

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

**Present:** 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), Amy Bannister (SFD), Katie Emanuel (KCSO), Sheryln Hinz (WSP), Bill Hamilton (NORCOM)

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

**Guest:** Jenny Murry (PORT)

**WELCOME – Vonnie Mayer**

- Introduction and welcome guests-Called to order 9:00am
- Roll Call (Quorum) –Quorum reached at 9:02am
- Public Comments-None
- Approval of Minutes – February, approved by consensus 9:03am
- Agenda Review – No amendments 9:04am

**PROGRAM MANAGER UPDATE – Ben Breier**

- CVLR Update
  - Initial RFP responses were unsatisfactory, leading to cancellation of the solicitation.
  - Plans are in place to rework and re-release the RFP in June, targeting implementation and project completion in 2026
- World Cup Update
  - Discussions continue to manage fan sites and the potential impact for unofficial sites that may arise and support efforts.
  - A proof of concept for geofencing is in progress with Comtech to create three reusable call routing zones, based on a defined map polygon (drawing).
  - Calls within the designated area will route to a call queue in VIPER, allowing any call taker from the 11 PSAPs to handle them.
  - The URI for geofencing is in the provision phase to enable call routing zones to be configured in a reusable structure, allowing indefinite application with only a new polygon.
  - Trials are expected between the end of this month and early May.
  - Vonnie (VCC) What is the surge capacity in the geofencing areas and how will high call volume incidents be routed?
    - Beth (PO) Part of the configuration will include building out a queue to manage high call volumes effectively and PRF routing during high call volume incidents.
  - Vonnie (VCC) World Cup planning involves significant activity, communication gaps leave Seattle Fire Chiefs, EMS, and others uninformed. Streamlining updates through

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shared communication could address this. Travel logistics, impacting King County and surrounding areas, remain a concern. The only insights King County has is based on the 1998 Florida World Cup experience.

- Amy (SFD) Several vendors have conducted demos, one T-Mobile. The techs plan to perform a jamming exercise under CISA's guidance. (SFD) has not participated in any world cup meeting to date.
- Bill (NORCOM) World Cup planning frustrations were echoed at a recent ad hoc directors meeting. The reliance on mutual aid is significant, as Seattle lacks the resources to manage the event independently and will depend heavily on regional partners. As a regional partner, appreciation was expressed for Vonnie highlighting this important topic.
- Kevin (UW) We must consider how all agencies will be affected, as everyone will be busy.
- Angee (VCC) At the state level, significant efforts are underway to coordinate training, including the establishment of a collaborative SharePoint, which will be shared with the RAGB group. CCTA has received another grant, and Angee will be participating in those meetings. Planned activities include tabletop and full-scale drills in the area. Unofficial meetings are also taking place with Snohomish County, Whatcom County, and E-Comm in Vancouver, BC. However, no operational plans have been developed yet.
- Jami (PO) Does CCTA have all the necessary documents, or are you essentially taking over from the work done by the pre-COVID team? Significant progress had been made previously around communication efforts.
- Jake (SEA911) Seattle hosts numerous internal state games, with logistics primarily focused on commerce. Our priority needs to shift towards 911 and field support. Having a continuity of care plan in place would be highly beneficial, particularly in light of anticipated traffic gridlock.
- Katy (NORCOM) To maintain priority service between PSAPs, we must be on the same network, especially for Seattle's priority service using FirstNet. This raised interest in unifying all PSAPs on a single first responder network.
- Ben (PO) All PO FirstNet phones would be disconnected soon due to network issues. PSAPs are encouraged to explore ESChat for 911 operations, highlighting the critical role of geofencing trials and budgeting planning.

**FINANCE MANAGER UPDATE – Bryan Karol**

- 2025 Year to Date Financial Update
  - Revenue through February are better than budget by \$353K, and worse than prior year by \$356K.
  - Expenses are better than budget by \$486K and worse than prior year by \$425K.

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- Negative impacts: Costs associated with the new platform and the wind-down of the old platform.
- Positive impacts: Savings from open headcount, unused operational reserves, and not needing to utilize capital contingency funds.
- 2026/2027 Proforma Budget Review
  - A high-level review was provided for the King County 911 Program Office's 2026/2027 Proforma Budget that included a timeline and touch points for RAGB meetings.
  - Budget topics covered the current revenue forecast, operating costs, central rates, and the distinction between controllable and non-controllable expenses.
    - One time escrow allocation adjusted by inflation rate (CPI-U 2.6% for 2026 and 2.7% for 2027).
    - Revenue expected to remain flat over the next couple years.
  - The agency's proposed operating budget will be shared during the June RAGB meeting.

**OUTREACH UPDATE – Jami Hoppen**

- Public Education Update
  - The PubEd and Outreach season begins on May 3rd, with an updated list of points of contact shared in the external PubEd folder.
  - A conditional offer has been extended to a new public educator, whose expected start date is April 28<sup>th</sup>.
  - A wellness retreat featuring cabin camping will be announced via email when registration opens. Digital communication signals are expected to be unavailable or extremely poor.
  - A State 911-hosted meeting on ESChat is scheduled for April 17th to address records retention issues and discuss state laws.

**TECHNICAL & OPERATIONS UPDATE – Beth Knieps**

- Project Update
  - The SP2 post update has resolved several issues, with remaining gating items include software, administrative, and hardware configuration.
  - Legacy equipment removal is progressing and is expected to be completed by the end of May, thanks to the patience and collaboration of the PSAPs with the technicians.
  - The API for ECats contract amendment is undergoing final review with Intrado and is anticipated to be released by months end.
- PSAP Tech Ops Report
  - In the March meeting, ECats does not report translation in both languages.
  - A map update was introduced, incorporating ferry routes, terminals, airports, and new pictometry features.
  - PSAPs can submit requests for inclusion of data in the SCC map.
  - A meeting has been arranged for April 10<sup>th</sup> with Comtech, the KCGIS team and technicians from the Program Office to begin the process for geofencing.

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- A demonstration of the Service Now portal for the Intrado platform was presented to improve team interaction.
- Live text translation demonstration including PSAP initiated.
- In April, text translation was implemented successfully and adopted faster than expected.
- Katy (NORCOM) can PSAPs access recordings of text-to-translation for language services. Are there capabilities to generate reports or track languages?
  - Beth (PO) There are no capabilities to generate reports on languages, features are planned as future requests.
- There is a characteristic of the ESInet transfer when two PSAPs are on the same line, leading to limitations in call handling procedures. A modification request has been submitted to SECO and ComTech to address this functionality.
- Future request should be sent to: [KCE911Tech@kingcounty.gov](mailto:KCE911Tech@kingcounty.gov).
- This month, Technician Ryan presented on SIPREC, the PPT/notes will be shared after the meeting.
- The next Tech Ops meeting is scheduled for May 1st, with in-person attendance and hybrid options available.
- Katy (NORCOM) Could PSAPs be notified of the timing for the video to 911 to ensure the appropriate individuals are present?
  - Ben (PO) A meeting showcasing a video to 911 is yet to be scheduled and will first be presented to RAGB for review.

**FOR THE GOOD OF THE ORDER**

- HB1622- Allows bargaining over AI-related matters, details remain sparse at the time.
- Feedback from a few legislative meetings at “911 Goes to Olympia” emphasized the need for enhanced cross agency communication and collaboration.
- HB 1258 (Spokane bill) Providing funding for municipalities participating in the regional 911 emergency communications system; The lobbyist indicated that the bill is expected to advance during this session, and no administrative measures can be taken to expand its scope beyond Spokane. Katy (NORCOM) On behalf of Samantha (EPD), Senator Dhingra responded to RAGB's letter addressing HB 1258. The highlighted response will be distributed to RAGB.
  - APCO/NENA has adopted a neutral stance.
  - Ben (PO) King County legislators have not expressed their position on HB 1258, remaining silent. The Program Office has significant concerns about its impact on PSAPs.
  - Katy (NORCOM) The Mayor of Spokane, a pioneering Democratic leader with 20 years of experience, leveraged her extensive connections with legislators to facilitate the progress of HB1258.

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- Jami (PO) Spokane mirrors where King County was 10 years ago, reflecting the progress achieved to bring King County to its current state.
  - Kevin (UW) Recognizes the efforts to address this bill and acknowledges those actively working to halt its progress.
- SB5004 Updating emergency response systems in public schools, including panic or alert buttons.
- Vonnie (VCC) I have become increasingly engaged in legislative efforts and noted the success of "911 Goes to Olympia." A State Representative is scheduled to visit Valley Com.
- Roundtable
  - UW Public Health is launching the "9-1-1 and You" training as part of the Vulnerable Population Strategic Initiative. Following a pilot involving 300 students, the training is being revised before a release to the Seattle School District. A meeting with Seattle Fire, Seattle PD, and Program Office conducted a review of the program, identifying inaccuracies.
    - Seattle Fire, Seattle PD, and Program Office have advised against its release due to misleading and unclear content. Efforts continue to secure funding for necessary revisions before implementation.
  - King County EMS has joined the Multi Agency Safety Education work group to standardize 911 training and education across the region.
  - Vonnie (VCC) Providers with KC dispatch working group should be involved in future conversations.
  - Beth (PO) The Seattle Majestics women's football team invites all first responders to their Military and First Responder Appreciation Night on Saturday, April 12th, at French Field in Kent, WA, with a buy-one-get-one (BOGO) ticket offer. NORCOM on is initiating its strategic planning process, aiming to contact PSAPs, prioritize partnerships, and identify future needs.
  - Bill (NORCOM) NORCOM is initiating its strategic planning process, aiming to contact PSAPs, prioritize partnerships, and identify future needs.
  - Vonnie (VCC) Recognition is due to everyone at this table during Telecommunicator Week for their strong support and advocacy for call receivers and dispatchers. The leadership and collaborative efforts here have greatly contributed to the strength of King County.
- Wrap Up: Requests/Actions noted in Minutes.
  - RAGB tasked with reviewing HB 1258, submitting feedback, and providing input on Senator DeGraff's response.
  - Ben will confirm the date for the video to 911 demonstration and share it with the RAGB group.
- Wrap Up: Key Reminders:
  - None

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Meeting adjourned at 10:27 am

Next Meeting: June 4, 2025