

MEETING MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
8/12/2026, 9:00 am – 12:00 pm
(In-person & Virtual)

Present: Vonnie Mayer (Chair) (VCC), Tricia Bellizzi (Vice-Chair) (IPD), Katie Emanuel (KCSO), Katy Myers (NORCOM), Mavic Hizon (RPD), Kevin Lovell (UW), Stacy Wassall (PORT), Sharilyn Hinz (WSP)

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

WELCOME – Vonnie Mayer

- Introduction and welcome guests-Called to order 9:00am
- Public Comments-None
- Approval of Minutes –June, Quorum present, No voting quorum
- Agenda Review – No amendments 9:02am

PROGRAM MANAGER UPDATE – Ben Breier

- World Cup Wrap-Up
 - Countywide call volume remained flat compared to last year; Seattle Fire and Seattle PD up about 5-7%, while the other PSAPs are slightly down compared to last year.
 - Vonnie (VCC) Discussed increased radio call traffic during viewing-party events, driven in part by new legislation allowing people to move between gatherings while carrying alcohol.
 - Vonnie (VCC) Praised the FIFA survival kit gift bags and mentioned the staff appreciated them.
- CVLR Update
 - CVLR work was paused during the World Cup.
 - The Program Office is working through details with Motorola and Intrado to fully enable the recording interfaces for all systems.
 - The Program Office is working with the vendor and is working to bring pricing to RAGB.
- Future Focus Forum
 - A proposal was presented for a comprehensive future-focus forum that would include representatives from each PSAP to discuss technology, AI tools, procurement challenges, and ways the 911 Program Office can help from a county-wide level. The RAGB members unanimously support this initiative.
 - Kevin (UW) Suggests that Snohomish County 911 (SNO911) would make an excellent guest to discuss various topics.
 - Q: Vonnie (VCC) Is anyone utilizing AI for anything?
 - A: Katy (NORCOM) Shared experiences with AI for training and QA, including use of CommsCoach a CTO-level simulation tool for supervisor scenarios that leverages new-hire data for evaluation and development. A meeting has been scheduled for next week with the CEO to review backend QA processes. The agency also uses AI Copilot for administrative tasks, currently holds five pilot licenses, and is testing across departments to assess effectiveness.

FINANCE MANAGER UPDATE – Ben Breier

- A high-level mid-year financial PPT through June was presented, noting that revenue growth has slowed.

MEETING MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
8/12/2026, 9:00 am – 12:00 pm
(In-person & Virtual)

- Revenue is better than budget by \$890K and worse than last year by \$248K.
- Expenses are better than budget by \$3.43M overall and worse than Prior Year by \$2.38M.
- Wireline and VoIP continue to decline. Wireless and prepaid are flat, with small decreases emerging in wireless revenue.
- Katy (NORCOM) Suggested diving deeper into the financial forecasting in the next RAGB meeting to help with agency budgeting and planning.

TECHNICAL & OPERATIONS UPDATE – Beth Knieps

- Operations Update
 - SIP admin proof-of-concept effort completed configuration testing in the lab environment on 8/11. Steps and architectures were captured to establish the framework for PSAP and provider implementation.
 - An amendment to the Intrado contract is necessary to add the additional SIP license. The team is determining the number of licenses needed before submitting the amendment. This data is not readily available to the tech team, and the analysis is expected to continue through year-end.
 - The Tech team met with the Intrado account team to address challenges, streamline processes, and improve backend systems to better support King County's needs. Key areas discussed included ECATS reporting, the technology groundwork for future improvements and planning to ensure alignment with contrail requirements.
 - The Q2 Quarterly Business Review (QBR) is scheduled for August 13, 2026.
 - Q: Vonnie (VCC) What's new with the translation and transcription feature?
 - A: Intrado transcription fixes have introduced regressions; current fixes are being tested in the lab and will not be promoted to production until stable. The Program Office will continue collaborating with Intrado to resolve these issues.
- PSAP Tech Ops Report
 - In August, the Tech Ops team reviewed the World Cup wrap-up, SEC map location differences between WPH1 and WPH2, and the display of location-radius. Noting that 10-digit calls transferred from a PRI to a Q or between PSAPs may show the PSAP callback number instead of the caller's, due to a system setting.
 - A future discussion on this will be scheduled with PSAPs, any changes need PSAP group consensus.

OUTREACH UPDATE – Jami Hoppen

- Public Education
 - July outreach events:
 - Shark Day at MaST (2,500+ attendees)
 - Mercer Island Summer Festival (first year of participation)
 - The planning for 2027 community events will begin in September/October.
 - Geocaching tour planning is underway.

FOR THE GOOD OF THE ORDER

- Industry/Legislative Update
 - SECO, BERK, and a small work group met on July 16 to review the scope, goals, timelines, and resource needs. The next meeting: TBD
 - The Program Office, along with supporting internal teams, has been meeting in preparation for the extended legislative session scheduled for December.
 - Katy (NORCOM) APCO/NENA Chapter are reviewing an amendment to a bill that

MEETING MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
8/12/2026, 9:00 am – 12:00 pm
(In-person & Virtual)

would allow access to PSAP personnel to access information and view of police cameras.

- Roundtable
 - Preparations for Camp 911 are ongoing; air quality and fire conditions are being monitored in Eastern Washington. Currently, registration stands at 13, with a maximum capacity of under 50.
 - Vonnie (VCC) South Sound 911 is hosting an Executive Peer Support training October 22-23 designed for leadership.
 - Katy (NORCOM) Shared an update on NORCOM's hiring efforts, including an external dispatch supervisor recruitment and open IT supervisor and PST positions.
 - Katy (NORCOM) Highlighted the significance of the Sunshine Fund in aiding telecommunicators during crises, and mentioned that fundraising efforts for dispatchers affected by wildfires are being promoted via chapter and state channels.
- Wrap Up: Action Items: Approval of June Meeting Minutes.
 - Vonnie (VCC)- Email details about the Executive Peer Support training scheduled for October 22–23.
 - Katy (NORCOM) Email the Sunshine Fund flyer with the requested supply list to support telecommunicators with essentials following the fires.

Meeting adjourned at 10:00 am

Next Meeting: October 7, 2026