



FLORIDA NENA

Thursday, November 19, 2020, 1:00PM EST

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EXECUTIVE BOARD ANNUAL MEETING MINUTES

CALL TO ORDER: Meeting was called to order at 1:05pm by Greg

ROLL CALL

Voting members in attendance: Greg Holcomb, Dan Koenig, Jake Saur, JC Meyer, Sandi Chernoff, Ira Pyles, Keith Godwin, Carolyn Dill-Collier, Kevin Sowell, Daniel Carroll, Jessica Skowronski

Committee Chair/Advisory in attendance: Laurie Anderson, Sue Pettingill, Victoria Ogaga, Linda Draughn-Woloski, Susan Nelson, Cassie Lowery

Voting members not in attendance: N/A

OLD BUSINESS:

1. Approve minutes from October 22nd meeting:
 - Dan motioned to accept the revised meeting minutes. Sandi seconded and the motion, passed unanimously.
2. 9-1-1 Goes to Tallahassee (Dan):
 - There will be no in-person sessions at the legislative for 2021 year. Still moving forward with better footing and plan for 2022. Modeled after 911 goes to Washington program; gives 911 members across the state a chance to meet with their legislatures and let the legislative body know what 911 does. Reminding them of the need to properly fund and backing from local government agencies. This is a good time as we move forward with Tallahassee. We've seen the shifting role of the telecommunicators during COVID and the extra responsibilities as a follow-up to the letter that Greg sent to the Governor's office reminding them of the need of the proper classification for telecommunicators. This year we'll also be working on improving our 911 stakeholder awareness program, which is an educational program for our legislative bodies whether it be our local level or the state level to let them know what 911 is and clarify what NG911 is.
3. New member recruitment and member retention (Linda, Jake, Laurie):
 - Laurie: Nothing new to report, refer to Cassie on the member recruitment portion of it and any membership drives. Cassie: Had a membership meeting last week. Invoices went out for October 1st. NENA has created a suite of documents that Chapter leaders can use for recruitment of new members. The documents were uploaded to the new website at (nena.org/2021-recruitment). There are several documents titled "12 Easy Ways to Engage Your Chapter Info Sheet". A Chapter

Challenge Fire, two versions of the membership recruitment letter; one with embedded links that you can post on your website or Facebook page and one without. There's also a flyer explaining free training member benefits, information and webinar Wednesdays, etc. Reminding everybody that we're now into the Chapter challenge time. We're giving away two (1) day NENA classes; winners choice in-person or instructor led on-line. One to the Chapter that has the highest number of new members and one to the Chapter that has the highest percentage of increase. The 2020 Chapter rebates are expected to come out this month.

NEW BUSINESS:

1. December 17th meeting or start in January (Greg):
 - Jake motioned to skip December and start in January on the regular schedule. Carolyn seconded, and the motion passed unanimously.

2. Darryl Ostendorff: Running for 2nd VP for National NENA. Part of 911 for nearly 3 decades. First and foremost, to the leadership and to the membership "Thank you for what you do on a daily basis". Given our political and social climate you folks are the ones making the difference through and through every day, so thank you for that. I've been in public safety for about 27 years. Started in a one position PSAP, did some private ambulance stuff. Deployed 800, 700, simulcast radio system, and have been in my current position as a Support Services Supervisor at a consolidated dispatch center in Southern Illinois about 16 miles from St. Louis. My accomplishments are part of a team with trusted individuals, folks that are subject matter experts that give us the abilities to do our jobs day in day out. Greg: Darryl, thank you. The National plays an extremely important role and all of that filters down to the local Chapters and Regions. Time and dedication to commit to four years is phenomenal for anybody and we definitely appreciate you asking to be on the call today.

COMMITTEE REPORTS:

1. **Treasurer (Sandi):**
 - Total in all three accounts is \$85,197.47. Checking account: \$35,351.28; Conference account: \$40,433.77; Debit account: \$9,412.42
 - Received a first registration check from a County. Pending-still waiting for the invoice for the board insurance. Greg: we signed the documents and waiting for them to execute an invoice to us.
 - Dan motion to accept, Jake seconded, no discussion, passed unanimously.

2. **Conference Committee (Sue P):**
 - Still on for March. We'll resume our conference committee calls and start working on Sarasota in January. Cassie is working on verbiage to put in the contract for the Hard Rock in case we cannot have the conference due to the pandemic. Still on hold until after the 1st of the year to get things setup for March. No numbers for hotel registration yet. Dan: Are the dates still good with the Hard Rock? Sue P: Yes, the dates are still good just need to revise the contract.

3. Media Committee (Susan N):

- For the media committee, work continues on the webpage. Will be having some on-boarding training for the new board particularly for the regional VP's so that you can post your own meetings and things to the region page, and committee chairs can post things to their committee pages. You'll be seeing some information about training for the new board on webpages, and how to update the webpages, and send out communications. The webpage needs a ton of work, need help from board members, committee chairs, and regional VP's. There is a changeover process to bring in the new board. Need headshots for new board members. Will post a picture for the swearing-in of officers, and you will get admin rights and email forwarders. Newsletter comes out at the end of November. Following in February. Greg: On the screen and shared with everybody was the webpage: flna.org. There's a plethora of information there for members and non-members. We encourage everybody to take a look at it. Susan has done a tremendous job heading that up.

4. Education Committee (Judith): Dan on behalf of Judith

- Post Conference Class-have put out a survey to the membership to see what is most desired, NENA has advised they would commit to the conference in March, will work with Leon on whether an RFP is needed or not.
- Don't Run with Scissors Class-attendance was up significantly after making it a virtual class with 20 or more registered, the ones that have occurred have gone well. Dan: a lot of great feedback on those classes.
- ARCGIS class, plans have been delayed a bit as Leon has issued an RFP under the new purchasing rules.
- Spring ENP study group is set to start on 2/9/21-3/23/21 on Tuesdays at 3pm. Dan: part of that is the Emergency Number Professional Certification. It's a great certification to have to prove your knowledge of our field in 911 Safety. Greg: Also shows your involvement in the field of 911. Encourage your staff to join the ENP program. Even if you're not taking the test, going through the 8-9 week process is a great training module to up to speed on what's happening with 911.

5. Public Education Committee (Amber): N/A

6. Database Committee (Ira):

- I'll start with the GIS subgroup led by Victoria Ogaga and Jaclyn Church from Polk County. Victoria: very happy on how things have been going. Attendance has been very steady. Trying to find different outlets for what people want to hear about.
- Ira: some of the subjects that have been presented are Preparation of GIS data at the Local Regional Levels, MSAG Preparation for NG911, Tools Techniques & Datasets to Improve Response Times. State Technology did a presentation on their play in GIS data and making it available statewide for NextGen. Flagler County did a presentation on their database management practices. We're looking for an array of different types of subjects to cover related to data in 911.
- Victoria: we're debating on not having a November meeting because of the holidays. A decision will be made by the end of day today.
- Ira: please pay attention to your emails for upcoming GIS meetings this month and next month. We welcome submission of any topics during the GIS sessions.

- Victoria: if nobody objects, maybe we can use the GIS subgroup as the platform for GIS training.
- Ira: that's a good idea. Another thing I'm considering is NENA standards. As new NENA standards are being introduced you can use the web in the monthly meeting to start the intruding new standard or changes in standards data related to the group.
- Ira: Trying to reinitiate the FLEEP group. Kira: trying to put the group together again. Discussing with Susan to have a virtual meeting to build the group up and find out what they're looking for on addressing. Ira: will add you to an agenda for the March conference.
- Ira: NENA standards in the works, Emergency Incident Data Object (EIDO). That's how agencies and different elements share data regarding incidents. It's currently under all committee review so it's internal to NENA workgroups for review. Civic Location Data Xchange Format (CLDXF) in public review. Familiarize yourself with the changes being proposed in this new version of the document. It's adding changes to the building floor room type of information. Another one is an informational document, NG911 Data Flow, finished public review in August. New group GIS Data Model version2 is in progress. There will be some minor changes and some substantial changes. New working group is starting next month for Supplemental Information. It will run parallel with documents provided by NENA, NASNA, and iCERT which will be supplemental information from an operational perspective. If you have an interest in joining the workgroup, go to nena.org standards section and consider joining the group.

7. Commercial Advisor Report (Priscilla): Susan Nelson on behalf of Priscilla

- Sue Nelson: she has been sending emails out to the vendors. Questions-when will we be accepting vendor requests to do a session at the conference? Judith is not going to request anymore sessions. She has a full slate of speakers left over from November. Unless people drop out she will not be accepting anymore. Greg: will follow-up with Judith to make sure.

8. National NENA Report (Cassie):

- On October 27th, officials from NENA and APCO International adopted an MOU to guide the joint standards development work undertaken by two organizations when renewing a joint standard. For example: the standards for the Telecommunicator Emergency Response Taskforce (TERT) deployment is up for the five year review this year. The MOU serves as a bridge for the small differences between the two associations.
- NENA announced the upcoming in-person events for NG911 Standards and Best Practices conference scheduled in January and the 911 Goes to Washington in February have been cancelled due to COVID-19.
- NENA is currently exploring the possibility of hosting a virtual 911 Goes to Washington in February. We look forward to resuming the Standards and Best Practices conference in January 2022. Now-December 4th NENA is accepting session proposals for the NENA 2021 Conference and Expo in the Greater Columbus Convention Center in Columbus Ohio scheduled from June 26th-July 1st. Sessions can be submitted to nena.org/2021-cfp.
- Candidates for the 2021-22 Board of Directors elections have been announced. You can see the announcement in the latest NENA dispatch member newsletter and the bio for each candidate.

- Due to COVID-19 NENA has launched instructor led on-line courses that enables professionals to receive the education in a virtual classroom. The classes are six hours long and priced at \$139.00 for NENA members and \$199.00 for non-members. Once registered the student will be sent a pre-course questionnaire that allows NENA to tailor the content to meet the student's needs. In the new year NENA also plans to launch a 40 hours training course for new dispatchers.
- The i3 Standards for NG911 went out around November 12th.

9. Bylaws Committee (Dan):

- The new bylaws last revision passed in September. Continue reviewing bylaws.

10. Nominations Committee (Linda):

- Three positions were opened for election. JC Meyer will be the new 2nd VP, Jessica will be the Secretary, and Sandi Chernoff will be our new Treasurer.
- Pat Welte was one of the very first National ENPs and she always encouraged the program as well as FLNENA. In her honor when she passed away last year we created the Pat Welty ENP Scholarship award. I am pleased to announce that Susan Lad and Phyllis Leonard are the two recipients of that scholarship award.
- The Exceptional Service Award was won by McKenzie Davis.
- About 15 years ago, FLNENA created an award called the Jim Martin Award. He was one of the first 911 State Coordinators who was very instrumental in the deployment of Enhanced 911 in State of Florida as well as Wireless to 911. I am pleased to announce the winner of this award is our past President Laurie Anderson.

REGION REPORTS:

1. CEFA (Ira):

- Planning for regional meetings to be held in mid to late January.

2. NOFA (Keith):

- In lieu of NOFA meeting in December, I'm going to acquire articles from service providers, vendors, coordinators, and public safety officials to put it into one document for NOFA news.
- Yesterday, the county published a Next Gen Core Services and ESInet RFP and it was sent to all the NOFA 911 Coordinators as well.
- The 911 Coordinators Association sent an email to the governor yesterday reference the 911 Board positions. A letter was also sent to the governor's appointment office as well as a copy to the Lt. Governor and Mat Matney.

3. SOFA (Carolyn): Meetings on hold until January.

4. WEFA (Daniel): In person meeting on December 8th, Golf County at 10am.

FL NENA VIDEO INDUCTION of 2021 EXECUTIVE BOARD OFFICERS (Cassie):

Greg Holcomb (Past Pres.), Dan Koenig (Pres.), Jacob Saur (1st Vice Pres.), JC Meyer (2nd Vice Pres.), Jessica Skowronski (Sec.), Sandi Chernoff (Tres.), Ira U. Pyles, Jr. (CEFA), Keith Godwin (NOFA), Daniel Carroll (WEFA), Carolyn Dill-Collier (SOFA)

1. Greg Holcomb - Outgoing President Comments
2. Dan Koenig - Incoming President Comments:
 - Start up in 2022 with legislative sessions. Main goal is to have 911 professionals have a seat at the table. Presented a video PowerPoint picture collage

DMS Updates and FL Statewide 911 Coordinators' Meeting:

1. **DMS Updates and FL Statewide 911 Coordinators' Meeting (Leon):**
 - Presented a PowerPoint. The Board is working on the rural county grant revision. The State grant cycle is due date is in January, applications reviewed in February. The state grant application is in the approval process with JAPC.
 - The regional planning meetings were approved. The Don't Run With Scissors classes were approved.
 - The Board is in the process of rewriting the E911 Plan.
 - The State grant requests will be applied to the 2019 Federal Grant. DMS will reimburse the counties and then DMS will request a reimbursement from the Federal Government.
2. **Grant information/updates (Tessa):**
 - Presented a training PowerPoint for new grant procedures. To receive federal funds, all claimed work is to be completed before March 31, 2022. Rural county grant terms are for one (1) year w/a possible second year extension. State grant terms are for two (2) years w/a possible third year extension.
3. **County Coordinator Updates (Leon):**
 - There are 50 counties that are text to 911 operational.
 - Counties reminder... the Board has a reimbursement process for some of the text to 911 cost.
 - Reference Carry Forward Rule 60FF1-5.006-Counties can carry forward funds for E911 capital outlay, capital improvements, or equipment replacement. There is a 30% limitation on the total E911 fee revenue retained.
 - State E911 Plan new topics: Cybersecurity, NG911, Text to 911, Ingress Point requirements, IoT/Telematics, and GIS database. 911 Coordinator's comments are encouraged.
 - Most cyber-attacks have been coming in the PSAP admin lines. Susan Nelson: FLNENA August newsletter has a story from Levy County about their denial of service attack.
 - Chuck Spalding Palm Beach County: Ten months ago installed a product to reduce DoS attacks.

- Alejandro Gonzalez Orange County: Finalizing the replacement of our call recorders. Will be replacing the Map Flex with Rapid Deploy's Radius mapping. PSAPs were proactive to protect during COVID19. Some requested alternate locations while the workstations were sanitized. Used mobile laptops and At&t to establish connectivity at the remote sites.
- Heather Brevard County: Successfully installed the Rapid Deploy Radius Plus as a mapping solution and have been live since August. Currently in the process of installing NICE Inform in all the PSAPs and should be completed by mid-January. Also in the process of upgrading to At&t National 911Net and Vipor equipment refresh, completion expected mid July 2021.
- Michael with Broward County: Planning to move voice recording system to NICE software platform. Currently replacing the Power MIS system, expect to implement in Spring of next year. RFP issued for GIS.
- Ken Devin Clay County: In 2019, contracted with MCP 911 for a PSAP consolidation/co-location feasibility study which evolved into an implementation plan. Expecting to present it to BOCC next month for some guidance. Also begun the purchasing process of a new building. In contract with TGRA for NG911 move forward plan.

4. Vendor Updates:

- Greg on behalf of Mark with Datamark: Datamark is working with Region 1 on their project. Working with other counties conducting the "Don't Run With Scissors" presentation.
- Tim Gundlach: Working closely with Leon and staff to start the Regional meetings with regards to core services. Working with the Tamp Bay South Florida and group. Discussion on bringing in core providers in as an all regions panel discussion again.
- Danny Cabrera: There is a Telematics service provider in Ft. Lauderdale.
- Susan Nelson GeoComm: Entered into the 15th statewide data maintenance project with the Wyoming Highway Patrol five-year contract. Starting in the first quarter of next year, there will be new products and tools released for DATA maintenance in operations, and a new map display application.

ADJOURN meeting was adjourned at 3:48hrs by Greg.