

AGENDA
E-911 REGIONAL ADVISORY GOVERNING BOARD

April 10, 2019
 9:00 am – 12:00 pm, E911 Program Office, Kent

Members: Lora Ueland (Chair), Brain Smith (Vice-Chair), Sheryl Mullen, Vanessa Barnes, Jeff Flohr, Craig Wilson, Dave Schlaegel, Scott Sotebeer, Samantha Stottlemire, Mike Sharp, Chris Wilson, Jennifer Crippen

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

Action Key: Information = I, Discussion = D, PO Soliciting Feedback from RAGB = F, Recommendation triggers a vote = R

9:00 am – 9:10 am **WELCOME** (Brian)

- Introductions and welcome guests (including phone) – please sign in
- Community events, acknowledgements I
- Approval of Minutes 2.27.19 R
- PSAP Director meeting highlights (March/April) I
- Agenda review – additions, deletions F

SharePoint: Minutes draft

9:10 am – 10:00 am **PROGRAM MANAGER UPDATE** (Ben)

- Task List Review
- Strategic Plan (QA Consultant, RFP development, RPC Report) D
- PSAP contract Status I
- Smart911 Contract Grievance Process I
- SharePoint I
- Communication plan with City leadership and County political leaders D
- Text to 911 Stats (reminder & bounce back) I
- Hiring and Staffing I
- Future Projects (SIP call delivery, MSRP text, other) I

Action Item Review

10:00 am – 10:15 am **FINANCE MANAGER UPDATE** (Ben)

- Quarterly Financials: (Budget, Omnibus Process) I
- Escrow Reports (feedback, distribution) I
- Financial Workgroup (Goal, Facilitator, timeline/schedule) D
- Cell phone decision brief I

Action Item Review
SharePoint: Finance Workgroup Charge

10:15 am – 10:40 am **GOVERNMENT RELATIONS & OUTREACH UPDATE** (Deb)

- Training & Public Education Program – Strategic Planning Draft I
- Outreach Opportunities: Newsletter, Bi-annual PSAP Engagement I
- Government Relations & Outreach: 2019 Legislative Session, Travis Alert Act, Budget, Federal F
- GETS Migration I

Action Item Review
SharePoint: Government Relations Updates

10:40 am – 11:10 am **PROJECT UPDATES** (Beth)

- Quarterly Update: ESInet II, Viper Upgrade, Map Modernization, Power Metrics I
- KCIT Gate Process (visual) I
- Service Interruptions & 911 Impacts D

Action Item Review
SharePoint: Project Updates; Master Project Calendar, Gate Process

11:10 am – 11:40 am **CADI Update** (Bob)
SharePoint: Project Presentation

11:40 am – 12:00 pm **RAGB TOPICS** (Brian)

- Roundtable I

AGENDA
E-911 REGIONAL ADVISORY GOVERNING BOARD

- **Wrap Up:** request noted in the minutes |
SharePoint: Items posted

2019 MEETINGS: June 12, August 7, October 2, December 11

Meeting Notes – DRAFT
E-911 REGIONAL ADVISORY GOVERNING BOARD

April 10, 2019

E-911 Program Office, 20811 84th Ave S, Suite 105, Kent, WA

GENERAL MEETING: *Commenced at 09:00 am & concluded at 11:55 am*

Present:

RAGB Members: Brian Smith (Vice-Chair), Dave Schlaegel, Chris Wilson, Jeff Flohr, Scott Sotebeer, Craig Wilson

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

Guests: Stacy Wassal, Chris Santos, Tom Orr, Tannis Rhoton, Ron Tiedeman, Robert Clemmons, Lee Marchisio, Chris Lombard

WELCOME & INTRODUCTORY REMARKS – Brian Smith

- Participants and guests' self-introductions
- Community events, acknowledgments: Telecommunicator week is coming up April 14 – 20, Proclamation from the Governor has been issued, KCSO is having a family and awards day BBQ on April 17th to celebrate. UWPD is doing a theme week, every day is a new outfit theme.
- King County's E-911 Program Office received two awards at the Public Relations Society of America annual Totem Awards for the "Emery's 9-1-1 Educational Toolbox" program. **The Public Service Award** to advance public understanding of a social issue, problem, or concern where the principal motivation of the sponsoring organization is altruistic or philanthropic, and the **Multicultural Public Relations Award** to specifically target cultural groups
- The King County Strategic Advisory Council awarded the **2019 Technology Achievement Award** to the Text to 9-1-1 Project for making it easier and more convenient for members of the community to use this advanced life-saving technology, greatly increasing overall accessibility to emergency services and improving public safety.

GENERAL BUSINESS – Brian Smith

- Approval of Minutes 2.27.19: No Quorum - minutes were not approved.
- PSAP Director meeting highlights for April: Conversations included PSERN presentation, Power Metrics, Staffing issues and Background Investigation.
- Agenda review: No changes to the agenda.

PROGRAM MANAGER UPDATE - Ben Breier

Hiring & Staffing

- Melissa Walker was hired as the Admin Assistant (Meg's replacement). She introduced herself and discussed her background and 911 experience at WSP, FBI, AMR and KCSO.
- Kayreen Lum submitted her resignation, effective April 18th. The position will be backfilled after an audit of how the role currently works and what changes the Program Office would like to see. The Program Office is looking for input from the PSAPs on what they are looking for in this position, and how to expand it in Training and Public Education.

Task List Review

- A new "Action Item List" has been added to SharePoint. This is a list of all the action items from the RAGB meeting, so they can be managed. Each meeting, the team will go over the list and make sure the items have been completed or at least provide updates.

Action: *Program Office will add new action items to list after each meeting*

PSAP Contract Status

- The contract process is still moving forward and each PSAP should expect contact for scheduling. More updates as it continues to move forward.

Smart911 Contract Grievance Process – Deb Flewelling

- A letter has been drafted to Council Chair Rod Dembowski from KC Executive Constantine and Sheriff Johanknecht regarding the Smart911 grievance. The final document will be submitted when Dwight Dively, Budget Director, returns from vacation. Deb will keep the RAGB informed of the progress.

SharePoint

- The Program Office is in the final stages of implementing the new SharePoint site. All external users are currently being added and given the proper permissions. The new site will bring together the old SharePoint from Technology, Public Education, and RAGB. There will be internal testing first before reaching out for external testing. Final product should be rolled out around the first of June.

Communication Plan with City Leadership and County Political Leaders

- Individual PSAPs need to review their local communication plans with their individual stakeholders to ensure how they want outages to be communicated to them and the public. For minor outages that only effect a few houses, the Communications Center should be looking at what is out and to how many/who prior to rushing to communicate to the public. Example: If a resident doesn't have dial tone at all, giving them the 10-digit number to call won't help. They may need to be directed to call 911 from cell phones exclusively until the problem is resolved.
- Regarding the outage that occurred around the same time as the snow storm in February in Issaquah, Deb will work with Chris Wilson as Councilmember Lambert has asked for information and a notification process for her specifically.

Action: PSAPs to look at their own Communication plans

Text to 911 Stats

- There is a problem with the spreadsheet for tracking Text to 911 stats on the current SharePoint. Until the problem is resolved please send text stats to Ben, Deb or Melissa and they will be loaded.
- The request for the stats on the 30 second bounce back texts is harder to get than originally thought. CenturyLink has had to escalate the request to get the information. They are working on a way to make the retrieval process easier.

Action: PSAPs will send stats to Program Office to be posted

Future Projects

- SIP call delivery and MSRP text projects are not yet in process so are not part of the Steering Committee reports.
- Ben discussed adding a topic to the RAGB meetings, that would add a discussion on possible projects or technologies that RAGB members have heard of and would like to add to a list of things to be investigated for upcoming projects. This would be in addition to the current

projects that are already planned and on the books. The agreement was for the Program Office to introduce various project options to the RAGB for agreement, have the Technical committee vet them and bring their recommendations back to the RAGB when appropriate. RAGB can then make their recommendation to the Program Office.

- MSRP – The Century Link and West work around has been tested in Snohomish, there seems to be a viable solution to the problem. Program Office will be working on a presentation of options, costs pros/cons so a decision can be made on how to move forward.

Action: RAGB to create a list of upcoming technologies to discuss

FINANCE MANAGER UPDATE – Ben Breier

Quarterly Financials

- Q1 2019 items have been funded, submittals and reimbursement should happen in the next week or so.
- Omnibus is a process where funding issues can be addressed where adjustments are needed that need to be added or were forgotten when compiling the budget for a project – nothing so far as the projects funding is in good shape.

Escrow Reports

- Everyone should have received a copy of the escrow reports, please provide feedback directly to Bryan Karol.

Action: Program Office will email and post to RAGB

KC Regional E-911 Finance Task Force

There was an in-depth conversation regarding the Financial Task Force roles, responsibilities, and actions. BDS Planning has been engaged to facilitate the Task Force as they develop a comprehensive funding policy including distribution amounts and consider a long-term funding perspective.

The members asked about the 2020 distribution status to inform their current budget process. Concerns were raised regarding the recent Program Office response that 2020 distribution rates had not yet been determined. After a lengthy discussion, Ben advised the Program Office must live within their means and needs a policy to identify what they have, what they know, and then develop a plan forward. He outlined and agreed to the following:

- Recognized the position the PSAPs were in to create a 2020 budget as the Program Office is in that same position.
- Strongly clarified the Program Office does not intend to take all funding away from the PSAPs in 2020, nor was this a tactic to get the new contract signed.
- There is currently no distribution amount set for 2020, however, a position memo will be provided to the PSAPs by April 19, 2019, clarifying the distribution amounts.
- To smooth out the process, the Task Force needs to look at sustainable funding distributions.
- The Task Force is to propose a funding policy that considers a predictable transition plan for the PSAPs, thus lessening budget impacts.
- The Task force must look at ways to increase the revenues moving forward.
- Agrees everyone wants fiscal sustainability however; the Program Office's primary mission is to maintain the health of the 911 system and any remaining funds can then be distributed to PSAPs.

- Cautioned there may be severe impacts if the postponement of the fund reduction continues beyond 2019.
- Made it clear there will be no distribution for 2021 until a new funding policy is in place that sets the 2021 and future distribution amounts.

In this same discussion there were several other issues addressed by the members:

- Concern regarding BDS's role with the Finance Task Force.
- The first meeting with BDS was scheduled and held without RAGB member notifications, including timelines and decision points. Brian emphasized the first meeting was a kick off and did establish timelines in order to complete the task by the end of the year. The Task Force is charged with bringing back a plan for the RAGB to vote on. The following meetings are the 3rd Friday of each month.
- Concern was raised on the make-up of the Task Force and Brian again stated their role is to develop a plan and make a recommendation to the RAGB. Task Force participation was previously confirmed by the PSAPs. He added the Task Force's intent is to be transparent and not to be a silo with just Valley Com and Seattle opinions.
- Concerns of the core items costs for the Program Office to fund and legislative mandates
- Concern regarding escrow availability for technical positions and how can this be addressed in the Task Force without CFO input. Brian stated the Task Force will develop that in the plan and there is opportunity to invite CFO participation as needed.

Action: Program Office will issue a clarifying memo on 2020 funding

Cell Phone Decision Brief

- Program Office is going to stop paying for the old cell phones at each PSAP. The numbers are listed on the Cell Phone Brief and each PSAP can port those numbers to their own carriers/accounts if they would like. No voting quorum, no objections were raised.

Action: Cell Phones listed in Cell Phone Decision Brief will be shut off May 1, 2019

GOVERNMENT RELATIONS & OUTREACH UPDATE – Deb Flewelling

Outreach Opportunities

- The Public Education Strategic Objectives draft is out on SharePoint as well as a memo asking for assistance from PSAPs to find two or three people to assist with final review and input of the document.
- The Program Office is expecting the Public Education position to look different than it currently does. The Program Office is looking for feedback on what the PSAPs would like to see from the position, outreach projects, and to help with a path forward to new ideas and opportunities.
- Kayreen Lum participated on the State 911 Advisory Committee Public Education Sub Committee and the Training Sub Committee supporting the State 911 system. The Program Office is looking for 2 people willing to participate in these committee meetings until Kayreen's position is filled.
- Public Education has two upcoming events, one of which has already been agreed to and a second one pending agreement. They are looking for a PSAP willing to send someone to the events to assist.

Action: PSAPs please ask employees who are willing to assist with Public Education

Training & Public Education Program – a total of 2 or 3 are needed.

Government Relations & Outreach

- Senate bill ESSB 5272 update – KC is monitoring this legislation and supports the new wording. This legislation increases the current legislation from 1/10th of 1% to 2/10ths of 1%. Language that benefits King County is “not to exceed” giving flexibility for varying amounts within that range. This legislation requires a local vote and currently, 1/ 10th of 1% in King County equals approximately \$73M. It is very unlikely the voters would pass this if requested. WASPC, State Sheriffs Association and the State Fire Chiefs Association are all supporting the bill. It is currently in the last leg of the process and has not yet been pulled from the Rules Committee to the floor for a vote. If it does not get pulled by the 17th it will be dead until next session.
- House bill 2143 The Travis Alert System. This system is intended to identify people who may have special communication needs when interacting with Public Safety. The recent study estimated system costs at \$3.3M non-recurring and \$1.5M recurring. The bill only provided \$1.5M of general funds and there were strong concerns the remaining costs would negatively impact the current SECO budget. King County shared those concerns. The bill died in the House and it is highly expected to return next session.
- Both Senate and House Budgets were released. House budget includes \$100K for a study to determine the costs of the 911 system, identify cost savings including centralization of equipment and/or regionalization of facilities. The Representative who added this to the budget believes the 911 systems are not efficient and there are cost saving measures that should be taken. This has been a discussion among the legislators for several years and it is very likely it will end up in the final budget. It is believed the savings found could then fund what is needed for the Travis Alert System. The State 911 Advisory Committee Authorities Sub Committee is looking closely at RCW changes to align with this type of change.
- The State 911 After Action Report is now on the RAGB SharePoint and is in the beginning stages of implementation.
- Following public comment, the State 911 Strategic Plan mission statement was changed and is now ready for recommendation for adoption at the Advisory Committee next week. It will be posted on SharePoint.

Action: Deb sending emails with updates for RAGB members to contact their representatives

Action: Call your representatives to promote legislation

GETS Cards

- There are two PSAPs still working on this project and they should be completed soon. A thank you was given to everyone for their help in making this transition. The new cards were distributed, and everyone was reminded to shred their old GETS cards.
- Reminder the card is good for only one call at a time. If two people have the same card number, only one can make a call at a time.
- There is an app available on cell phones to use your GETS card number, so you do not have to keep it on your person all the time. The app. name is “PTS Dialer”

Action: Take your GETS cards with you from RAGB meeting, distribute at PSAP and shred old GETS cards

PROJECT UPDATES – Beth Knieps

Quarterly Update

- ESINet II is wrapped up there are a few minor bumps with the ALI transition. Transfers to AMR have been resolved by using a 10-digit line not routing back through ESINet line. A question was asked if there was still the limitation for the PSAP to PSAP transfer. Beth is checking if this applies to just the 911 to 911 transfer or the 10-digit transfers as well. It was advised that a PSAP cannot transfer to another PSAP if the call is already a transfer and the original PSAP is still on the line. Also, the 911 to 911 transfers are getting terminated if the call is not answered in the prescribed 90 seconds, Beth advised that this has been extended to 120 seconds.
- Voyance impact, the CenturyLink techs have been working with SPD and ValleyComm, they have changed to use the same line no hold conference rather than dealing with the limitations, there is no benefit for going through ESINet when using 10-digit dialing. There is a potential for sending calling line ID premigration where no DTMF is required to be sent.
- Viper upgrade is going well, many of them have been completed. NORCOM is underway and on schedule for cutting on the 23/24th then KCSO May 22nd, UWPD for software upgrade in July and ValleyComm for cut in September.
- The RFP for the Map Modernization is on the street waiting on responses.
- Still waiting on a response from the vendor and RAGB regarding Power Metrics. Business analysts have been assigned Beth will follow up with NORCOM, there is no timeline for this.

Action: Beth will post the spreadsheets as a PDF

KCIT Gate Process

- The Gate process is a useful molding of the project teams and tech teams providing oversight and alignment of projects. It is helping the KCIT team to better understand the E-911 process and needs.
- Initiation Phase – Before a project can become a project it needs to be conceptualized, someone needs to ask for the project, there is not Project until it hits the Planning Phase. RAGB needs to decide how it wants to deal with technology ideas and track the ideas prior to them becoming actual projects. Once it becomes a Project a PM is assigned, budget is allocated, it is assigned a code for bill paying to record time and purchases, up to 10% can be spent in this phase ahead of any project release.
- Planning Phase – Once it has met the requirements it goes to a planning design meeting (1st gate) verifies that all artifacts have been completed (schedule, scope and budget)
- Preliminary Design Phase – where requisitions are refined and prioritized, vendor selection process happens.
- CDR gate – Conceptualization design gate – can be waived since most E-911 projects consist of buying products not building from scratch.
- Architectural Review Gate (ART) – More scrutiny from KCIT teams, are we using the right things, QA for testing plans, network team checks for alignment with KCIT standards.
- Oversight – is collaborative, it informs the plan and makes you check your work.
- Construction gate – usually not used for E-911 as we are not building structures.
- Implementation Ready Review (IRR) – After the install at the test PSAP, verifies the project does what it was planned to do prior to roll out to the rest of the PSAPs.
- The Gate process holds you to what you said you would do for each project, planning, checking and preparation. The PM and finance teams do post project assessments to verify that

everything balances in the end. Meetings are held in person and the PM and Tech lead are present for these meetings.

Service Interruption & 911 Impacts

- This was discussed earlier in the meeting.

CADI Update – Bob Potts

- Project scope – baseline replace Northrup Grumman product it is an ageing piece of equipment that is past its “end of life” cycle.
- PSAPs are currently responsible for any hardware repairs with the current system.
- A discussion was had, and questions were asked; Does this need to be decided as a group? Or does each PSAP get to choose individually? Can you turn off certain aspects of the program at individual PSAPs or is it a one size fits all. The proposal is for the entire package for all PSAPs, it is believed that certain aspects can be turned off at different PSAPs based on their needs but that will need to be asked in the meetings with Genesys and or PSERN. Bob strongly suggested that the PSAPs have a product presentation by Genesys to see what the product can/cannot do. Unknown if PSERN will allow integration prior to go live. Bob is happy to facilitate meetings with the PSAPs and the vendors to work through all the questions, pricing and timetables.
- Bob was able to secure some funding for the project; the funding and cost table has been updated on the PowerPoint and added to SharePoint. It breaks down each PSAPs contribution amount for basic and redundant costs.

Action: PowerPoint presentation was updated and loaded to SharePoint

Action: PSAPs need to decide how and when they want to meet to discuss the particulars of this issue

RAGB TOPICS – Brian Smith

Roundtable

- Deb handed out the Public Education event papers.
- Nothing else was offered for discussion.

Next Meeting: June 12, 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: _____