



# MEETING MINUTES

## WA State 911 Advisory Committee (AC) Meeting

 Location: 211 W 6<sup>th</sup>  
Ave, Kennewick

 Date: 05/15/2025

 Time: 9:00AM

### I. CALL TO ORDER 0902

Meeting called to order by Katy Myers. Quorum confirmed by Katy Gilbert.

### II. APPROVAL OF MINUTES FROM LAST MEETING

- a) Meeting minutes from March 20, 2025, were approved by the board.
  - i. Rich Elliott made a motion to approve minutes.
  - ii. Mike Worden seconded the motion.

### III. OLD BUSINESS 0926

- a) SECO Report
  - i. Katy Gilbert provided personnel updates. Amanda Webster is the new admin for SECO. Committee members were asked to allowlist her email and watch for communications from her.
  - ii. Recruitment for the GIS position is still available after a candidate declined the offer. Members are encouraged to refer qualified individuals.
- b) APS Learning Portal
  - i. The APS learning portal is now fully operational and performing well.
  - ii. Agencies without their own LMS are encouraged to use it to manage training records. SECO is actively populating the portal with live and self-paced training to support continuing education hours under the new certification program. Webinars from King County with knowledge checks have been added, with more trainings to come. Agencies are encouraged to share self-paced learning modules if they have ones appropriate to share across the state.
- c) Contracts & Deadlines
  - i. Teresa Lewis is actively sending out contract-related emails for the next contract cycle. Attendees were reminded to respond promptly.
  - ii. Final reports for FY2025 are due July 31<sup>st</sup>, 2025 and will not be granted extensions due to the fiscal year constraints, so members should plan ahead.
- d) Jonathan Brock reported that the CAD-to-CAD RFP closes May 22, with nine vendors expressing interest.
  - i. Results will be reported at the next meeting.
- e) ESChat platform
  - i. A recent incident highlighted the need for best practices and training. SECO is developing documentation and scheduling multiple training sessions.
  - i. Agencies are asked to update to the latest ESChat version (iOS/Android), especially with their migration to FedRAMP.
- f) Club Cup 2025, World Cup 2026
  - i. The state is participating in biweekly coordination calls to support communication and interoperability planning across federal, state, local, and tribal partners.

- ii. Agencies interested in participating should contact Jonathan Brock for invites.  
[Jonathan.brock@mil.wa.gov](mailto:Jonathan.brock@mil.wa.gov)
- g) Device Applications Calling 911
  - i. Katy Myers followed up on tracking 911 calls from smart devices (e.g., Apple Watch, Pixel Watch).
  - ii. Agencies reported challenges in consistently identifying these calls; most rely on manual review of CAD notes or telematics data.
  - iii. Katy will analyze local Apple Watch call data and report findings at the next meeting. She offered to assist others if the method proves effective.

#### **IV. SUBCOMMITTEE REPORTS 0942**

- a) Public Education
  - i. Kelly Conley provided an update on the ongoing statewide 911 advertising campaign. The campaign includes general public awareness, Spanish-language messaging in key counties, and recruitment efforts focused on digital advertising and virtual hiring events.  
A state-hosted public education website is in development to improve campaign tracking and to provide PSAPs with easier access to materials. [E911 Advisory Committee - Subcommittee](#)
  - ii. Agencies are encouraged to share effective public education materials or ideas with Kelly Conley to support broader statewide messaging. [kelly.conley@srec911.org](mailto:kelly.conley@srec911.org)
- b) Policy
  - i. Dave Fuller shared updates from the recent Policy Committee meeting, including good news that additional funding will be available for CPD contracts for the first part of the next biennium. Approximately \$800,000 will be allocated to forty CPD contracts, providing each with \$20,000 for PSAP salary and support, including call takers, training and public education.
  - ii. The committee also expects \$700,000 in equipment contracts and plans to initiate these contracts early to avoid having unspent funds returned.
  - iii. The Policy Committee is exploring options for statewide services that could reduce the burden on counties, such as AI language line interpretation and other solutions to enhance statewide support.
  - iv. The goal is to have recommendations for policy changes by the October Forum. For the June meeting, the committee will present modifications to this year's policy, including updates to CPD contract language.
- c) Operations
  - i. Nicholas Sylvain discussed the ongoing enhancements to the Comtech dashboard to improve the user experience, focusing on making the information more accessible and user-friendly.
  - ii. They are working with vendors to create a more functional dashboard and reporting system. The goal is to improve access to data for better decision-making, including tracking call transfers and system performance.
  - iii. SECO has made an official request for input from the Operations Subcommittee regarding governance and use of statewide CAD systems. This will be a topic for further discussion in future meetings.
  - iv. The Operations Subcommittee meeting is scheduled for July 10, 2025.
- d) Training

- i. Chris Law provided an update on the vacant Vice-Chair position. If anyone knows of someone interested in the role, they should reach out.
- iii. The Training Subcommittee is preparing for the Summer Forum, scheduled for June 10-12, 2025, which will include joint tracks with the directors. There will be some additional training on continuing education requirements and strategies for developing in-house programs to meet state certification standards.
- iv. A virtual presentation on a new mapping program that could be used in academies or classroom activities.
- v. Many agencies are working through their training programs' approval processes, and most have likely already received initial feedback from the state's Certification Board. Agencies should review feedback and make any necessary revisions to ensure alignment with the state certification requirements.
- vi. The next Training Subcommittee meeting is May 22, 2025, at 10:00 AM.
- e) RAIN
  - i. Jami Hoppen provided an update on the RAIN Subcommittee. The group has held three meetings to date. Initial efforts focused on establishing a shared understanding of artificial intelligence (AI), what it is, what it is not, and how it may impact 911 operations.
  - ii. Membership includes a diverse mix of vendors, telecommunicators, training coordinators, and directors, allowing for a wide range of perspectives.
  - iii. The group is beginning to explore practical use cases for AI within public safety and areas where its use may not be appropriate.
  - iv. While a year-end report was originally discussed, it may take until 2026 to fully develop thoughtful and useful guidance due to the emerging nature of the topic.
  - v. The group may seek to engage with external academic experts, such as those at the University of Washington, to enhance its research and recommendations. The subcommittee will continue meeting and provide future updates as the work progresses.
- f) Membership Changes
  - i. Changes to membership were reviewed. New members were appointed and added to the changes.
    - a. Motion to approve as written was made by Mike Worden, seconded by Karl Hatton. Motion carried.
    - b. New primary and alternate members were welcomed to the committee.

## **V. NEW BUSINESS 1015**

- a) Training Certification Handbook Update Review
  - i. Katy Myers provided an overview of proposed updates to the Telecommunicator Certification Handbook.
  - ii. The Certification Board is revising language to clarify that only certified individuals may answer 911 calls.

- iii. Discussion introduced the concept of “exigent circumstances” to allow non-certified individuals to assist in emergencies (e.g., during wildfires or major events), with constraints on timing and use.
- iv. The group discussed concerns around the use of field responders as routine call taker relief. It was clarified that if this is part of the staffing model, those individuals need to be certified.
- v. Temporary staff from out-of-state must also be certified in Washington; there is currently no national 911 certification.
- vi. The Advisory Committee will continue discussions and revisit the topic at the next meeting. Input collected will be taken back to the Certification Board.
- a. Motion to allow non-certified call-takers to answer phones for the duration of an exigent circumstance made by Karl Hatton. Motion seconded and carried; this will be brought back to the Certification Board as the recommendation from the Advisory Committee.

## **VI. PUBLIC COMMENT**

- a) Nothing to report.

## **VII. GOOD OF THE ORDER 1049**

- a) Legislation Update
  - i. Jason Fritz reported a 911-related bill that allocated \$15B of spectrum auction funding for NG911 updates has been revised to remove this clause. The bill has advanced in the House Energy and Commerce Committee but no longer provides NG911 funding.
  - ii. The SAVES Act is still pending and has been reintroduced in the House and the Senate. More updates will follow as the bill moves through the legislative process.
  - iii. House Bill 1258 (Spokane Bill) was opposed during testimony but passed along party lines and was signed into law.
  - iv. Senate Bill 5004, concerning school district emergency response plans and the use of panic buttons: an amendment was made to integrate language ensuring that public safety answering points are involved with technology interfaces.
- b) Fall Forum 2025
  - i. Scheduled for October 14-17. Tracks include Leadership, Telecommunicator, Technical, and Training. Call for papers have been distributed; vendor registration and general registration are to open by early June.
- c) COMTECH Presentation
  - i. COMTECH will be present on Day 2 of the Forum covering the Insights Portal, routing, PSAP shutdowns, and ESiNet reporting tools.
- d) PSAP Open House
  - i. Robert Thurston informed the group that the new PSAP facility for SNO911 is nearly ready for use. The open house is set for Tuesday, May 20, 2025, at 2:00 PM for anyone that would like to visit.
- e) UW Language Access Study
  - a. Karl Hatton informed the group that the UW is conducting research around non-native English populations that access 911. This is part of ongoing work with the UW to study 911 and community impacts. Collaborations with UW on studies related to DSL, language indicators,

and color usage was placed in the chat. Emphasis was placed on addressing approaches to stress, burnout, and supervisory challenges.

#### VIII. ADJOURNMENT 1100

## MEETING ATTENDANCE

### WA State 911 Advisory Committee (AC) Briefing

Membership	County	Others
Katy Myers	Nick Bacon	Vonnie Mayer
Tim McKern	Mihkaela Overbay	Beth Knieps
Vanessa Barnes	Desirae Lockard	Sarah Saunders
Sharilyn Hinz	Doug Jones	Jerry Corder
Jacob Adams	Terri Sebree	Charlotte Joseph
Jerome Delvin	Cyndi Holbert	Luiz Melchert
Ben Brier	DT Donaldson	Richard Reed
Sheryl Brunk	Matt Stewart	Don Turrentine
Karl Hatton	Maria Jameson-Owens	Stephanie Anderson
Terrence Degree	Filiberto Ontiveros	Bob Potts
Todd Allais	Brad Sweet	Greg Pittsford
Teri Ohta	Cait Ochoa	
JoAnn Boggs	Steve West	
Mike Worden	Nic Sylvain	
Jami Hoppen	Dave Halloran	
Chris Law	Barbara Ayers	
	Justin Rasmussen	
	Vanessa Barnes	
	Erica McNamara	
<b>EMD Support</b>		
Katy Gilbert		
Jonathan Brock		
Katrina Rahier		
Suzie Biscarett		
Teresa Lewis		
Amanda Webster		