

MEETING MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
6/4/2025, 9:00 am – 11:00 pm
(In-Person & Virtual)

Present: Samantha Stottlemire (EPD), Vonnie Mayer (Vice-Chair) (VCC), Katy Myers (NORCOM), Robert Clemmons (RPD), Angee Bunk (VCC), Vanessa Barnes (WSP), Mavic Hizon (RPD), Tricia Bellizzi (IPD), Amy Bannister (SFD), Jacob Adams (SEA911), Abigail Steele (KCSO), Sheryl Hinz (WSP), Bill Hamilton (NORCOM), Stacey Wassell (PORT), Champ Hollingshead (SFD)

Program Office: Bob Potts, Ben Breier, Beth Knieps, Bryan Karol, Jami Hoppen, Amber Thompson

Guest: Lacie Foster, (KCSO) April Colombo (KCSO), Glen Connolly (KCSO), Garrett Grobler (KCSO), Curry Russell (Intrado), Lisa Kelly (Intrado)

WELCOME – Samantha Stottlemire

- Introduction and welcome guests-Called to order 9:00am
- Roll Call (Quorum) –Quorum reached at 9:03am
- Public Comments-None
- Approval of Minutes – April, approved by consensus 9:04am
- Agenda Review – No amendments 9:04am

PROGRAM MANAGER UPDATE – Ben Breier

- World Cup Update
 - A successful SEA911 geofencing trial at Lumen Field validated the proof-of-concept, with boundary variability and identified carrier differences. Future efforts will involve coordinating with carriers to enhance routing location methods.
 - Kevin (UW) The University of Washing is interested in utilizing this feature during football season.
 - Ben (KC911) Geofencing implementation is efficient, taking hours instead of days. Beth will oversee the identification and creation of the required shape files for UW.
 - Geofencing queues are adaptable for planned events and ad hoc situations, requiring the knowledge and input of the King County geographic information system (KCGIS) team to create the boundary and timing of implementation.
 - The process operates outside the standard PRF framework and is managed by King County GIS resources.
 - Katy (NORCOM) Could the queues within the VIPER system be implemented and integrated into the current template system upon login?
 - Ben (KC911) Implementation methods vary, including button creation and role-based integration, depending on the use case model.
 - Jami (KC911) Are Comtech personnel responsible for setup part of the NOC team or standard weekday operations? Would after-hours requests delay setup?

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- Beth (KC911) Comtech can quickly implement routing changes, but delays may occur due to limited 24/7 availability of King County GIS resources.
- Ben (KC911) Any PSAP can access a designated queue and handle calls within the geographic area as needed.
- Quality Assurance Update
 - King County Procurement reviewed the submitted requirements and SOW, determining the AI-based QA system RFP needs significant updates to the SOW before proceeding.
 - The recorder RFP is nearly complete, with a planned shift back to the QA RFP for resubmission to Procurement. The RFP will be released later this year.

Intrado Demonstration – Lisa Kelly and Curry Russell

- Multimedia Enhancements
 - Intrado representatives showcased multimedia improvements in VIPER, highlighting video request capabilities, link transmission to callers, real-time viewing, and existing system limitations.
 - The system allows PSAPs to start video sessions during calls, featuring adjustable blur options and clear recordings. Call takers have the ability to switch cameras as required.
 - Media file retention and access settings are set for a duration of two years.
- Questions and Clarifications
 - Katy (NORCOM) How does the mute option work.
 - Multimedia activation requires any type of active queue call session.
 - Jami (KC911) Authorized personnel in the room can access and view the link simultaneously without needing to share it. The multimedia session on a single console does not allow simultaneous access by another dispatcher but can be shared via a live link with emergency responders in the field. There is no limit to the number of viewers using the link, but once closed, it is no longer accessible.
 - Vonnie (VCC) Could a supervisor or trainer join a call without the link?
 - Currently, joining a call requires a shared link.
 - Jami (KC911) Is a text classified as a call, allowing multimedia to be sent?
 - Yes, any active queue call.
 - Angee (VCC) During a tech session, will video stream audio play through the headset or the phone?
 - The audio will play through the headset, like a phone call.
 - Jami (KC911) During an active call, if the multimedia video stream disconnects and is reconnected, how is it reflected in the reporting?
 - Video sessions are archived on cloud servers, organized by date and timestamp along with the corresponding phone number. Each session is recorded as a distinct individual entry on the cloud server.

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- Ben (KC911) Does ECaTS have an indication that there was a video call?
- Currently, there is no integration with ECaTS.
- Bryan (KC911) Are there security scans for viruses on files shared and stored in the cloud?
- The requested information is unclear, but Lisa will follow up with further details.
- Planning for Future Demonstrations and Budget Allocation
 - A supplementary demo for the Tech Ops meeting is proposed to showcase the service to operations staff, with consensus requested for scheduling.
 - The room reached a unanimous agreement.
 - Planned services are funded for call centers and PSAPs in 2026 and 2027.
 - Intrado will offer customized demonstrations upon request for specific locations and trainers.

FINANCE MANAGER UPDATE – Bryan Karol

- Financial Update Through April
 - Revenue better than budget by \$928K and better than Prior Year by \$117K.
 - Expenses better than budget by \$3.0M overall and better than Prior Year by \$43K
 - Financial influences: One open FTE, Old Platform savings and unspent contingency
 - 2026/2027 Budget Proposal: Additional funding over proforma is necessary, driven by higher escrow amounts, training initiatives, and strategic technology investments.
- Agency Proposed Budget Review
 - A high-level overview of the 2026/2027 agency budget review covered the proforma budget phase, agency proposed budget, revenue forecast, operating costs, and central rates. Details can be found in the PowerPoint presentation provided during the meeting.
 - The 10-year financial forecast through 2035 accounts for revenue and expenses, with fund balances being significantly reduced, but intact.
 - The fund balance could extend by one to four years, but a revenue increase is needed to maintain fiscal sustainability.
 - The importance of safeguarding dedicated funds, especially 911 funds, from administrative changes was emphasized.
- Strategic Technology Investments-Ben
 - A high-level overview of slide 4 outlined the strategic technology investments for 2026-2027, highlighting key future initiatives and corresponding allocated funds.

TECHNICAL & OPERATIONS UPDATE – Beth Knieps

- Project Update
 - The implementation phase of platform modernization is nearing completion, with KCSO, ValleyCom, and Seattle911 in 30-day acceptance.
 - Intrado is addressing VPN gating issues, with success of a scheduled update expected next week, moving NORCOM is expected to move into the acceptance phase.

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- Equipment removal at PSAPs is progressing smoothly, with only test PSAP removal pending. Once completed, the system will transition into the acceptance stage. Cable removals are still pending scheduling.
- The CVLR RFP requirements are under revision, with release expected by mid-August.
- PSAP Tech Ops Report
 - The May meeting covered: geofencing, the upcoming ECaTS upgrade containing business intelligence features and a new UI, Location discrepancy reporting process.
 - The upcoming Tech Ops meeting will cover geofencing test results, a video multimedia presentation, ECaTS, and wireless routing updates.
 - Wireless Routing Update:
 - In 2024, KC911 agreed to align King County's wireless 911 call routing with landline distribution.
 - KC911 has submitted a request to Comtech to analyze the quantity of location-based call routing compared to sector call routing and will provide a comprehensive report to RAGB once it is completed.
 - Kevin (UW) Could secondary wireless PSAPs require coverage for their entire jurisdiction or specific sectors within it, and might some sectors need reallocation?
 - Sector-based routing is not a true NG feature. Adjusting sectors requires significant effort, and coordinating wireless services with carriers for each PSAP is extensive. There are no plans for all PSAP deployment on wireless routing.
 - Katy (NORCOM) Is there a system established to outline the current state of call delivery and the strategy for assessing the effects of the new processes? Identifying errors or issues at an early stage would be beneficial.
 - A method for quantifying routing data has yet to be established. KC911 welcomes any recommendations.
 - Planned agenda item for the August RAGB. More information should be available at that time and the implementation timeline can be discussed.
 - ALI Discrepancy Reporting:
 - Vonnie (VCC) Discrepancy reports in accordance with the Ray Baum Act, should my team categorize calls under ALI description as a discrepancy if no specific address has been identified?
 - All discrepancies should be emailed to: KCE911GIS@kingcounty.gov.

OUTREACH UPDATE – Jami Hoppen

- Public Education Update
 - Introduction-Sarah Lawson, KC911 new PubEd Coordinator, brings creativity and a commitment to the team, backed by two years with VCC and three years with SPD.

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- The year's events, including the King County Fair, farmers' markets, and outreach activities, are listed on the external SharePoint.
- KC911 is meeting with county educators to review documents, set objectives, and prepare future materials as part of a five-year plan focused on technology and community education improvements.
- A survey tool has been approved, and initial surveys will be accessible for community data collection at events in the coming weeks.
- The webinars are paused to realign content with dispatchers' needs, minimizing technical complexity. Upcoming topics will emphasize NG911 and caller location, ensuring greater usability for dispatchers.
- **New Story Series**
 - Three storybooks: Fire, Medical, and Police. Launching in early fall with an underwater theme, featuring Emery as the call taker; future expansions will cover internet safety, bullying, and water safety, with plans for social media integration.
- **FOR THE GOOD OF THE ORDER**
 - The KC911 opened initiated discussions and requested RAGB approval for a \$100 subscription to CarrierLookup.com, providing 10,000 lookups, monthly updates, and access to 911 carriers across the U.S. and Canada. A generic login would be provided for King County 911 and PSAPs, allowing one-click access to carrier information.
 - The room unanimously approved moving forward with the subscription.
 - Washington State Training Certification Boards are discussing the role of non-certified telecommunicators in PSAPs during exigent circumstances. No action is required; further discussion on the topic will be in the 2nd Thursday Training Certification Board Meetings.
 - Sam (EPD) Expressed concerns about the impact of certification requirements on her agency's staffing model, particularly for quick breaks. Raised the fact that dispatchers may feel guilty about taking breaks, which could result in labor compliance issues. Suggest, Including both exigent and non-exigent coverage as part of the staffing model.
 - Kevin (UW) Shared similar concerns to EPD, highlighting the challenges of being the second smallest PSAP.
- **Data Sharing and Contract Issues**
 - Ben (KC911) The Program Office is still negotiating the Axon My90 contract, raising concerns about data usage and sharing. King County limits external data sharing, except for county-specific purposes, and AI-related policies may introduce further challenges.
 - Are any PSAPs experiencing contract issues related to data usage or sharing?

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- Robert (RPD) RPD has integrated Axon and multiple products into a large-scale contract. He noted that he will review historical data collection and provide an update to the group.
 - Katy (NORCOM) It is believed Axon My90 is used by the City of Bellevue, for data sharing for police services.
- Retirement Announcements
 - Janise Fessenden- The Addressing Coordinator will retire on June 30th after overseeing addressing for 90% of unincorporated King County. With the transition to the NG911 framework, the agency is getting ready to recruit a successor.
 - Robert (RPD) Robert announced that today's RAGB meeting will be his final one, as he prepares to depart from the agency on July 2nd. He acknowledged the outstanding support from King County throughout his tenure.
 - Ben (KC911) Expressed gratitude for Robert's dedicated service, acknowledging his contributions and impact.
- Wrap Up: Requests/Actions noted in Minutes.
 - Beth- distribute a process document on geofencing,
 - By mid-month, confirmations must be given to Ben guaranteeing agency status as a "no" on multimedia video implementation for the 2026/2027 biennium.
 - Intrado will clarify security protocols for obtaining caller file responses, including firewall protection and other measures. They will also address data retention and cloud storage requirements while exploring the possibility of test dumping into CAD.
- Wrap Up: Key Reminders:
 - Janise is set to retire on June 30th, requiring an update to contact information for future inquiries.

Meeting adjourned at 10:54 am

Next Meeting: August 13, 2025