

MEETING MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
10/08/2025, 9:00 am – 10:00 pm
(Virtual)

Present: Samantha Stottlemire (Chair) (EPD), Vonnie Mayer (Vice-Chair) (VCC), Kevin Lovell (UW), Angee Bunk (VCC), Tricia Bellizzi (IPD) Jacob Adams (SEA911), Katie Emanuel (KCSO), Sharilyn Hinz (WSP), Mavic Hizon (RPD), Stacey Wassall (PORT), Bill Hamilton (NORCOM), Charlotte Joseph (SEA911)

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

Guest: Kate Kruller (KCSO) 911 Information Technology Manager

WELCOME – Vonnie Mayer

- Introduction and welcome guests-Called to order 9:01am
- Roll Call (Quorum) –Quorum reached at 9:02am
- Public Comments-None
- Approval of Minutes – Voting quorum not reached at 9:02 am
 - Quorum established at 9:13 am
 - August meeting minutes approved by unanimous consent at 9:41 am.
- Agenda Review – No amendments 9:02am

PROGRAM MANAGER UPDATE – Ben Breier

- World Cup Update
 - The 911 Program Office serves as a support organization, equipped to assist with operational changes and decision-making, including staffing adjustments and facility needs. A dedicated budget has been allocated to support World Cup in 2026.
 - Team assignments and game schedules for Seattle and Vancouver are currently on hold, with decisions expected to be released in early January.
- Recorder
 - The RFP was released at the end of September and closes on January 2, allowing vendors sufficient time to prepare responses.
 - Marlys (E911PO) will organize a training session for the evaluation teams, and a list of evaluators will be distributed to allow for necessary updates.
- General AI Discussion
 - The floor was opened for feedback regarding the type of support or direction PSAPs would like the Program Office to pursue in relation to general AI initiatives.
 - The planned implementation of text translation and transcription within the Viper application has received favorable responses on proposed features.
 - The Program Office is awaiting finalized quote from Intrado before generating amendment, target rollout in early 2026, ahead of World Cup.
 - A dedicated agenda item will be added for December to continue discussions on general AI topics.
 - All new AI projects are temporarily paused to give time for things to stabilize.

FINANCE MANAGER UPDATE – Bryan Karol

- Financial Report (Year-to-Date through August)
 - September financials are pending closure.

MEETING MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
10/08/2025, 9:00 am – 10:00 pm
(Virtual)

- Revenue better than budget by \$2.24M and \$0.3M better than last year.
 - Expenses better than budget by \$5M and better than last year by \$0.36M.
- Budget Update
 - The Executive team approved the proposed budget and submitted it for Council review. Final approval is anticipated around Thanksgiving.
- Revenue Cycle Summary
 - Bryan presented a year-over-year revenue analysis.
 - Overall growth: 0.3%
 - Wireless: +2.2%
 - VOIP: Decline has slowed
 - Wireline: Continues to decline

TECHNICAL & OPERATIONS UPDATE – Beth Knieps

- Project Update
 - Service Pack 4 has been successfully installed and tested in the sandbox environment. Production deployment is scheduled for late October or early November.
 - Routine and preventive maintenance activities are currently underway.
 - The Q3 Quarterly Business Review with Intrado is scheduled for October 30th.
- Wireless Routing
 - Wireless routing update completed September 18th following a one-day delay. ComTech has yet to clarify the issues encountered.
 - A 24-hour snapshot slide was presented, showing legacy and direct-routed call totals per PSAP. Calculated percentages confirmed the system is performing as expected, no issues reported.
 - No issues have been reported by PSAPs following the routing update.
- PSAP Tech Ops Report
 - The September Tech Ops meeting addressed upcoming Service Pack enhancements, the proposed deprecation of cell sector ID, and ongoing compliance efforts with Ray Baum's Act and Kari's Law.
 - The October Tech Ops meeting included an Intrado demo highlighting voice to voice translation, transcription, and multimedia capabilities. The 911 Program Office introduced its newest technician and is now fully staffed for the first time in two years, a key operational milestone.
 - Ben (E911PO) Are there any objections to proceeding with the contract amendments and implementing transcription and translation services?
 - No objections were received.
- Public Education Update
 - The Public Education Strategic Objectives document is undergoing final internal review and coordination with external partners. A copy will be distributed to RAGB within the next 2-3 weeks; targeted approval in December's RAGB meeting or delayed to February if necessary

MEETING MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
10/08/2025, 9:00 am – 10:00 pm
(Virtual)

Chair/Vice-Chair Election-Samantha

- Room was opened for Vice Chair volunteers; no responses were received. Decision will be deferred to December's meeting. Vonnie Mayer (VCC) has volunteered for Chair.

FOR THE GOOD OF THE ORDER

- Industry/Legislative Update
 - At the federal level, the 911 Saves Act companion bill, "Enhancing First Response Act" passed the Senate in August/September and is currently awaiting action in the House.
 - In February, a group of 911 personnel from Washington State as a part of the NENA Goes to WA conference met with Senator Cantwell, Chair of the committee overseeing the 911 Saves Act companion bill. Topics included NG911, cross-state interoperability, and dispatcher reclassification. It is believed that meeting helped to get the bill passed in the Senate. NENA Goes to WA 2026 registration will open soon and anyone interested in attending next year, reach out to Jami Hoppen.
 - The state excise tax for 911 funding, last updated in 2012, is under review by financial and policy committees to assess equity and distribution. Katy Myers chairs the Financial Committee, while Bryan Karol and Jami Hoppen serve as representatives on the financial Committee. The Policy Subcommittee is evaluating how excise tax revenue is budgeted and distributed by the State 911 Office to ensure equitable funding across the state.
 - The Training Certification Board tentatively accepted new language for use of non-certified staff during exigent circumstances on September 11; further enforcement discussion is scheduled for October.
 - Samantha (EPD) raised concerns about the board's limited representation of smaller Public Safety Answering Points (PSAPs). Larger PSAPs currently dominate board membership, resulting in minimal input from smaller agencies.
 - Katy Myers (Norcom) serves as Chair of the Training Certification Board and is the appropriate point of contact for any agency's feedback.
 - Samantha (EPD) The proposed language regarding exigent circumstances could significantly impact the EPD agency, which often operates with staffing levels as low as six personnel. Patrol and corrections officers currently assist with brief restroom breaks; under the new language EPD coverage would be deemed inappropriate. EPD will participate in the meeting on the 9th to represent the perspective of smaller PSAPs, share concerns about the potential impacts of the proposed change, and request clarification on the reasoning behind it.
 - Kevin (UW) Approved staffing level is 10.
 - Vonnie (VCC) We are a unified PSAP community and must approach these situations with fairness and understanding. Smaller PSAPs are not inflating numbers but operate with lean budgets and significantly less support compared to larger agencies. Committed to supporting our PSAPs in any way possible.
- Wrap Up: Requests/Actions noted in Minutes.
 - Vonnie (VCC) I'd like to acknowledge Bill's upcoming departure from NORCOM and extend my sincere thanks for his years of partnership, his thoughtful leadership within the community, years of council and consistent willingness to step in and help solve challenges.

MEETING MINUTES
E-911 REGIONAL ADVISORY GOVERNING BOARD
10/08/2025, 9:00 am – 10:00 pm
(Virtual)

- Bill Hamilton (NOROM) I never imagined I'd feel as proud and passionate about this industry as I do now, even after 32 years in law enforcement. In just a short time here, I've come to truly appreciate the vital role this work plays and deeply admire the RAGB group and the 911 community. The way everyone rallies around one another is genuinely refreshing.
 - Be on the lookout for an email from Marlys in the next couple of weeks to set up training sessions for RFP scoring.
 - Notify Jami Hoppen if interested in attending NENA Goes to WA in February.
- Kevin (UW) The lead positions have been filled, and promotions are complete. While RAGB may see them involved occasionally, I will continue to manage all governing matters directly.
- Wrap Up: Key Reminders:
 - NONE

Meeting adjourned at 9:54 am

Next Meeting: December 10, 2025