

MEETING MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
6/10/2026, 9:00 am – 11:00 pm
(Virtual)

PRESENT: Vonnie Mayer (Chair) (VCC), Tricia Bellizzi (Vice-Chair) (IPD), Stacey Wassall (PORT), Jacob Adams (SEA911), Cory James (RPD), Katie Emanuel (KCSO), Amy Bannister (SFD), Kevin Lovell (UW), Angee Bunk (VCC), Charlotte Joseph SEA911), Katy Myers (NORCOM), Ashley Schultz (PORT), Vanessa Barness (WSP)

PROGRAM OFFICE: Bob Potts, Ben Breier, Beth Knieps, Bryan Karol, Jami Hoppen, Amber Thompson

GUEST: TraVaughn Cobbs- (SFD), Kate Kruller (KCSO)

WELCOME-Vonnie Mayer

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

PROGRAM MANAGER UPDATE – Ben Breier

- RAGB External Access Update
 - A detailed presentation was provided on accessing the upgraded SharePoint via Teams channels, with members advised to contact Amber for any access-related assistance. This upgrade was essential following Microsoft's decision to discontinue support for earlier versions.
- CVLR Update
 - The selection process has been completed, unanimous winner with Goserco, providing technology from Eventide.
 - They possess a robust long-term transition strategy to shift towards a cloud-based solution. The initial phase will involve an on-premises solution.
 - The pricing design and component breakdown will be presented during the August RAGB meeting. The primary cause of the delay is Intrado's inability to support SIPREC in our current platform environment, requiring a shift to an alternative recording method.
 - Katy Myers (NORCOM) Was there an SOR or contract requirement in place when the Program Office began work with Intrado that specified Intrado must support NG911 connectivity and functionality?
 - A: Yes, the requirements are included in the contract. However, the core issue is that Intrado is currently unable to support certain functionalities, and we are unable to impose financial penalties for this lack of support. At this point, the only contractual remedy available is termination.

FINANCE MANAGER UPDATE – Bryan Karol

- Financials YTD through April-delay in closing May actuals.
 - Revenue is better than budget by \$600K and \$58K worse than last year.
 - Interest revenues are helping to offset some of the decline.
 - Expenses are better than budget by \$4.3M

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- New Platform not fully annualized.
- Contingencies not spent
- Worse than last year by \$803K
 - New Platform annualizing \$584K
 - Salaries Fully Staffed \$124K
 - Escrow increase \$134K

TECHNICAL & OPERATIONS UPDATE-Beth Knieps

- Operations Update
 - SIP admin effort, proof of concept progress connectivity has been established. More configuration work to be done.
 - The translation transcription testing revealed a bug with background noise causing language confusion, Valley Com has requested activation despite findings.
 - SCC update applied last week, bring the system to the current version
- PSAP Tech Ops Report
 - In May, Comtech provided PRF portal training, focusing on developing alternate routing plans and resolving related permission issues. The group continued discussions on World Cup preparations, emphasizing support for international callers, proper dialing procedures, and staffing readiness.
 - Katie Emanuel (KCSO) Requests an update on Comtech's progress in enabling technology to redirect repeated nuisance callers to alternate numbers or assign to a fast-busy signal. Or if the group is interested in implementing work towards it.
 - Wireless carriers are placing callback numbers in the caller name field so full international numbers can display despite legacy 10-digit limits. The group also discussed ensuring PSAPs can transmit the correct international dialing digits for outbound calls.

THE ROOM WAS OPENED FOR NEW MEMBER INTRODUCTIONS

- Capt. Bannister (SFD) Welcomed Capt. Cobb, who will be stepping in for Capt. Hollingshad. Capt. Cobb has been with the fire department since 2003, has strong technical experience, and is recognized as a collaborative and positive leader.
- Capt. Cobb (SFD) I'm excited. Have some big shoes to fill, literally! Super happy to be with you guys, probably have a lot of questions but truly excited and just happy to be part of the team.
- Capt. TraVaugh will assume Capt. Hollingshad's position at SFD and will also serve as RAGB's new alternate member.

OUTREACH UPDATE-Jami Hoppen

- Public Education Update
 - Emery's Birthday event partnered with 20+ agencies, had about 200 attendees, it was the Program Office's first hosted event, South King Fire plans to host in 2027.
 - Ben Breier (911PO) Shared it was one of the smoothest events and the group's enthusiasm was outstanding.
 - Cory James (RPD) was a great venue space and having the aquarium was a highlight. Consider adding another activity to draw in kids. Good job to the team.
 - World Cup preparation, including delivering resource guide to PSAPs and distributing

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international calling to 911 information cards to Business District Association's for them to distribute throughout Seattle.

- Advertisements were placed on Sound Transit and Metro, and social media messaging was distributed to communicators.
- The resource guide will be updated with new documents and shared via email and external SharePoint.
- Care packages with basic items for long shifts were prepared and delivered to Telecommunicators and Supervisors. Thank you for your support.
- **Contact List Update**
 - The annual contact list update has been postponed while we gather more information on the state's upcoming changes to technology data collection. The Program Office will share updates with PSAPs when the request is reissued. Most likely emails will be distributed in August.

WORLD CUP OPERATIONAL READINESS-Team

- Vonnie Mayer (VCC) News forecasted lower-than-expected inbound travelers for Airbnb's.
- Stacy Wassall (PORT) Inbound travel numbers are lower than this time last year, with overall arrivals below projections. They anticipate much of the decline to higher airline costs.
- Vonnie Mayer (VCC) Is there any last-minute concerns about mutual aid or interoperability?
- Cory James (RPD) Raised concerns about the limited available interoperability channels within the County that are available for events not related to World Cup.

FOR THE GOOD OF THE ORDER

- **Industry/Legislative Update**
 - SECO is finalizing a contract with a consulting firm (BERK) for a statewide 911 funding analysis.
 - A financial committee, led by Katy, has provided a scope of work recommendation to SECO to present to BERK to ensure accurate cost data and revenue exploration.
 - The recommendation included review of PSAP costs, allowable 911 expenses, revenue projections, and provide long-term- recommendations.
 - The contract is expected to be finalized in early summer, with a 12–18-month project timeline.
 - BERK could request financial and operational data from each PSAP using a provided template, and the Program Office may form an ad-hoc financial committee if support is needed.
 - In support, Program Office staff have been asked by SECO to work closely with BERK to represent King County PSAP priorities, ensure accurate cost understanding, explore all revenue options, and promote ongoing efficiencies.
 - Bryan Karol (911PO) Communicated the importance of developing and presenting strong business-case data for excise tax to support 911 funding and delivering it intellectually.

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- Vonnie Mayer (VCC) Expressed pride in the community. I am completely confident the funding, technology, and operational needs for FIFA are expected to align seamlessly and any challenge that may arise we will work through it with confidence and bring comfort to my anxiety.

ROUNDTABLE

- None

WRAP UP: ACTION ITEMS:

- Reminder: Additional feedback on financial committee's scope and importance of accurate cost data.
- Thank you Capt. Hollingshad for all your contributions and welcome Capt. Cobbs.

MEETING ADJOURNED: 10:00 am

MEETING: August 10, 2026

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