Present: Samantha Stottlemyre (Chair)(EPD), Vonnie Mayer (Vice-Chair)(VCC),Tricia Bellizzi (IPD), Stacy Wassall (PORT), Robert Clemmons (RPD), Jacob Adams (SEA911), Kevin Lovell (UW), Vanessa Barnes (WSP), Bill Hamilton (NORCOM), Amy Bannister (SFD), Robert Clemmons (RPD), Champ Hollingshad (SFD), Abigail Steele (KCSO)

Guest: Nnenna Azuka-Onwuka (Capstone), Naomi Arita (Capstone), Sheneen Jit (Capstone)

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

WELCOME – Samantha Stottlemyre

- Introduction and welcome guests-Called to order 9:00am
- Roll Call– At 9:02 AM, the meeting commenced without a voting quorum due to the absence of several members. A voting quorum was achieved later with the arrival of additional members.
- Public Comments-None
- Approval of Minutes –April, approved by consensus 10:46am
- Agenda Review – No amendments 9:03am

PROGRAM MANAGER UPDATE – Ben Breier

- Recorder RFP
    - Capstone provided a high-level PowerPoint presentation on the centralized logging recorder project timeline and milestones.
        - This included the project summary, functional and technical requirements, feedback, administrative and support maintenance, steering committee updates, goals, and objectives.
    - The RFP includes revised language to cater to the call handling needs of support and maintenace (SaM) and administration.
    - There are three vendor delivery systems: Cloud, King County hosted with vendor-provided hardware, and software-only options.
    - An addendum will be included in the ILA once the participating PSAPs have been identified.

- Roadmap Presentation
    - Ben Breier delivered a roadmap presentation covering in-flight agenda items, planning process elements, and considerations for PSAP agencies.
    - The room was opened to evaluate the level of interest in integrating VIPER Corti AI into PSAP systems.

- o Jake Adams-expressed an interest in VIPER Corti after witnessing the successful implementation of the system by Seattle Fire in their medical and fire dispatch operations.
  - o Vonnie Mayer- The implementation of Corti at ValleyCom for call quality assurance is nearing completion.
  - o Chief Bannister- Seattle Fire was the pioneer in the country to implement Corti, having utilized it for 5 years. The establishment of fire and rescue protocol has shown to be advantageous. AI recommendations are currently employed for the nurse line, while QA is utilized to enhance efficiency. A user group focused on Corti technology has been established known as, Pacific Northwest (PNW) to serve as a resource for other agencies.
- o Katy Myers-Expressed an interest in enhancing community services through the implementation of an integrated 311 system.

FINANCE MANAGER UPDATE – Bryan Karol

- 2025 Agency Budget Review (Agency Proposed)
  - o A comprehensive presentation was provided, outlining 2024 YTD through April actuals and the 2025 budget timeline.
  - o Actuals through April;
    - ▪ Revenue better than budget by $774K and better than prior year by $246K.
    - ▪ Expenses are better than budget by $3.2M overall better than prior year by $523K due to open headcount, operational reserves and capital contingency not needed.
  - o Agency Proposed Budget;
    - ▪ OEFA revenue forecast from March 2024. Variance from January 2023 forecast better by $8.5M cumulative through 2032.
    - ▪ Operating expenses being proposed at $689K over 2024 budget.
    - ▪ Increase in escrow distribution for 2025 using inflation rate of 2.7%, resulting in a $394K increase.
    - ▪ Increase training and travel for Program Office staff and PSAP personnel.
    - ▪ Prorated addition of new platform and partial carryover from old platform.

OUTREACH UPDATE – Jami Hoppen

- Public Education Update
  - o Sponsored training for PSAP personnel is currently under review for the 2025 budget. Details will be distributed to PSAPs in August.
  - o Public education events can be accessed for review on the external SharePoint platform.

- o The next community event is the King County Fair in Enumclaw, set for the second week of July. Additionally, the State Office will be hosting a booth at the state fair in Puyallup in August. Both occasions present excellent opportunities for recruitment.

- Public Education Training Objectives Update
    - o The 911 Program Office is working with My90 on a public survey solution provided by Axon to collect focused and actionable feedback fromthe public on the effectiveness of the outreach program.
    - o In 2024, three training webinars were conducted, covering the topics of Peer Support Network, SECO Training, and 911 Ecosystem. Technical components will be featured in upcoming training webinars with 911 Outages and Disruptions as the topic of June's webinar.
    - o King County 911 will collaborate with Comtech's NOC to organize a webinar on July 25th. For suggestions on curriculum, please contact Jami or Beth.

TECHNICAL & OPERATIONS UPDATE – Beth Knieps

- o Project Update
    - o Four PSAPS are now operating on the new platform, with Seattle 911 and Seattle Fire transitions set to proceed as planned. Seattle 911 is slated for June 11th, while Seattle Fire is scheduled for June 25th.
    - o All PSAPs migrations are planned to be finished by the end of 2024, and Enumclaw and UWPD are ready to go live before the next RABG meeting.
    - o Beth apologized to the PSAP community for not communicating the impact of scheduled maintenance in a timely manner.
    - o The service pack 1 upgrade for VIPER Power911 has passed sandbox testing. Implementation will commence after the Seattle 911 cutovers, as resources are limited. The tentative date for implementation is June 17th.

- PSAP Tech Ops Report
    - o Topics discussed in the May meeting included transfers, a refresher on text transfer, I3, CAD formats, and a demonstration on automatic text translation.
    - o Beth will email the text translation user guide along with documentation for the Power911 and VIPER components of the Service Pack 1 upgrade.
    - o Azure offers translation services as a commercial product, which is not within the scope of Intrado's services, ensuring high-quality solutions with improved performance.
    - o The PSAP tech ops meeting scheduled for June 6th has been canceled and will resume in July.

FOR THE GOOD OF THE ORDER

- Industry/Legislative Update – Jami Hoppen
  - The Training Certification Board drafted proposed objectives and topics for training certification.
  - A joint session for feedback and discussion will be held on Tuesday, June 11th at the Summer Forum.
    - If you cannot attend, send any questions or feedback to our KC Training representatives: Lacie Foster Lacie.Foster@kingcounty.gov or Melissa Walker melwalker@kingcounty.gov.
  - In May, the Peer Support Network attracted more than 30 participants. Originally established in King County, the network has since grown to cover the entire region and now reached the state level.

- Roundtable:
  - None

- Wrap Up: Requests/Actions noted in Minutes.
  - Beth will email the text translation user guide along with the documentation for the Power911 and VIPER components of the Service Pack 1 upgrade.
  - Inform Ben of your agency's interest in VIPER Corti AI and video into the 911 integration system with VIPER.
  - Jami will roll out the details of the training sponsorship program in the August RAGB meeting.

Meeting adjourned at 10:48am

Next Meeting: **August 14, 2024**