

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
August 12, 2020

Skype: 206-263-8114; Conference ID: 6589673

GENERAL MEETING: *Commenced at 09:00 am & concluded at 10:24 am*

Present:

RAGB Members: Lora Ueland (Chair), Brian Smith (Vice-Chair), Chris Wilson, Sheryl Mullen, Bill Hamilton, Mike Sharp, Kevin Lovell, Todd Miller

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

Guests: Jennifer Crippen/Port of Seattle, Vonnie Mayer/ValleyCom, Hector Alvarez/UWPD

WELCOME & INTRODUCTORY REMARKS – Lora Ueland

Participants and guest's introductions.

Quorum reached at 09:03 am.

Agenda review – no changes requested.

Public comments – no comments.

Meeting Minutes – Lora Ueland

- RAGB Meeting minutes from June 10, 2020 approved by consensus.

ACTION ITEM LIST – Lora Ueland

Task List Review

- All Action Items are currently complete

PROGRAM MANAGER UPDATE – Ben Breier

Work from Home Guidance

- The county has extended the work from home guidance for all eligible employees to January 8, 2021. This means that all upcoming meetings will be held virtually through that date.

Strategic Plan Workgroup

- The original workgroup consisted of Sheryl Mullen, Russ St. Meyer, Ben Breier and Deb Flewelling. With Russ leaving Seattle PD a new volunteer was sought. Kevin Lovell with UWPD has agreed to fill the vacant position.
- The time frame for completion has been extended due to the change in personnel, it should now be complete by the end of the year or shortly thereafter.
- The letter to Council requesting the method to make adjustments to the actual Strategic Plan is in its final draft. Tanya will review it prior to being forwarded on, if you would like to see the draft please email Deb Flewelling.

PSAP Contract

Action: Post NENA document to Sharepoint

- The proposed ILA has been transmitted to Council; Council staff are currently reviewing it. No eta for approval, the Program Office is attempting to get an update.
- The recently adopted NENA call answer standard of 90% of all calls shall be answered in 15 seconds and 95% of all calls shall be answered within 20 seconds will be the standard once the contract is finalized.

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Finance Update – Bryan Karol

Budget

- No new updates to the budget.
- The Executive is reviewing the proposed budget with transmittal to Council expected late September, adopted around Thanksgiving.
- Revenue is currently above forecast with only prepaid wireless performing negatively.

Finance Workgroup

Action: Post updated funding policy draft to Sharepoint

- Phase two has started, the next meeting will be Friday, August 21, 2020.
- The Program Office was asked to create an updated draft of the funding policy prior to the meeting in July, Ben is finalizing the changes to that document based on the recommendations at the July meeting.

GOVERNMENT RELATIONS & OUTREACH – Deb Flewelling

Public Education & Training

- The Emery mascot costume is being shipped and should arrive by the end of August or mid-September based on how long it takes getting through Customs.
- Melissa and Jennifer are working on a project plan for first phase of engagement with the public and the PSAP team.
- The PubEd team will be working on videos that can be distributed to schools and websites for 9-1-1 education aimed at children. They are looking for people that can speak multiple languages fluently, those who would like to play Emery, and people to assist with writing scripts/ideas for the videos.
- The last two scheduled trainings for 2020 have been postponed due to Covid-19. Melissa is working with the instructors to see if they will facilitate the trainings virtually, she will update the PSAPs once she has more information.

TTY Testing

Action: Deb will send email to RAGB

- ValleyCom had asked for clarification to verify if TTY weekly testing was still required. The ADA calls for routine testing and recording of the outcome of that testing.
- The Program Office would like to step away from being the conduit of the testing and reporting as it is no longer transmitted to the State.
- Agreed that this conversation would move to the PSAP Manager Meetings and the Program Office would no longer handle.

Valid Texts

- The Program Office will work directly with the PSAPs who are not supplying valid text information on a regular basis.

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E-911 Name Change

- The Program Office would like to change their name by dropping the “E” from E-911. Due to the program fund being identified by law as E-911 that would take an enormous amount of effort to change it because of the fund names.
- As there is no legal reason the name cannot be changed, there may be an alias created for the Program Office, dropping the “E”.
- There were no comments or concerns of the change. The new name may be modified in the ILA prior to signing.
- The change will be sent to Tanya for her support.

Project Updates – Beth Knieps

Platform Modernization Project

Action: Melissa will give access to Project Sharepoint folder to all RAGB

- The RFP is being finalized, scope of work is anticipated to go to the Prosecuting Attorney’s Office and Procurement by mid-August. Marlys and Allison are working to keep the RFP on track for release by the end of August.
- The Pre-bid conference is being finalized, and only one PSAP remains to be documented for the virtual tour.
- The RFP will be published to the Project Sharepoint folder when completed.

Power Metrics

- Project is in the close out stage, reconciling invoices and project close out forms are in process.
- If the PSAPs have questions or issues with Power Metrics please advise the Tech team or contact ECaTs directly, their info is found on the Power Metrics report webpage.

Modifications, Adds, Changes (MAC) Report

- Reconciliations for year-to-date are still being finalized.
- A spreadsheet was presented showing 31 requests at a cost of \$97,928.39 year-to-date.

MSRP Texting

- Completed in the Test PSAP. Not a huge change, main difference is the texts can be transferred internally and the ability to integrate with ACD.
- This does require vendor assistance and cannot exist in parallel with SAUA. The MACs for the changes that are required to move to MSRP are already included in the report.
- A timeline for implementation in the Fall will be discussed at the September Tech meeting for any PSAPs that are interested in implementation.

Federal Pilot Project

- The Federal Government is looking to gather data from three sites across the country to gather traffic info on 9-1-1 data so that Artificial Intelligence can be used to identify mitigation strategies for TDoS attacks on the 9-1-1 system. This is a passive information gathering and analysis stage.

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- The first implementation will happen at the Test PSAP, there is a Project Manager assigned, there will be hardware installed and configured with assistance from CenturyLink. The Project is initially interested in collecting data at Seattle PD and NORCOM for this pilot program.
- Eventually the participating PSAPs would be able to see the collected data activity on an ECaTs dashboard.

PSAP Backup Plan

- The Program Office is supportive of PSAP efforts to provide and plan for mutual support and, looking to partner with other similar agencies that can provide support during a transition.
- The new Platform will allow for more flexibility in the future. Call Takers will have the ability to log in from any PSAP with their own configurations and answer their calls.

GOOD OF THE ORDER – Lora Ueland

Industry Legislative Update – Deb Flewelling

- OFM was asked for an extension on the report due to Covid-19 and it's impacts on the PSAPs. At the time there was support from OFM and the legislative sponsor. However, because this was dictated in law, a report of some kind is required. A brief summary will be completed and submitted, with a preface outlining the impacts of Covid-19 on the report and finances. This preliminary report is due September 10th, and the full report is due November 15th.

State 911 Fund Balance Report

- There is still a concern the legislature will make a move to take those funds. It is being monitored closely.

Our Story

- As a part of the efficiency study a story was requested from each County. Sheryl and Deb worked on the King County story. If there are any edits please advise Deb prior to August 21st.

October Meeting

- Elections for Chair and Vice Chair will be held in October. Each position is for one year. Nominations are needed.

Roundtable

- No comments
- Adjourned at 1024

Next Meeting: October 14, 2020 / 9:00 am – 12:00 pm /Skype: 206-263-8114 Conference ID: 6589673

Minutes completed by Melissa Walker, KC E911 Program Office

Minutes approved: by Chair Lora Ueland, ValleyCom 10/14/2020