

## WASHINGTON STATE ENHANCED 9-1-1 ADVISORY COMMITTEE

May 19<sup>th</sup>, 2016 – 9:30 a.m. Bldg. 92

### MEETING MINUTES

*Chair, JoAnn Boggs*

#### I. Call to Order

- Chair JoAnn Boggs called the E911 Advisory Committee (AC) meeting to order at 9:32am.

#### II. Roll Call

- a. Quorum is obtained.

#### III. Advisory Committee Member Changes

JoAnn Boggs

- a. Advisory Committee Members
  - State Staff introduces new AA3 Barbara Zimmerman who will be assisting with Advisory Committee meetings and Randy Unger who will be supporting the Subcommittees.
  - Heather Anderson with WSP is replacing Mark Lehew. Verizon's primary is now Carla Fouste and Gary Emerson will be the alternate. Lynn Mell is stepping down and Teri Ohta, will be replacing.
  - Barbara Zimmerman has been reorganizing the Advisory Committee's OneDrive. At the moment most of the information is not up to date.
  - Subcommittee Chairs are asked to provide Randy Unger with current Committee rosters, as well as keep the Advisory calendar up to date to prevent double-booking of committee dates.

#### IV. Approval of January 2016 Minutes

JoAnn Boggs

- "I approve the January minutes pending corrections [Page 2 second bullet- all instances of optical should be optimal]" by Judy Wilson, "I second" by Keith Flewelling. Motion carries.

#### V. Old Business

- a. SECO Action Items

Sigfred Dahl

- Wireless Carrier Report incorrectly assigned to Andy and Marlys. Kenneth Moisey will be taking the lead. Marlys Davis will report additionally within the 911 Communications Subcommittee reports. Remains open.
- Trunk Order Resolution: Andy has not yet met with Bruce but will once the ESInet contract procurement is complete. Remains open.
- AC members, TAG Checklist: JoAnn has drafted new member checklist. JoAnn is working with Richard Kirton to deliver by July 21<sup>st</sup> meeting. Remains open.
- Database (DB) Specialist: GIS Subcommittee sent a list of tasks that a DB specialist would be working on. SECO will look into it further and get back to the AC at the July meeting. Remains open.

- Policy Changes for GIS: partial updates to be given during policy subcommittee report. Remains open.
- OneDrive for Business: Barbara Zimmerman will now be the lead. She is currently working with IT to determine the best vehicle to house Advisory Committee materials, possibly will move to an external SharePoint site with individual logins. This will prevent mass deletions without detection and give the ability to retrieve documents. Will follow up at the July 21<sup>st</sup> meeting. Remains open.
- Multiple ALI Records: Bruce King submitted a request to CenturyLink to provide to PSAPs but was not approved. Counties should receive one free database extract but King County has been billed for the report. SECO will follow up and request records at no cost or discuss a state contract. Remains open.
- Current GIS Specialist Duties: Washington State Human Resources will complete. Remains open.
- Change seating at American Lake Conference Center (ALCC): Barbara Zimmerman will be working with ALCC to update floor plan to resemble U shape as preferred. Remains open.

b. Advisory Committee application form JoAnn Boggs

- Application form has been updated [new line with home address and a biography section] and is located on the OneDrive.

c. Imagery Acquisition Melissa Liebert

- OCIO is heading the project for the entire state and is looking for contributions to a 3-year Imagery contract with Hexagon. Total imagery would cost \$235,000 a year. SECO is asked to contribute \$60,000 a year for 3 years. Contract would include copies available to all 911 departments that would be able to be used on Computer Aided Dispatch systems. The entire state will be flown at 12-inch, urban areas (50K people) will be flown at 6-inch imagery. Would receive 2015 hard copy (eCopy) imagery. 2016 will be available in digital form. Benefit of acquisition is that all counties will have the same specs. Submitted proposal to Advisory Committee and SECO. OCIO is looking for confirmation by July 31st by all players.
  - “I motion that the Advisory Committee recommend to Ziggy Dahl to move forward and purchase” by Bob Berschauer. “I second” by Patti Kelly. Motion carries.

**I. Subcommittee Reports**

a. 911 Communications Marlys Davis

- An updated carrier contact list has been uploaded to the OneDrive. There are several changes. All documents for 911 Communications subcommittee have been posted in the OneDrive.
- FCC Report:

- The FCC adopted Real-Time text to replace SMS text for new IP based wireless network. Goes into effect December 2017 for large nationwide carriers. Advantage for PSAPs is they can immediately receive the message as it is being typed without waiting for the person to hit send.
  - The wireless carriers have submitted a proposal to increase resiliency and enhance information sharing during disasters, versus the FCC mandating it.
  - Kari's Law [phone systems cannot require a leading digit to call 911] has passed out of the U.S. Senate and House Committees. This would apply to all phone systems, whereas current Washington State law only applies to some systems.
  - The FCC continues to approve the discontinuation of Busy Line Interrupt and Busy Line Verification, which are used by PSAPs for wireline service. CenturyLink is still providing these services, but plans to discontinue them in the CenturyTel area first and then in the former Qwest areas.
  - The Task Force on Optimal PSAP Architecture has completed their final report.
  - Interim Text-to-911:
    - 20 of the 39 counties have chosen their solution for interim text-to-911: 7 will be going with Direct IP from Intrado; 1 will use Direct VPN with TCS; and 13 are using Web solutions (9 TCS GEM, 2 TCS EMedia, 1 Intrado TextBlue, and 1 unknown). 8 counties have deployed text-to-911 service to the public.
    - Intrado and TCS, as the TCCs, have provided a 2015 annual report on how many attempted texts have received a bounce-back and did not reach a PSAP.
  - Wireless 911 Level of Service: There is concern that there are significantly fewer 911 trunks for wireless coming into the selective routers than for wireline. A process has been developed for counties to use to determine whether the appropriate number of wireless 911 trunks are in place.
  - Telecommunications Service Priority (TSP): Andy Leneweaver is verifying that all PSAP trunks have TSP, as circuits with TSP are restored first during a disaster. PSAPs are encouraged to have TSP service on important ten-digit phone numbers. The subcommittee is verifying whether wireline, wireless, and VoIP service providers have TSP on their 911 trunks coming into the ESInet.
  - The next meeting will be on July 14, 2016 at Camp Murray.
- b. Public Education Kay McKellen
- Currently planning to have a track at the state forum. Committee will be hosting a conference call to discuss items to bring up at the forum.
  - A mentoring program is being implemented to ensure that new members are not lost in the shuffle.
  - Kay will be putting together a new members packet as well as defining the duties of the chair and vice chair.
  - Help Andy keep up to date with map of live counties with text to 911.
  - Call Taker survey complete. 23 counties have reported. 16 have not reported.
  - Next meeting will be in Lewis County on July 8<sup>th</sup>.

- **Action item**
  - a. Bobbi Hunt to be alternate to Kevin Schwartz.  
Keith Flewelling
- c. NG911
  - **Action items-**
    - a. Working with 911 Communications Subcommittee to come up with a standard of statewide access to 911.
    - b. Redefining the P.01 standard as it relates to NG911.
    - c. Work to make NG911 policy and best practices to give to the Policy Subcommittee regarding funding, performance standards, network access.
    - d. NG911 wishes to review Washington State GIS standards, checklist and tools provided to coordinators, then move to Policy Subcommittee.
    - e. NG911 has elected to re-stand an IT Security Working Group regarding P1 and P2s. State will forward all concerns to the group and to the NG911 Subcommittee and bring to the AC.
    - f. Not going to review/revise the NG911 plan until the selection of the next ESInet provider.
  - Plan to meet again in July.
- d. Policy  
Richard Kirton
  - Please refer to Policy report. Key points:
    - a. P1 certifications are a requirement.
    - b. Counties must be in compliance with the P1/P2 items by Dec 31<sup>st</sup> 2016. Please turn in certifications for P2 and P3 now.
    - c. Statement of Work is being revised for FY16 contract. Particularly the S5 MSAG Coordinators- items 4 and 5 are a little different, but the substance is the same. Essentially the draft NENA standard.
    - d. Appointed a workgroup to look at the elements of the CPD contract. Recommends that CPD2 counties get to roll them into 4 and 5. Counties can talk to Bill Peters about obtaining a wavier if you have an issue that's preventing you from completing CPD2.
    - e. Committee recommends a change in how we define call takers. Formula only accounts for FTE; recommend that counties can add part times.
    - f. Once a county has picked their contractor they must give the name to Teresa Lewis.
  - Schedule of meetings to be posted to the OneDrive.

- **Action Item**

- a. "I motion that the Policy work group recommends to SECO that part time employees be included in the formula as a percentage of the FTE rounded up to the quarter. The committee also believes this should apply to Ops contracts" by Karl Hatton "I second" by Marlys Davis. Motion carries.

- e. Training Scott Jenkins
  - Going through the RFI process. Audited classrooms and classroom facilitation, very impressed with instructors. Minor issues with content, to be discussed with Sharon Lotonuu.
  - Sent out a statewide questionnaire to find out what kind of classes state trainers would like. Suicide caller, mental health training, and stress management were the majority of requests.
  - Training will create a CTO class to train the trainer.

- f. GIS Melissa Liebert
  - Completed the Washington State data model and was moved to NG911 for review as well as the Transition document and the Example Workflow documents.
  - Will work with NENA to have metadata be a requirement and ensure that local data can be kept in the state plane.
  - Presented to county coordinators in regards to the county GIS plan. Template available to all counties as well as a county tracking sheet which measures the GIS readiness of each county.

- **Action item**

- a. GIS requests to be in the know regarding the potential OCIO contract as it will affect next year's budgets.
- b. Melissa Liebert will be stepping down as Chair. GIS brings forward two names as a recommendation (Chuck Buzzard and Brad Coughenour) but is asked to take the candidates back to the Subcommittee and chose only one Chair. Additionally, the AC requests that the GIS Subcommittee elect a single Vice-Chair. Until a new Chair is established, Melissa will remain an interim Chair.
- c. New members: Marsha Bradshaw (Adams), Mark Janowski, Asotin, Ivar Husa (Benton), Paul Newman (Clark), Gary Brooks (Clallam), Cathy Udenberg (Columbia), Michael Morgan (Franklin), Megan Tennant (Garfield), Gerrit Klein (Grant), John Diamond (Island), Chic Stout (Jefferson), Milla Zinski (King), Khalid Khan, Tom Powers (Kitsap), Diane Mark, Cori McKean (Kittitas), Matt Hyatt (Lewis), Courtney

Thompson (Lincoln), Jason Wells (Mason), Josh Shelton (Pend Oreille), Chuck Buzzard (Pierce), Jean Nealy, Lynn Palmer (RiverCom), Greg Sutherland (San Juan), Beverly Lothamer (Skagit), Rick Hollatz (Skamania), Robert Mueller (Snohomish), Laura Caster, Mike Shannon (Spokane), Ian Von Essen, (Spokane) Jason Guthrie (Thurston), Melissa Liebert (Wahkiakum), Barbara McKinney (Walla Walla), Coni Turner (Whatcom), Richard Warren (WSP), Louis Hurst, Bob Sheldon (Vendor), Nate Moslsee (Vendor), Imas Sakin (Intrado)

“I move appointment of the GIS Subcommittee as listed” Richard Kirton. Seconded by Marlys Davis. Motion carries.

- g. Strategic Planning Laura Caster
  - Received Action Plan from GIS Subcommittee. Awaiting Action Plans from all others.
- h. Subcommittee Members Changes Summary JoAnn Boggs
  - GIS Subcommittee Chair JoAnn Boggs
    - As discussed, GIS will recommend a Subcommittee Chair at the July AC meeting. Melissa will remain interim Chair.

## II. State Office Reports

- a. Fiscal Reports Bill Peters
  - Requested additional modernization funds, was approved for an additional \$5.6 million. Funds will be used specifically to help with the transition between ESInets and increased cybersecurity measures which will be completed in 3 phases. This is due to the return of \$7.1 million from the \$8.6 million redistributed to the Military Department.
  - Refer to Budget report. Overall expected to be about 75% expended through March of the 2016 budget. Currently at 56%. Current account balance: \$8.6 million.
- b. RFP Status/ESInet Andy Leneweaver
  - -SECO is wrapping up Stage 4 of the procurement process for the new ESInet. PSAPs may need to host technicians in the future to aid in the process for the vendor. Appreciate all efforts thus far. Contract negotiations expected to begin the week of May 24<sup>th</sup>, 2016. Successful bidder expected to be announced on June 10, 2016.

## III. New Business

- a. FCC Report- Washington State
  - FCC report is very similar to last years but with more elaboration.

**IV. For the Good of the Order**

- a. APCO/NENA Governmental Affairs Report Keith Flewelling
  - Primary effort is to prepare for the 2017 Legislature session. Plan is to submit a bill for statewide mandatory public safety telecommuter certification. Currently looking to take the draft bill and associate it with other public safety associations and will be looking for bill sponsors.
  - Project plan has been created for the rest of the summer; involves some funding and a lot of activity around the state.
- b. APCO Information Richard Kirton
  - Hurry up and register.
- c. New area code Richard Kirton on behalf of Rebecca Beaton
  - Commission has opened a docket on adding a new area code overlaid on top of the 360 area code. New area code 564. 10-digit dialing would be required by the end of 2016.
- d. **Action Item**
  - Teleconference. SECO will look into utilizing teleconference for AC meetings.
- e. RCW rewrite Ziggy Dahl
  - Requests that the inactive WAC rewrite Subcommittee be activated to aid in the rewrite of particular RCWs and WACs. Interested parties may contact Marlys Davis. Need a representative from each grouping of counties: 1 from King County, 1 from large urban counties east, 1 from medium counties east, 2 from rural counties east, 1 from large urban counties west, 1 from medium counties west, and 2 from rural counties west, and two advisory committee members who are not 911 coordinators. Proposed re-name is Authorities Subcommittee.

**V. Adjournment**

- Chair JoAnn Boggs adjourned the E911 Advisory Committee (AC) meeting at 12:06pm.

***Next Meeting: July 21, 2016; American Lake Club***