

Policy Sub-Committee Meeting

February 11, 2015

0900-1700

Constituency	Primary		Alternate	
Chair	Richard Kirton	X		
King County	Marlys Davis	X	Deb Flewelling	X
Large Counties East	Lorlee Mizell	X	Amy McCormick	
Med Counties East	Brad Coughenour		Jackie Jones	X
Rural Counties East 1	Mike Worden (Vice-Chair)	R	Angie Fode	X
Rural Counties East 2	Kathleen Slaybaugh	X	Criselia Grupp	X
Large Counties West	Jim Quackenbush	X	Laura Caster	R
Med Counties West	Craig Larsen	X	Tom Shaughnessy	
Rural Counties West 1	Stephanie Fritts	X	Joannie Bjorge	X
Rural Counties West 2	Steve Romberg		Karl Hatton	
Advisory Committee	Rose Parr	X	TBD	
State Office	Ziggy Dahl	X	Bill Peters	
	Andy Leneweaver	X	Teresa Lewis	X
	Kenn Moisey	X	Sharon Lotonuu	
	Dan Miller	X	Kim Mask	X

KEY: X=In Person R= By Conference Bridge

Guests:

Peggy Fouts, Grays Harbor County	
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1) Call to order

Richard called the meeting to order at 0900.

2) Roll call

A roll call of attendees was made to announce those present and on the phone.

Bill is preparing to meet with a Senator in Olympia today and will not be in attendance.

3) Approval of minutes from last meeting

Jim Quackenbush mad the mothing for the minutes to be approved as written; Kathleen Slaybaugh seconded the motion. The vote was unanimous to approve the minutes as written.

4) Additions to the agenda

Richard asked for any additional items to be added to the agenda. There were none.

a. Open Issues/Brainstorming/Action:

i. FY16 Caps-Discussion

A budget has not been approved yet. The state office budget is looking to be about the same as last year and will be moving forward as status quo, so caps will not be raised at this time. Any extra funding may go toward equipment purchases to replace the remaining Lifelines. The state office already is aware that local and state excise taxes are not enough to fund all of 911.

Criselia – Better to have a plan and direction beforehand.

Deb Flewelling – Living within the sends the wrong message; this is the way it has been done. The state has been funding down to a certain level and been excepting of this.

Lorlee – Are caps affecting basic service? The only cap that has been raised in the past was Call Receiver Salaries.

Stephanie – Why are there caps? Has it been discussed to remove them? (Doing so would make all counties eligible for Operations Contracts.)

Andy – Question is are we discussing what is needed or managing money? Determining the requirements is what this exercise is about.

1. Stephanie shares the results of the salary survey.

Stephanie does not have this information complete.

2. State Office Recommendations

Come up with requirements. Formula says that only this gets funded down to money is available.

3. Recommendations from GIS subcommittee/staff

4. Discussion/Action

Legislature is only going to respond to crisis mode. If there is no one talking to them, some are going to be upset.

Stephanie – We have been talking to them. The point will be why were you were not listening?

ii. General Ops Contract Deliverables

S4: E911 Coordinator

Salary – Approved

AC Attendance – Ziggy: Why do we have this policy? To avoid Commissioners putting travel restrictions and not allowing Coordinators to travel to state meetings. Approved

Participation and Retention - Approved

S5: Mapping Coordinator

Maintenance of MSAG – Approved

GIS – going to cost more money (Is subcommittee ready to develop milestone?)

Is requirement needed for Operations counties to complete synchronization? If so, this needs to be made clear. Cannot ask them to comply if not made clear. GIS subcommittee recommends 4 identifying layers to be required. This needs to be clearly identified and

what synchronization means. This could be done at a forum. Ask Advisory Committee to adopt interim standard. Suggest different levels of standards for syncing. This would be ongoing, not a one-time sync. S5 includes initial syncing and ongoing maintenance.

Adding will GIS Coordinator will participate in State meetings and/or GIS trainings.

The coordinator would certify that GIS synchronization and maintenance has been completed per the Washington State standards.... (Richard will provide this draft statement to Kim to add to the minutes).

S6: IT Coordinator

Participation in training and prevention of failure to be included in Time and Salaries.

Training must be NG911 related, due to IT personnel needing to know what the standards are. If the county's call centers don't have an IT department, they would need to have an agreement with their county that requires the IT personnel to attend NG911 specific training. "Attend Training in support of 9-1-1 and NG9-1-1 which is WAC eligible."

S7: Call Taker Salaries – No changes needed

S8: Public Education Coordinator – No changes needed

S9: Training Coordinator – No changes needed

Equipment: Will leave as written.

- FOBs will be a statewide service for FY16 contract period.

B6/B6.1: Teresa would like to see both line items moved under the Equipment Contract.

- The deliverable would need to be certified before approved to move this out and into other line items.
- Kathleen proposed to remove GIS Modernization (Capital Equipment) and leave Mapping Administrator. This would only remove ½ the amount.
- Criselia would like to see the Equipment Contract before removing items or moving them around.

E911 Records Destruction – moved all \$500 into salaries.

Maintenance - \$24,700: Up to 6 positions – To be discussed at the March meeting.

CPD Caps –

- CDP7: Interpretive Services – This will be reimbursed at 100%. Teresa wanted to make sure counties are validating.
- CPD8: Training Coordinator (NEW) – Salaries and/training. Will mirror the same language as Public Education Coordinator.

5) Open Issues/ Action Items

a. Basic Service-

No update for this meeting. Postponed until March meeting.

ai. Additional Elements-

- The elements are in the contract. Does interim Text to 9-1-1 need to be included? If calling our each element as added, this will have to be changed. Charter is to deliver call from caller to call

taker, regardless of method used. (This is what NG is.) Text to 9-1-1 is to be a part of NG migration and should be included as an element for the purposes of Washington State.

- If this is considered as a statewide service, CPD counties would be responsible for equipment and Operations counties would be able to have the state pay for this. The ESInet is capable of transporting text, even though CenturyLink disagrees.
- If Viper systems and TCS are a settings required; there should be no cost associated with integrated text.

b. Authorized Positions-

Looking to find a formula that incorporates 24/7, includes sick and vacation days. This equals a certain number of people = "Project Retains", tells how many people to employ for adequate staffing coverage. (Richard is planning to meet with Ziggy to discuss further.)

- Bill shared and explained the Erlang C Formula. He showed how this would work for a PSAP. The times would include wrap up with dispatch and CAD entry (NENA average).
- **March 16th Policy meeting** – members will need to decide what formula to use.
- **March 18th** : Present formula to Coordinators
 - This is only looking at 9-1-1 calls.
 - Andy – To be deciding what will be done with the data at a later date. Only reviewing incoming 9-1-1 calls at this time. **Andy will request this.**

ACTION (All) – Go back a talk about how long it takes to process average call. What is the average call duration of incoming 9-1-1 from MIS, not including hold time for 2nd week in January 2015?

ACTION (Andy) – Busy hours from Intrado – Priority for Washington State, January 2014 – January 2015. If unable to request from Intrado, may try to request from E911 Coordinators.

ACTION (Kenn) – Bring formula background explanation.

- The expectation is to not have the formula by March meeting but by April meeting and ready to present to E911 Coordinators following May AC meeting.
- This information is not needed for FY2016 application process but will be needed for equipment purchase approvals.
- The minimum number of approved positions is 3. There are no counties that staff with less than that. This is being continued until a formula can be researched.

c. Interim Text-to-911-

- The state's position is this would be an included cost.

d. ESI Net Security-

- NG Subcommittee discussed alternative if counties connected to ESInet through camma trunks to make Legacy System work with adapters would not have to certify. Otherwise, "with the door open", using text through IP would have to certify.
- JQ added model to OneDrive; if anyone has questions, he will be available to help.

- This will need to be a stand-alone form so that when a county is ready to switch, they are able to provide certification at any time.
 - This was repeated for Operations, WSP, and CPD Only contracts. It applies to all entering into a contract. If a county has eleven PSAPs in one county, all PSAPs would need to be certified, including secondary. If the county is unable to certify, they would be unable to get CPD and Operational (if qualified) funding.
 - For counties with WSP PSAPs, WSP would be responsible for the certification.
 - Only other PSAPs on the network that are not Military, WSP or County is the Colville Tribe. Andy is meeting with them and Okanogan County. They have to certify when they are ready to SIP connect to continue to connect to the ESInet.

6) Open Issues/ Reports

a. FY2015 Policies-

Teresa discussed this during mid-year reviews with the counties. Everyone was clear.

b. Separate Equipment Contracts-

- This included two separate tasks; the Application and Quarterly Reporting. Criselia provided a draft of the quarterly report. This provides a checklist of what should be done when making a purchase.
- Counties replacing Lifelines (11) will need to do this in FY2016-17 as there may not be modernization funding available after that. If looking for timelines, the vendor may be overwhelmed with replacements due the 11 projects that they may not be able to meet the time constraints.
- Andy has to contact CenturyLink to notify for the direct-connect which is more time. Having a project timeline would be a good use for this form (for any contract purchase). RFP approval could expedite equipment/contract approval from the state office.
- Equipment Policy – All equipment has been combined into one policy. Andy still needs to review draft.
 - County Equipment Contract Policy would be separate from Equipment Policy.

Send feedback on draft policy to Criselia, Deb Flewelling or Teresa. Send feedback on checklist to Criselia.

c. March 16 (0900 to NLT 1600) at Camp Murray: Regionalization, wrap up remaining FY16 policies.

d. April - CPD, WSP

7) Adjourn

