

**Meeting Notes**  
**E-911 REGIONAL ADVISORY GOVERNING BOARD**  
**December 9, 2020**

Teams:425-653-6586; Conference ID: 309195239#

**GENERAL MEETING:** *Commenced at 09:00 am & concluded at 10:50 am*

**Present:**

**RAGB Members:** Lora Ueland (Chair), Brian Smith (Vice-Chair), Sheryl Mullen, Bill Hamilton, Mike Sharp, Kevin Lovell, Paul Fairbank, Stacy Wassall, Samantha Stottlemire, Dave Schlaegel, Heather Volpe

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

**Guests:** Vonnie Mayer/ValleyCom

**WELCOME & INTRODUCTORY REMARKS – Lora Ueland**

Participants and guest introductions.

Quorum reached at 09:03 am.

Agenda review – no changes requested.

Public comments – no comments.

RAGB Meeting minutes from October 14, 2020 approved by consensus.

New Members – Heather Volpe, Captain King County Sheriff's Office.

**PROGRAM MANAGER UPDATE – Ben Breier**

**Change from Skype to Teams**

- The Program Office transitioned to Microsoft Teams in November, all meetings that would have been in Skype have been moved to Teams.

**Strategic Objectives Workgroup**

- Targeting February 10, 2021 RAGB meeting for completion.

**PSAP Contract**

- The contract was transmitted to Council in early 2020. In January 2021 the Program Office will work with Council staff to have the contract placed on the agenda for Council to review and sign.

**Platform Modernization Project**

**Action: Post PowerPoint to SharePoint**

- Responses for the RFP were due November 25<sup>th</sup>, four proposals were received.
  - Comtech/Solacom
  - Intrado
  - Lumen
  - Motorola
- All proposals passed the initial review, met mandatory minimums and were complete and responsive.
- The evaluation team started with the Comtech proposal on December 7<sup>th</sup>. This will require a substantial amount of work and time from the team. Numerous subject matter experts are available to assist with interpretation and details. There will be weekly meetings for status updates with the team members.
- Anyone from the PSAPs are welcome to attend the virtual vendor demonstrations.
- A PowerPoint presentation has been added to SharePoint with a timeline and details.

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**Outage Terminology**

**Action: Program Office to draft letter to State regarding Comtech**

- There have been some incidents that have been miscategorized as outages recently. An outage is the inability to process calls into a center, October 2020 was a true outage.
- A provider service to a small number of people who are unable to dial any number is not a 911 outage. That is a service provider issue.
- There were issues contacting Comtech during the October outage, these are ongoing issues and have been mentioned to the State on numerous occasions. A request for the Program Office to draft a letter on behalf of RAGB and the Program Office to the State regarding the ongoing issues with Comtech was made and approved.

**FINANCE MANAGER UPDATE – Bryan Karol**

**Budget**

- The 2021/22 budget was approved.

**PSAP Funding Policy**

**Action: PowerPoint posted to SharePoint.**

**Action: New funding policy will be marked approved and moved to Archived folder in SharePoint.**

**Action: Bryan will reach out to PSAP finance members with information on new policy.**

- The Finance Workgroup held their last meeting on November 20<sup>th</sup>. A new Finance Policy was approved and forwarded to RAGB for final approval.
- At 09:42 am, a call for comments or a vote was placed. Multiple comments in favor of the new finance policy were made, none against. At 09:44 am RAGB approved by consensus the recommendation to adopt the funding policy as presented.
- The New Finance Policy will go into effect January 1, 2021 per the ILA. It has been posted to SharePoint.

**GOVERNMENT RELATIONS & OUTREACH – Deb Flewelling**

**Public Education & Outreach**

**Action: Post link to SharePoint of opening Emery video sequence.**

- The first Emery video introduction has been completed and posted to SharePoint. The producer is working on completing the rest of the video, then will move on to the production on the two remaining videos that have been shot.
- Melissa is looking for people to do the voice overs for the videos in multiple languages. Currently completed languages are Spanish, Russian and Ukrainian, if there are any PSAP personnel who speak other languages and would be willing to voice over for the story books please let Melissa know.
- Numerous new products have been ordered and received for distribution to the public, please contact Melissa if you would like any products.
- The Public Education and Training Coordinator position has been posted on the King County job site. It closes December 16<sup>th</sup>.
- The Program Office has participated in four drive-thru events recently and is looking to a few more in the upcoming months to reach the local communities.

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**Training**

- The De Hicks training “Intentional Culture” was held via Zoom on November 17<sup>th</sup> and November 23<sup>rd</sup> @ 1:00pm – 3:00pm. There were 7 participants from the PSAPs who attended both days.
- The Program Office is looking at what trainings may be offered for 2021, Melissa will advise the PSAPs as soon as classes have been secured.

**PROJECT UPDATES – Beth Knieps**

**Quarterly Updates**

- At the recommendation of ISG, a formal Organizational Change Management process is being included as part of the Platform Modernization Project. PSAP participation in this effort is crucial and has been good so far. KCIT OCM practices the Prosci ADKAR model. Tim Deak facilitated the Four P’s Exercise on November 18<sup>th</sup>, it was well attended, and the level of engagement was good. Additional meetings are scheduled in December to build out the Personas.

**Viper Power 911**

- All PSAPs have been updated as of December 10<sup>th</sup>. Please advise the Program Office of any issues that need to be addressed.

**Secure Logics Project**

- The TDoS project for the Department of Homeland Security has been implemented at the Test PSAP. Test calls have been run through for proof of concept. It is ready to implement at Seattle Emergency Communications and NORCOM in the new year.

**Call Answer Standard**

- The Program Office would like to transition to the NENA call answer standard starting January 1, 2021. There were no objections to this transition.

**MSRP Text**

- Conversion from interim SAUA has been completed at Seattle Emergency Communications and Seattle Fire, there are some issues that are being worked through. Redmond will be the next in line for completion then NORCOM, KCSO and ValleyCom.
- The Program Office is working with Intrado on getting updated location information as the #L does not seem to work correctly.

**Modifications, Adds, Changes (MAC) Report**

- A new chart was posted to SharePoint with up-to-date information on quoted and received invoices. Costs are as expected, the ACD PSAPs have more requests.
- After a discussion it was decided the PSAPs would review the report and come back for changes at a later date.

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**Location Based Routing**

- T-Mobile implemented location-based routing in early October. No issues or concerns have been raised. There has been a reduction in T-Mobile transfers with WSP seeing the greatest reduction.
- No other carriers have approached the Program Office at this time.
- The GIS team will be starting to look at PSAP boundaries closely to assist with routing. They will be working closely with PSAP GIS teams to verify those boundary lines.

**Policy Routing Function (PRF)**

- There was an in-depth discussion on this topic at the November Tech meeting. The Program Office is working with many of the PSAPs to make updates and adjustments to the routing either on ESInet if the carriers cannot deliver their calls to the PSAP, or ESInet is experiencing a system error.
- Historically all of King County has returned a fast busy. Some PSAPs are now choosing to have calls delivered to a 10-digit number instead of a fast busy. ValleyCom changed to a 10-digit, then KCSO and then a fast busy. PSAPs can choose to layer their options.
- The Program Office will work with the PSAPs to limit routing loop issues and will maintain the records so there is a high-level knowledge of the entire county's routing.

**GOOD OF THE ORDER – Lora Ueland**

**Industry Legislative Update – Deb Flewelling**

**Federal Update**

- FCC has compliance dates for dispatchable locations. Deb has placed the document on SharePoint with links, comments are due January 14<sup>th</sup> for the Communications Equality Advocates Petition for Reconsiderations and January 21<sup>st</sup> for Costs and Feasibility of 988 Geolocation Information Public Notice.
- The pending session for 2021 is underway, Lora is keeping the PSAPs up to date on the certification updates. If you have questions, please ask Lora or Deb.
- Conversations about adding behavioral health to the PSAPs and on Policing are underway, along with recognizing Telecommunicators as First Responders.

**State Update**

- The state is working through the year end objectives. The drafting of efficiency study is in the final days, it will be handed off on December 17<sup>th</sup> to SECO.

**Roundtable**

- This was the last meeting with Lora Ueland as Chair and Brian Smith as Vice-Chair. The February meeting will have Kevin Lovell as Chair and Lora Ueland as Vice-Chair.
- This is Mike Sharps last meeting; he is retiring December 20<sup>th</sup>.

**Next Meeting: February 10, 2021/9:00 am – 12:00 pm/Teams: 425-653-6586 Conference ID:957737732**

Minutes completed by: Melissa Walker, KC E911 Program Office

Minutes approved: Kevin Lovell, RAGB Chair