

AGENDA
E-911 REGIONAL ADVISORY GOVERNING BOARD
Wednesday, November 14, 2018
9:00 am – 12:00 pm, E911 Program Office, Kent

Members: Sheryl Mullen (Chair), Lora Ueland (Vice-Chair), Vanessa Barnes, Jeff Flohr, Craig Wilson, Dave Schlaegel, Brian Smith, Scott Sotebeer, Samantha Stottlemyre, Mike Sharp, Chris Wilson, Stacy Wassall

Program Office Staff: Bob Potts, Ben Breier, Deb Flewelling, Bryan Karol

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

- 9:00 am – 9:10 am** **WELCOME (Sheryl)**
- Introductions and welcome guests (including phone) - please sign in
 - Community events, acknowledgements I
 - Approval of Minutes 10.16.18 R
 - PSAP Director meeting highlights (October) I
 - Action Key, Quorum & Voting Template Updates I
 - Agenda review - additions, deletions F
- SharePoint: Minutes draft, Quorum & Voting Template, Meeting Sign-in (posted 10.24.18)*
- 9:10 am – 9:30 am** **PROGRAM MANAGER UPDATE (Ben)**
- Strategic Plan Update (RFP development, RPC Report, work plan) D
 - PSAP Contract Update (Financial workgroup) F
 - Decision Brief File on SharePoint I
 - Smart911 Contract Expiration 12/31/18 I
 - Annual Plan I
 - Hiring and Staffing I
- Action item review
SharePoint: Updates posted 11.5.18
- 9:30 am – 9:45 am** **FINANCE MANAGER UPDATE (Bryan)**
- Quarterly update: Budget, Escrow reimbursements, SHNS Update, Response to Oct RAGB I
 - Language Line PSAP Billings: Decision brief R
- Action item review
SharePoint: Budget update posted 11.5.18
- 9:45 am – 10:30 am** **CALL ROUTING PRESENTATION (Ben)**
- Future ask for how to proceed D
- SharePoint: Wireless Call Routing (already posted)*
- 10:30 am – 11:10 am** **GOVERNMENT RELATIONS & OUTREACH UPDATE (Deb)**
- Training & Public Education Program Update I
 - Outreach Opportunities: Text to 911, Newsletter I
 - Government Relations & Outreach: State 911, ANSI Training Standard F
 - GETS Migration update I
- Action item review
SharePoint: Government Relations Updates 11.5.18
- 11:10 am – 11:35 am** **PROJECT UPDATES (Ben)**
- Steering Committee Update D
 - Quarterly Update: Text to 911; ESInet II, Viper Upgrade, Map Modernization, ECaTS I
- Action item review
SharePoint: Project Updates; Master Project Calendar
- 11:35 am – 12:00 pm** **RAGB TOPICS (Sheryl)**
- Chair/Vice-Chair selection R

- **2019 Schedule:** Quarterly meetings **D**
 - **Roundtable** **I**
 - **Wrap Up:** action item review, requests noted in the minutes **I**
- SharePoint:** *Items posted 11.5.18*

2019 MEETINGS

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

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
Wednesday, November 14, 2018
E911 Program Office, 20811 84th Ave S, Suite 105, Kent, WA

GENERAL MEETING: *Commenced at 09:00 am & concluded at 11:40 am*

Present:

RAGB member Point of Contact: Sheryl Mullen (Chair), Lora Ueland (Vice-Chair), Jeff Flohr, Craig Wilson, Dave Schlaegel, Brian Smith, Chris Wilson, Scott Sotebeer, Mike Sharp, Stacy Wassall, Samantha Stottlemire

Program Office Staff: Ben Breier, Deb Flewelling, Bob Potts, Bryan Karol

Guests: Grace Larson, Steve DiJulio, Ron Tiedeman

Welcome & Introductory Remarks - Sheryl Mullen

Participants and guests self-introductions

Request for agenda additions, deletions – none provided

Approval of 10.16.18 Minutes: Approved by consensus (document on SharePoint)

General Business – Sheryl Mullen

- Sheryl provided discussion topics of the October PSAP Director meeting that included PSERN readiness, a sub-committee to determine if finance policy language should be moved away from the contract language, call routing presentation, board member elections, 2019 meeting schedule and Tele-communicator certification
- Deb Flewelling described the changes in the Action Key and the Quorum & Voting Template

PROGRAM MANAGER UPDATE – Ben Breier

Strategic Plan Update

- Single platform technology – King County CIO, Tanya Hannah called for a Quality Assurance Contractor (QAC) to oversee the entire project and report to her on its progress, risks, and finance. This is typical of a large or high visibility project. The Request for Proposal (RFP) to hire the QAC is in the final selection phase and after they are onboard and have reviewed the RFP for the Single Platform Technology Consultant (SPTC), that RFP should be ready for release. The team is pushing hard to get it published by end of December, 2018, January 2019 at the latest. The PSAPs will be notified when the SPTC RFP is released.
Note: The QAC was budgeted for, but not to the extent this person will serve, so it was ultimately under budgeted.
- Regional Policy Committee (RPC) – The first report to the RPC on the progress of Strategic Plan is due first of 2019. County Council needs to provide assignments for their groups and committees after first of the year. Council staff support will also shuffle with these assignments and the PO doesn't yet know what those will be. Once the PO learns who their staffer will be, they will work with them on report development. The current thought for process will be development of the draft, email it to RAGB for feedback, consider/incorporate changes, submission to RPC. The first year won't have much content as the focus has been on process and getting key players in place. Lora Ueland reminded the RPC is made up of non-council members so it would be helpful to have PSAP staff at the presentation if there is one.
- Financial Sustainability Decision Brief - A strategic plan deliverable for Q4/18 called for cost savings on ESInet II. There are no savings yet due to the implementation schedule to ESInet II. PO staff will revisit this early Q2/2019 once the transition is complete. (Decision Brief on SharePoint)

PSAP Contract Update

- Marilyn Pritchard continues to work with the internal KC departments to update the consortium template with KC language. A recent complication, the attorney assigned to the PO has been reassigned to another

department and she has not yet been replaced. The PO is on hold until the new person can be identified and incorporated into the process. If PSAPs want to continue communications with Marilyn, she is willing to do this, but it will only be on the consortium document, not on the KC updates. The PO has asked for an attorney who has 911 experience, but they don't know if that will happen. The PO has reminded contracts there is a deadline of end of year. **(Action) Sheryl asked the PO to include these types of issues in the yearend report for RPC.**

- Financial Workgroup – The PO would like to move financial discussions out of contract discussions. In the short term, they propose a financial workgroup be defined to determine language that could be used in the current contract. In the mid-term, start addressing the long term fiscal sustainability of the PO, specifically looking at items that can be cut. The total reduction identified in the Strategic Plan was \$70m from 2017-2027. Each year this waits, the impact becomes greater. Additionally, long term, consider revenue enhancements and be involved in future PO budget developments. The preference is to engage with both RAGB members and PSAP finance personnel. Sheryl advised the managers were not supportive of a workgroup to come up with contract language, didn't talk on the other issues. The 2 remaining elements were tabled until the directors can discuss them. Ben asked the financial contract element be the same for all agencies. **(Action) The PO was asked for a white paper on the suggestions including short term strategies and a long term review process. (Action) RAGB will discuss this issue at the December 3rd Directors meeting. (Action) The PO was asked to interact with the RAGB on the Omnibus process.**

Decision Brief File on SharePoint

A separate folder has been created on SharePoint to hold all the briefs. They are also in the meeting minute's folder in which they were discussed.

Smart911 Contract Expiration 12/31/18

The Smart911 contract expires 12/31/18 and based on the earlier decision, it was cancelled, effective the same date. It appears only SPD and KCSO are keeping the service. In the current King County budget process, a proviso was written in the KCSO budget to re-appropriate the Smart911 costs to the PO to be funded by 911 excise tax. The PO and Executives office argued vigorously against this and it was denied. The PO and KCSO representatives are looking at other alternatives to allow use of future escrow dollars. RAGB members raised concerns on how this is a prime example of transparency issues and how can the RAGB lobby against this on behalf of the PO. **(Action) RAGB members agreed a grievance process should be invoked as defined in the Strategic Plan, being careful to follow the outlined process and deadlines.** There was agreement this is an issue of principle, not on use of the dollars. **(Action) The PO was asked to be sure and include this issue in the RPC report.**

Note: Remaining Smart911 equipment will be picked up from the PSAPs first of 2019.

Annual Plan

The PO responded to the RAGB letter on the lack of engagement in the budget development process. This requirement was missed and the work plan has been amended to make sure they meet it in the next session. Discussions will begin in November 2019.

Hiring and Staffing

The PO will be hiring to back fill the position that Meg filled in support of the RAGB, hopefully in early 2019. The Tech Ops Manager, which has been vacant since Ben took the Program Manager position, should be filled early 2019.

FINANCE MANAGER UPDATE - Bryan Karol

Budget overview: Bryan presented a PowerPoint overview of the fund. A more in depth level of detail is uploaded to the SharePoint. He continues to work through all the numbers to verify and become familiar with them and hopes to have a timeline soon.

Escrow reimbursements: Payments were approved yesterday and should be hitting the accounts in the next week. Balance of funds should be ready and sent out next week.

Language Services PSAP Billings: A decision brief was reviewed on the frequency of the language services billings. There continues to be usage of the 911 accounts for non-911 calls and these reimbursement billings will occur annually instead of quarterly. The PO team will also look at Viper configurations to see if there is a way to fix this. The RAGB had consensus agreement with the brief. Specific agency feedback on the billings will be made available upon request.

CALL ROUTING PRESENTATION – Ben Breier

Ben presented a PowerPoint overview of the current and future state of wireless routing:

- Current routing is based on proximity to a cell tower sector and is driven by WEST. Comtech will take over routing in March, 2019 and routing changes cannot be made until this transition is complete. The PO is agnostic as to how wireless calls are routed but the level of effort to make one routing change is approximately 6 weeks. If the current routing structure changes, decisions are needed affecting routing governance with fire/EMS vs. Police – where should the call go first and this may not be just a PSAP or RAGB decision. PSAPs must also consider staffing challenges. The PO path forward is to maintain the current wireless call routing rules. **(Action) Do RAGB members want wireless call routing to change – will each PSAP receive their own wireless calls? Will the County/PSAPs favor an approach that prioritizes fire/EMS over law enforcement, or some other approach?**
- The future will be Geospatial routing which may be available by end of 2019. Geospatial routing is a lot easier than what is available today, however, there are still concerns with this option as the location doesn't come with the call and creates a mess. The PSAP view won't change but the PO process will and that level of effort is still unknown. It is unsure what other systems may need to be updated with geospatial routing, such as CAD interfaces. There will be a similar routing discussion with the deployment of the single platform.

GOVERNMENT RELATIONS & OUTREACH UPDATE - Deb Flewelling

Training & Public Education Program Update: The strategy development for training and public education programs has been delayed until first part of 2019.

Outreach Opportunities

- Text to 911: The text to 911 project is wrapping up and a messaging document is now available on SharePoint for agencies needing information to share internally. This is not to be released to the media in order for PSAPs to continue to test and train with their staff. The media event is tentatively scheduled for end of December, but is pending approval from the Executive. **(Action) For those PSAPs who want a quick presentation to their boards or governing leaders, let the PO know as soon as possible so these can be scheduled after the official go-live.**
- Newsletter: The template is complete and the content is in development. The goal is to have it out by end of December.
- Media: **(Action) Request was made for PSAPs to notify the PO of their PIO's for engagement on the Text to 911 media event.**

Government Relations

The document was presented and Need to Know Updates were reviewed:

- Washington State Legislation - Tele-Communicator Certification Initiative – King County has not yet taken a position on this item and **(Action) feedback is requested from the RAGB for the upcoming session.** If there is no feedback, KC will remain neutral on the subject.
- State 911 Advisory Committee (AC): The AC Training Sub-committee has asked for feedback on whether the State of Washington should adopt the ANSI minimum training Standards for Public Safety Tele-communicators. **(Action) Request RAGB feedback on the ANSI Minimum Training Standards for Public Safety Tele-communicators as the Washington State standard for training.**

Note: Issues and positions identified will be the position of King County and are necessarily those of the individual. Feedback is important to inform the KC legislative teams.

GETS Migration update: The process is underway and each agency should have their spreadsheet to validate their current cards. If new accounts have not yet been established, the PSAPs were encouraged to begin that process. The goal is to have everything migrated over by end of December.

Travis Alert Bill: Final report is still in draft however, the consensus of the AC working group is it would be feasible to provide the type of information requested. The report will include a cost of implementing the bill, which undoubtedly will be added to the SECO budget. Final report is due to the AC November 15th, 2018.

ESInet II: Continues to be deployed state wide. Discussions continue on how to reschedule the delayed PSAPs and/or the financial impact of the delays. King County has raised concerns on the Comtech token process for transferring calls to another PSAP, the increased abandon call rate, the responsiveness of the NOC, including concerns or clarifications about how they are to function as a one-stop-shop. These issues have not yet been resolved.

PROJECT UPDATES – Ben Breier

Steering Committee Update: A steering committee is KCIT driven and includes a group of stakeholders, internal staff and KCIT subject matter experts. The E911 Steering Committee meeting is hosted by the Project Managers and includes participants from large and small PSAPs, technologists, and Directors. It is scheduled for the last Wednesday of each month for an hour. Conversations are intended to get in the weeds, providing and soliciting feedback on projects, including PSAP risks. This is not a format for decision recommendations. **(Action) The PO will make the Steering Committee documents available to RAGB and others. (Action) If PSAPs want to add additional participants, email Ben, Tom Ahlborn or Marlys Davis and they will be added to the invitation.**

Quarterly Update: Ben thanked the RAGB members and their teams for their help in accomplishing a lot this past year. The PO is very close to finishing what they had planned. It was critical to get all the systems up to an acceptable baseline so they can begin to look at other items to support the PSAPs.

- Text to 911 – The first go live is scheduled next week – Nov 20th. This won't include all the carriers as they will activate as they are ready. Tom has sent out a test plan and will be working closely with the PSAPs during this process. This soft launch will allow teams to verify the questions they weren't able to test with a short code. The media launch date is pending a response from the Exec's office. As soon as text is live, the PO will start work on the integrated solution and the CenturyLink contract has been modified and ready for the transition. Brian Smith advised SPD system needs to be reconfigured to count texts – Ben will follow up with his team. Lora Ueland expressed her thanks to the PO team as well.
- ESInet II – Ben advised there are 3 left to transition in Jan/Feb and then the old equipment will be decommissioned. The State 911 office has addressed the DTMF issue with Voiance, and the P911 button will need to be reconfigured. Ron thanked the PO team for the 3 trips to NORCOM on ESInet as well.
- Viper upgrades – There is one more scheduled in Dec, then a break for the holidays and the teams will start again in January.
- Map modernization – This system is in significant risk. All the requirements have been gathered and the teams are working to get the RFP ready for early 2019. The new system will be on a centralized platform to allow maintenance to be much easier.
- ECaTS – Budget approval is expected and should be ready for 2019 deployment.

When these projects are done, the PO will be asking the PSAPs for what they want next. **(Action) PSAPs are to start thinking about desired technologies and discussing options to help prepare the PO teams.**

RAGB TOPICS – Sheryl Mullen

- **2019 Chair/Vice-Chair selection** RAGB members have consensuses – Lora Ueland Chair, Brian Smith V-Chair
- **2019 Schedule:** There was discussion on moving to monthly or bi-monthly meetings. The Directors agreed to continue their meetings monthly. There was agreement the Steering Committee updates may help answer Director’s questions in conjunction with Director’s meetings. A request was made for the charter language on attendance to be addressed if there was an increase to the number of meetings. While the charter calls out quarterly meetings, there was agreement to do an interim change to bi-monthly meetings and update the charter if the new schedule is preferred.
- **Roundtable:** Lora will send out updated invites for the Director’s meeting.
- **Wrap Up:** Action items were reviewed in each section so no further review was needed.

2019 MEETINGS

2019: To be determined and posted

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

Minutes approved: February 27, 2019