

MEETING MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
12/10/2025, 9:00 am – 12:00 pm
(In-person & Virtual)

Present: Samantha Stottlemyre (Chair) (EPD), Vonnie Mayer (Vice-Chair) (VCC), Katy Myers (NORCOM), Stacey Wassal (PORT), Tricia Bellizzi (IPD), Charlotte Joseph (SEA911), Champ Hollingshad (SFD), Vanessa Barnes (WSP), Sharlyn Hinz (WSP), Jacob Adams (SEA911), Katy Myers (NORCOM), Cory James (RPD)

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

WELCOME – Samantha Stottlemeyer

- Introduction and welcome guests-Called to order 9:00am
- Public Comments-None
- Approval of Minutes – October, approved by consensus 9:03am
- Agenda Review – No amendments 9:05am

RAGB ELECTION-CHAIR & VICE CHAIR – Samantha Stottlemeyer

- 2026 Chair/Vice Chair Elections:
 - Samantha Stottlemeyer (EPD) nominated Vonnie Mayer (VCC) to serve as Chair for the 2026 term. Tricia Bellizzi (IPD) volunteered to serve as Vice Chair. The nominations were approved by unanimous consensus of the members present.
 - Ben (E911) A meeting will be scheduled in January with the Program Office to review and clarify the roles and responsibilities of the Chair and Vice Chair positions.

PROGRAM MANAGER UPDATE – Ben Breier

- World Cup Update
 - Ben (E911) Delivered an overview presentation on significant 2026 World Cup events pertinent to King County, which included: the match draw and the finalization of the game schedule.
 - The first King County PSAP meeting was held on November 12th with a focus on identifying gaps in the current understanding. Despite ongoing efforts to gather more knowledge, the amount of missing information still significantly exceeds what is currently known. The next meeting is scheduled for Thursday, December 11th.
 - It is recommended to have attendees from each agency present and engaged in the World Cup planning efforts, ensuring their participation in constructive conversations.
 - King County OEM will host a World Cup Planning Symposium from January 20 through January 22 in Auburn. Space is limited; early registration is encouraged.
 - The annual PSAP contact update list will include more detailed information than in previous years, such as data to support RFPs and other operational needs.
- 2026 RAGB Calendar
 - The proposed 2026 RAGB calendar was presented and discussed. The group reached consensus to proceed with the calendar, including a change to move the February 11 meeting to February 4 to avoid a scheduling conflict with the “911 Goes to Olympia”.
- General AI Topics

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- An overview on the general AI topics discussed in previous meetings, including the decision to pull back the RFP for the QA Qi system in October.
- The anticipated recorder RFP is expected to include AI-based QA components, which may be considered later.
- Kevin (UW) Expressed enthusiasm regarding the QA project. After recognizing that some recorder vendors are providing something similar, it is wise to hold off until the project concludes to determine whether all agencies require an enhancement or if only specific agencies need a bit more.
- Katy (NORCOM) Shared a positive experience with AI summaries, highlighting their potential benefits in high-intensity life threatening calls situation.
- The group discussed the importance of ensuring AI solutions can integrate effectively with existing CAD platforms. Potential approaches and vendor options were mentioned, including solutions offered by RapidSOS.
- Vanessa (WSP) Met with RapidSOS yesterday. They showcased AI features such as call summarization within the RapidSOS interface (not in a separate window). It is still unclear whether these summaries integrate into CAD.
- Translation and Transcription
 - An amendment is being implemented to incorporate translation and transcription. Due to technical and pricing challenges related to SIP and video for 911, the plan is to proceed by decoupling these components.
 - The translation and transcription feature is expected to be ready in January, with implementation planned for Service Pack 5.
 - The SIP telephony and video to 911 features are facing significant pricing and contractual challenges.
 - Katy (NORCOM) When will Service Pak5 be available to test.
 - Beth (E911) It has not yet been released by Intrado. The anticipated release is scheduled for Q1 2026, likely in February.

FINANCE MANAGER UPDATE – Bryan Karol

- Actuals through October
 - Revenue is better than budget by \$2.9M and better than last year by \$300K
 - Expenses are better than budget by \$5.8M primarily due to payroll, delayed platform costs, and unused contingencies. Expenses are also \$460K better than last year.
 - King County Council approved the 2026/2027 budget, with no changes to the proposed 911 budget.
 - The 2026 Escrow calendar will remain unchanged. An updated chart of anticipated distributions through 2026 will be provided.
- Key deadlines
 - Reimbursement requests must be submitted by January 15.
 - Year-end 2025 escrow reporting backup documentation are due by February 15.
- Distributions and Fiscal Cliff Discussion

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- Katy (NORCOM) Inquired about 2-year fiscal cliff and future forecasting.
 - The 10-year forecast is stable through 2035, however, the total escrow allocation is expected to remain flat in the out years.

TECHNICAL & OPERATIONS UPDATE – Beth Knieps

- Project Update
 - CVLR RFP responses due on January 2.
 - Planning and preparation for responses and evaluations are underway. The second evaluator training session is scheduled for January 8. Please ensure that your evaluation team members are available to participate.
 - Q: Vonnie (VCC) Inquired about the plans regarding the universal ID in CAD, which enables VIPER to assign a unique identifier to each call.
 - As part of the NG911 i3 standard, GUID is transmitted across systems. ComTech provides this identifier through Power 911, VIPER, and CDR. Key challenges include integrating these ecosystems. Due to security considerations, the handoff to CAD is still serial which limits the information that can be passed.
- PSAP Tech Ops Report
 - A: In November, Tech Ops Meeting addressed cell site sector ID as well as NG911 call flow.
 - Tech Khalid reviewed the historical requirement for wireless carriers to include cell site and sector ID information in the ALI data stream. The decision to remove the cell site sector ID from the ALI format to improve information quality. Plans to continue expanding the community's understanding of NG911 and its implications.
 - No PSAPs currently use this data; confirmed through outreach.
 - ALI format is restrictive (512 characters), and the cell site ID limits space for full community name.
 - Plan: Remove cell site/sector ID from legacy ALI format to restore community name field.
 - No changes yet; PSAPs should notify if they still need this data.
 - In the December Tech Ops meeting, the team discussed World Cup preparations and the need for contingency routing. A template is being developed for rollout as part of the Program Office's collaboration with each PSAP on routing strategies scheduled for Q1 2026.
 - Service Pack 4 updates are currently underway. Feedback received in December from the PSAP community highlighted several operational gaps, both within our internal processes and in the coordination between our technicians and Intrado's technical teams. Immediate changes are being made and we will be scheduling dedicated sessions with PSAP management and operations to align maintenance practices and ensure clarity moving forward.
- PSAP Admin Trainings

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- PMG administrative training sessions were held in November and December, with a full class scheduled for January. Each PSAP should have at least two trained VIPER administrators. Monthly training sessions are planned moving forward.

OUTREACH UPDATE – Jami Hoppen

- Public Education Update
 - A thorough overview of the outreach activities for 2025 was presented, emphasizing key achievements and a detailed Public Education & Training Strategic Objectives slide for 2025-2030.
 - **Community Engagement:** Successfully participated in over 40 community events.
 - **Team Expansion:** Added a new Education Coordinator to strengthen program delivery.
 - **Safety Education Innovation:** Developed the *Sea Pals* initiative to support Emery in promoting safety awareness.
 - **Educational Resources:** Created, illustrated, and published three safety-focused books scheduled for rollout in 2026.
 - **Sponsorship Program:** Remind everyone about the sponsorship program for PSAP staff; updated forms to support this effort are currently in progress for 2026.
 - Q: Kevin (UW) How many attend the sponsored program this year.
 - A: The sponsorship program supported four participants during the year.
 - Q: Tricia (IPD) What is the timeline for receiving checks?
 - A: They will be sent by end of the year despite internal and finance department issues.
 - The Public Education and Training Strategic Objectives 2025-2030 were shaped by feedback from the King County Equity Impact Review (EIR).
 - The age group and educational approach section were removed from the document based on feedback and will still be used, but as a standalone resource document.
 - The program remains steadfast in its mission to engage individuals, continuing outreach efforts despite external challenges such as the COVID-19 pandemic, concerns from the community due to federal and political changes, and how law enforcement is utilized .
 - A scheduled review and vote are set for the RAGB meeting in February.
 - Katy (NORCOM) Thanked the 911 Program Office for its supporting education and conferences, which enabled Cory James to earn his ENP certification and allowed other telecommunicators to attend the chapter conference. Adding: Highlighting the need for an adult-focused campaign to inform the public about alternative methods for contacting 911 in the event the system becomes unavailable. Reinforces the message that 911 should remain the primary point of contact.

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- A PIO King County OEM-PIO workgroup email will be shared with PSAPs following today's meeting. Please encourage the appropriate representative from your PSAP to attend in order to gain regional awareness on topics such as flooding, severe weather hazards, disaster assistance, and community updates from Fire PIO's, PIO, and King County OEM.
- Ben (E911) The 911 Program Office is planning an open house on April 8 to showcase current and emerging technologies. The event will highlight how 911 funds are allocated and foster community engagement in ongoing discussions. PSAPS are invited to participate.
 - The idea originated during the Fall Forum, following a presentation by a PR firm, and focused on exploring long-term revenue solutions-specifically, excise tax increase in this case.
- Contingent upon approval by King County legal counsel, add a financial webpage providing high-level information on the allocation and use of 911 excise fee to inform the community.

FOR THE GOOD OF THE ORDER

- Industry/Legislative Update
 - The Washington State Legislative is a short session: January 12-March 12.
 - The “911 Goes to Olympia” is scheduled for February 11, with conference legislative training slated for the 10th.
 - The NENA Goes to Washington, scheduled for February 22-26, 2026.
- Roundtable
 - Katy (NORCOM) The Washington State Finance Subcommittee is requesting assistance from PSAP agencies to collect data on 10-digit emergency number call answering or non-emergency call handling. This effort supports initiatives related to the excise tax and aims to establish a centralized reporting system with periodic spot checks across various agency types.
 - Tricia (IPD) Shared a tip noting that certain console cleaners may cause phone volume issues and recommended verifying mute button settings.
 - Kevin (UW) Plans to restrict vacation time during the World Cup match days to ensure adequate staffing.
 - Jacob (SEA911) Restricted vacation time down to minimum staffing levels the first week of FIFA and all six game days are restricted.
 - Ben (E911) The Program Office has restricted vacation time throughout the World Cup and will be available to support other agencies.
 - Kevin (UW) Requested for tips for managing communication challenges when agencies share radio channels.
 - Kat Inquired about the use of RapidSOS for tow companies and alarm monitoring, seeking feedback from the group.
- Wrap Up: Action Items:

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- Submit reimbursement requests for Q4 2025 by January 15.
- Provide year-end backup details by February 15
- Bryan-distributed 2026 escrow calendar.
- RFP responses are due for the Call Recorder by January 2; second evaluation training on January 8.
- Beth-Q1 will reach out to PSAPS to set up contingency routing meetings.
- Jami-will forward the meeting details to all members. A meeting regarding flooding through OEM is scheduled for today at 1:00 PM.
- Review the public education, training, strategic objective document; formal vote on February 4.
- Key Reminders:
 - Contact Beth if you need PMG admin refresher training or a copy of the demo video on translation services.
 - PSAP sponsorship for training will continue. Jami and Bryan will update the forms next month.
 - The open house scheduled for April will be discussed further at the February meeting.
 - 911 Goes to Olympia – February 11 (Training on February 10)
 - Reach out to Jami or Katy Gilbert if you are attending. NENA Goes to Washington – February 22–26
 - Contact Katy Myers to share any additional workload reporting related to 10-digit emergency or non-emergency numbers.

Meeting adjourned at 10:36 am

Next Meeting: February 4, 2026