

MEETING MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
2/12/2025, 9:00 am – 12:00 pm
(In-Person & Virtual)

Present: Samantha Stottlemire (Chair)(EPD) Vonnie Mayer (Vice-Chair) (VCC), (KCSO), Katy Myers (NORCOM), Robert Clemmons (RPD), Angee Bunk (VCC), Vanessa Barnes (WSP), Mavic Hizon (RPD), Tricia Bellizzi (IPD), Amy Bannister (SFD), Champ Hollingshad (SFD), Katie Emanuel (KCSO), Jacob Adams (SEA911)

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

WELCOME – Samantha Stottlemire

- Introduction and welcome guests-Called to order 9:02am
- Roll Call (Quorum) –A member Quorum reached at 9:07am & voting Quorum reached at 9:34
- Public Comments-None
- Approval of Minutes – February, approved by consensus 9:07am
- Agenda Review – No amendments 9:08am

Introduction and Initial Remarks – Ben Breier

- Harry Clark (KCIT), Interim Deputy Chief Information Officer
- Mavic Hizon (RPD), Commander for the Support Services Division

PROGRAM MANAGER UPDATE – Ben Breier

- Quality Assurance Update
 - The assisted quality assurance application and fulfillment of RFP requirements are complete.
 - The RFP requirements are available on SharePoint and will be emailed post-meeting.
 - Feedback on the requirements is due by month-end to move forward with the Statement of Work and procurement process.
 - The automated quality assurance system RFP is targeted to be released in Q1.
 - The application will seamlessly integrate with PSAPs to ensure quality assurance on calls and CAD events. The program office will oversee and hold the contract.
- Smart911
 - A Decision Brief Smart911 integration with the Intrado VIPER network was provided, including Program Office decisions and associated operational and financial impacts.
 - The Smart911 application will not be supported on the VIPER network and/or Power911 workstations at this time. Based on the decision there is no financial impact.
 - The system will continue to operate as is, with an agency-provided server and network.
 - A document outlining the background of Smart911 third-party software and the collaborative business decisions is available on SharePoint.

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- Vonnie (VCC) reported issues with the panic button feature in RAVE's suite package, along with complications related to the contract. Further information will be provided as it becomes available.
- World Cup Update
 - FIFA has revealed designated fan zones for the 2026 World Cup in King County, Bellingham, and Spokane, with Seattle Center as the host location for King County.
 - Participating agencies are beginning to organize tabletop exercises and other preparatory activities.
- Strategic Plan Objectives
 - A high-level overview of the RAGB 2025 Strategic Plan Objectives changes were presented to the group by PowerPoint.
 - Objective #2 will be revised to read: "Renamed-to leverage NG911 capabilities and emerging technologies."
 - The room was opened for questions and comments on the revised Strategic Objectives.
 - Katy (NORCOM) Are there any identified priorities and/or focus areas for 2025.
 - The Program Office will be prioritizing key objectives for 2025: Text translation, SIP admin integration, wireless call routing changes, SIP carrier integration, geofencing, AI features and video.
 - The objective for video is to collect and share information to PSAPs in 2025, with video installation slated for 2026 for PSAPs interested.
 - The Strategic Plan Objectives received unanimous approval at 9:45 AM.

FINANCE MANAGER UPDATE – Bryan Karol

- 2024 Year-End-Review (Preliminary Actuals)
 - Revenue up by \$1.28M better than budget, and worse than prior year by \$100K.
 - The revenue decline is primarily due to the VoIP transition, while wireless and prepaid wireless are still trending upward.
 - Final revenue numbers will be available in March and the budget process will continue as planned.
 - Expenses are better than budget by \$5.71M and better than prior year by \$0.63M.
 - Key Variances: Two open FTE's, delayed Platform acceptance, and discontinued services and connection fees from old platform.
 - A comprehensive summary of the budget timeline and the funding calendar for the Program Office escrow account is available on SharePoint.
 - The 2025 escrow funding distributions were shared and will be distributed quarterly.
 - Upon Platform Project completion, the project fund balance will be returned to the operating fund balance.
 - Vonnie (VCC) Are King County EMS Levy and other county initiatives contribute to the funding?
 - No: distinct entities

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- The Program Office has been collaborating with legislative reps and King County to increase the excise tax for long-term funding.

OUTREACH UPDATE – Jami Hoppen

- Public Education Update
 - The Public Education and Training Objectives will reconvene in the Spring to discuss the revisions for 2025-2030. Those interested in participating should contact Jami.
 - The Program Office is in the process of hiring a new Education Coordinator.
 - Melissa Walker is the new State Public Education Subcommittee Chair.
 - SECO awarded \$100,000 to the State Public Education group for a widespread media campaign this year to reintroduce 911 into the community and provide clarity around the multiple three-digit numbers 911, 988, and 211. The Program Office plans to allocate additional funds aimed at amplifying the message in King County. The next monthly webinar will cover 988, 911, and 211, featuring updates from Katy Gilbert from the State 911 Office on current developments and initiatives related to 988.
 - The Public Education team has been uninvited from some public events due to perceived association with law enforcement and fear of deportations.
 - The team is exploring strategies to pivot effectively, reengage with the community, and strengthen outreach efforts.
 - Melissa organized a county-wide educators' workgroup to streamline talking points and enhance collaboration in disseminating messages.
- ESChat Overview and Usage
 - A high-level overview was given on the ESChat system, a push-to-talk (PTT) communication tool for voice and data communication on computers, smartphones, and iPads.
 - The system offers an affordable alternative, using Wi-Fi or cellular networks, effective during 911 outages, natural disasters, or traditional radio systems failures.
 - The system supports communication within channels and direct calls, featuring various functionalities.
 - The State 911 Office has offered 40 licenses for King County PSAPs and the Program Office, inviting input on specific license needs within PSAPs.
 - Katy (NORCOM) In 2024, the APCO Events Committee utilized ESChat. The push-to-talk functionalities proved to be highly efficient for volunteer communication. The system offers flexibility by allowing integration with local land-mobile-radio (LMR) systems for continuity of operations and IP-based radio talk groups in the cloud.
 - Vonnie Mayer (VCC) Address any potential design or performance impacts.
 - Recommended: three licenses per PSAP, with flexibility to adjust as needed. Licenses can be acquired under the government services contract for additional purchases at the same cost.
- Crisis Connection

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- Crisis Connections wants to expand their services with King County PSAPs.
- Crisis Connection's pilot program with Valley Com is transitioning to fully remote operations with a 24/7 schedule in March or April and the staff will be trained as dual agents to handle 988 and 211 calls.
- The Program Office has identified two potential PSAPs for Phase I: the University of Washington and Redmond, aiming to include three PSAPs in this initial phase.
- The plan is to engage with an operations representative from Crisis Connection to address call transfer procedures and establish confidence in the process.
- Vonnie (VCC) The pilot program provided recognition on the complexity involved in integrating 988 into 911. Co-location has proven not to be the best option, however remote collaboration seems to be effective if the service can be provided 24/7.
- Samantha (EPD) The differences between 988 and Crisis Connection.
 - In Washington State there are three providers who are a part of 988 and Crisis Connections serves King County for 988 and the 211 service. Crisis Connections wants to expand their diversion program to help out PSAPs by providing 988 and 211 services in one.
- Nurse Navigation
 - Amy (Fire) Experiencing great success with Nurse Navigation (Global Medical Response GMR), handling 750-800 calls a month, providing triage to 988 and 211 resources and managing delayed ambulance responses. Seattle Fire's experience with GMR highlights the effectiveness of remote collaboration.
- **Note:** For any Nurse Navigation (GMR) questions, reach out to Amy Bannister at amy.bannister@seattle.gov or call (206) 386-1491.

TECHNICAL & OPERATIONS UPDATE – Beth Knieps

- Project Update
 - Seven PSAPs are accepted;
 - Four gating items with ongoing discussions with Intrado for solution:
 - operational issues with Automatic Call Distributor (ACD) PSAPs,
 - NORCOM's VPN laptop connectivity challenges,
 - firewall configuration
 - account security requirements
 - The Intrado contract amendment to add the ECaTS API is being written and will be available before the next RAGB meeting.
 - Text translation is scheduled to be available in late March, with initial testing in the sandbox environment. Demonstrations are planned for PSAPs.
 - Reminder: The post-SP2 freeze for the platform will end on Friday, February 21st.

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- The SP2 release has successfully resolved application crashes without introducing new issues. SP3, released in January, is under evaluation and information will be released soon.
- The centralized logging recorder RFP has closed, and responses have been received. The evaluation team is trained and ready to begin evaluations. Collective scoring schedules are planned for March.
- Jacob (SEA911) Cheryl and Shauna, recognized as subject matter experts, recommend the inclusion of IT technical staff to define data specifications for a centralized logging recorder, aiming to improve operational efficiency.
 - Recommend Toby Baden, a network architect, to the team and will email for confirmation.
- Jacob (SEA911) When an appropriate time is to start discussions on SIPREC.
- PSAP Tech Ops Report
 - January Tech Ops meeting covered key topics: double click double transfer, abandoned vs short duration calls, map updates and improvements, tracking ready/not ready times, and potential user groups for ECaTS API.
 - February Tech Ops meeting covered key topics: caller location information on wireless calls, the need for sector information and auto rebid features.
 - A review of NENA security NG911 released last year, passwords, and risk management
 - Revised security recommendations for passphrases emphasize the use of 16-character passphrases.
- State 911 Sub Committee
 - The state is working on a CAD-to-CAD messaging system, with the RFP being finalized.
 - The state is focused on integrating carrier systems into the ESI network while phasing out outdated SS7 technology.
 - T-Mobile is transitioning from delivering calls in ALI format to a more advanced system using PIDF-LO for improved functionality.
 - The FCC is preparing a report and order to mandate carriers' compliance with the PIDF-LO standard.
 - The state is making efforts to implement Real-Time Text (RTT) technology across all telecommunications carriers, replacing outdated TTY technology
 - The state is also working on nuisance caller mitigation, with technical solutions ready but held up by administrative challenges.
 - Work is being done to improve text-to-911 services, with an emphasis on addressing compatibility issues.

FOR THE GOOD OF THE ORDER

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- The Inland Northwest Local Emergency Communications Committee's request for emergency alert capabilities.
 - PSAPs share current abilities to send out WEAs, EAS, or IPAWS alerts.
 - Katy (NORCOM) The PSAP used to send external notifications, there is a desire to discontinue current services and only have City of Bellevue Emergency Management send external notifications.
 - Katie (KCSO) utilizes services provided by King County Office of Emergency Management.
 - Robert (RPD) accesses services facilitated by King County Office of Emergency Management.
 - Jacob (SEA911) Only a limited number of users have received training in issuing emergency alerts. Public Affairs team in Seattle Police department has ability to send reverse notifications to public, no one in the PSAP
 - Amy (SFD) The PAO and Public Affairs utilize the service, exclusively used in the fire alarm center for internal specialty overtime hiring. No external communications is handled by the PSAP.
 - NENA Goes to WA is scheduled for February 23-27, offering opportunities to engage with federal legislators.
 - The Spring Forum in Thurston County will take place on April 1-2 Day 1: Thurston County Fairgrounds Tracks: Public Education and Directors Morning: AI discussion & public records discussion Afternoon: Addressing trauma in the comm center Chapter dinner: Tuesday evening
 - Katy (Norcom) 9:00 AM to 4:00 PM, breakfast and lunch provided. The two-day event costs \$325.00, single-day attendance costs \$150.00.
 - A high-level overview of the legislative bills was provided. None of these bills directly impact 911 however they may impact PSAPs operationally with law enforcement and school safety. The Industry Legislative Update can be reviewed on SharePoint.
 - HB5004- Updating emergency response systems in public schools including panic or alert buttons.
 - Katy (NORCOM) SB5004-During the legislative process, the bill's language was amended to include PSAPs.
 - HB1258-Funding will be allocated to municipalities involved in the regional 911 emergency communications system. At present, this legislation is applicable solely to Spokane County.
 - HB1103- Expanding protections against unwanted telephone calls and text messages for cellular user. This legislation does not include any exemptions for reverse 911, emergency geofencing notifications, or emergency alerts.
 - Roundtable

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- Vonnie (VCC) A 1st amendment officer arrived at the VCC equipped with a body camera to request information. A discussion ensued with a city mayor regarding the city's first amendment training, which will be disseminated to the group.
- Robert (RPD) I would like to highlight the study conducted by Seattle University, the results of which were released a week ago. Two years prior, the university undertook research involving PSAPs, with Washington being well represented in the findings. The feedback gathered could prove valuable for PSAPs.
- Wrap Up: Requests/Actions noted in Minutes.
 - Ben will distribute the 911 assisted QA proposal questions and gather feedback by the end of the month.
 - Bryan will email the RAGB members regarding the 2025 Escrow Funding Distributions.
 - PSAP representatives interested in onboarding for 988 and 211 should notify Jami.
 - Any interest in the ESChat push-to-talk solution should be emailed to Jami. Jami will seek input from SECO on questions brought up to include retention and costs for additional licenses.
- Wrap Up: Key Reminders:
 - 2025 Sponsored Training and monthly webinars.

Meeting adjourned at 10:58 am

Next Meeting: April 9, 2025