

**WASHINGTON STATE E911 ADVISORY COMMITTEE  
9-1-1 COMMUNICATIONS SUBCOMMITTEE  
MEETING MINUTES  
September 3, 2015**

**ATTENDEES:** Marlys Davis, Chair, King County E911  
Rebecca Beaton, Utilities and Transportation Commission  
Laura Caster, Snohomish County E911  
Melody Darby, Garfield County E911  
Gary Emerson, Verizon Wireless  
Peggy Fouts, Grays Harbor County E911  
Dave Halloran, San Juan County E911  
Alice Johnson, Island County E911  
Lynn Mell, T-Mobile  
Kenn Moisey, State E911 Office  
Vicki Thoroughman, Snohomish County E911

Marlys Davis called the 9-1-1 Communications Subcommittee Meeting to order at 9:30 a.m., Thursday, September 3, 2015.

**1. Approval of Meeting Minutes**

Marlys Davis reported that she is behind on preparing meeting minutes, so there were no minutes approved.

The Subcommittee's mission statement and membership were reviewed (**Exhibit A**). Rebecca Beaton volunteered to be the vice chair, and Peggy Fouts moved to the member list. Since Markus Volke from CenturyLink has retired, Marlys will contact CenturyLink to request a new representative.

**2. Wireless Carrier Contact Information**

No updates.

**3. FCC Actions**

FCC & Telecom Report (**Exhibit B**)

Marlys Davis reported on the following FCC activities:

- Remarks of FCC Chairman Tom Wheeler 'Embracing Change for Public Safety Communications' – APCO Conference, Washington D.C.
- Save the Date: FCC to Host Robocall and Caller ID Spoofing Workshop. The workshop will be held on September 16, 2015.
- FCC Adopts Rules to Help Americans Communicate During Emergencies.

- Public Safety and Homeland Security Bureau Announces Availability of 911 Reliability Certification System.
- Public Safety and Homeland Security Bureau Announces OMB Approval and Effective Date of Wireless E911 Location Accuracy Information Collection Requirements.
- Improving 911 Reliability and Reliability and Continuity of Communications Networks, Including Broadband Technologies Order on Reconsideration.
- Public Safety and Homeland Security Bureau Announces Update to PSAP Text-to-911 Readiness and Certification Registry. PSAPs must self-report to get on the list. For Washington State, Kitsap and Spokane Counties are on the list, but Snohomish County is not. Alice Johnson reported that she is working with Roger Hixson at NENA on issues with phones causing accidental texts. If you hold down the power button or hit it three times, the phone will send a text to 911.
- FCC Reaches \$17.5 Million Settlement with T-Mobile for Nationwide 911 Outages. New Compliance Plan will improve 911 service reliability.
- Rebecca Beaton reported that Commissioner Jones from the WUTC is chairing the budget subgroup of the Task Force on Optimal Public Safety Answering Point Architecture (TFOPA). Their report is due September 28, 2015. They have found that every state sweeps the 911 funds, but only a few are reporting that they do. PSAPs need to watch what their state reports to ensure that it is accurate.

#### 4. **911 Outages**

After the recent outages caused by planned maintenance, CenturyLink and Intrado have been working prevent a re-occurrence. They are improving communications between the companies, moving all maintenance to the lowest call volume periods, establishing a team to review change events, improving their test lab, and doing an external audit. Counties and PSAPs will receive advanced notice of all maintenance events. This has been working well over the past few weeks.

#### 5. **Wireless Issues**

##### Prepaid Wireless Issues

No update since the last meeting. The subcommittee agreed to drop this item from the agenda, as there are no current prepaid issues to be addressed.

##### Wireless Traffic Studies

No update since the last meeting.

##### Interim Text-to-911

The Implementation Status Tracking chart was reviewed (**Exhibit C**). The chart will be sent to County 911 Coordinators before each Advisory Committee meeting and the updated status will be brought to the meeting.

Laura Caster reported that between July 8 – August 31, 2015, Snohomish County received 156 text messages, which averages to 2.5 texts per day. They have received 31 emergency texts, 11 of which were from people who are deaf or hard of hearing, and 1 domestic violence. They have received 125 non-emergency texts, many of which were accidental or testing. They plan to release public messages to reduce these texts.

Lynn Mell reported that T-Mobile received a request from Wahkaikum County, but they don't provide service there. Peggy Fouts reported that TCS wouldn't provide GEM service because no carriers using the TCS TCC provide service in Grays Harbor County, so the county is stuck. The carriers reported that they receive requests from PSAPs daily.

### Other Wireless Issues

#### Telematics

SiriusXM has purchased Agero, and is renaming their service "SiriusXM Connected Vehicle Services Inc.". The ALI display will show "SiriusXM CVS Telematics Call".

#### Telematics Class of Service

Telematics calls currently come in with a VoIP Class of Service. NENA approved Telematics Class of Service of "TLMA", and the Advisory Committee approved implementing it in Washington State at all PSAPs. A process was developed and tested at a handful of PSAPs, and is now ready to be implemented at all PSAPs (**Exhibit D**). The document will be distributed to the counties and PSAPs.

#### Consistent Level of 911 Service

Marlys reported that there is concern that a lower level of service is being provided to wireless 911 callers compared to wireline 911 callers. There appear to be fewer 911 trunks from the wireless carriers coming into the selective routers than the 911 trunks from wireline service providers. In counties with multiple PSAPs, the carrier may have two trunk groups, one to each selective router, that serves all PSAPs rather than one trunk group per PSAP. This means that one incident in one PSAP area could consume all of the 911 trunks and block 911 calls in other PSAP areas. Marlys is meeting with each of the wireless carriers to review this issue, and she will share the information with Pierce and Snohomish Counties.

#### Uncertainty on Phase II Locations

The FCC is fixing confidence at 90%, which means that Uncertainty from all of the carriers will now be consistent. It is unknown whether all of the carriers have already set their confidence at 90%, so this will be verified. PSAPs also need to make sure they are receiving Uncertainty on their ALI displays.

## **6. VoIP Issues**

### VoIP Routing Changes Workgroup

No update since the last meeting.

## **7. Other Business**

### Wireless 911 Call Quality Issues

There have been issues with low volume and severe echo on 911 calls. There have also been issues with call-backs, including getting a recording of "no line available" and call-backs going to P-ANIs instead of the call-back phone number. The carriers have reported that the cause of the issues could be at several different points in the carrier networks or the ESInet. In order for the carriers to investigate the cause, these issues must be reported by the PSAPs right away. They need to have recent, specific cases in order to track down the cause of the problem. PSAPs statewide will be encouraged to report these problems to the carriers.

There have also been problems with calls from a VoIP provider CONX. These problems should be reported to Intrado.

## **8. Next Meeting**

The next meeting will be on November 12.

### **Exhibits:**

- A. Subcommittee Annual Review
- B. FCC & Telecom Report
- C. Implementation Status Tracking on Text-to-911
- D. Telematics Class of Service Change Impact Document

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Representation	Member	
Chair	Scott Jenkin, Spokane County	X
Small Counties – East (1)	Kathleen Slaybaugh, Garfield County (Vice-Chair)	
Small Counties – East (2)	Jennifer Johnson, Okanogan County	
Small Counties – East (3)	Misty Viebrock, Douglas County (RiverCom)	X
Medium Counties – East (1)	Kim Lettrick, Benton County	
Medium Counties – East (2)	Brynn Sides, Yakima County	
Large Counties – East	Amy Sullivan, Spokane County	
Small Counties – West (1)	Tim Martindale, Pacific County	
Small Counties – West (2)	<b>Vacant</b>	
Medium Counties – West	Lisa Ernst, Island County	
Large Counties – West(1)	Stephanie Trueblood, Kitsap County	X
Large Counties – West (2)	Cathy Moe, Thurston County	
Large Counties – West (Alt)	Katy Myers, Clark	
Very Large Counties – West	Yvonne Carslay, ValleyCom	X
Very Large Counties – West (Alt)	Patti Crooks, Seattle Police Dept.	
State Enhanced Coordinating Office	Ziggy Dahl	
	Bill Peters	
	Sharon Lotonuu	X
	Kim Mask	X

KEY: X = Present

**Previous meeting minutes discussion/approval**

Yvonne Carslay made a motion to approve the minutes from the July 15, 2015 meeting as written. Misty Viebrock seconded the motion. The motion was approved and the minutes are considered to be final as written.

**Approval of Mission Statement**

This was completed during the March meeting. The one on OneDrive is a draft and needs to be approved by this subcommittee to be considered final. Scott thought it had been done and sent to Peggy as final Mission Statement.

A motion was requested to accept the draft version as final. Yvonne Carslay made the motion; Stephanie Trueblood seconded it. Those present agreed. The Mission Statement is now final.

**Newcomer packet progress report**

Misty Viebrock reported the "Newcomer Packet" is close to being completed. Within the packet are OneDrive login instructions, county layout (including the makeup of small, medium, and large representation), and maps to buildings on Camp Murray, calendar of important meetings (Subcommittee and Advisory Committee). She wanted to include an organizational chart, but

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one does not exist. A folder has been created on OneDrive to house the documents of the packet.

### **Classroom trainer class progress report**

All that can be done now is be ready for the next biennial budget. It is too late this biennium to make any changes. Need to get information from this subcommittee the direction they want to head.

The contracts are ready to go the CJTC and will be the same as last year. After 2016-17 contract period, can address an RFI and RFP to make sure everything is in order and put on hold until ready to release.

### **DV class progress report**

Scott reached out to King County (Kayreen Lum) to ask if they were interested in sharing their training. They would be willing to consider to see if their program would meet the needs in which the Training Subcommittee is looking for. If there was no one available to attend the training, Scott asked if Yvonne has any employees who would be able to testify to the content of the training? This is training that new employees/staff normally attend, but she has not heard any complaints. Scott would like to at least receive an outline of the class/training. He may be able to attend himself during November while he on this side of the mountains for meetings if there is a class scheduled. An email is sent out with the list of class dates by Kayreen.

Scott asked is anyone would be willing to coordinate with Kayreen to attend their training and report back. Scott is hoping to get a complimentary class from King County due to there is no funds for RFP or classes for CJTC to coordinate.

Looking for a more level playing field for those who were not willing to attend CJTC specific classes. There are two separate tasks of doing an RFI: 1) Get RFI and complete, 2) Get buy in from and for the training group. Sharon will develop flow chart of what RFI and RFP process looks like. This way the group will have a better idea of the process and can develop teams to implement. This will also give good idea of what the timelines will look like.

If the King County DV training were to be utilized, there will need to be discussions with Kayreen about how this will be funded? One possibility could be other counties could pay King County directly and be reimbursed through the contract.

CJTC's contract expired September 15, 2015 and there was not enough time to look into other options. As a reminder, CPD funding in the contract can only be used for travel not for the cost training. Sharon will clarify this contractual question on how to pay for attendees.

Kayreen sends email with list of classes out by email.

### **Cultural Effects class progress**

Scott asked the subcommittee if anyone would be hosting/have hosted classes in their area recently. Stephanie responded that CenCom hosted one and she was able to attend and was a

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great class. This item can now be considered closed as Scott has heard nothing but good things about them. For clarification to how the trainings are conducted, Mark is the facilitator. Christine is the subject matter expert.

There was a suggestion that may want to look at incorporating Text to 911 into the trainings. Scott will reach out to Mark and discuss this with him. Counties who have text are using the Pub Ed talking points.

### **CJTC CTO Class**

This topic is going to need to be revisited as the discussion matter would be better done in person rather than by teleconference. Scott gave brief over view of the issue. CTO-San Jose model, CTO2- Reno model. The Advanced CTO course at CJTC is teaching both. Because of this, the feedback people are giving is that it is confusing. This is going to be deferred until the next meeting

### **Contracts discussions**

No update at this time.

### **Other items as necessary**

Misty suggested to look forward and schedule the meetings and trainings at least a year in advance. The list of trainings would be available would be available to all the Training Coordinators. Misty will follow up with Kathleen to find out if she still has a complete list of all the Training Supervisors at all the PSAPs in the state. Was looking for clarification if the state office was send this list out to all Training Supervisors and Training Coordinators or only the Training Coordinators?

### **Next Meeting**

Next meeting November 18, 1300-1600, Building 20, Decision Room.

### **Upcoming Trainings**

#### **Deaf and Hard of Hearing Training for Call Takers - A 6-hour course**

Being offered Statewide as can be locally hosted and scheduled

#### **Confirmed FY16 Schedule (as of Sept 30 2015)**

Sep 30, 2015	9:00am-3:30pm	<b>Moses Lake, WA</b>
Oct 9, 2015	10:30am-5:00pm	<b>Vancouver, WA</b>
Oct 13, 2015	10:00am-4:30pm	<b>Richland, WA</b>
Oct 14, 2015	10:00am-4:30pm	<b>Richland, WA</b>
Nov 12, 2015	9:30am-4:00pm	<b>Aberdeen, WA</b>
Dec 22, 2015	8:30am-3:00pm	<b>Bremerton, WA</b>
Jan 5, 2016	10:00am-4:30pm	<b>Mount Vernon, WA</b>

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**Your Place TBD...**

**To set up a scheduled session near you:**

Contact Mark Radonich

(206) 669-5560 or

[mark@culturaleffect.com](mailto:mark@culturaleffect.com)