



Florida NENA Quarterly Newsletter

Newsletter Issue:
February 2020

Florida Chapter of the National Emergency Number Association, Inc.

Letter from the President

By Greg Holcomb, Florida NENA President

NENA's Vision

A public made safer and more secure through universally-available state-of-the-art 9-1-1 systems and trained 9-1-1 professionals.

NENA's Mission

NENA: The 9-1-1 Association improves 9-1-1 through research, standards development, training, education, outreach, and advocacy.

Our goal as the Florida Chapter of NENA is to advance the Vision and Mission of the National Emergency Number Association (NENA). I believe we are well on our way. Two plus years ago, when I was elected as 2nd Vice President, I may have had other thoughts. Our organization was, for a lack of better terms, dis-organized. Through the leadership of Keith Godwin and Laurie Anderson, we have come a long way. Many individuals have influenced the accomplishments of the last few years. It was definitely a team effort!

With all the accomplishments getting our organization in order, we are well on our way to re-establishing ourselves as a premier association supporting the 9-1-1 initiatives of NENA and the State of Florida as well as advancing each member and their home organizations. I would like our goals to be simple over the next year. 2020 is being tagged as the "Vision"

year. It should be our vision to take the fundamentals that have been put in place and expand them to support our membership. We need to continue our administrative accomplishments through audits and tracking of our status as an organization.

Incorporation, 501c3, filing of taxes, and regular financial reports all are set to continue. The creation of Awards and Recognition have been accomplished with the Newsletter and the Pat Welte ENP Scholarship as well as the establishments of the Excellence in 911 Award. These need to be supported and used by the members. Our policies, procedures, and By-Laws have been created/reviewed. These should be reviewed every year and on an as needed basis. We have put audits in place to be as transparent as possible with the organization. Our new Website will help with this and should prove to be advantageous to our entire membership. Each of these, while exciting, are also new and need to be refined, supported, and continually reviewed in the days, months, and years to come.

Lastly, our membership has increased to over 700. That is exciting, but nowhere near

where it should be. The FCC Master PSAP Registry File, last updated February 10, 2020, indicates that Florida has 347 PSAPs registered. The 700+ members is roughly a little more than 2 members per PSAP. We can do better! I would like all of our PSAPs to have a NENA voice with access to the members and knowledge that makes us unique. Please consider the Group Membership offering. If several in your organization are members, a Group Membership may even be a better option to get more members at a lesser cost. Membership provides you direct access to all of the resources and knowledge of your 9-1-1 peers and professionals. Consider all of your employees as members. Each has talents and knowledge that are beneficial to all!

To accomplish our objectives and those of NENA, research, develop, train, educate yourselves and one another, and promote, encourage, and support your 9-1-1 profession! This will inspire a safer and more secure public!

Greg Holcomb

Your 2020 FL NENA President

**2020 is being tagged
as the "Vision" year.**

Texting to Our Administrative Line

By: Cristie Taylor, St Johns County Communications Support Unit Manager

There have been lots of discussions over the past few years on the need for PSAPs to implement text-to-911 and the future of texting in emergency communications. In 2016, all the PSAPs in St Johns County went live with text-to-911. At that time, the St Johns County Sheriff's Office decided to go a step further and began receiving texts on its main administrative phone number. We wanted a way that non-emergency calls could be received via text as well.

It can be frustrating for those that are hearing or speech impaired to not be able to communicate with their local sheriff's office as easily as others can. With that in mind we made a commitment to not only have text-to-911 but also allow texting to our administrative line.

While meeting with community stakeholders to discuss text-to-911 we got a better understanding of how important it was to the deaf community that we give them as much access as possible to communicate with our agency. In meetings with representatives from the Florida School for the Deaf and Blind – located in St. Augustine and serving nearly 1,000 students - we were introduced to a company called Zipwhip that could text enable phone lines. With its reasonable costs and ease of implementation we signed on to Zipwhip's texting service. Our call takers monitor this texting application into our PSAP, 24/7.

The intent was to open up better communications with those citizens who are not able to communicate well using traditional voice phone calls. Since enabling administrative texting, the types and reasons for the texts have varied greatly. Being able to offer assistance to those that, in the past, could not easily communicate with the Sheriff's Office helped fulfil the Agency's mission statement, "Taking Care of People." Our call takers have

embraced this as another tool to better serve the community and deputies that they dispatch for.

Not only are texts received requesting non-emergency calls for service as well as general questions, the call takers can receive screen shots and images to assist in the investigation of calls. For example, deputies responding to a report of a missing child may receive a picture of the child prior to going on scene. A parent can easily send a picture via text to our call taker who forwards this picture via email to all units involved in the search. We've had cases where photos of suspects or vehicles have been sent via text and were forwarded seconds later to the responders allowing them to respond with more accurate and better information.

Threats sent via social media or suicide threats sent via text can be screen shot by the caller and forwarded to our call takers for dissemination. In one call, a friend was able to screen shot the picture of a location of a suicidal person whose whereabouts was being shared via snapchat. Our call taker was able to get a location by looking at the map that was sent to us and comparing to our in-house mapping system. That screenshot of the suicidal text as well as the map was forwarded to responding deputies and the juvenile was located without harm.

The majority of texts that we receive that requires us to dispatch a unit are easily taken via text and not necessary to have a voice conversation. When multiple phone calls come in that have to be juggled, we end up putting callers on hold, picking them back up and putting on hold again while we triage incoming calls. A text

conversation has a natural hold to it in between texts. A call taker can go back and forth between texting a citizen and talking to another citizen on the phone with fewer disruptions.

So far for 2019, we've sent or received over 9,000 text messages on our administrative line. This is compared to approximately 1,700 texts sent and received on text-to-911 during the same time. (Note: these are counts for individual texts and not for individual texting sessions or conversations.)

For those PSAPs that do not yet have text-to-911 this may be an option to increase accessibility to their community. Texting to your agency's administrative line may not be in the best interest for every PSAP. For the St. Johns County Sheriff's Office it has opened up lines of communication for citizens that in the past may have felt alienated and has provided another resource to our Public Safety Telecommunicators who day in and day out do their best to serve.

Cristie Taylor

Texting to our Admin Line

Citizens can now text to our administration lines as well as our emergency lines. This is not to be used for emergencies but should be used for routine situations not requiring an immediate need for assistance.



Texting us is easy!
Just type in the Sheriff's Office phone number (824-8304) as the recipient of the text and send the message.
This enables better access to non-emergency services for citizens that are speech or hearing impaired!

This is not the same as "Text to 911." The equipment and technology side works differently than texting 911. Therefore, there may be a delay in the response to a text sent from the public while Public Safety Telecommunicators are handling E-911 phone calls or other voice calls.

National NENA News

By Linda Draugh-Woloski, ENP

The holidays are over and NENA is off to a busy start. In January NENA hosted the Standards and Best Practice Conference (SBP). We had over 400 attendees and about 160 of them were first time attendees. We all rolled up our sleeves and went to work on both technical and operational issues that impact our lives. This is where YOU have a voice and input into how to improve our profession. The Critical Issues Forum on Wellness, was very informative. There were presentations on how to deal with stress, creating Peer Support teams, and the impact of our profession not only on us but, our families as well. We will be in

Washington DC, February 12th – 15th, for NENA's 911 Goes to Washington. This is a time for us to educate our elected officials our needs and concerns.

Please mark your calendar for NENA's Annual Conference in Long Beach, CA, June 13th – 18th. This conference is packed with educational sessions, a 5K Run that raises monies for scholarships so that our TCs can attend our Annual Conference and a preconference class, and a large exhibit hall where you can see and talk with our Industry Partners about their products and services. So if, you are a

telecommunicator, a supervisor, a manager, a director or you work with the Private sector providing equipment, software, or services, get involved and have an impact.

I want to thank all of you for your willingness to volunteer to make NENA the outstanding association that it is. It is because of all of you that NENA is recognized as "The 911 Association".

Voting will open next month for the NENA Board of Director Positions. There will be three races: Southeast Region Director, Private Sector Director, and Second Vice President. Your vote and your voice make a difference. Please remember to vote and make your voice heard. This is your organization!

The Need for a 911 Fee Increase

By Keith Godwin, Alachua County E911 Coordinator, President, FL 911 Coordinators Association

In 1993, in most if not all PSAP's in the State of Florida, had a 911 fee of \$0.50. Cellular telephones were just emerging. There was no text or no virus protection. The telephone system was mechanical, not software driven with no digital maps or GIS. There were no routers, switches, gateways or servers. Logging recorders used magnetic tape. There were no hosted solutions, no cloud storage, no geo-spatial routing; no VoIP and no live video streaming.

The PSAP of 2020 is much different. The 911 fee is now \$0.40 and 80%+ of 911 calls are from cellular devices; there is text-to-911; geo-spatial routing is on the horizon; virus and malware protection are a necessity; only digital mapping is available; most if not all products and services are software driven with annual maintenance costs; routers, switches, gateways, and servers are everywhere; the size of the telco/equipment room has grown, along with the need for greater UPS needs as well as increased

cooling capacity; IP networks are on the rise as legacy networks are abandoned; there are hosted solutions and cloud storage; live video streaming is in beta testing throughout the state; real-time text is coming soon as well.

When Hurricane Michael struck the Florida panhandle, some of the 911 centers in seven counties could not take or transfer a 911 call. If those counties were on an ESInet, they could have rerouted their 911 traffic to another county on the network.

Every day in the State of Florida, hundreds of 911 calls are transferred to other jurisdictions or agencies with the voice only. No location or call back number goes with many of these calls. An ESInet would resolve this shortcoming.

It is evident to those of us in the 911 business that there are not enough funds distributed to the Counties to pursue all of the emerging technology. As the President of the Florida 911

Coordinators, I have been working many avenues in an attempt to gain the interest of the right contact to move this issue forward. What I have found that is helpful is the County 911 Coordinator speaking to their Sheriff, County Manager, County Commissioner, etc. Tom Brazil spoke with his Sheriff and that Sheriff called me. Annette Rodgers set me up to meet with the State Representative for Orange County. Sheriff Darnell of Alachua County got me on the FSA Legislative Summit meeting and my item (911 fee increase), got two votes...Okaloosa and Alachua County Sheriff's. Way to go Christine Cooper.

We have to keep plugging away. If you need some information to bring you up to speed on the need to increase the 911 fee, just reach out to me as I have mounds of data.

Keith Godwin

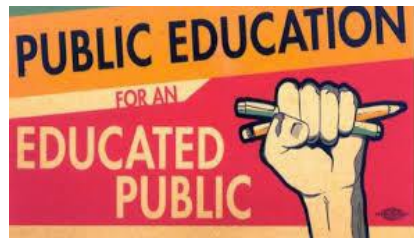
Public Education Corner

By Amber Siena FL NENA Committee Chair for Public Education

How can we create a PSA competition with the schools to promote 911 safety? This would be a great way to celebrate the month of April for both 911 Public Education Month and National Public Safety Telecommunicator Week. Get your thinking cap on and start making some notes of what we can do together to start this campaign for April 2020.

Join the National Public Safety Educator Forum and receive ideas and contacts to help you grow your program.

If you are able to travel, start planning to attend the National Public Educators Forum Conference in Austin Texas.



Dates: **July 12th-15th 2020.**
<https://www.911npef.org/>

We want to grow our membership so if you participate in Public Education events or know someone that does, we want you to be part of the group and share your knowledge!

For more information, please contact me!

Amber Siena, FL NENA Committee Chair for Public Education.

Email or call - asie@osceola.org - office phone number 407-344-5269

Florida NENA Education Updates

ENP 9-1-1

Since 1992 The Emergency Number Professional (ENP) certification has served as a benchmark of professional achievement in the 9-1-1 industry. ENP designation indicates a high level of comprehensive knowledge and a commitment to the profession, and serves as a way to raise industry standards and accrue a body of knowledge.

To become an ENP you must first meet eligibility requirements and submit an application (go to NENA.org for details). The next step is to take and pass the ENP exam. The ENP exam is given four times per year for a two-week period, and is administered at testing centers. The Spring 2020 Exam dates are April 4-18, with a March 6 application deadline.

Got test anxiety? Florida NENA is here for you. In 2004 the Chapter implemented the ENP Study Group, which has now been copied by other state chapters.

The Education Committee has been hard at work this quarter. We said goodbye to Mark Whitby and welcomed Judith Weshinsky-Price who hit the floor running. An ENP study group is currently in progress and has been well attended thus far. If you're interested in joining it is not too late! We virtually meet on Tuesday afternoons from 3pm – 4pm. You can sign up at NENA.org, click the Education tab and then click ENP Study Groups.

We are also hosting Beyond the 98 and Running With Scissors classes which focus on GIS issues. You may sign up for those classes at flnena.org under Meeting and Events.

ARCGIS classes schedule will be coming out soon, starting in August.

The Education Committee looks forward to a great year serving you, our valuable members.



Judith Weshinsky-Price, ENP, RPL
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 Pinellas County Regional 911 Center
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Florida Chapter of NENA 2020 SPRING SYMPOSIUM



When: **APRIL 13-16, 2020**

Where: Embassy Suites Orlando/Lake Buena Vista
8100 Lake Street, Orlando, FL 32836

Room Rates: \$139/night **Self-Parking:** \$10/overnight

Registration Fee: \$50

Please join us for our Annual Spring Symposium in beautiful Orlando/Lake Buena Vista. As in the past, we will be hosting the 9-1-1 Coordinators and Database Meetings along with the April monthly meeting of the Florida State E9-1-1 Board. *Additional User Group meetings may be added, please watch our webpage for updates!*

Your room rate includes the following:

- Complimentary cook-to-order breakfast
- Complimentary evening reception
- Complimentary WiFi in room (and meeting space)
- Discounted self-parking rate

Tentative Schedule: *(Subject to change without notice)*

Sunday 4/12	1:00PM – 4:00PM	Executive Board Meeting/Hotel Staff Meeting
Monday 4/13	12:30PM – 2:30PM 2:30PM – 3:30PM 3:30PM-5:30PM	Florida Statewide 9-1-1 Database Meeting FL NENA Chapter Meeting Motorola VESTA 911 User's Group Meeting
Tuesday 4/14	9:00AM – 4:00PM 4:00PM - 5:00PM	Florida Statewide 9-1-1 Coordinators Meeting Florida Coordinators Association Meeting
Wednesday 4/15	9:00AM – End of Business/Day 9:00AM – 12:00PM 1:30PM – 2:45 PM 1:30PM – 4:30PM	Florida State E9-1-1 Board Meeting Motorola P1 CAD User's Group Meeting FL Emergency Addressing Professionals (tentative) Motorola Trunked Radio User's Group (MTUG)
Thursday 4/16	8:00AM – End of Business 9:45AM – 11:45AM 12:00PM – 2:30PM	Florida State E9-1-1 Board Meeting The Legislative Process Understanding Cloud Based Solutions-Includes lunch

Hotel Registration Link:

https://embassysuites.hilton.com/en/es/groups/personalized/M/MCOWDES-NEN-20200412/index.jhtml?WT.mc_id=POG

Or, call **1-800-Embassy** and use Code **"FL CHAPTER OF NENA"**

*For questions, please contact FL NENA Chapter Conference Chair: **Sue Pettingill, ENP***
Pettingill911@gmail.com (407)490-7403

Taking Action to Improve Health and Wellness of our 9-1-1 Community!

By Laurie Anderson, Charlotte County E911 Manager, FL NENA Immediate Past President

NENA recently launched a long overdue Wellness Campaign for the 9-1-1 Industry. This initiative is not geared specifically towards telecommunicators, but to all those affected by the stress of the 9-1-1 field (9-1-1 Telecommunicators, Supervisors, Managers, Technicians, Crisis Line Operators, etc). In June of 2019, Jamison Peevyhouse, then, NENA President, announced the Board's intent to dedicate efforts to the improvement of Health and Wellness of our 9-1-1 Community. From mental to physical and everything in between, NENA is dedicated to providing resources and support to our 9-1-1 Professionals.

Since the recent launch there has been an overwhelming amount of interest and support regarding this initiative. NENA's Critical Issues Forum held in Austin, TX in January 2020 focused on Health and Wellness topics for 9-1-1. The presenters included, mental health clinicians, telecommunicators who have been affected by issues related to the job, instructors who focus on physical and mental health, and working group chairs currently involved in standards development work in the area of Peer Support. The sessions were very informative and you can expect to see more of these types of events in the future. Please stay tuned.

In addition to this important topic being the focus of the Critical Issues Forum which, happens to the first of its kind, NENA also provided the 9-1-1 Community with the Wellness Continuum Website. This Wellness Continuum Website can be a valuable tool for those in our 9-1-1 community seeking and sharing information about Wellness topics. You can visit the Wellness site by going to NENA.org then programs and then "Wellness Continuum" or click on the following link. <https://www.nena.org/page/WellnessContinuum> The site was developed to give the 9-1-1 Community a place to find wellness resources that are of quality and relevant to 9-1-1. Anyone can access these resources. You do not have to be a NENA member. Currently, the site is in its infancy stages with only 8-10 resources however, more are on the way. Soon, site visitors will be able to search for resources by key words. While you don't have to be a NENA Member to take advantage of the resources, you do have to be a member to submit resources. Submission of resources can be accomplished directly from the site, simply by clicking on "Submit a Resource". Visitors also have an opportunity to take part in the Wellness Community. Become involved in pertinent dialogue with like-minded individuals by "joining" the Community.

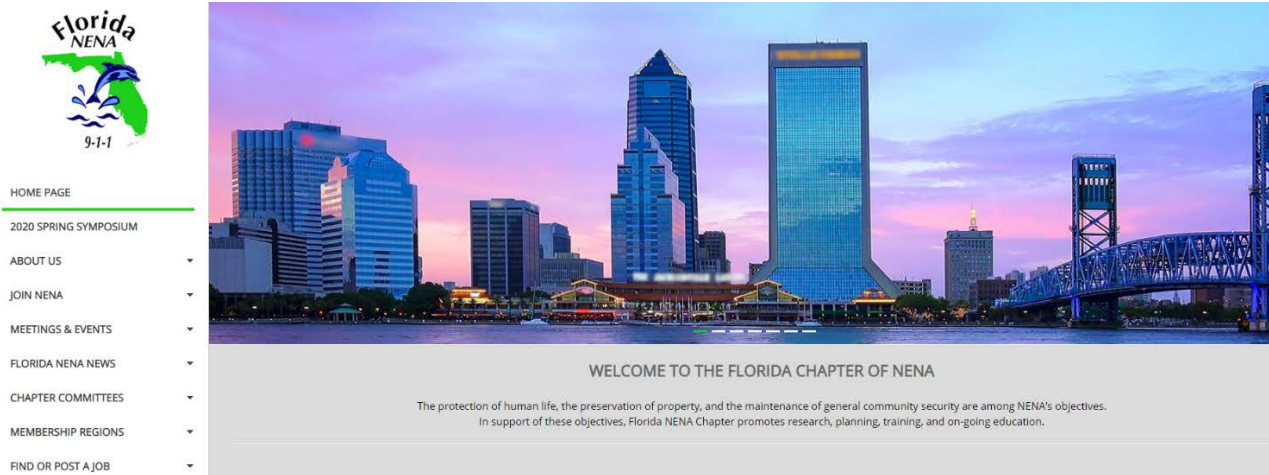
And if that wasn't enough, the Special Purpose, Wellness Committee has been formed under NENA's Development Steering Council. The Committee is tasked with identifying the wellness related issues, improving current standards and creating new standards, best practices and informational documents related to these issues for our 9-1-1 professionals. The Committee will provide resources that will promote and aid in the improvement of physical and mental well-being of 9-1-1 professionals in both the public and private sectors to include 9-1-1 support personnel. If you would like to join a working group that will focus on these needs, visit the Committees section of the NENA Website at NENA.org. The Peer Support Working Group is currently active with more working groups on the way.

As you can see, there is already a lot of action taking place with this effort and for it all to come together, requires involvement by our 9-1-1 professionals. So please, take advantage of the resources, submit resources, become involved in standards development and become involved in the community. #BetterTogether



Florida NENA Launches New Web Page

By Susan Nelson, FL NENA Committee Media Chair



The Florida NENA Web Page has a new look, and new functionality! Visit FLNENA.org and take a look around. You will find information and registration details for all our upcoming meetings and classes, Executive Committee and Chapter Region pages, and all the resources our members need and expect.

The entire membership list is loaded in the system, so we will be able to send e-mail updates, conference registration receipts, meeting information, the quarterly Florida NENA News, and more, all from one platform. The committee chairs and Regional VPs now have a place to post and share information, and we've added new pages as well. Want to post a job? We have a place for that. Questions about Chapter Regions? It's on the Website. Need to read the Chapter Bylaws? They're just a click away.

Over the coming weeks we will continue to build out the site by adding information, documents, updates on chapter and Executive Board activities, and more. Questions, comments or suggestions? Contact the Media Committee Chair, Susan Nelson, at slnelson@akimeka.com.

Florida NENA Regional Meetings:

- **WEFA** – March 4th at 9 AM Central Time. Bay County EOC, 700 HWY 2300, South Port, FL 32409
- **NOFA** – March 5, 2020 at 10 AM. Gilchrist County EOC, 3250 N US Hwy 129, Bell, Florida
- **SOFA** – March 12, 2020 at 10:30 AM. Palm Beach County EOC, 20 S Military Trail West Palm Beach FL 33415
- **CEFA** - March 13, 2020 at 10:00 AM. Osceola County Sheriff's, Office 2586 Partin Settlement Rd, Kissimmee FL 34744

Get details and register to attend the meetings at FLNENA.ORG!