePoint: *updates posted by 2.4.19*

9:55 am – 10:05 am   **FINANCE MANAGER UPDATE (Bryan)**

- Quarterly Financials: (Budget, 2019 Escrow Forecast, Omnibus Process) . . I

Action item review
SharePoint: *updates posted by 2.4.19*

10:05 am – 10:15 am   **CALL ROUTING PRESENTATION (Lora/Ben)**

- PSAP Response to Routing Request . . . . D

SharePoint:

10:15 am – 10:30 am   **GOVERNMENT RELATIONS & OUTREACH UPDATE (Deb)**

- Training & Public Education Program (Ad hoc committee) I
- Outreach Opportunities: Newsletter, Bi-annual PSAP Engagement I
- Government Relations & Outreach: 2019 Legislative Session, Travis Alert Act F
- GETS Migration I

Action item review
SharePoint: *Government Relations Updates 2.4.19*

10:30 am – 11:00 am   **PROJECT UPDATES (Beth/Ben)**

- Operations Manager Transition
- Quarterly Update: Text to 9-1-1, ESInet II, Viper Upgrade, Map Modernization, ECaTS I

Action item review
SharePoint: *updates posted by 2.4.19 Project Updates; Master Project Calendar*

11:00 am – 11:20 am   **RAGB TOPICS (Lora)**

- 2019 Schedule: Bi-Monthly/Quarterly . . . . D

SharePoint: *Items posted 11.5.18*

2019 MEETINGS
2019: Feb. 13 (scheduled), April 10 (not-scheduled), June 12 (not-scheduled), remainder of 2019

Meeting Notes - DRAFT
E-911 REGIONAL ADVISORY GOVERNING BOARD
February 27, 2019
E911 Program Office, 20811 84th Ave S, Suite 105, Kent, WA

GENERAL MEETING: *Commenced at 09:00 am & concluded at 11:30 am*
Present:
RAGB Members: Lora Ueland (Chair), Brian Smith (Vice-Chair), Sheryl Mullen, Dave Schlaegel, Mike Sharp, Chris Wilson, Jennifer Crippen, Chris Wilson (Quorum was established)
Program Office Staff: Ben Breier, Deb Flewelling, Bryan Karol
Guests: Tanya Hannah, Tim Floyd, Kathy Pompeo, Ron Tiedeman, Kevin Lovell, AJ Cooper

WELCOME & INTRODUCTORY REMARKS – Lora Ueland
Participants and guests self-introductions
Community events, acknowledgements: State 911 Spring forum in Bremerton March 19-21, all encouraged to attend; Lora Ueland's graduation from the APCO Certified Public-Safety Executive (CPE) class; the APCO Intl awards nominations are now open, consider nominating your staff.

GENERAL BUSINESS – Lora Ueland
- Request for agenda additions, deletions: Minor modifications were made to accommodate the date change and the presenters
- Approval of Minutes 11.14.18: Motion/second: Brian Smith / Mike Sharp – accepted by consensus
- PSAP Director meeting highlights for November and February: Conversations occurred regarding PSERN, finance policy group, escrow funding policy, 911 outage, wireless call routing, the RAGB annual report was approved, reminders to post stats for text to 911 on the SharePoint. There have been great participation in these meetings with robust conversations.

PROGRAM MANAGER UPDATE – Ben Breier
Welcome to Tanya Hannah, KCIT Chief Information Officer and thank you to everyone for their flexibility due to the inclement weather.
December, 2018 911 Outage (PowerPoint review)
The After Action Report (AAR) is complete and showed glaring holes in the process. There are many areas to work on including the relationship with King County Office of Emergency Management (OEM) and a need for training on incident command processes. Next steps are to develop the work plans.
Action: AAR will be emailed out to everyone no later than EOB 2/28 and posted on SharePoint
- o CenturyLink (CTL) has announced the 911 outage was actually a network interruption, not a 911 outage. There is not an expectation to hear anything further until the FCC investigation is complete and that could take several years. There have been multiple requests for missed call data, however, CTL stated, due to the equipment failure, calls didn't get into their network so there's no data to retrieve. The 3 PSAPs that had not transitioned to ESInet II were impacted by due to the loss/interruption of 10-digit dialing and transfer capabilities but didn't appear to lose 911 capabilities. The connection between CTL and Comtech was initially partially down, then hard down due to the CTL equipment failure in the SS7. NORCOM was up and down and Valley Comm stayed up.
- o In a review for the same time period last year, call volume stats showed an increase possibly from testing, especially after the EAS alert. There were no interruptions to text-to-911. The FCC conference call was

cancelled due to the government shutdown and it has not yet been rescheduled - Deb is watching their website for updates.
  o   RAGB submitted a letter requesting information and Ben responded outlining this same information.

Information

There is a new folder in the SharePoint Resource library for "Correspondence" to store the written engagements between RAGB and the Program Office.

Strategic Plan

- The Quality Assurance (QA) consultant has been hired and is participating in the Steering Committee. The team will be introduced on today's call. They will be asked to attend the April RAGB to meet everyone. The RFP is almost done with an expected release date end of March. Reminder this is the requirements for the technical RFP to be released in 2020.
- Program Office staff is working with council staff representative, Nick Bowman, to develop the process for the annual report to Council - Regional Policy Committee.

PSAP Contract

Final draft should be ready for submission next week and then meetings will be scheduled. Lora advised, learning from PSERN, that all contracts may need to be the same, so be careful as the first to sign may lock everyone in. Sheryl expressed concern on the differences within their own agency's needs. Ben advised the Program Office would like to have one agreement but recognizes that may not be possible and they are willing to have individual contracts for each agency if necessary. It is also likely the City of Seattle process will be completely different. He stated this agreement proposal will look dramatically different from the previous and everyone will be able to make comments before it is moved forward for negotiations. He is aware of RAGB's concern the previous process eroded some of the confidence that was built over the last couple of years and expects this new draft to be closer to what was originally expected.

Smart911 Contract Grievance Process

The Program Office (PO) provided the grievance and letter of support to the Executives Senior Leadership Team (Dwight Dively, Rachel Smith, Casey Sixkiller, Whitney Abrams, and Gary Kurihara). This team didn't quite know what to do with it either and agreed the Program Office should draft a letter asking council why the decision was made before moving forward with a grievance. This is in process and once a response is received, they will bring it back to RAGB for further discussion. As directed by the Regional 911 Strategic Plan, the Program Office is working with the Executive's office to create a formal dispute process.

  o   History: In early 2017, in conjunction with the RAGB, the PO chose to discontinue funding Smart911 as of 12/31/2018. Those agencies wishing to retain the service were to establish their own relationship with RAVE. SPD and KCSO elected to keep the service. King County Council made a budget decision that KCSO could not pay for Sm911 and the PO was to fund it out of existing funds. KCSO & the PO had no input into this decision. The PO has now paid for KCSO for 2019.

Text to 911 stats

These are being posted on the SharePoint and each agency needs to post their valid texts by month.

Action: PO to send the Call Data Link out to everyone.

New SharePoint Site

The new site coming and will look just like the current one. Training will be scheduled when it is ready.

Financial Workgroup

The PO received the recommendation to have workgroup consist of Lora Ueland, Brian Smith, Ben Breier, and Bryan Karol. The discussions will be open to anyone and minutes/notes will be published. The new contract will have placeholder language about this funding policy.

Annual Plan & Calendar

The 2019 plan and calendars will be developed after a decision is made on meeting structure. Lora advised the group agreed to every other month beginning February.

Hiring and Staffing

- Beth Knieps was hired as the Tech Ops Manager. She was unable to attend today due to the SPD cutover last night. She'll be available in April.
- There are interviews today/tomorrow for the Admin Assistant (Meg's replacement) and this should be complete in the next couple of weeks. This position will be an actual Administrator which is a bit different from Meg's actual position/title/tasks.
- The technical replacement for Beth is in process.

Questions/Concerns for Program Office
- Mike Sharp (SFD): After the ESInet II transition, they are not allowed to transfer a caller to another agency while SPD is still on the line such as AMR. Is this because of CPE or Comtech? Several tickets have been opened with Comtech and still no resolution. Additionally, if a transferred call rings 11 times without answer, the call is dropped.
  Action: PO will follow up with vendor and PSAPs to categorize the issues and track down response
- Brian Smith (SPD): The relocation of Text-to-911 to SPD backup at SFD was <u>preplanned</u> with West and it went smoothly. Reminder: A normal PSAP abandon will not move texts to a backup so this needs to be addressed in PSAP procedures.
- Brian Smith (SPD): Concerns about the text policy question "can you make a phone call" delays the response for service. Can we revisit this?
  Action: RAGB to propose language change and PO will review
  Action: PSAPs look at their abandonment procedures for how to address text delivery.
- Ben described how text is not connected to ESInet II and reroutes will need to be done manually through the TCC team. This is currently only a Monday-Friday 8:00 -5:00 service, they don't manage it 24/7. If the PSAP has abandoned, the texter will get a bounce back until someone logs back in.
  - Reminder, a text cannot be transferred internally, therefore, if 2 agencies are in the same facility (one in back up), the system sees it as 1 agency and the text cannot be transferred to anyone else in the building. With a MSRP solution, it can be transferred internally. However, MSRP won't fix the automatic reroute while in backup. A rule could be set that after a period of time, it automatically reroutes to a second PSAP (like your backup). In the single platform architecture, the internal network will manage the text and not the TCC and so texts can move around.

FINANCE MANAGER UPDATE – Bryan Karol
Quarterly Financials
- The spreadsheet was presented for the 2019 quarterly distribution for the general and equipment accounts. This is will be on the RAGB site and members will need to share it with their internal staff if necessary.
  - Question was raised on the why there were still separate categories. The change to one category doesn't apply until 2020 to give time for planning and preparation.
- Presented a new draft report for deposits and reimbursements. Valley Comm is helping to develop this work in progress. Historical data will be provided back to 2014 and the descriptions are what the PSAPs provide. Going forward standardize descriptions will be created for consistency and reporting. The IT escrow deposits were often estimates so adjustments were routinely needed. Future disbursements will be dollar for dollar and will be more accurate. Bottom left box is the fund balance. Bottom right is actual IT balances. Still working through the finer details and when it's ready it will be on the SharePoint. RAGB feedback was positive and appreciative.

CALL ROUTING PRESENTATION – Lora Ueland & Ben Breier
- Ben provided a brief history of call routing: wireline calls to geographical primary PSAP, wireless calls to 5 regional primary PSAPs (NC, VCC, KCSO, SPD, WSP) and then transferred to second agency when necessary. The PSAP request was can wireless calls be routed directly to the geographic law agency based on where the

call is coming from. Yes, this can be done and will be easier with Comtech, but it cannot happen until end of 2019. However, as discussed in the November meeting, there may be technical challenges that need to be addressed at the PSAPs.

- ESInet II will be 100% deployed as of tomorrow 2/28/19, then phase II routing will be ready for deployment. Today West maintains routing rules and those rules will remain until CTL/West disconnects from Comtech. The call can then be routed to the geographical agency but it is unsure sure how that will occur.
- RAGB response: yes, they want their calls to route to their geographic location with law enforcement.
  Action: PO will move forward with research and provide a briefing document on how to make this change including timelines, costs, impacts, dependencies and options with pros/cons.
  Action: RAGB needs to engage their service agencies and stakeholders to consider impacts (Police vs. fire).
- RAGB Question: Can the Single Platform RFP consultant include this change in the Technical RFP to make sure it will work correctly? PO response: This may be a scope of work change that could impact the RFP. It is a good idea to do these tasks with the PO, GIS teams and the State 911 office to determine how it can be done, if it's possible.

- Ben provided a general description of call routing: The XY coordinate presents (as secondary data and doesn't present with the call) -> does a database lookup -> presents ESN number -> routes to the pre-identified PSAP. With Comtech, the database lookup goes away and identifies the location on a polygon map and routes to the PSAP associated with that polygon. Comtech is working on retrieving the XY coordinates from the actual phone as this may make it a bit easier to route 911 calls. Deb advised that AT&T has successfully tested a similar solution.
  Action: PO prepare a presentation on geospatial routing and what is meant by "data doesn't present with the call".
- Brian Smith expressed concern to not get sidetracked from the Strategic Plan actions but only research if the technology is ready. Lora agrees there needs to be more discussion.

GOVERNMENT RELATIONS & OUTREACH UPDATE – Deb Flewelling
Training & Public Education Program
The strategies are almost ready for review before a plan and workgroups can be developed
Outreach Opportunities
The next newsletter is scheduled for April and the 2019 bi-annual PSAP/PO conversations are being scheduled
Government Relations & Outreach
- State 911 2019 Forums will be: March 19-21 in Bremerton, June 18-21 in Spokane and Fall Conference is October 8-11 in Kennewick. Note the summer conference is now in the fall.
- Travis Alert Act: Representative Mosbrucker is pushing this forward and the bill will be dropped before 3/1/19, but due to time constraints, it won't be worked until 2020 session.
- SSB 5272 and HB 1653: increasing the maximum tax rate up to .02% for the voter-approved local sales and use tax for emergency communication system and facilities. HB 1653 passed out of the Finance Committee on 2/25 with a 9-4 vote. It is believed the bill will move to the House Rules Committee where it is expected to then move to the floor for a vote. SSB 5272 is still in Senate Rules Committee waiting to be pulled for a floor vote.
  Action: PSAPs talk with their local politicians for support of these bills.
- ESInet II: Network connections are on schedule for completion by end of February. March 11 is the cutover to the new MSAG/ALI database; all PSAPs will be disconnected from West on March 15; goal is to shut off the West database by April 2, 2019.
  Action: PSAPs were asked if there are any current issues with transferring calls between PSAPs
- 911 Outage: State E911 and State Emergency Management are combining efforts on the After Action Report which is due March 27. State Attorney General sent out a request for stories about the outage.

- The E-911 Advisory Committee Annual Legislative Update for 2018 is ready to be submitted to the Legislature. Document is posted in the RAGB SharePoint Resource Library.
- The draft State 911 AC Strategic plan is available for review and was submitted to all PSAP Directors/Managers via email on 2/26/19.
  Action: PSAP check the email for the timeline for comments and provide feedback.
- On 2/14/19, California Congresswoman Norma Torres announced she will be sponsoring federal legislation to change the classification for 911 dispatchers and is asking for strong support to get this done in 2019.
  Action: Deb provide the podcast link and post on SharePoint
  Action: PSAPs listen to the Torres podcast
- The Next Generation 911 Cost Estimate: a report to congress as completed by the National 911 office (911.gov) showing the current cost is between $13.5 and $15 billion including equipment refresh costs and ongoing operation costs. The cost estimate range for just NG911 deployment is between $9.5 and $12.7 billion.
  Action: Deb to post link on SharePoint

GETS Migration

Thanks to everyone for working on this and it is about 50% complete.

PROJECT UPDATES – Ben Breier

- **Quarterly Update:**
  o Text project is complete and closed
  o ESInet II transition: beginning next week Comtech will be comparing the ALI from West; 3/15 ALI will be coming from Comtech; 4/2 shut down West. State and Comtech will then work with carriers to terminate their circuits from West to Comtech scheduled to occur in the fall. Efforts are underway to do a state wide public education campaign for 10 digit numbers in case there is a hiccup in the transfer. SFD had concerns on how to troubleshoot 10 digit numbers
  o Reminder: PSAPs need to funnel all requests for service through the PO and not just Comtech or CTL.
  o Viper: The first software only update was completed at SPD last night 2/26/19. Some issues with ancillary items. Remaining agencies are Seattle FD, King County Sheriff's Office, Valley Communications, NORCOM and University of Washington PD.
  o Map Modernization: This project is a new map application to be displayed on the 911 call taking screen. More importantly, the backroom equipment desperately needs updating. The RFP is expected to go out in March.
  o Power Metrics (ECaTS): This project is very close to contract signing and then putting together the project plan. This system will start with new data only and will not have archived data included. The current systems will stay in place for the historical data. A KC Business Analyst will be reaching out to PSAP MIS users to gather requirements. The product will not show the total call path of transfers but the single platform will.
  Action: PO determine if PSAPs can add additional modules to this system at their own cost.

RAGB TOPICS – Lora Ueland

- **2019 Schedule:** Members agreed to continue with bi-monthly meetings through December 2019. There are meetings that will conflict with other events so the schedule will be: April 10, June 12, August 7, October 2, December 11.
- **Roundtable**
  Lora: The Renton Mayor made magnets showing their 10 digit emergency numbers for VCC and distributed to all Renton residents through their utility billing. Examples were available to share.
  Brian: A shout out to operations folks during snow. They did not have any shifts understaffed and everyone made great efforts to stay close.

Kathy: KCSO was able to use Search & Rescue teams to pick up their staff and bring them to work. They also asked KC OEM to put on their After Action Report to make this service available to all PSAPs.

Sheryl: Redmond also had strong staffing support as well. As telecommunicator week is approaching, should the managers create a King county thank you coin for their staff?

Deb: Reminder that a Call data file was now in the Resource Library on SharePoint

Next Meeting: April 10, 2019 / 9:00 am – 12:00 pm / King County E-911 Program Office

Minutes completed by: Deb Flewelling, KC E-911 Program Office

Minutes approved: _____