

**State Enhanced 9-1-1 Advisory Committee  
Meeting Minutes, January 16, 2014, Camp Murray, WA**

**I. Call to Order**

Chair Peggy Fouts called the E911 Advisory Committee (AC) meeting to order at 9:33 a.m.

**II. Roll Call**

- Quorum is obtained.
- Housekeeping items:
  - New microphones for the gallery, please use those or come to the center microphone.
  - Please do not use the recycling can for garbage.
  - If the garbage can is empty and clean, please take your garbage out with you as we are responsible for cleaning the building and the garbage cans as well.

**IV. Review and Approval of Minutes (Handouts)**

**Moved, seconded, and carried; holding approval until updates can be made. Will update November 16, 2013 minutes and submit for approval at the March meeting.**

**VI. Member & State Office Changes**

- Welcome Jim Fosse, new appointment to E911 Advisory Committee.
- Welcome Ken Moisey, new State Office E911 IT Technical Manager.
- Welcome Sharon Lotonuu, new State Office E911 Program Assistant.

**VII. Old Business – Ziggy Dahl**

**a. Action Items (Handout)**

1. **State Staffing Update** – One position left to fill; the ITS5 Security Manager has been reopened for applications. You will begin to see processes accelerate at the state office. We will continue to appraise each month. – OPEN
2. **Statewide survey of inappropriate calls** – The Public Education subcommittee. Group will meet tomorrow and tweak the survey. We've added those that don't know their location as well. New meeting dates will take place on Fridays before the AC meeting in order to be prepared for the AC meetings. We are also working with King County and thank them for letting the subcommittee use some of their work. - OPEN

**VIII. Subcommittee Reports**

**a. 911 Communications Subcommittee – Marlys Davis (Handouts)**

- FCC & Telecom Report January 2014
  - New rulings to make 911 calling more reliable; Wireline companies are to take measures to provide reliable and resilient service by annually certifying that they are doing so because 911 service is critical during disasters. Following best practices of the industry are recommended. The three core areas of focus are; auditing 911 circuits for physical diversity, maintaining central office back-up power, and maintaining reliable and resilient network monitoring system. Additionally, notify PSAPs of any outages within 30 minutes.
  - The subcommittee is recommending to the AC that they, along with the state office, send a letter of support to the FCC on the new rulings and request clarification defining service providers and giving examples from

Washington State such as the windstorm in 2006 and the recent outage in San Juan County.

**Moved, seconded, and carried; to send a letter of support to the FCC on the new rulings and request clarification defining service providers and giving examples from Washington State such as the windstorm in 2006 and the recent outage in San Juan County.**

- Resiliency of wireless communication networks; comments are due by January 19<sup>th</sup>. The FCC is requiring wireless providers to report every day on the percentage of cell sites out during disasters to show reliability and the FCC would post the information to give performance measures thereby spurring improvements. There are several areas to make comments on; would this reporting provide users with useful information? Would this information provide the networks the incentive to provide resiliency? Would the information be useful to policy makers? Would the information comport with Smart Disclosure Principles. Whether there are any adverse unintended issues that could come from this disclosure? Whether the FCC should consider other measures of disclosure? Does the AC want to put forward comments on this?

**Moved, seconded, and carried; to have the Communications subcommittee put forth comments to the AC on the reliability and resiliency issues.**

- FCC is seeking public comment on whether mobile wireless services should be expanded on aircraft flying above 10,000 feet. Each airline would then be able to determine whether they want to adopt this. The subcommittee does not have an opinion on this issue other than recommending that the FCC be sure to investigate how making 911 calls while in the air would affect PSAPs. If they do adopt rules, the suggestion is that they consider 911 calls and how to address them. If every plane has this ability, 911 calls could significantly increase. The AC recommends to the subcommittee to keep an eye on the comments and when the deadline is published for the subcommittee to bring the information to the AC again.
- CAL NENA Phase II location issue; U.S. Senate hearing happening right now on this issue. Comments from the AC and the State Office went to Senator Maria Cantwell to have the focus remain on accuracy as opposed to speed. The issue has been put off slightly in the hearing in order to deal with this issue. There is time to work up comments and questions to present to Senator Cantwell. The coalition behind the issue is quite active and has been contacting elected officials in the state.
- **Text-to-911** - Quarterly reports have been filed with the FCC; Verizon Wireless has 46 jurisdictions that have implemented text-to-911, up from 37 at the last report. Sprint reported that they have selected their Text Control Center vendor. They are working to finalize their agreement with that vendor. T-Mobile has also selected their vendor; they have one successful deployment and expect to roll out in the first quarter of 2014. AT&T has had to reset their date for trial in Tennessee, now set for the first quarter of 2014. They need to complete testing their software and need to deploy additional security measures. They are expecting to reach an agreement with their vendor shortly. May 15, 2014 is the nationwide deadline when the carriers need to offer text-to-911 nationwide.

- **Telematics Class of Service** - still working to set up a test for that on the 911 equipment. The test may require the new TLMA class of service be added to the configurator. CenturyLink/Intrado will be working the test together and King County will then publish a document and send out for PSAPs to see if/how this has an impact on your equipment before we turn this on.
- **VoIP Call Routing** - There do not appear to be procedures at CenturyLink, Intrado, or TCS for processing new VoIP shape files to change the routing of VoIP 911 calls. An example; on January 1, 2014 King County had a jurisdiction that was changing service to a new PSAP, we sent new VoIP shape files to Intrado and TCS a week ahead of time letting them know the change was effective January 1. We began seeing misroutes of VoIP calls after the 1<sup>st</sup> and contacted them for status. TCS reported they had received the shape file and would put it into production after a holiday freeze that went until mid-January. The response from Intrado was that they would have the VoIP routing changed by the end of the month. There is concern about holiday periods and change overs not being processed within 24 hours. This isn't an acceptable level of service. We need to keep 911 up 365 days of the year. Snohomish County's experience; they started planning in February 2013, researched what needed to happen and all parties agreed to a December 30 change over. Intrado reported that it couldn't be done due to a holiday moratorium, and required that the date be changed. Our providers need to recognize that 911 service is a 24/7 function and we need them to support that. The subcommittee is concerned that we are not getting the level of service we need. It does not appear that this issue has been addressed between CenturyLink and Intrado. King County is still experiencing VoIP misroutes around the borders of VoIP shapefiles; they don't match the shapefiles being used by the companies so we have misroutes. They report that calls are correctly routed, but that isn't our experience. A new workgroup has been set up to address these issues, those currently involved are: Kathy Miller, Markus Volke, and Linda McKelvey from CenturyLink, Andy Leneweaver, Milla Zinski, Laura Caster, Marlys Davis, TCS will provide a contact, and we are waiting to hear from Intrado. The plan is to develop requirements for WA State that are similar to wireline and wireless report requirements and if this is an area that is not addressed in the NENA standards, we will propose that NENA look at developing this.  
Richard Kirton: This is a good time to reevaluate our expectations, contracts, and vendor choices.  
Bill Peters: The NG database is currently underspent. This is due to a coding issue with CenturyLink and as we delve into it we are defining what ALI database and NG database actually is and what the difference is. Marlys Davis: If some of these service areas are not addressed in the contract, they need to be. There may have been some assumptions made, but the contracts need to add some requirements that are not currently specified.  
Markus Volke: We have definitely followed up with Intrado about the New Year's Eve issues. We intend to provide the best service possible and understand the issues.  
Steve Raval with Intrado is the representative for the state of Washington and would like to get more involved to help with this issue.
- **Next meeting** - March 13, 2014 at the King County 911 office in Seattle.

**b. Public Education Subcommittee – Kay McKellar**

- Refer to Section VII, Item 2.

**c. Strategic Planning Subcommittee – Laura Caster (Handout)**

- At the November meeting, updates were asked for from the members to update the action items for the Strategic Plan. A new list of action items has been generated. In the future, we will give the chairs more notice before the AC meeting at which we will report out. The state will be providing some information on some of the items. We will meet with Chair, Peggy Fouts to work on items geared to the AC such as NG911, GIS, and the following items; #6, #7 in draft form, #8 for discussion #9, #10, #11 Jim Quackenbush is working on. Leadership training and development will be discussed at the March forum. Public Education is ongoing. We will also be discussing #18 and #19 at Public Education meeting and the subcommittee will discuss items #21 and #23. Items will be posted to OneDrive (SkyDrive) when available.
- We would like to have the Strategic Planning subcommittee at the end of the AC reports so that we don't overlap items with other subcommittees.

**d. NG911 – Jim Quackenbush**

- Our IT working group co-chairs are Bob Johnson and Steve Lagried. The group has met twice and discussed mission and focus. Their focus will initially be on ESInet and PSAP CPE Security. They will also be developing standards for security which will be developed off of NENA standards. Additional items to advise the NG911 subcommittee on will be minimum standards, bandwidth; defining the network portion from the CPE portion. More items included defining survivability, standards of service for the ESInet, and dealing with ancillary services, such as SMARTnet and eCATS. They also discussed the NG911 element surveys which will form a foundation for NG911. This will be revised and sent out by the state office, every PSAP needs to respond. A presentation from Ziggy Dahl on the Microdata Geodiverse NG911 prototype was made and Marlys spoke of King County's multinode project that will involve all their PSAPs and text-to-911 data that will need to be stored to create public records. Lastly, Geospacial routing and how we will evolve as well as ACD testing are topics to consider.
- Meeting next Friday in King County with Microdata group to discuss traffic routing standards. They will look at the NG networking transportation through ESInet or multinodes.

**e. Policy Subcommittee – Dave Cox**

- We are finalizing the salary survey. Several counties have not submitted their information; it will be sent out again, please remit quickly to enable the state office to forecast the budget.
- The five year look back will be revised and placed on SkyDrive for you to review. WAC eligible items must exceed 100% of their tax expended the previous fiscal year. The county with an operational contract the previous fiscal year is presumed to be in compliance, the county without must demonstrate that they have expended 100% of their local revenues on WAC eligible items. The total value of an operational contract (for those that didn't have a contract the previous year) will not exceed the average of all the contracts from the previous year.

This basic language will be on SkyDrive for you to review and be voted on at the March AC meeting.

- A discussion about the micromanagement of the contracts between the state and the counties evolved into how the money is dealt out to the counties. On February 18, 19, and 20 we will be reviewing a block grant process to allow a lump sum that would be available to a coordinator to use within the varying line items; allowing use within those WAC eligible items only. There will be variables within the CPD monies, maintenance, and capital equipment process. This will be reimbursable as it is today.

**f. Training Subcommittee – Lisa Caldwell**

- Scheduled meeting on Feb 12<sup>th</sup>. We will review our goals and review membership and possible additions to the group.

**g. GIS Subcommittee – Craig Larsen**

- Thank you to the group, Dan Miller and others, kudos.
- Our transition document is continuing to be tweaked, and is available on SkyDrive. We require NENA standards but NENA hasn't published them yet. NENA is allowing the use of their current document unofficially.
- The group was tasked with looking at the potential cost for implementing the baseline GIS for NG911. We are number crunching to create data sets. This item is on OneDrive, it is the document on data layers.
- If starting from zero, it would be a \$12 million project to obtain the 4 basic layers required for data. Some counties are further along; however, even they may need to account for accuracy requirements.
- The ALI database is going to become critical and access to that database will need to be readily available.
- Lisa Caldwell; we received a Letter of Agreement from CenturyLink that requires us to sign that we will not use their ALI or MSAG information to verify or use as a source for GIS information or there will be an additional cost. Markus Volke will follow up on the charges at the next meeting and report out. Lisa Caldwell and Laura Caster will forward the information they have been sent to the state office.

**IX. State Office Staff Reports**

**a. Financial – Bill Peters (Handouts)**

- We are working on understanding the charges from 29 separate companies and over 100 separate bills to understand exactly what we're paying for down to the smallest bit. We've created labels for items that don't necessarily make sense to the companies, but we're focusing on plain talk.
- Were about 30% below budget right now, but the amount must be spent.
- The TCOMM/CRESA project will be funded and we are looking forward to the project.
- TCOMM and CRESA will have a connection that will mirror the data. There will be a "pipe", basically a LAN between CRESA and TCOMM, the servers will be load balancing as they will be load sharing, but potentially fully bearing. It is the state office's intent to make sure that no one drops off or disappears, including the remotes that we expect to be connected to this. We are treating this as a prototype/pilot project to find any bugs that may be present. It is the state office's intent to continue funding those smaller counties so that we "Do No Harm".

- Marlys; we would like to see the report of 911 calls by county. Can we resurrect that report? The quarterly report can be instituted.

## **X. New Business**

### **a. Legislative – Stephanie Fritts**

- There was \$211,000 proposed for the supplemental budget, funding from 911 taxes to support the security guards at Camp Murray. We are keeping an eye on this issue.
- Regarding House Bill 2239, would exempt ALI information from public disclosure. We don't know where this came from or who initiated it. Marlys Davis; The bill King County is working to draft, would exempt information like personal, medical, or disability information from being shared with services such as Smart911. ALI is not included in this bill, but we do plan on addressing this next year. This bill does address the ALI. King County's focus is on the third party or ancillary services.
- The proposed amendment that was drafted on HB 2239 refers to personal data. The bottom of the bill mentions ALI data. It states "Any information that would reveal the identity of a person..." This would include ALI.
- Another House Bill 1128 [regarding public record requests] came out of committee and is in rules, Stephanie Fritts will look into this.
- RCW 38.52 is proposed to be opened. When an RCW is opened for change, this increases the potential for using the 911 monies exponentially. We will want to be on the lookout for relevant items.

### **b. March forum, and Summer Conference – Richard Kirton**

- Flyer will be passed around and available on OneDrive. Registration is now open for Spring Forum.
- Summer Forum registration is also open.
- Red Lion Inn and Red Lion Hotel Columbia center are on the hotel block. Please stay at the host hotels. Hilton Garden Inn is not a host hotel.
- Both hotels are charging more than the state government rate which is what we are reimbursed for. State office requires state government rates, however this is the group/conference rate available.

## **XI. For the Good of the Order**

### **a. APCO/NENA Legislative – Stephanie Fritts**

- Marlys Davis will check with NORCOM to see if they will provide a brief to the AC on security and background information regarding the recent breach of their database.
- Laurie Masse is retiring at the end of the month.
- Dan Hally recognized for his exemplary service and for work well done.

## **XII. Adjournment**

**Meeting adjourned at 11:41 a.m.**

***Next Meeting is Thursday, March 20, 2014 at 9:30am  
Building 92, Camp Murray, WA***



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Keller, Ben	Washington Association of Sheriffs and Police Chiefs (WASPC)	1/2012	X						
Lucas, Garry	Washington Association of Sheriffs and Police Chiefs (WASPC) – A	5/2009							
Nelson, Bryce	Washington Council of Police and Sheriffs (WACOPS)	1/2012							
Blinn, Grant	Washington Council of Police and Sheriffs (WACOPS) – A	1/2012							
Gear, Bob	Washington Fire Chiefs (WFC)	6/2012	X						
Baynes, Grant	Washington Fire Chiefs (WFC) – A	4/2013							
Pierson, Verne	Washington Fire Commissioners Association (WFCA)	4/2013	X						
	Washington Fire Commissioners Association (WFCA) – A								
	Washington Independent Telephone Companies (WITA)								
	Washington Independent Telephone Companies (WITA) – A								
Miller, Brad	Washington State Association of Counties – East	4/2005							
Peck, Brad	Washington State Association of Counties – East – A	5/2012							
Lenk, Tim	Washington State Association of Counties – West	5/2012	X						
Chapman, Mike	Washington State Association of Counties – West – A	9/2001							
Lynam, David	Washington State Association of Fire Marshals (WSAFM)	2/2011							
Rogers, Greg	Washington State Association of Fire Marshals (WSAFM) – A	2/2011							
Coultsman, Joseph	Washington State Council of Fire Fighters (WSCFF)	4/2005							
	Washington State Council of Fire Fighters (WSCFF) – A								
Boggs, JoAnn	Washington State Emergency Management Association (WSEMA)	6/1992	X						
Massingham, Jeanne	Washington State Emergency Management Association (WSEMA) – A	3/1992							
	Washington State Fire Fighters Association (WSFFA)								
	Washington State Fire Fighters Association (WSFFA) – A								
Layhew, Mark	Washington State Patrol (WSP)	1/2011	X						
Renick, Meagan	Washington State Patrol (WSP) - A	1/2012							
Beaton, Rebecca	Washington Utilities and Transportation Commission (WUTC)	7/2002	X						
Williamson, Bob	Washington Utilities and Transportation Commission (WUTC) – A	7/2002							
Ishii, Linda	Washington Wireless Industries – Position – 1 (AT&T)	8/2011	X						
Little, Jessica	Washington Wireless Industries – Position – 1 (AT&T) – A	7/2013							
Mell, Lynn	Washington Wireless Industries Position – 2 (T-Mobile USA)	9/2001	X						
	Washington Wireless Industries Position – 2 (T-Mobile USA) – A								
Emerson, Gary	Washington Wireless Industries – Position – 3 (Verizon)	3/18/08							
Fouste, Carla	Washington Wireless Industries – Position – 3 (Verizon) - A	4/2013							
(29)	A – Alternate Representative								

**911 COUNTY COORDINATORS**

NAME	REPRESENTING	J	M	M	J	S	N
Fode, Angela	Adams County	X					
Hally, Dan	Asotin County	X					
Barber, James	Benton County						
Grupp, Criselia	Chelan County	X					
Romberg, Steve	Clallam County						
Myers, Katy	Clark County	X					
Caldwell, Lisa	Columbia County	X					
Masse, Laurie	Cowlitz County	X					
Fosse, Jim	Douglas County	X					
Maycumber, Ray	Ferry County	X					
Bush, Ed	Franklin County						
Slaybaugh, Kathleen	Garfield County	X					
Jones, Jackie	Grant County	X					
Fouts, Peggy	Grays Harbor County	X					
Shaughnessy, Tom	Island County	X					
Hatton, Karl	Jefferson County	X					
Davis, Marllys	King County	X					
Kirton, Richard	Kitsap County	X					
Mainwaring, Darlene	Kittitas County (Bob Johnson)	X					
Allen, Robert	Klickitat County	X					
Larsen, Craig	Lewis County	X					
Borden, Jo	Lincoln County	X					
Evans, Mike	Mason County						
Worden, Mike	Okanogan County	X					
Fritts, Stephanie	Pacific County	X					
West, Steve	Pend Oreille County	X					
Lenk, Tim	Pierce County	X					
DeLaZerda, Robin	San Juan County						
Welsh, Deb	Skagit County						
Cox, Dave	Skamania County						
Caster, Laura	Snohomish County	X					
McCormick, Amy	Spokane County	X					
Webb, Lavonne	Stevens County	X					
Quackenbush, Jim	Thurston County	X					

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Bjorge, Joannie	Wahkiakum County		X						
Ruley, Steven	Walla Walla County		X						
Slodysko, William	Whatcom County		X						
Kelly, Patti	Whitman County		X						
Renick, Meagan	WSP		X						
Wantland, Wayne	Yakima County		X						

**E911 STATE OFFICE**

NAME	REPRESENTING		J	M	M	J	S	N	
Daugherty, Bret	Military Department, Adjutant General								
Turner, Wallace	Military Department, Assistant Adjutant General - Army		X						
Ezelle, Robert (4/1/13)	Mil Dept, Emergency Management Division, Director		X						
Antolin, Peter	Mil Dept, Emergency Management Division, Deputy Director								
Dahl, Ziggy (8/6/13)	Mil Dept, EMD, E911 State Coordinator		X						
Leneweaver, Andy (9/16/13)	Mil Dept, IT Division, E911 IT Project/Operations Manager		X						
Miller, Dan	Mil Dept, IT Division, E911 GIS Specialist		X						
Moisey, Kenn (12/13)	Mil Dept, IT Division, E911 Technical Manager		X						
	Mil Dept, IT Division, E911 Security Officer								
Peters, Bill	Mil Dept, EMD, E911 Customer Support Section Supervisor		X						
Walker, Victoria	Mil Dept, EMD, E911 Financial Program Manager		X						
Lewis, Teresa	Mil Dept, EMD, E911 Financial Coordinator		X						
Lotonuu, Sharon (12/13)	Mil Dept, EMD, E911 Program Assistant		X						
Ortiz, Anna Marie (8/08)	Mil Dept, EMD, E911 Administrative Assistant		X						
Wilson, Kim (8/08/)	Mil Dept, EMD, E911 Secretary Senior		X						

**JANUARY GUESTS**

NAME	REPRESENTING	NAME	REPRESENTING	NAME	REPRESENTING
Tim DiMarco	Cassidian	Bob Connell	Zetron	Stacey Fritz	CRESA
Dave Fuller	CRESA	John Joseph	GeoComm	Carla Fouste	Verizon
Keith Flewelling	ADCOMM	Deb Flewelling	KC E911	Beverly Slocum	TCS/MicroDATA
Tru Nguyen	CenturyLink	Bruce King	CenturyLink	Kay McKellar	Chelan County
Brenda Welsh	CenturyLink	Jean Nealy	Pierce County	Deanna Wells	Cowlitz County
Steve Lagreid	King County	Steve Raval	Intrado	Jason Ramsay	Intrado
Joe Nolan	Pictometry	Dan Bridge	HSDC		

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