

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
October 2, 2019

E911 Program Office, 20811 84th Ave S, Suite 105, Kent, WA

GENERAL MEETING: *Commenced at 09:00 am & concluded at 10:28 am*

Present:

RAGB Members: Lora Ueland (Chair), Brian Smith (Vice-Chair), Dave Schlaegel, Chris Wilson, Sheryl Mullen, Scott Sotebeer, Mike Sharp, Vanessa Barnes

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

Guests: Chief Patti Cole-Tindall/KCSO, Vonnie Mayer/VCC, Ron Tiedeman/NORCOM, Roky Louie/NORCOM, Kevin Lovell/UWPD, Michael Olson/NORCOM, Tanya Hannah/KCIT

WELCOME & INTRODUCTORY REMARKS – Lora Ueland

Participants and guest's self-introductions.

Quorum reached at 09:05 am.

Meeting Minutes – Lora Ueland

- RAGB Meeting minutes from June 12, 2019 approved by consensus.
- Notes for the August 7, 2019 meeting are not approved as there was no quorum.

ACTION ITEM LIST – Lora Ueland

Task List Review

Action: *PO will send emails for OPMA training*

- Line #7 – Yes PSAPs may purchase additional modules to Power Metrics at their own cost. The cost is yet to be determined.
- Line #15 – Only nine people have not completed the OPMA training. Emails will be sent out to those nine with the directions for the training.

PROGRAM MANAGER UPDATE – Ben Breier

Consultant RFP

Action: *PO will distribute a flow chart to explain group interactions*

- Federal Engineering has been selected as the consultant, the contract phase is underway, it should be completed sometime in October.
- A core team will be set up to work with the consultant for the life of the project, from larger PSAPs 2-3 people, from smaller PSAPs 1-2 people for the different work groups that will be created. Joining the work groups will be a multi-year commitment, members are not required to attend every meeting, however regular attendance is encouraged. Members should be someone who has some decision-making authority in their PSAP.
- The consultant will meet with staff from each PSAP including Management, Tech and any other stakeholders that are identified.

2 Year Plan Update

- A work group will be formed in January to look at and update the Strategic Plan. The goal is for the updates to be presented to RAGB sometime in the first half of the year.

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Updates to Stakeholders

- The Program Office has been asked to present a year in review to the Police Chiefs, Fire Chiefs and Sheriffs meetings. A PowerPoint is being developed to discuss 2019 activities, and where the Program Office sees 9-1-1 moving in the future. The target is to present the PowerPoint to RAGB in December and at the January or February meetings for the Chiefs/Sheriffs.

Contract Status

- By October 11th all PSAPs will receive the latest version of the document, including all of the changes that have been approved by all the agencies. In addition, there will be a spreadsheet that lists all of the changes made to the contract. Each PSAP can approve the changes line by line. KCIT Contracts Team will start scheduling meetings the week of October 28th, with the understanding that the signature process takes time.

SharePoint

Action: PO will resend links to those who are still having access difficulties

- As there are still access issues with the new external SharePoint site all RAGB documents will be emailed to RAGB members as well as posted to SharePoint. If access issues continue a completely new external SharePoint may need to be created.

Outage After Action Report

- All Program Office personnel will have completed ICS 100, and management ICS 200 by the end of 2019. The target for the media messages to be presented to the PIO group is January 2020. The Program Office will reengage with OEM in regard to the Internet event access policy. All local King County 10-digit numbers have been placed on the Program Office website.

Engagement

- There was a debriefing held after APCO, only three PSAPs attended. A good discussion was had, however without more participation from PSAPs the PO does not know which direction has the most interest/approval from the PSAPs. The PO needs to know if there are too many opportunities for meetings, would it be better to have fewer groups/committees meeting so that there is more participation and feedback from the PSAPs.

FINANCE MANAGER UPDATE – Bryan Karol

Financials

- Revenue trends were discussed, the four main buckets of income and the trends from 2017 through September.
- The Viper project is winding down, costs are currently under budget. The numbers discussed do contain the contingency money, that will be broken out at the December meeting for more clarity.
- The Platform Modernization and Map Modernization are too early to give exact financial numbers, they are trending towards being on budget.
- Bryan will meet with the King County CFO at the end of October and will have a better idea on the timeline for the budget schedule after the meeting.

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Revenue Options

- The final draft memo that is being presented to the Executive Office with two revenue options for consideration. Increasing the excise tax up to 2/10ths of 1% is one of the options.

Financial Workgroup

- The RFP had two respondents, it was scored, currently being tabulated. The PO is waiting on responses from two references. Once those are returned a decision will be made.

GOVERNMENT RELATIONS & OUTREACH UPDATE – Deb Flewelling

Public Education Outreach

- The PO contacts during the summer was approximately 7,000 individuals at multiple fairs and community events.
- A new tri-fold brochure has been created with the pertinent information for dialing and texting 9-1-1, as well as a spot for people to write down their own emergency contact information and hang it on their fridge for easy access. More items are being looked at to increase outreach efforts.
- The open Public Education and Outreach position is still in negotiations with the County and the Labor Union on the modifications being proposed. The goal is to publish the position by the end of 2019.

Training

- The State has hired a T1/T2 trainer.
- The PO is currently in a holding pattern for training until the Public Education and Outreach position has been filled. Trainings are being offered as they are being requested by the PSAPs.

PROJECT UPDATES – Beth Knieps

Quarterly Update

- Platform modernization – the QA consultant is on board and the Tech consultant is being worked on.

Viper Upgrade Status

- Cutover is complete, it went smoothly. The project will be closing out shortly. By the end of the year, the PO will be back out to all the PSAPs to bring all up to the same version as was installed at ValleyCom to fix some of the issues that have appeared.

Power Metrics

- The Real Time Dashboard fits within the budget without touching the contingency funds. The PO will move ahead, the quote has been requested from the vendor. It does not need to happen at the same time as the rest of the installation, it can be completed later.
- The quote for the standalone Power Metrics project has been signed and is moving forward with implementation. The goal is that data collection will begin at the PSAPs by the end of 2019 for continuity and ease of recovery for the year end 2020 information.
- PO is still waiting for a quote on the historical data migration, this is still out of scope for the PO. MIS will still be supported when the cutover is complete, there will be double coverage on data collection until each PSAP accepts the new system and the data it collects.

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Map Modernization RFP

- The PO is in the contracts process with GeoComm as the chosen vendor, it should wrap soon. The implementation phase will start at the test PSAP first. GeoComm will keep the program platform agnostic as they do not have a call handling platform, leaving open the option to modernize call handling at a later date with greater flexibility.
- GeoComm and the PO will be meeting with each PSAP to discuss needs and customization. A GIS workgroup may be stood up to nail down how data gets through for the new system.

Technician Access/Background Checks

- The PO requested the ability to do only one background check for Techs to have access to all 12 PSAPs. After a discussion it was decided that ValleyCom will assist with fingerprinting and getting SID numbers for the Techs so that the other PSAPs can run background checks utilizing the SID number instead of requiring 12 sets of fingerprints.

Text-to-911

Action: All PSAPs send valid text info to PO

- The PO will be requesting year end totals of valid 911 texts to each PSAP as soon as the beginning of January for the State year end review. If there is difficulty uploading the data to Sharepoint, PSAPs can still email the information to the PO.

FOR THE GOOD OF THE ORDER – Lora Ueland

PSAP Director Meeting Highlights

- Discussions primarily dealt with the PSAP contract. The next meeting is October 7th.

Community Events & Acknowledgements

- ValleyCom expressed thanks for how smoothly the Viper upgrade went, and how well the Techs and PO staff worked with their staff.

Government Relations & Outreach

- The Strategic Plan Council Report was created in the wrong format, it needs to be in a report form. It should be completed by the end of the year and then will be sent to the Executives office.
- The State 911 study is underway. The Scoping workgroup is developing the structure on building the report for the legislature. Numerous PSAP directors and 911 coordinators have been asked to be on various committees. There will be a request for a lot of data from the PSAPs to flesh out the report.
- The last five pages of the report contain all of the RCW changes that are proposed. Deb requests everyone read the old and new RCW language and to submit any concerns to her via email.

Roundtable

Action: Creation of proposed 2020 RAGB meeting calendar

- Seattle Fire updated their EMDs, if anyone is interested in seeing them or in contacting the company who wrote them please contact Captain Sharp.

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- NORCOM is working with Comtech and the State to test abandonment device, it is in the beta stage still. It will also be tested in eastern Washington as well.
- NORCOM received a grant from State 911 provided by Federal NTIA, the grant is to push radar out to as many PSAPs in the state as possible. There will be over 130 agencies that will be viewable in radar.
- ValleyCom update on class action lawsuit, it is not in trial. More to come at December meeting.
- Informal vote was taken on 2020 RAGB meeting frequency. There were no votes for monthly meetings. It was agreed to keep every other month frequency of meetings. Melissa will create a proposed meeting schedule for 2020 to present at the December RAGB meeting. A discussion will be had about shortening the meetings from three to two hours.

Meeting adjourned at 10:28 am

Next Meeting: December 11, 2019 / 9:00 am – 12:00 pm / King County E-911 Program Office

Minutes completed by: Melissa Walker, KC E-911 Program Office

Minutes approved: February 5, 2020 RAGB Meeting_____