



MEETING MINUTES

WA State 911 Advisory Committee (AC) Meeting

 Location: Virtual TEAMS

 Date: 10/17/2025

 Time: 9:00AM

I. CALL TO ORDER 0900

Meeting called to order by Mike Worden, Vice Chair, acting Chair for Katy Myers. Quorum confirmed by Amanda Webster.

II. APPROVAL OF MINUTES FROM LAST MEETING

- a) Meeting minutes from August 21, 2025, were approved by the board.
 - Motion to approve minutes was made by Jacob Adams.
 - The motion was seconded by Kim Lettrick.
 - Motion carried unanimously.

III. OLD BUSINESS

- a) SECO Report: Adam Wasserman
 - Personnel Update:

SECO's Statewide Interoperability Coordinator (SWIC), John Lee, has returned to Oregon to assume their state SWIC position. Recruitment is underway, with interviews expected in late October or early November and a goal to fill the position by mid-November.
 - CAD-to-CAD RFP:

The RFP must be reissued to include system demonstration requirements that were unintentionally omitted. Three vendors have already applied; SECO will notify them of the reissue and move forward promptly once administrative corrections are complete.
 - 911 Goes to Washington:

The national event is tentatively planned for February 22–25, 2026. SECO encourages participation, emphasizing the value of meeting congressional representatives and gaining insight into federal 911 priorities.

 - A preparatory session will be hosted by Katy Gilbert in late October or early November for anyone interested in attending.
 - Once official registration opens, SECO will distribute information to coordinators and PSAP directors.
 - 911 Goes to Olympia:

SECO and partners are planning the third 911 Goes to Olympia day, modeled after the D.C. event, tentatively scheduled for the third Thursday in February 2026. Because of the short legislative session ending March 12, 2026, SECO intends to hold the event during the active session to maximize visibility.

 - The team is coordinating with DT Donaldson and the WA APCO-NENA Chapter.
 - The goal is to feature a command vehicle display on the Capitol campus to engage legislators and highlight 911 system funding needs.

- Please notify SECO if you have a command vehicle you'd be willing to bring to the event.
- Strategic Plan Implementation:
Following today's meeting, consultant BERK will present on implementation strategies and next steps once the Strategic Plan is formally adopted.

IV. SUBCOMMITTEE REPORTS

a) Public Education: Melissa Walker

- 2026 Statewide Advertising Campaign:
Planning is underway for the 2026 statewide public education campaign. The committee is partnering with Steven Friederich to develop an RFP for the creation of new video materials that will update and modernize last year's campaign content.
- Promotional Materials (Swag):
The subcommittee is finalizing a bulk purchase of branded 911 promotional items. These materials will be distributed to individual agencies to supplement local public education material.
 - The items will include the new statewide 911 logo and will be provided to PSAPs proportionally.
 - Agencies wishing to purchase additional quantities aside from the statewide order may contact Melissa within the next week and a half to be included in the main order. Additional costs will be billed directly to participating agencies.
- FIFA World Cup 2026 Campaign:
In coordination with SECO and the FIFA Planning Committee, the subcommittee is developing a special outreach campaign for international visitors attending World Cup events in Washington.
 - Messaging will focus on how to contact 911 in Washington State and what to expect when doing so.
 - Planned advertising locations include airports, train stations, bus systems, car rental centers, and hotels throughout the state.

b) Policy: Mike Worden (for Dave Fuller)

- CPD and BSO Contract Caps:
Members reviewed current funding caps and agreed that increases are needed to reflect rising costs and project demands. The committee is exploring options and procedures for recommending adjustments.
- Evaluation Process for Equipment Projects:
SECO requested the development of an objective evaluation process for equipment funding proposals, including a "shovel-ready" or standby list of projects that could be activated when additional or returned funds become available.
- Language and Interpretation Services:
The subcommittee continued discussion on policy language for language interpretation services. The topic has been temporarily tabled pending the outcome of the state's RFI for statewide AI-based interpretation services. Once results are available, the committee will revisit how to align existing policy language with potential statewide solutions.

- **Base Level of Service Definition:**
The group revisited the longstanding question of how “base level of service” is defined within the 911 system. Although references exist in WAC, RCW, and current policy, there is no single, consistent definition. The subcommittee intends to compile and clarify these references to establish a clear, unified standard.
- c) **Training: Chris Law**
 - **Technical Issues-** Katrina Rahier read the Training Report on Chris Law’s behalf - Chris noted that several agencies have been actively working on certification renewals and program approvals.
 - Recent training sessions and conferences have been well attended and positively received. The subcommittee looks forward to continued collaboration and sharing outcomes from these sessions at upcoming meetings.
- d) **Operations: Nic Sylvain**
 - **Recent Meeting:** The Operations Subcommittee last met on October 9, 2025. The group continues to monitor carrier transitions and any associated impacts on network reliability.
 - **World Cup Readiness:** SECO has been hosting World Cup coordination meetings to address operational planning for the 2026 FIFA event. Agencies interested in participating were encouraged to contact Katy Gilbert or Adam Wasserman to join future discussions.
 - **CAD-to-CAD Implementation:** The subcommittee remains focused on statewide CAD-to-CAD interoperability. A dedicated workgroup of six members has been formed to develop guidance and operational policies for activation, usage, and system coordination once a vendor solution is selected. The first meeting is planned for early November.
 - **Wireless Replacement Device Issues:** The subcommittee revisited an ongoing issue, originally raised in 2022, involving wireless device replacement and caller location reliability. The group will work with Jonathan Brock and the carriers to address these technical issues. Some improvements may occur naturally as systems transition to i3 standards, but maintaining accurate caller location and callback information remains a key priority.
 - **988 Coordination:** Katy Gilbert provided a brief update on coordination with the Department of Health and 988 system operations. Several challenges have been noted regarding call transfers and handoffs between 988 and 911. The Operations Subcommittee will continue monitoring and supporting cross-system collaboration to ensure a strong working relationship between 911 and 988 services.
- e) **Finance: Nic Sylvain (for Katy Myers)**
 - The Finance Subcommittee continues its review of long-term financial projections and funding strategies in preparation for the 2026–2035 financial plan.
 - The group is working closely with SECO to ensure sustainable support for ongoing Next Generation 911 initiatives and system maintenance.
 - Further updates will be provided at the November 2025 meeting once fiscal modeling is finalized.
- f) **RAIN: Steve Walsh (for Jami Hoppen)**
 - It was reported that the group recently hosted two well-attended sessions, which generated strong engagement and valuable feedback. The subcommittee will review and incorporate the feedback received over the next few weeks to help guide future activities and recommendations

V. NEW BUSINESS

a) Legislative Report Update:

- Mike Worden announced the start of work on the 2025 Legislative Report and called for volunteers to assist in drafting and review.
 - Confirmed volunteers: Teri Ohta and Rebecca Beaton have already committed to supporting the report.
 - Additional volunteers included Mike Worden, Esther Click and Nic Sylvain. Members interested in participating were encouraged to contact Mike Worden or Katy Myers.

b) Chair Election:

- Mike reminded members that the Advisory Committee Chair election occurs at the first meeting of even-numbered years, the next being January 2026.
 - Nominations will open at the final meeting of 2025 (anticipated for December).
 - Only Advisory Committee members are eligible to nominate or be nominated for the Chair position.
 - Katy Gilbert confirmed that she will distribute a clarifying email summarizing nomination procedures and eligibility for all members and coordinators.

c) 2026 Meeting Dates:

- Proposed meeting schedules for 2026 were reviewed. One option includes four in-person meetings aligned with conferences or existing statewide events, and six virtual briefings.
- An alternate proposal suggests six in-person meetings and six virtual briefings throughout the year.
 - The committee agreed to maintain a consistent schedule on the third Thursday of each month, consisting of six Advisory Committee meetings and six briefings, aligned where possible with pre-scheduled statewide forums and events.
 - Motion by Jacob Adams
 - Seconded by Heather Thompson

d) Strategic Plan Final Draft Adoption: Adam Wasserman

- Adam Wasserman presented the final draft of the 2025-2030 Statewide 911 Strategic Plan, noting that the document incorporates committee feedback and aligns with statewide goals and modernization efforts.
 - Motion: To adopt the 2025-2030 Statewide 911 Strategic Plan as presented.
 - Made by Joann Boggs
 - Seconded by Robert Thurston
 - Vote: Motion carried unanimously.
 - The Strategic Plan was formally adopted, and Adam thanked the members for their collaboration. SECO and BERK will proceed with implementation planning and follow-up activities.

VI. SUBCOMMITTEE MEMBERSHIP CHANGES

d) Mike Worden introduced new members:

- Two members were added to the Training Subcommittee.
- One member was added to the Pub Ed Subcommittee.
- Motion to approve was made by Mike Worden, seconded by Karl Hatton.
- Motion carried.
- New primary and alternate members were welcomed to the committee.

VII. PUBLIC COMMENT

- No public Comments were made.

VIII. GOOD OF THE ORDER

- a) Karl Hatton shared that he is working with the Certification Committee and local community colleges to explore a partnership program that would allow colleges or high schools to offer pre-certification 911 training.
- The proposed program would include coursework equivalent to AT1/AT2 and basic medical training, with potential internship opportunities at participating 911 centers. Karl requested feedback from agencies interested in hosting interns once program details are finalized.
- b) Heather Thompson provided an update regarding the 988 system, noting that the nationwide system administrator, Vibrant, is exploring a new call transfer process between 911 and 988.
- The proposed system would require telecommunicators to manually enter phone numbers, which could create potential workflow and reliability issues.
 - Heather emphasized the importance of monitoring this proposal and ensuring that operational impacts on PSAPs are fully considered.

IX. ADJOURNMENT

- Motion to adjourn made by Jason Fritz
- Seconded by Karl Hatton
- Meeting adjourned

MEETING ATTENDANCE

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Membership	County	Others
Mike Worden	Melissa Shepard	Chris Law
Jason Fritz	Nick Bacon	Brad Granger
Jerry Pettit	Kim Lettrick	Rob Huss
Sharilyn Hinz	Mihkaela Overbay	Jonnica Elkins
Julie Schilling	Karl Hatton	Melissa Walker
Jacob Adams	Jason Fritz	Shafeq Zarif
Ben Brier	Desirae Lockard	Della Mauler
Sheryl Brunk	Jerry Jenson	Rivercom
Karl Hatton	Doug Jones	Champ Hollingshad
Rebecca Beaton	Terri Sebree	Chris Law
Todd Allais	Sheryl Brunk	Brad Granger
Teri Ohta	Cyndi Holbert	Rob Huss
JoAnn Boggs	DT Donaldson	Jonnica Elkins
Mike Worden	Jaimie Green	Melissa Walker
Jason Norris	Sofia Kohfield	Shafeq Zarif
Chris Law	Matt Stewart	Della Mauler
Jason Fritz	Ben Breier	Rivercom
Julie Schilling	Maria Jameson-Owens	Champ Hollingshad
Dave Holloran	Rich Elliot	
Heather Thompson	Filiberto Ontiveros	
Esther Click	Liz Casteel	
Chris Magnuson	Brad Sweet	
Robert Thurston	Joe Schmit	
Esther Click	Mike Worden	
Dave Halloran	Cait Ochoa	
Heather Thompon	JoAnn Boggs	
Erica McNamara	Nic Sylvain	
Robert Thurston	Dave Halloran	
Dave Fuller	Alysn Everbeck	
Ben Breier	Steve Minnis	
Kim Lettrick	Robert Thurston	
Sheryl Brunk	Heather Thompson	
	Dave Manning	
	Wendy Hill	
	Joannie Kuhlmeier	

