

**State Enhanced 9-1-1
Advisory Committee
Meeting Minutes**
Building 91
Camp Murray, WA
January 21, 2010

Advisory Committee Members Present:

Deb Welsh – Urban Counties – West
Rebecca Beaton - WUTC
Dave Carlberg – WA State Association of Fire Chiefs
Joseph Coultman – WA State Council of Fire Fighters
Marlys Davis – King County
Gary Emerson – Wireless Carrier (Verizon)
Keith Flewelling - Urban Counties-West
Peggy Fouts – APCO
Ty Husak – Wireless Carrier (AT&T)
Marty Knorr - Washington State Patrol
Steve Lich – WA Fire Commissioners Association
Lynn Mell – Wireless Carrier (T-Mobile USA)
Brad Miller – WA State Association of Counties - East
Lorlee Mizell – Urban Counties – East
Rose Parr – Member At Large
Jim Quackenbush – NENA
Millie Tirapelle – Rural Counties - East

Advisory Committee Alternates Present:

Jeanne Massingham – WSEMA
Jim Ricks – Rural Counties – West

Advisory Committee Guests:

Jean Nealy – Pierce County
Josh Tallman – Wahkiakum
Tina Bobbitt - Walla Walla
Ben Keller – Garfield
Melody Hirsch – Garfield
Billy Robins – Cle Elum
Maureen Ackerman – Pierce County
Dave Cooper – Skagit
Kate Rico – Lewis
Dave Magnenat – Adcomm Engineering
Kathy Baskin – Port of Seattle

County Coordinators Present:

Angie Fode - Adams
Dan Hally - Asotin
James Barber - Benton
Millie Tirapelle - Chelan
Steve Romberg- Clallam
Keith Flewelling - Clark
W.K. "Bill Peters - Columbia
Laurie Masse - Cowlitz

County Coordinators Present (Continued):

Raymond Maycumber - Ferry
Ed Bush - Franklin
Virginia Boyd - Garfield
Mary Allen - Grant
Peggy Fouts - Grays Harbor
Tom Shaughnessy - Island
Anthony Hernandez – Jefferson
Marlys Davis - King
Richard Kirton - Kitsap
Darlene Mainwaring - Kittitas
Robert Allen - Klickitat
Craig Larsen - Lewis
Jo Boden - Lincoln
Jill Evander - Mason
Tim Lenk - Pierce
Jim Ricks - San Juan
Deb Welsh - Skagit
Dave Cox - Skamania
Laura Caster - Snohomish
Amy McCormick - Spokane
Jim Quackenbush - Thurston
Joannie Bjorge - Wahkiakum
Steven Ruley - Walla Walla
Craig Ambrose - Whatcom

Public Education Coordinators Present:

Melody Hirsch – Garfield
Donna Stamper – Jefferson
Katie Gillespie – Pierce
Maureen Ackerman – Pierce
Aric Cothren - Wahkiakum

State Office Staff Present:

Bob Oenning, Lorri Gifford, Carol Losey, Teresa Lewis, Anna Marie Ortiz, and Jacqueline Randall.

1) Welcome and introductions

- Chair Deb Welsh called the E911 Advisory Committee (AC) meeting to order, introductions commenced. Housekeeping items were run through.

2) Review and Approval of Minutes – Chair Deb Welsh (Handout)

- Chair Deb Welsh, asked for a moment of silence to honor those whom we have lost over the past year. Introductions commenced. Thank you to Dave Irwin for the treats and Ty Husak for the speaker set-up.
- Chair will be stepping down from AC duties as of February 2010, the Skagit County Coordinator will be Dave Cooper and the AC Chair and Vice Chair positions are open for nominations as of today and will remain open until the next AC meeting. Floor opened to nominations.

- Jim Quackenbush nominated Lorlee Mizell for AC Chair and Peggy Fouts for AC Vice Chair.
- Jim Quackenbush noted that Urban Counties West voted on and has selected Keith Flewelling representative and Tim Lenk as the alternate.
- Chair called for a review and approval of the minutes from the November 19, 2009 meeting.
 - Peggy Fouts moved to accept the November 2009 minutes as written. Rose Parr seconded the motion. Motion passed.

3) AC Member/Committee Changes – Chair Deb Welsh

- Lorlee Mizell recommended acceptance of Ty Husak to the Strategic Positioning Subcommittee. Peggy Fouts moved acceptance. Rose Parr seconded the motion. Motion passed.

4) Old Business – Bob Oenning

- **Tracfone lawsuit** – No new information from State Supreme Court.
- **E911 AC Meeting is not impacted by Governor's Direction** - to eliminate board and commission meetings at this time.
- **Strategic Plan summary sheet points** – points were prioritized for AC Committee, not for the Public Education Subcommittee.
- **Budget review request** – report of projections and expenditures added to report.
- **Cost Analysis Report** – a request was made for estimated subscriber account projections and reality to be added. This will now be included in handout.
- **Audio/Visual Equipment** – Military Department working on getting equipment up to date at the direction of The Adjutant General. It is still likely that the AC will need to purchase our own equipment.
- **Emails** – If you are not receiving emails, please notify the State Office, Anna Marie Ortiz, at 253-512-7012.
- **GIS Subcommittee Chair Nominations** – Nominations postponed until February 2010 meeting.

5) Subcommittee Reports

- **911 Communications Subcommittee– Marlys Davis**
 - **FCC & Telecom Report – Jacqueline Randall** (Handout)
 - Emergency Alert System – Test conducted in Alaska using the Emergency Action Notification (EAN) codes. These codes are to be used by the President only and have not been used before. The purpose was to identify problems and a few anomalies were found as expected. Further testing will be done.
 - Magic Jack – has combined VoIP and Femtocell service which allows the customer to bypass the carrier (and not accrue usage minutes) and use the Magic Jack network. Magic Jack states that as long as this service is used within the home, no rules are being broken. If the product is not registered however, the address will not show up when calling 911. Product is expected out in June 2010.

- **911 Communications Subcommittee – Marlys Davis**
 - **Wireless Report**
 - Phase I and II Service Agreements – AT&T still on hold waiting for their response. SprintNextel prefers that counties sign their new combined agreement, but they will continue to honor the separate agreements.
 - Combination Wireless/VoIP Service - AT&T will soon be launching their 3G microcell service. A femtocell presentation, will be done for the County 911 Coordinators. T-Mobile will start deployment of their new @Home Internet phone service in Washington in the first quarter. The issue of class of service for femtocells is being reviewed. Currently wireless or VoIP class is available. A separate class of service for femtocells has been requested. NENA does not agree with this. A wireless class of service must be used in order for PSAPs to request rebids.
 - Telematics – a tragic call from Ford SYNC to Colombia County, in which the location was 20 miles off from the actual accident location, was discussed. NENA’s Non-Traditional Technical Committee is researching the call.
 - Wireless Carrier Phase I/II Characteristics – Handout – The characteristics of each wireless carriers’ service is being verified.
 - Emergency button on cell phones – A case in Illinois was discussed. When the emergency button was pressed, the call came in as a non-initialized phone. When 911 was dialed, a normal ANI/ALI was received. The GSM standard is to not have a single button for 911 calling. Question as to whether all single button 911 calls come in as non-initialized phones. Also an issue with Blackberry’s dialing 911 when in the key lock mode. 911 can be called by touching a certain sequence of buttons.
 - **New Technologies**
 - EmFinders – National APCO/NENA has developed a task force to review.
 - CitySourced - Handout – Application for smart phones to report non-emergency situations.
 - iDistress - Handout – iPhone application that automatically sends SMS and email messages containing your location and phone number to up to 3 contacts, while simultaneously dialing 911.
 - Skype – does not work with 911. It is an “out only IP source”. Skype’s webpage does have a warning that emergency calls cannot be made with Skype.
 - AT&T Mobility - has a webpage with safety information and helpful links.
 - **VoIP Report**
 - Federal Bills on Caller ID Spoofing – no progress since November 2009.

- **Other Business**
 - Verizon Local Wireline Service Purchase by Frontier –UTC hearing in early February with approval expected in March. UTC staff will be supporting the sale. There will be a two month period in which Verizon will replicate service from April 1 – May 31, 2010
 - Echo Problem with Scan on Positron VIPER – PSAPs hear an echo when using Scan for long distance on Positron VIPER. Dave Irwin and Jacqueline Randall will follow up with the Scan group at the state to see if the quality can be improved.
 - Next meeting - March 4, 2010.
- **Public Education Subcommittee– Jim Barber**
 - Last meeting was in November.
 - Today’s meeting will focus on the strategic plan for public education.
 - February 11, 2010 is a full day meeting in Kennewick in Benton County. It is highly recommended that public educators attend the training.
 - Benton County has developed a public service announcement for television and radio. It is currently being translated into Spanish as well. DVD’s will be produced. Public Educators will have access to a generic copy or contact Jim for a copy of the presentation.
 - Working on backpacks with the “What’s Your Location” logo to be filled with public education items.
 - Presentations at the public education subcommittee may be recorded and available after the meeting.
 - Question concerning Haiti having a 911 system. The consensus of the AC was that Haiti does not.
- **Strategic Planning Subcommittee – Lorlee Mizell**
 - No report
- **Legislative Priorities – Jim Quackenbush, acting as NENA Representative.**
 - New 60 day session opens February 11 and closes March 11, 2010.
 - House rules committee referendum bill has not moved forward however, it is ready. House leadership is deciding when and what form to bring out the bill. Three options:
 - Take directly to the floor with a striking amendment with all the code revised language.
 - Bring out a new bill number, which probably won’t happen.
 - Bring out and send back to Finance Committee, do striking amendment, then return to the floor.
 - A 2/3 vote is required to pass a bill. Discussion has ensued over exempting specific bills, grouping them together, or exempt totally. Best guess is that bills will likely be grouped together as public safety bills. Bill is expected out by the end of this week. There is a meeting this afternoon with House Representative Ericks after which more information will be available.
 - Leadership in both houses are asking for letters of support from our elected officials, counties, cities, mayors, councils, 911 boards, and communication boards. A letter (handout) to your senator or representative is provided as an

example, please make changes as appropriate and provide a copy to NENA/APCO for reference.

- NENA/APCO legislative meeting yesterday had twenty counties present.
 - In a meeting with Senate majority leader Lisa Brown, we received excellent advice regarding the process.
 - Modernization of the statewide 911 system (handout) helps put into perspective the cost of the bill.
 - A “talking points” list was presented in November 2009 – not to handout to people – but for ideas to present to legislators.
 - A comparison of 911 costs vs. dispatch in a PSAP/communications center (handout) was developed for help in clarity of fiscal expenditures.
- **NG911 – Jim Quackenbush**
 - New equipment has been installed by Qwest and Intrado at Thurston County. Working on developing steps, needs and issues that arise. An installation guide will be put together and distributed. It will likely be mid-February before launch and testing. The 7 counties in phase I will then follow.
 - **WAC Rewrite Subcommittee – Wayne Wantland**
 - Next meeting is tentatively set for February 17, 2010.
 - **Training Subcommittee – Peggy Fouts**
 - Quarterly report from Criminal Justice Training Commission (CJTC) (handout). CJTC trained 509 telecommunicators last year. Effort has been made to deliver courses regionally. A new stand alone 4-hour stress management class is offered due to comments from T4 attendees.
 - Thanks to the state for providing support for Communications Training Officer (CTO) classes. You can claim support for this under CPD reimbursement in your contract.
 - Regional training meetings have been completed. They were in October, November, and December and located around the state.
 - A new adult training module for CTO’s is being developed starting in February. If you are interested in participating, let Cory Ahrens know. This also qualifies for reimbursement under CPD.
 - A list of training conferences is being compiled. Any training that you’ve attended and enjoyed, please send links to Peggy at pfouts@gh911.org so that it may be added to the list.
 - Policy Committee made changes to CTO. Policy is available on the EMD E911 website at http://www.emd.wa.gov/e911/e911_policies.shtml.
 - Kudos to training committee for providing great programs and opportunities especially compared to other states.

6) State Office Staff Reports

- **Contractual Report Summary – Teresa Lewis (Handout)**
 - Contractual requirements with due dates.
 - Those listed in yellow are required to send a current copy of your equipment service agreement. If you do not have a service agreement, send an email to that effect to Teresa.
 - County attendance and visits are being tracked for your information.
 - Monthly reports are up to date as of Thursday, January 14, 2010.

- Mid-year review workshop will not be given this year. Lorri and Teresa are available for questions as needed. Mid-year review will be sent by email with deadline information. Amendments will be done only for increases in contracts this year.
- **Financial Status – Lorri Gifford (Handouts)**
 - Statewide services summary spreadsheet – current as of January 6, 2010.
 - Cost analysis – as of January 5, 2010. This report and the above information will be pulled on the same date in the future.
 - State Budget Projections – March meeting will have new projections. These are current from July 1, 2009 to January 11, 2010.
 - SAS system – DIS will be hosting the server. Currently the state office is in the process of finishing requirements for DIS. The report will then go to DIS for approval on final draft which will then go before the board. Once approved, details will be worked out, and we will begin loading the software. A pilot of 3 to 6 counties will be started around July 2010. DIS cost a bit higher than SAS to host, but recurring costs are lower.
- **National/Legislative– Bob Oenning**
 - On the Legislative website, you can search any bill by county name or other interest.
 - Governor's budget is required to be submitted as a balanced budget. Every effort is being made to do so. The Military Department general funds were cut by about 11%. The Emergency Management Division is not dramatically impacted as of yet.
 - The supplemental requested to continue with NG911 was included in the budget.
 - FCC is working on a set of best practices for 911. Not much movement currently.
 - With the number of towers going up for cell phones, the infrastructure in Haiti is likely better now than before the earthquake.

7) AC Partnerships

- **Washington Fire Commissioners Association – Steve Lich**
 - The Washington Fire Commissioners Association is a municipality of the State of Washington. It is not an agency of the counties. County treasurers do collect taxes for the Commissioners however; we are not associated with the counties. We are junior taxing districts.
 - Fire Districts cover the unincorporated parts of Washington and were started in the 1930's and 1940's.
 - Through mergers, annexations, and contracts funding is mostly by property taxes and can assess up to \$1.50/1000 for fire protection and \$.50/1000 for EMS if the district decides to provide. Additional funding is through grants, pancake and spaghetti feeds, auctions, etc. Budgets run from a few thousand dollars to over \$30 million. Other duties can include public education, fire prevention, inspections, finance specialists, maintenance shops, etc. Often districts are a combination of paid staff as well as volunteers.
 - Commissioners are elected to 6 year terms by voters of the district. Boards consist of either 3-5 members based on the size of the district and voter's requests.
 - The Washington Fire Commissioners Association was formed in 1948 and is subject to RCW 52 and is a quasi governmental agency subject to public disclosure. It has a very small staff consisting of the Executive Secretary, Finance Manager, Office Manager, Health Care Program Manager, and Receptionist. Also, by contract, 2 full-time lobbyists. There are 385 districts in the state, of which 95% belong to the Association.

- The four purposes are: Legislative, educational; assistance to member fire districts; and self-funded health care program.

8) New Business

- **Ford SYNC River – Bob Oenning**
 - Garfield, WA – Incident involved a car that drove off the road and it activated a 911 call. The call went to voice mail and was dispatched based on latitude and longitude. A resulting search found nothing. Two days later the car was found twenty miles from the site searched. The driver had passed away. SYNC is not working the way expected between car and cell phones. Car is relying on cell phone and customer may not understand how the interface works. Education can prove essential.
 - Safelink and Tracfone – PSAPs will need to certify that Phase II is operational in the state. If PSAPs don't send certification within 90 days, Tracfone can self-certify.
- **In Recognition of Service – Presentation to Deb Welsh**
 - In gratitude for excellent service to the AC, the committee presented Ms. Welsh with a plaque. A lot of progress was made over the past year and Ms. Welsh's leadership will be missed.
- **Emergency Management Training Program – James Yates** (PowerPoint Presentation and handouts)
 - Professional Development Series, Advanced Professional Series; Emergency Management Institute (EMI); and National Domestic Preparedness Consortium (NDPC).
 - The Professional Development Series is 7 courses available through independent study and offered through the Federal Emergency Management Agency's website. FEMA provides a basic foundation of emergency management knowledge. The Advanced Professional Series, offered through EMD offers practical skills. Five core courses are offered for a broad overview of emergency management knowledge. Advanced Professional Series elective courses offer sixteen electives. Five are required with an additional 4 electives to complete an Advanced Professional Series. For convenience, courses are offered on opposite sides of the state based on odd/even years.
 - Emergency Management Institute (EMI) offers resident courses and independent study courses. Criteria for taking these courses, available in the EMI catalog, needs to be met (Handout). If interested in a class, obtain an application from the EMD website at <http://www.emd.wa.gov/training/training.shtml>. Complete or fax application and send to the training office at EMD. EMD will process and let you know if accepted. Most costs are covered and travel reimbursement is often available.
 - NDPC offers a myriad of courses. Links are available on the EMD website. Many will reimburse travel per diem expenses. Resident and mobile training opportunities available.
 - Training opportunities are posted on the EMD website. Please feel free to contact Stefani Christensen at s.christensen@emd.wa.gov or James Yates at j.yates@emd.wa.gov.

Meeting adjourned by Chair Deb Welsh.

Next scheduled E-911 Advisory Committee meeting is:

**February 18, 2010
La Quinta Inn
11751 Pacific Hwy SW
Lakewood, WA 98499
253-582-7000**

Motions made at the January 21, 2010 Meeting:

- Peggy Fouts moved to accept the November 2009 minutes as written.
Rose Parr seconded the motion.
Motion passed.
- Lorlee Mizell recommended acceptance of Ty Husak to the Strategic Positioning Subcommittee.
Peggy Fouts moved acceptance.
Rose Parr seconded the motion.
Motion passed.

Handouts from the January 21, 2010 Meeting:

- Agenda w/February meeting location
- November 19, 2009 minutes
- Summary of AC requests for State Office
- FCC & Telecom Report
- Wireless Carrier Phase I/II Characteristics
- CitySourced
- iDistress
- Senator/Representative example letter
- 911 Bill to Fund Modernization of Statewide 911 System
- 911 Bill for the Modernization of the Statewide system
- Comparison of 911 costs vs. dispatch costs in a PSAP/Communications Center
- Criminal Justice Training Commission
- FY10 Contractual Report Summary
- Statewide Services County Summary Spreadsheet
- Cost Analysis Report
- State Office FY10 Budget Projections
- State Office Calendar
- March Coordinator Forum Lodging Information
- State Training Program (.ppt slides)
- Basic Public Information Officer Training
- Recovery From Disaster Workshop, The Local Government Role
- EMI FY10 Schedule of Courses

Facilities are handicapped accessible. Special services for the hearing or visually impaired or other interpretation services will be provided upon request. Please provide at least a two-week notice if any of these services are needed. If you have any questions about the agenda or need special assistance at the meeting, please call Anna Marie Ortiz at (253)512-7012.