

**WASHINGTON STATE E911 ADVISORY COMMITTEE**  
**9-1-1 COMMUNICATIONS SUBCOMMITTEE**  
**MEETING MINUTES**  
**January 9, 2014**

**ATTENDEES:** Marlys Davis, Chair, King County E911  
Gary Emerson, Verizon Wireless  
Andy Leneweaver, State E911 Office  
Nate Molsee, TCS  
Milla Zinski, King County E911

**CONFERENCE CALL ATTENDEES:**  
Rebecca Beaton, Utilities and Transportation Commission  
Laura Caster, Snohomish County E911  
Peggy Fouts, Grays Harbor County E911  
Alice Johnson, Island County E911  
Jackie Jones, Grant County E911  
Lynn Mell, T-Mobile

Marlys Davis called the 9-1-1 Communications Subcommittee Meeting to order at 9:30 a.m., Thursday, January 9, 2014.

**1. Approval of Meeting Minutes**

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

**2. Wireless Carrier Contact Information**

Melody Scheihing, E911 Engineer, is now the contact for Cricket.

Gary Emerson reported that Carla Foust should be added for Verizon Wireless.

**3. FCC Actions**

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

Marlys Davis reported on the following FCC activities:

- **FCC Adopts Rules to Make 911 Calling More Reliable.** Rebecca Beaton reported that the FCC is looking at the rules to streamline them. Opening rules for comments can be a lengthy process. 911 service providers will have to notify PSAPs of outages within 30 minutes. The subcommittee recommended that the Advisory Committee and the State E911 Office write a letter to the FCC supporting the rules, and include the examples of the San Juan and windstorm outages.
- **Expanding Access to Mobile Wireless Services Onboard Aircraft.** The subcommittee recommended that comments be filed requesting that the rules address 911 calls, and that the FAA, APCO, and NENA develop protocols for PSAPs.

- FCC and National Institute on Aging to Partner on Research Advancing Accessibility to Communications for Americans with Hearing Disabilities.
- Local Telephone Competition: Status as of December 31, 2012. For the three-year period from 2009 – 2012, VoIP grew by 17%, wireless grew by 4%, and wirelines declined by 9% per year.
- Some 911 Cellphone Calls Lack Accurate Information. This is an article about the Find Me 911 Coalition pushing for rules that require the implementation of certain technologies provided by the company that funds the Coalition. The wireless carriers and the subcommittee support continuing the work at the national level at NENA and the FCC to improve accuracy. Lynn Mell reported that there is a hearing at the U.S. Senate next Thursday. An email should be sent to the Advisory Committee and County 911 Coordinators educating them on this issue.

#### 4. State E911 Fund Diversion

The State Supplemental budget includes a proposal to use \$211,000 of E911 funds to pay for gate security at Camp Murray. This is being proposed by the Office of Financial Management. The Military Dept. is pushing back. Lynn Mell reported that in other states that have used 911 funds for non-911 purposes, the Wireless Assn. (CTIA) has filed comments and testified against the misuse of 911 funds.

#### 5. Wireless Issues

##### Prepaid Wireless Issues

No update since the last meeting.

##### Wireless Traffic Studies

Gary Emerson and Carla Fouste from Verizon Wireless are working to automate the traffic study process, and this should be complete by the end of the month.

##### Interim Text-to-911

Lynn Mell reported that the next quarterly reports on interim text-to-911 were submitted to the FCC. The carriers are seeing some statewide interest and coordination. 96 PSAPs in the U.S. still do not have Phase I or Phase II service. Texts that have been received by areas that have implemented have been suicides. Lynn emphasized the importance of informing the public about the capabilities of interim text, such as letting them know that if they attach a picture to the text message the text message will be rejected.

King County is continuing to work with Verizon Wireless and Intrado on a test. Intrado has installed their new text platform at the Test PSAP. They are still waiting for two test positions to be set up at the Sheriff's Office PSAP so testing can be completed and policies and training can be developed.

##### Other Wireless Issues

##### Telematics

No update since the last meeting.

Work is continuing on legislation to exempt all data that is received with 911 calls at the PSAPs from public disclosure.

New Technologies

No update since the last meeting.

Telematics Class of Service

Telematics class of service – working to implement TLMA statewide. Waiting for 911 technician availability to test it at the King County Test PSAP. Once it has been successfully tested, the process for implementing statewide will be developed.

**6. VoIP Issues**

Marlys Davis reported that King County has been having issues with VoIP 911 call routing. There do not appear to be documented procedures at CenturyLink and Intrado for processing new VoIP shapefiles. An example of the problem is a jurisdiction routing change to route 911 calls to a different PSAP on Dec. 31 at midnight. The county sent the new VoIP shapefiles the week prior and told them the change was effective on Jan. 1. After this date, VoIP calls were misrouting. The response from TCS was “We do have the latest shapefile and will put it into production soon. We generally have a data freeze around the holidays that is lifted mid-January.” This is a problem because 911 needs to work 365 days per year, 24 hours per day. The vendors who support 911 also need to be available to support 911 continuously. It is not acceptable to hold a routing change for three weeks because you have frozen changes for the holidays. There was a similar issue on the wireline routing change with Intrado. The jurisdictions scheduled the change to take place Dec. 31 at midnight. This is very common for an annexation or other change to be effective on Jan. 1. We have one of these almost every year. Intrado’s response was they won’t make routing changes on Jan. 1 because it is a holiday. We escalated this and finally got an exception for this change only. Laura Caster reported that Snohomish County also experienced this same problem. Their routing change was confirmed by CenturyLink/Intrado in April, but then when the end of the year came, they had to move their annexation routing change because of the holiday moratorium.

When CenturyLink was providing the E911 system they always had staff available to coordinate these routing changes. There seems to be a different level of service provided by Intrado and TCS. This issue does not appear to be addressed in the contract between CenturyLink and Intrado or CenturyLink and the state. There is no discussion of a holiday moratorium in the contract. Rebecca Beaton stated that the service requirements for 911 still apply. Gary Emerson stated that the wireless carriers have to meet deadlines for routing changes. Andy Leneweaver stated that this is unacceptable to the state.

In addition, King County is still having problems with VoIP misroutes around the borders of shapefiles. When this was escalated with TCS a couple of years ago, it was discovered that they have their own shapefiles for city boundaries, and they were using

their shapefiles for routing calls instead of the county's. The borders of the two shapefiles are slightly off, which causes the misroutes. Milla Zinski had one situation where there have been misroutes six times. When Milla reports it, TCS argues that their test calls prove it's routing correctly, yet the resident's 911 calls keep misrouting.

It does not appear that Intrado and TCS have documented procedures for handling VoIP 911 call routing and shapefiles. The subcommittee proposed that a workgroup be formed to developed requirements for Washington State, and then work with the providers to develop procedures to be followed. Laura Caster, Marlys Davis, Andy Leneweaver, Linda McKelvey, Kathy Miller, Markus Volke, and Milla Zinski volunteered to be on the workgroup, and representatives from Intrado and TCS will be invited to join.

**7. Other Business**

None reported.

**8. Next Meeting**

The meeting schedule for 2014 is as follows:

- January 9
- March 13
- May 8
- July 10
- September 11
- November 13

**Exhibits:**

- A. FCC & Telecom Report