

AGENDA
E-911 REGIONAL ADVISORY GOVERNING BOARD
Wednesday, May 9, 2018, 9:00 am – 11:00 am
E-911 Program Office, 20811 84th Ave S. Suite #105, Kent, WA 98032

Members: Sheryl Mullen (Chair), Kathy Baskin (Vice-Chair), Vanessa Barnes, Jeff Flohr, Tara Murker, Dave Schlaegel, Brian Smith, Scott Sotebeer, Samantha Stottlemire, Lora Ueland, Tom Walsh, Chris Wilson

9:00 am – 9:05 am	WELCOME (Sheryl) <ul style="list-style-type: none">• Introductions, welcome guests, & call-ins• Community events, acknowledgements• Establishment of RAGB• Quorum and voting threshold - Deb• Approval of Minutes 04.11.18• PSAP Director meeting summary• Agenda review - additions, deletions <i>SharePoint: Minutes 04.11.18 draft</i>	
9:05 am – 9:15 am	PM UPDATE / STRATEGIC PLAN IMPLEMENTATION (Ben) <ul style="list-style-type: none">• RFP Project Manager; Ordinance; 1:1 Outreach	<i>Discussion</i>
9:15 am – 10:00 am	PROJECT UPDATES (Ben) <ul style="list-style-type: none">• Text to 911; ESInet II Action Item Review <i>SharePoint: Project Updates; Master Calendar</i>	<i>Discussion</i>
10:00 am – 10:15 am	RAGB PROCESSES (Sheryl) <ul style="list-style-type: none">• Charter - Decision• Work plan draft – Discussion• Schedule: PO at PSAP Dir. Mtg– Decision; 2 vs. 3 hour quarterly mtgs Action item review <i>SharePoint: Work plan draft, Charter</i>	<i>Discussion & Decision</i>
10:15 am – 10:30 am	GOVERNMENT RELATIONS & OUTREACH UPDATE (Deb) Action item review <i>SharePoint: Govt Relations updates 5.9.18</i>	<i>Discussion</i>
10:30 am – 10:40 am	FINANCE UPDATE (Ben) <i>SharePoint: N/A</i>	<i>Discussion</i>
10:40 am – 11:00 am	CONCLUSION (Sheryl) <ul style="list-style-type: none">• Roundtable• Final action item review, items for next agenda, review of Issues / requests to be noted in the minutes <i>SharePoint: Work plan draft</i>	<i>Discussion</i>

PSAP DIRECTOR MEETINGS

- First Monday/month, 12:30pm-2:30pm

RAGB MEETING

- **2018** - May 9, August 15, Nov. 17
- **2019** – Feb. 13, May 8, Aug. 8, Nov. 14

MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
Wednesday, May 9, 2018
9:00 am – 11:00 am

Meeting commenced 9:00 am

MEMBERS: Sheryl Mullen, Kathy Baskin, Tom Walsh, Brian Smith, Jeff Flohr, Samantha Stottlemire, Dave Schlaegel, Tara Murker, Lora Ueland, Chris Wilson, Scott Sotebeer

GUESTS: Kathy Pompeo, Russ St. Meyers

KING COUNTY: Bob Potts, Ben Breier, Deb Flewelling, Meg Goldman

PHONE: Robert Clemmons (RPD)

WELCOME (Sheryl)

- **Inaugural RAGB meeting:** Sheryl expressed appreciation for all the work that has gotten us to this point. The welcome letter from the Executive has been distributed to everyone.
- **Community events, acknowledgements:** The Emery Tool Kit was launched in April; Special Olympics Events are coming and Seattle Police and UWPD will have a communications plan for the event.
- **Quorum and voting threshold:** Deb presented the template and several adjustments need to be made to properly address the quorum. Everyone liked the format.
- **Minutes 04.11.18:** Motion to approve – Lora Ueland; Second – Tara Murker. Approved as submitted.
- **PSAP Director meeting summary:** The group met on Monday 5/7/18 and reviewed the Charter. They also recommended the quarterly meetings be extended to 3-hours and the PO be invited to the first 30 minutes of PSAP Director’s monthly meetings. Kathy Baskin has succeeded in accessing SharePoint!

SharePoint: *Minutes 04.11.18*

PM UPDATE / STRATEGIC PLAN IMPLEMENTATION (Ben)

- Ben welcomed everyone to the initial meeting of the RAGB and expressed appreciation for the work to date and current spirit of collaboration
- The ordinance has become law - approving strategic plan and establishing RAGB and letters were sent to all the members
- 1:1 meetings with PSAP Directors have been scheduled with two outstanding
- RFP Project Manager Update (not reviewed, update at next meeting)

PROJECT UPDATES (Ben)

- *See Project Updates posted on SharePoint*
- **Text to 911:** Demo occurred at the end of April and feedback is welcome; Progress with deployment and implementation is still expected by end-of year.
- **Text to 911 Policy Committee (Deb):** Committee has been formed with two large and two small PSAPs represented. They have had 2 meetings and are currently documenting questions and discussion points for both the KC and PSAP policies as well as questions or topics for the technical/operations configuration discussions. Committee will meet again June 1. A significant discussion needs to occur to address what happens to non-emergency texters and how the general public may interpret the national campaign “911-Call if you can, text if you can’t”; Over time, TTY will be transitioned to RTT however it is already being used today and the calltakers may not even know it; the West product team is working on how to determine which PSAP is speaking on a text when more than one PSAP is participating. For now, the policy team will consider options.

- **ESInet II:** The original plan was to transition to a straight SIP connection with the deployment of ESInet II. This would allow PSAPs to use the additional features and functions that come with this new technology. Unfortunately, we learned very late in the planning process our systems have to be on Viper version 5.1 and they are not yet. The PO worked with the State, Comtech, CenturyLink and West to attempt to test a full SIP connection in advance of any VIPER statewide deployments; to facilitate the test, Test PSAP was upgraded to VIPER 5.1 in advance of full refresh. The test did not go well as there was not a full commitment from all players so it was discontinued. West supports many PSAPs throughout the state so they are very interested in doing the test again and PO has communicated there needs to be *full commitment* of resources from all parties. Final complication, West's security device is not sufficient according to KCIT standards and industry best practices. It is possible this may affect many other PSAPs around the state and they may look to King County for direction. The PO team will work with West to identify and certify an acceptable security device. The PO has communicated to the state office that the transition must happen in a manner that does not put PSAPs at risk. Therefore, for the initial deployment, King County will stay with the CAMA conversion as this is the way the 911 calls have been delivered to PSAPs for 50 years. A transition to SIP will follow when all systems are fully upgraded and ready and it is safe to do so. Additional testing with traditional CAMA 9-1-1 trunk connection and all parties is now tentatively scheduled by end of May and there will be plenty of time to test with CAMA trunks before the first KC deployment. The current work plan will be updated to include the second phase of this project.
- **Viper 5.1 / Power 6.1:** The Test PSAP upgraded the hardware and software and it went very smoothly and they expect the same with WA State Patrol.

Action Item Review: None

SharePoint: *Project Updates; Master Calendar*

RAGB PROCESSES (Sheryl)

- **Charter:** The Charter has been revised and uploaded to SharePoint; Move to adopt - Kathy Baskin, Second - Jeff Flohr. WA State Patrol will be asked to indicate support, though they will not be included in the vote. Roll call vote had unanimous agreement (Deb recorded, saved and posted the actual results with Minutes on SharePoint).
- **Work plan draft:** No comments
- **Schedule:** The PO was invited to join the PSAP Director's meetings for the first 30 minutes on the first Monday of each month; RAGB recommended the quarterly meetings be extended 3 hours, the PO office agreed and will make the adjustments to future meetings.

SharePoint: *Work plan draft, Charter*

GOVERNMENT RELATIONS & OUTREACH UPDATE (Deb)

- *See **Government Relations Updates** posted on SharePoint*
- **PSAP quarterly meetings:** Almost all have been scheduled and due to the time impact, these will be reduced to 2, maybe 3 a year.
- **PSAP introductory orientation efforts:** Half of the board members are either new to 911 or new to the Program Office and have many questions to learn. Deb will begin meeting informally with whoever would like these 1:1 conversations to review issues/questions. Other PO staff will join into these conversations as needed.
- **FCC update:** The FCC came out with a response to Representatives Brooks and Eshoo's introduction of the National Non-Emergency Mobile Number Act. This is very concerning and the State of Washington may take an opposing view as it can be confusing with the current practices of using 911.
- **Seattle Police:** Tom Walsh may be reassigned in July.

Minutes approved, RAGB April 15, 2018 meeting

- **State Updates:** Meetings next week; Ben is the Alternate 911 Coordinator and will support Deb at State meetings

Action item review: None

SharePoint: *Govt Relations updates 5.9.18*

FINANCE UPDATE (Ben) Laura is away for training in capital finance in government

- **Budget:** Received pro forma budget from KC Budget Office; budget is similar to last biennium with adjustments for capital projects and general incremental increases due to inflation. Final approved budget will be in November.
- **Efficiencies:** Over this biennium, as the PO implements the strategic plan, we need to find additional cost efficiencies. The PO will work with PSAPs to make sure these are reflected in future budget. Budget can be modified to reflect real platform costs once those are determined.
- **Escrow workshops:** Appreciation was expressed that everyone was represented. Next steps will be revisions and clarification by end of May.

Action item review: None

SharePoint: *N/A*

CONCLUSION (Sheryl)

Roundtable

- **Brian Smith:** Seattle Police is in transition and there are now three new managers. Effective May 16 2018, Brian is the Administration Manager; Russ St. Myers is the Operations Manager and Kristin Hinshaw is the Facilities Manager.
- **Bob Potts:** Attending Regional Communications Board meeting regarding funding for CADI replacement.
- **Jeff Flohr:** KCSO has 19 vacancies and is considering a recruitment event. As many of the other KC PSAPs are facing the same challenges, he asked if the Program Office would help support such an event. Ben is considering it.
- **Kathy Baskin:** Questioned why CAD administration training or user group meetings weren't allowed in the Escrow Policy. Ben asked for the RAGB to bring a recommendation of trainings to the PO and expected to see it in that list.

Meeting adjourned 10:05 am

RAGB MEETING

- **2018** - August 15, Nov. 17
- **2019** – Feb. 13, May 8, Aug. 8, Nov. 14

Minutes: Please send corrections to meg.goldman@kingcounty.gov