

MEETING MINUTES

WA State 911 Advisory Committee (AC) Meeting

 **Location:** Virtual

 **Date:** 9/19/24

 **Time:** 9:00AM

I. CALL TO ORDER 0901

- a) Meeting called to order by Katy Myers. Quorum confirmed by Katy Gilbert.
- b) Katy Myers congratulated Karl Hatton on the publication of his graduate research paper, which focuses on 911 stress and resilience.

II. APPROVAL OF MINUTES FROM LAST MEETING

- a) Meeting minutes from April 18th, June 13th and July 18th were approved by the board.
 - i. Kim Lettrick made a motion to approve minutes.
 - ii. Mike Worden seconded the motion.

III. OLD BUSINESS 0928

- a) Statewide 911 Strategic Plan
 - i. Adam Wasserman introduced Berke Consulting, who will be helping develop the Statewide 911 Strategic Plan.
 - ii. SECO, the 911 Advisory Committee, and the WA APCO-NENA chapter will all be part of the approval and adoption process, with a goal of creating a collaborative, community-wide strategic plan.
 - iii. The Berke Consulting team details their multi-phase process, which will include information gathering, strategic plan development and implementation.

IV. SECO (State Office) Report 0916

- a) Adam Wasserman spoke about the latest Peer Support efforts.
 - i. 17 candidates have completed the 'Certified Peer Supporter' course, with the goal to complete the next class by October, and two more classes in 2025.
 - ii. SECO is working to develop procedures for utilizing peer supporters, any questions or inquiries can be directed to Katy Gilbert.
- b) The State Fair is currently happening in Puyallup, WA. Adam complimented Melissa Walker for her efforts with staffing the 911 booth.
- c) SECO is currently waiting for the FCC report/order that requires a move to SIP delivery from originating service providers, followed by next generation delivery.
 - i. Once that is published, SECO will start working with originating service providers to work towards compliance.
 - ii. The first step of the move will not affect PSAPs.
- d) The contract for ES Chat has been completed, and the usage policies/procedures are being developed.

- i. Distribution will be coordinated with county coordinators and PSAP directors, and more information will be available at the Fall Forum.
- e) The RFP for CAD to CAD is being developed, and there will be an opportunity for engagement. MIL will be working with the NG Governance Work Group to lay out policies, procedures and data sharing.
 - i. There will be some tasks for the Policy workgroup to figure out what secondary PSAP participation looks like outside of the primary PSAP community.
- f) Dan Miller will be retiring from MIL-EMD at the end of the year. Recruitment for his replacement will be starting on October 1st.
- g) 911 Goes to Washington will take place February 23-26, 2025. Anyone interested in going should contact the state office.
- h) With the upcoming election, there will be a large turnover in the state legislature. This presents an opportunity for engagement with newly elected legislators.
- i) World Cup Updates
 - i. Planning is still underway, and there will be more updates at the next meeting.

V. SUBCOMMITTEE REPORTS 0929

- a) Operations
 - i. Kim Arrendondo briefed the group on a need for interoperability regarding the statewide Text to 911 program between the PSAPs
 - ii. A survey was sent out to county coordinators inquiring about the need for a AI translation/transcription service for PSAPs. She requested feedback and assistance from the AC to see if they want to move forward with a state contract or statewide service on a solution as well as the cost for each PSAP.
 - 1. Katy Myers reminded the group that the state currently funds translation services for organizations.
 - 2. DT Donaldson explained to the group that his organization is currently using that type of technology, and it works well. He suggested that if the state decides to purchase that type of technology, they will investigate a system that evolves with the upgrades of the program, possibly to a full call handling system.
 - 3. Katy Myers suggested forming a workgroup to create a solution for this. Nick Sylvain showed interest in this group. All other interested parties should contact Katy M. or Michelle Kohlmann.
- b) Public Education
 - i. Brandy D’Intinosanto explained that the group is continuing with the Accidental Dial social media campaign and will revisit the survey in April to check the progress of the campaign.
 - ii. The group is looking to develop a universal 911 Public Education graphic to be used across the state.
 - iii. The group will be developing a social media calendar that will incorporate recruitment, mentorship and mental health for first responders.
 - iv. The group will work with the state office on the following campaigns:

1. 911 vs. 988 vs. 211
2. Text to 911
- v. Professional development will continue developing the training for the upcoming spring forum.
- c) Policy
 - i. Dave Fuller explained that the subcommittee will meet after the fall forum. A few issues have been identified and added to that meeting's agenda.

VI. SUBCOMMITTEE CHANGES 0942

- a) Mike Worden briefed the group on new appointments to the Training (Aimee Fournier-Plante, Jaime Souvenir and Dannyka Baker) and Public Education (Dannyka Baker, Todd Blickenstaff, Chelsa Backman, Tammy Kallgren) subcommittees.
 - i. Motion made by Mike Worden to accept the subcommittee changes.
 - ii. Kim Lettrick seconded the motion.
 - iii. All in favor, motion carried.

VII. NEW BUSINESS 0954

- a) CAD to CAD Update/RFP Process
 - i. Adam Wasserman briefed the group on the progress of developing the RFP.
 - ii. Jonathan Brock explained that the initial audience would be primary PSAPs that are ESI Net connected.
 1. Functionality would be level 1 (CAD to CAD notes), level 2 (shared incident) and level 3 (shared resources).
 2. SECO currently has a draft of the RFP and asked for any parties interested in reviewing it to contact him.
 3. Jonathan answered further questions, and anyone with questions should contact him.
- b) Current Vacancies
 - i. Katy Myers reminded the group of the AC's current vacancies.
- c) Certification Board Alternate Appointments
 - i. The following individuals were nominated by Jason Fritz and Wendy Hill:
 1. Lori Markham (SREC)
 2. Terry Peterson (SNO911)
 3. Brandy Elizalde (MACC)
 4. Sarah Saunders (Grays Harbor 911)
 - ii. Mike Worden made a motion to accept the nominations.
 1. Joanne Boggs seconded the motion.
 2. All in favor, motion carried.
- d) New Member Nominations/Appointments
 - i. Katy Myers introduced the following individuals, who will be joining the AC for the Association of WA Cities:
 1. Jacob Adams (Western, Primary)

2. Julie Schilling (Eastern, Primary)
3. Leo Perales (Eastern, Alternate)

VIII. PUBLIC COMMENT, GOOD OF THE ORDER 1007

- a) Public Comment
 - i. Katy Myers inquired about the media push for the Apple IOS update that allows video to 911
 1. The group discussed the update and its functionality, with a plan to look at it in the future through the lens of the strategic plan.
- b) Governmental Affairs Report
 - i. Wendy Hill explained that there are not many updates, but they are focused on the upcoming election and potential changes that it may cause.
- c) WA APCO-NENA Chapter Information
 - i. Katy Myers reminded the group that registration for the Fall Forum in Spokane is still open.
 1. The current hotel rate will expire today.
- d) Next Meeting
 - i. In-Person (Spokane Fall Forum)
 - ii. Friday, October 18, 2024, 9:00AM

IX. ADJOURNMENT 1018

ATTENDANCE

- Jacob Adams
- Todd Allais
- Jerralee Anderson
- Kim Arredondo
- Barbara Ayers
- Nick Bacon
- Dannyka Baker
- Vanessa Barnes
- Rebecca Beaton
- Wendy Berrett
- Suzie Biscarret
- JoAnn Boggs
- Sheryl Brunk
- Jonathan Brock
- Esther Click
- Susan Craig
- Terrence Degree
- Rich DePas
- Brandy D'Intinosanto
- DT Donaldson
- Dawn Felt
- Jason Fritz
- Dave Fuller
- Katy Gilbert
- Jaimie Green
- Wendy Hill
- Sharilyn Hinz
- Isa Hirata
- Cyndi Holbert
- Dave Hollaran
- Jami Hoppen
- Maddie Immel
- Maria Jameson-Owens
- Terri Sabree
- Stella Streufert
- Jennifer Libby-Jones
- Desiree Lockard
- Erica McNamara
- Tim McKern
- Jerry Jensen
- Doug Jones
- Sofia Kohfield
- Joannie Kuhlmeier
- Kim Lettrick
- Teresa Lewis
- Luiz Melchert
- Dan Miller
- Katy Myers
- Donnie Nigg
- Jason Norris
- Caitlin Ochoa
- Teri Ohta
- Filiberto Ontiveros
- Jerry Pettit
- Greg Pittsford
- Katrina Rahier
- Justin Rasmussen
- Janice Sturgeon
- Brad Sweet
- Nic Sylvain
- Robert Thurston
- Steve Walsh
- Adam Wasserman
- Mike Worden