

Meeting Notes
E-911 REGIONAL ADVISORY GOVERNING BOARD
June 9, 2021

GENERAL MEETING: Commenced at 09:00 am and concluded at 11:04 am

Present:

RAGB Members: Kevin Lovell (Chair), Lora Ueland (Vice-Chair), Stacy Wassall, Bill Hamilton, Heather Volpe (9:00-10:30), Lauren Truscott, Samantha Stottlemire, Dave Schlaegel

Program Office Staff: Ben Breier, Bob Potts, Deb Flewelling, Bryan Karol, Beth Knieps, Melissa Walker, Amber Thompson, Marlys Davis, Tom Ahlborn

Guest: Michel Dube - Federal Engineering, Eric Parry - Federal Engineering, John Higashi - KCSO, Chris Fischer - Seattle CSCC, Heather Anderson - WSP, Chris Lombard - Seattle CSCC

WELCOME & INTRODUCTORY REMARKS - Kevin Lovell

Participants and guest introductions.

Announced quorum reached at 09:04 am in error. Quorum was not reached

Public comments - no comments.

RAGB Meeting minutes from April 14,2021 – no corrections.

Agenda review – no changes.

New Members - Amber Thompson, Program Office-Administrator II

PROGRAM MANAGER UPDATE - Ben Breier

Staffing Update

- The Administrator II position has been filled by a fulltime employee: Amber Thompson. Plan is to have her visit all the PSAP's over the next several weeks for introductions.
- Application process for Government Relations & Outreach Manager is now open as Deb is retiring in January 2022. The goal is to have time for training and mentoring of the replacement.

Future of In Person Meetings

- There are details still being decided, however, the plan includes the intent to reopen the Program Office for the August RAGB meeting, with hybrid capabilities.

PSAP Contract

- Several PSAP contracts have been approved, signed and returned by PSAP agency leadership. Please contact Deb if there are questions.

Meeting Minutes

Action: Post meeting minutes to Program Office website

- A public request has been made to post meeting minutes to the county website following all RAGB meetings. They are currently only posted on SharePoint.
 - Agreement to post approved meeting minutes to the county website without confidential information.
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Platform Modernization RFP Update - Ben Breier, Beth Knieps, Michel Dube

- The county provided the intent to award to the selected vendor on March 17th.

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- Introductions made of Federal Engineering Consultants Eric Parry & Mike Dube
- Federal Engineering teams visited all PSAPs, gathered requirements and assisted with developing the RFP. They assisted with the scoring process by acting as an SME.
- Goal of this presentation is to highlight enhanced 911 functionality, improved call routing & data delivery with added flexibility, seamless system transition, while showing the benefits, costs, and industry standards.
- Solution
 - Proposal is a single system with 4 host nodes, located in 3 data centers.
 - All Emergency Service IP Inter-network (ESInet) and security requirements.
 - Cloud-based collaboration update for all PSAP systems.
 - Convert to true NENA i3, IP-based calls.
 - Mapping system may have the capability to display CAD events in a single map.
 - No single point of failure.
 - Improved call distribution.
 - Turnkey system with minimal impacts.
 - Centralized discrepancy systems increasing the PSAP experience.
 - Local policy routing rules independent of the State ESInet.
- Solution Benefits
 - Multi-tenant system allows every PSAP an individual look and feel. The benefit to the call takers experience is a modern platform with integrated security, SIP/CAMA conversion will be nonexistent, improving voice quality of calls.
 - Simplified Text-to-9-1-1 connectivity.
 - Remote capabilities with increased flexibility for PSAP staff.
 - Flexibility in redirecting call overflow to other PSAP agencies.
 - Lower cost of maintenance and support of hardware.
 - Deployment of system updates and new technologies without requiring the PSAP go to backup.
 - In the transition to full IP call delivery, trunk-side recording in the traditional manner is no longer available, while position-side recording remains unchanged. The Program Office will be available to discuss specifics with the PSAP and their recording vendor.
 - Mapping benefits include faster updates, increased access to new technologies, a more modern look and feel.
 - Identifying, describing, and planning for necessary actions to facilitate changes.
 - Instructor lead training includes Pilot Training, User Acceptance Testing, and Train-the-Trainer.
 - End-User online sessions available and refresher training.
- Plan to order several laptop-based systems for grab and go or virtual services where an internet connection is available.
 - CAD and radio considerations are still being reviewed.
- Vendor cost and reimbursement associated with the new system will be discussed with RAGB members.

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- King County IT Architectural Technical Review (ART) was approved with no conditions.
- Plan to move forward with the SAAS solution that gets the county out of owned equipment solutions and have a replacement lifespan built into the life of the contract.
 - Program office staff are working on refining the design and has met with all the PSAP agencies, discussing conversions, data centers and all their locations.
 - GIS will be supported with the new system.
 - Redundant connections embedded in the software, forcing a system to switch in the event something fails, simultaneously switching to the secondary system.
- RFP timeline will need to be revised if RAGB votes against the project.

Next Steps

- June 23rd - RAGB Special Meeting for vote to endorse selection solution.
- If a Plan B is needed, the focus will be on addressing the concerns raised in the special meeting.

Platform Organizational Change Management (OCM) Communication Plan - Ben Breier

- The OCM team developed a new OCM plan collaboratively with the Program Office, KCIT and PSAP staff.
 - Frontline staff will be able to provide input through a survey-based system.
 - Post contract signing, the selected vendor will provide information sessions on the new system and new capabilities.
 - Quarterly newsletters will provide detailed capabilities of the new system.
 - Provide additional help through project champions located at each PSAP.
 - Project champions for 11 out of 12 PSAPs have been identified to support their frontline staff.

Next Steps

- Contract signing currently scheduled at the end of September 2021. Design finalization and implementation plan scheduled by the end of July.

FINANCE MANAGER UPDATE - Bryan Karol, Ben Breier

Financials Update

- Revenues continue to improve.
 - Operational expenses continue to drop as a result of cost saving measures.
 - Initial outlay of project costs are coming in under original estimates.
 - Savings flow to the fund balance. In the 2023/24 budget process, total PSAP revenue distribution will be reviewed. Additionally, in alignment with strategic objectives, funds may be considered for purchase of additional hardware and other technologies.
- PSAP distribution amounts for 2022 will be sent out to inform the PSAP budget process.

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- Per the 2021 Q1 Financial Monitoring, the 911 Fund will no longer be classified as “at risk” due to the ongoing operational savings, increased revenues, and the long-term cost benefits from the platform project.

GOVERNMENT RELATIONS & OUTREACH UPDATE-Deb Flewelling

- The King County Executive signed the PSAP agreement and is now in signature process with each PSAP. Several completed contracts have already been returned.
- The 2020 Annual Report is still in the final edit mode.
- Melissa is scheduling 13 outreach events at Farmer’s Markets around the county, including a booth at the King County Fair in Enumclaw.
 - A Farmer’s Market list is on SharePoint for extra help signup.
- Newsletter engagement data is reviewed to monitor outreach results.
 - Averaging 43% newsletters have been opened in the last three quarters.
 - Reviewing ways to distribute newsletters more effectively to gain more data. One idea is to add specific emails instead of distribution lists, which are often used inside the PSAP.
 - Incorporating future focus on PSAP stakeholders, would like 2-3 volunteers to provide a showcase for their agency. Next issue will be end of June 2021.
 - The E-911 website will have PSAP job opportunities links posted.
- Plan to have Amber Thompson the new Program Office Administrator II visit all PSAPS .
- Digital engagement training coming soon for Program Office staff to enhance the website and outreach opportunities.

Project Updates -Beth Knieps

- 911 Program Tech team is working on storage clean up, making room for the new incoming system equipment.
- PSAP boundaries for ECRF routing.
 - Received the designees from many of the PSAPs. Follow-up emails will be sent to the PSAPs lacking a routing designee.
 - Enumclaw PD hosted a call with Pierce County regarding the Rainier National Park to discuss management of 911 call routing for the park.
 - Working to schedule discussions with Port of Seattle about their areas of focus.
- DHS Pilot - Collaboration with Dept of Homeland Security (DHS) and SecureLogix to analyze the 911 traffic for potential denial of service attacks.
 - Pilot systems at Seattle and NORCOM are operational and connected to SecureLogix Analytics and are receiving data.
 - Next steps are to have visible access to the data.
 - The backend of the interface to the ECATS dashboard has been demonstrated.
 - Aggregating the King County data with other pilot programs located in the Houston area to have a wholistic view nationwide on the 911 infrastructure. This is the idea to protect the system and work together to see attack threat.
- FCC Z-Axis mandate

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- There is no ability to deliver Z-Axis to PSAPS currently. Working with the SECO and Comtech to pass the data without a huge effort.
- Might require waiting until I3 is implemented into the platform unless the PSAP has RapidSOS.
- The new solution has the capability to display Z-Axis both digitally and graphically.
- Next Generation Core Service (NGCS) Self-service call routing tool
 - Responses to self-help demo has been positive. Several PSAPS have returned the forms and have scheduled for July.
- Unauthorized T-Mobile testing has been disruptive to WA State Patrol over the last several months.
 - The Program Office has been working with T-Mobile for assistance preventing the unauthorized testing.
 - T-Mobile is revamping their system and working with vendors and third parties to ensure testing is conducted properly to minimize PSAP impact.
 - The Program Office Tech team has been forwarding examples of unauthorized calls to T-Mobile for investigation and mitigation. T-Mobile has been very cooperative. Number of unauthorized tests is decreasing.
 - All PSAPS are encouraged to share any unauthorized testing.

FOR THE GOOD OF THE ORDER - Kevin Lovell
Industry/Legislative Update

- Governor signed Executive Order 21-03 establishing a Blue Ribbon Committee on the Intersection of Justice and Behavior Health Crisis Systems and has appointed the State 911 Coordinator as a member.
 - Potential outcome will see changes in our organizations.
- FCC is well underway with ending the 911 fee diversion in the United States.
 - WA has two task force members on the Working Group, Cathy Jones Gooding - SECO, and Peter Beckwith – SouthSound 911.
- HR 2760 LIFT America Bill – APCO and NENA continue to work on the current language, and both are fully committed to making this work.
- Emergency Call is airing 3 more episodes in June. SECO has purchased an advertisement for each show to focus on job opportunities in Washington State. King County 911 is also posting job opportunities on their website.
- SECO is looking for high resolution ‘people in action’ for their website. If PSAPs have pictures and videos of their communication centers, reach out to Adam Wasserman.
- Travis Alert Bill Pilot began 4/4/21 with Yakima, Clark, Snohomish, and Thurston Counties as they already have Smart911. Pilot runs one year.
- Trueblood decision training is now available for King County. Reimbursements are through CJTC.
 - Important: The State 911 fund reimburses King County for PSAP training which is shared with all PSAPs via group trainings. At the end of each year, the PSAP is

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required to confirm their teams have received 24 hours of training. Because the Trueblood training is reimbursed, the PSAP will not be able to include that training time in their 24-hour total as it is considered double dipping.

- The contractual agreement with SECO provides over \$1.7 million dollars in ESInet costs and other miscellaneous things to support PSAPS throughout the county. The training certification is one of the deliverables for this contract.

Roundtable - Kevin Lovell

- None

Wrap Up

- Melissa will post the Farmers Market outreach need for extra help on SharePoint.
- Ben will post an updated Platform Modernization PowerPoint on SharePoint.

Next Meeting: Special Meeting June 23, 2021/9:00 am – 11:00 am/Teams: 425-653-6586 Conference ID: 917534819#

Minutes completed: Amber Thompson, KC E911 Program Office

Minutes approved: