




MEETING MINUTES

WA State 911 Advisory Committee (AC) Meeting

 Location: 1933 Fort Vancouver Way, Vancouver WA, 98663

 Date: 06/12/2025

 Time: 9:00AM

I. CALL TO ORDER 0903

Meeting called to order by Katy Myers. Quorum confirmed by Amanda Webster

II. APPROVAL OF MINUTES FROM LAST MEETING 0905

- a) Meeting minutes from May 15, 2025, were approved by the board.
 - i. Mike Worden made a motion to approve minutes.
 - ii. The motion was seconded and approved without objections.
 - iii. Introductions - Attendees went around the room and introduced themselves.

III. OLD BUSINESS 0910

- a) SECO Report: Jonathan Brock
 - i. The CAD-to-CAD RFP closed at the end of May. Three responses were received and will be reviewed by a scoring panel before moving into next steps.
 - ii. SECO continues to try and recruit to fill the Enterprise Location Coordinator position (previously held by Dan Miller). The most recent round of applicants had some promising candidates, who we will move through a similar process as we did previously, working with the GIS chair.
 - iii. The FCC has proposed rules out that will greatly enhance 911 reliability and interoperability, though these need to be reviewed in depth. SECO will be preparing comments to submit and we will also be providing a template for any others that may wish to submit similar comments. Those need to be submitted by July 21st.
 - iv. The next Peer Support Academy begins June 16th. This will be the third round of peer supporters beginning training.
 - v. SECO's training division is still recruiting for cadre instructors and would love applications from anyone that is interested in instructing. There is an additional benefit here for any agencies that are not getting their program certified, as any cadre instructors can deliver training they are trained in at their own agency at any time.

IV. SUBCOMMITTEE REPORTS 0920

- a) Public Education: Melissa Walker
 - i. No significant updates, however, the group continues to lead efforts to raise public awareness about 911 through advertising and outreach.
- b) Policy: Dave Fuller
 - i. The subcommittee has two small workgroups that are exploring the structure of CPD and BSO contracts, respectively. This will be a continued project for the subcommittee over the next few months.

- j. At the Policy Subcommittee meeting in May, the group discussed the distribution of additional funds from SECO. It was determined that this would be handled through the creation of CPD 8, which would be designated for different types of salaries, including call receiver salaries.
 - a. Karl Hatton made a motion to approve this update to the CPD contracts.
 - b. Robert Thurston seconded the motion.
 - c. Motion carried unanimously.
- c) Training
 - i. Chris Law thanked everyone for attending the Summer Forum and thanked the team that made it happen.
 - ii. The Training Subcommittee has been looking for a Vice Chair; there are two people that expressed interest and the Subcommittee would like to have them operate as co-Vice Chairs. The individuals are Sarah Saunders from Grays Harbor and Renee Vanbuskirk from Rivercom.
 - iii. The Subcommittee still has telematics and automatic notifications on their list to discuss, to determine how agencies are handling these.
- d) RAIN: Jami Hoppen
 - i. The RAIN subcommittee has been focusing on understanding artificial intelligence (AI) and different use cases.
 - ii. The subcommittee is looking at producing a resource for responsible use of AI by the end of the year, which will be available to all the counties for use.
- e) Operations: Nic Sylvain
 - a. There is a new platform coming out from ComTech and there is going to be a workgroup to tackle the policy around appropriate use of the platform.
 - b. There are upcoming changes to ANI/ALI delivery in accordance with the changes from the FCC regarding transport. There will be a workgroup formed to discuss this and make sure the community is ready to transition to the new technology.

V. Membership Changes 0930

- a) Mike Worden introduced the two new members to appoint as Co-Vice Chairs for the Training subcommittee, as mentioned by the Training Subcommittee Chair and appointed by the Advisory Committee Chair.
- b) Two new members were added to the Public Education subcommittee.
 - 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.

VI. NEW BUSINESS 0935

- a) 911 Funding

- i. Katy Myers opened a discussion about the future of 911 funding in Washington State. The current funding model is outdated and doesn't fully support the rising costs associated with modern technology, equipment upgrades, and operational needs.
 - ii. To begin tackling this issue, Katy proposed forming a temporary Finance Subcommittee to focus on two main tasks:
 - a) 10-Year Financial Forecast:**
 - iii. Partner with SECO to project 911 fund revenues and expenses over the next decade.
 - iv. Identify where funding shortfalls may occur, and how changing costs for software and equipment may impact budgets.
 - v. Account for vendor pricing shifts and the rising complexity of system maintenance and upgrades.
 - b) Strategic Planning and Recommendations:**
 - i. Explore funding adjustments, including the potential need to increase or modify the state's 911 excise tax.
 - ii. Gather financial data and documentation to support policy recommendations or future legislative proposals.
 - iii. Katy appointed herself as Chair of the Finance Subcommittee, noting that she is well-positioned to organize and lead the group's work. She encouraged committee members and coordinators to either participate or nominate staff from their agencies. Reach out to Katy Myers, Jonathan Brock or Amanda Webster by email with if you are interested in volunteering.
- b) Planning for NG911 Data & EIDO
- i. There was mention of an overlap between two existing workgroups (CPD and BSO contracts), and a question was raised about whether certain financial data-related efforts should be redirected to the new Finance Subcommittee.
 - ii. No objections were raised to this idea, and further alignment will be considered.
 - iii. D.T's contribution around cloud-native systems was acknowledged as relevant to broader funding and tech goals.

VII. PUBLIC COMMENT 0940

- i. No comments were made from the public.

VIII. GOOD OF THE ORDER 0940

a) Burnout & Performance Study

- i. A link was shared to a newly updated study that looks at how workplace stress and burnout affect 911 staff.
- ii. The findings show a clear connection between high stress levels, burnout, and an increase in performance-related complaints.
- iii. This is an expanded version of a previous study, using the same core data but reanalyzed with a fresh perspective and more detail.

- iv. Members were encouraged to review the study, as it offers insight into how employee well-being directly impacts service quality.
- b) UW Language Access Study (Ongoing)
- i. The University of Washington is currently conducting a study focused on language barriers in 911 calls.
 - ii. The research explores this issue from two angles:
 - Callers’ Perspective: What challenges or fears prevent people with limited English or other communication difficulties (such as TTY users) from calling 911? What do they need to feel confident using the system?
 - 911 Call Takers’ Perspective: What barriers do staff face when trying to assist these callers effectively? What tools or resources are available, and how well are they working?
 - iii. The study is also evaluating the use of new AI-powered language translation tools, which allow real-time translation during calls. These may offer a faster, more efficient alternative to the traditional language line services.
 - iv. Several committee members have already supported the research as subject matter experts. This research is intended to help improve how 911 services support diverse communities while also identifying ways to reduce pressure on staff and enhance call outcomes.

c) **ADJOURNMENT 1004**

MEETING ATTENDANCE

WA State 911 Advisory Committee (AC) Briefing

Membership	County	Others
Katy Myers	Melissa Shepard	Wendy Hill
Tim McKern	Kim Lettrick	Joannie Kuhlmeier
Vanessa Barnes	Desirae Lockard	Esther Click
Sharilyn Hinz	Doug Jones	Beth Knieps
Jacob Adams	Terri Sebree	Sarah Saunders
Jerome Delvin	Cyndi Holbert	Jerry Corder
Ben Brier	DT Donaldson	Charlotte Joseph
Sheryl Brunk	Matt Stewart	Luiz Melchert
Karl Hatton	Maria Jameson-Owens	Richard Reed
Terrence Degree	Filiberto Ontiveros	Don Turrentine
Todd Allais	Brad Sweet	Stephanie Anderson
Teri Ohta	Cait Ochoa	Bob Potts

JoAnn Boggs	Steve West	Greg Pittsford
Mike Worden	Nic Sylvain	Vonnie Mayer
Jami Hoppen	Dave Halloran	
Chris Law	Wendy Berrett	
Jason Fritz	Justin Rasmussen	EMD Support
Jerry Pettit	Vanessa Barnes	Katy Gilbert
Julie Schilling	Erica McNamara	Jonathan Brock
Jo Gilchrist	Mihkaela Overbay	Katrina Rahier
Rachel Grant	Karl Hatton	Suzie Biscarett
Rebecca Beaton	Dave Fuller	Teresa Lewis
Chris Magnuson	Jerry Jenson	Amanda Webster
Jason Norris	Sofia Kohfield	Adam Wasserman
Esther Click	Rich Elliot	
Dave Hallaran	Liz Casteel	
Heather Thompon	Brad Sweet	
Erica McNamara	Mike Worden	
Robert Thurston	Alysn Everbeck (Mike attended)	
Dave Fuller	Robert Thurston	
Ben Breier	Heather Thompson	
Kim Lettrick	Donnie Nigg	