



FLORIDA NENA

Thursday, April 22, 2021, 10:00AM EST

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EXECUTIVE BOARD MEETING MINUTES

CALL TO ORDER: Meeting was called to order at 10:05am by Dan Koenig

ROLL CALL

Voting members in attendance: Daniel Carroll, Sandi Chernoff, Carolyn Dill-Collier, Keith Godwin, Greg Holcomb, Dan Koenig, JC Meyer, Ira Pyles @ 1030, Jacob Saur, Jessica Skowronski

Voting members not in attendance:

Committee Chair/Advisory in attendance: Priscilla Hinckle, Cassie Lowery, Susan Nelson,

Committee Chair/Advisory in attendance: Sue Pettingill, Laurie Anderson, Yvonne Riechhoff, Amber Sienna, Lesil Taylor, Judith Weshinsky-Price, Linda Woloski

OLD BUSINESS:

1. Approve minutes from March 25, 2021 meeting (Dan):

- Jake motion to accept the minutes for March 25th. JC Meyer: second, and the motion passed unanimously.

2. 9-1-1 Goes to Tallahassee/Stakeholder Awareness (Dan):

- We're still holding our meetings on our first Wednesday of the month. We've looked at a lot of different items. We have a pretty good outline, and taking some notes from the National NENA meetings for the NG911 funding. There is progress. Within 45-60 days we should be doing the filming. If anyone wants to join the committee, please let me know. We're trying to be representatives across the state.

3. Senate Bill 1224 & House Bill 1171 (Dan):

- Unfortunately, we didn't expect the senate bill to go far. The house bill never got the first committee meeting that it needed. At this point the bill is still live, but will probably die at the end of the session which is April 30th next week. I'd like to thank everybody who did reach out to their legislatures. I believe as a board, I think we tried to keep our names out there and make the proper notifications wherever possible. Unfortunately, in this political climate it just didn't make it to the committee level where we needed it to. Susan: thanks for your leadership on this one Dan. I think you did a good job keeping everybody informed, and tracking it. We'll just have to go at it again

next year. Dan K: we'll start looking and possibly a different way to look at things. We did work closely with NENA. Both organizations need to go back to the drawing table and come up with a new plan. Because the same format we used back in 2010-2011 to get the certification, obviously the world has changed and politics have change so we need to come up with a new strategy if we want to address this type of bill again.

4. Vendor Email Blast Rules/Policy (Dan):

- We were looking for the policy. I'm still waiting to hear back from Sue and Priscilla as far as what we would consider with the conference rules and vendors. We will table until next month.

5. LIFT America Legislation (Dan):

- The LIFT America Legislation is part of the 600 or 800-page legislation that does include the \$15 billion for NG911 funding. Has everybody hear had a chance to join in on one of NENA's Chapter Leadership calls or have been on any NENA calls? Susan N: I joined one yesterday. Dan K: National NENA is for the funding 100%. There are a few items that they would like clarified in the bill. Number one is the standards. When this bill was introduced in 2019 from Amy Klobuchar there was reference to certain standards. The NENA standards were left out on the new one. NENA wants that language added in for the standards. Cassie: some were provided some key points. Not enough time to review it for today's meeting. There is one that I have been asked about, and I will be sending out
- Cassie: to your point, the information that was discussed on the call yesterday will be sent out to the membership. The national board members were provided some key talking points on the NG911 legislation. I can share that with you and Jessica both, and you can share it with the Florida membership. Watch for any emails coming out from Dan Henry with additional information.
- Dan K: I have received that also and will be sending it out. There's not enough time to review it during the meeting today, but I'll send it out for everybody's consideration, basically a resolution from the FL Chapter of NENA that we can send out to our legislators as far as a resolution, what we are looking for on behalf of our organization. In place of a letter from me this would be a resolution and basically signed by the Board of Directors of FL NENA. I'll forward that out after this meeting, and then we can open that up for discussion. If necessary, possibly hold a quick 30-minute special meeting in two weeks or so just to discuss it and try to get it voted to send it in. Some of you may have received the packet from Dan Henry that includes information on LIFT America and the 911 Saves Act, which we will be following very closely. Our chances are very slim at the state level, but look for something at the national level.
- Greg: I've been on a couple of the calls and I get the feel that this is almost a conflict between APCO and NENA. Is that what we're gathering or am I reading that wrong? Dan K: conflict-no, but there is a disagreement on certain terms, and not just with APCO. There is a larger group, the Public Coalition for NG911 Public Safety that is made up of APCO, but it also includes The Major Sheriff's Association, The Major Cities Sheriff's Association, National Sheriff's Association, and I believe The International Association of Fire Chiefs. The disagreement comes across with the standards that for some reason in 2019 NENA standards and the i3 standards were mentioned in the legislation.

This time they were purposely left off. With these, NENA and NASNA did not join this new coalition. Some of the other issues that they have are developing an authority or an advisory board. The problem is that on this advisory board, I believe currently out of sixteen people there's only three that are focused towards 911 professionals. One of the concerns is this is more than just call handling now. For NG911, now we're going into interoperability it goes from call handling out to the first responders for the \$15 billion. APCO is looking for a little more clarification on how it's done. Also, the advisory board is called FACA, how national boards are appointed. This is not holding them to those rules so there's no conflict of interest policy with this board and there's nothing set up yet ahead of time, again, when there are standards setup for such a reason. Greg: It just seemed like a lot of the discussion, for a lack of better terms, almost finger pointing. I didn't see a lot of productivity in that scenario, and I definitely support us in making sure that the standards are in the legislation and those type of things. As we put our letter together I don't think we would want to get into that role, but we definitely want to stress the importance of having the standards and the participation. Dan K: there's approximately 20 standards that a lot of the states have already used on their RFP's that aren't included in this. The other key point they mentioned was a (SOC) Security Operations Center with no guidance on it. If 911 in general gets \$15 billion we're not going to be able to go back for more money in a long time. One of the points that was brought up is we move more towards the carrier side of the standards which in some ways will be good, but other ways it won't because our systems will be interconnected, but not truly interoperable. I'll send out the resolution packet and we can have a special meeting to discuss it.

6. First Responder Bonus (Dan):

- We tried our best along with this other legislation. The idea is still to keep fighting and trying to get our 911 Telecommunicators classified as First Responders. I will try to find out more information on that.

7. Records Retention (Jessica):

- Thank you to Sandi, Susan, and Carolyn for the documents. After a review of the information they gave me, it appears that quite a bit of any documents that have to do with financial information needs to be saved indefinitely from the time that we became 501c3 status. Things like the board meeting minutes or any kind of meeting minutes, it does not indicate how long you have to retain that information, and some other side items. To be consistent moving forward, if we're able to keep all the information, why not keep it. Is this something that we want to use the Star Chapter for, and how much can we store the Star Chapter? Or do we need to have a separate file done so that all this information can be passed on to another person once the positions are given to someone else or someone can access the information from anywhere should one of us be unavailable if something is needed. Also, is this something that needs to be in the bylaws or something that we need to put into policy, how do we move forward with the records retention guideline? Susan: it seems that once we became 501c3, records retention became a much bigger deal for the organization. So we do need a solution of where we're going to store all this stuff, who has access to it. Star Chapter does have a place where we can store documents; we do have quite a bit of room there. But is that the right place or do we want to secure something like a drop box? Dan K: we have a lot of space, but since we are recording these business meetings, how much space does that take up? What kind of

security access and levels of security can we out in the Star Chapter? We need something with an audit trail so we can see who logs into the archive also. I don't know if would be the bylaws, but more of a records retention policy. Further discussion ensued.

- Dan K: we need to clarify in policy, these recordings might not have to be kept indefinitely, but the meeting minutes will so we don't use up too much bandwidth for the meetings. Keep recordings for a year or two. Looking into either a Google drive, a drop box, or some online storage. Susan: the things you want us to check are capacity, audit trail of who's accessing documents, overall security.
- JC: as far as storage, and security, and managing the rights to the files, and insuring that year to year, that those that are joining access and those that are parting ways have access removed, probably the easiest way to do that is similar to how we do it with the Star Chapter. Having an administrator and they are the ones that maintain the drop box or drive. They disseminate admin roles to the board just in case so there's always access to manage the account. Anyone who needs access to a certain folder, you can give share access to it. You can do folders for committees, financial, and meetings. You would get the list of emails and give access to those folders. Further discussion ensued.
- Susan N: who's responsibility is it to store the documents? If it's not in policy, then the bylaws need to reflect that.
- Carolyn: in other organizations that we're storing stuff to, we have done both secretary and the treasurer because of the financial part that the treasurer has to keep. Dan K: there may have to be some additions into the bylaws as far as the duties of the secretary or treasurer, and basically a transitions policy. Sandi and Jessica, if you could send me a list of what actually has to change when we have a change in chapter officers. JC: Microsoft 365 Business plan 1 is \$5 per user per month, so you're looking at \$360 a year. Microsoft 365 Business Basic is the same price. If we did Microsoft Basics it also includes teams, and you can do video conference meetings for up to 250 people. It has Exchange, Onedrive, and Share Point.
- Ira: I would suggest as Susan mentioned eluded to have a committee look at this and discuss it off-line, and JC as part of the committee. Dan K: we've been looking to change our web platform. Microsoft teams might be the better option. JC if you could join in with the group. Come up with a sample policy to use along with it.

NEW BUSINESS:

1. Members Only Benefits (Ira):

- This was brought up to my attention when the legislative report was shared via email. Is that still a member only benefit, and how do we make sure we're aware of what our members only benefits are? Dan K: I believe it is the intension of FL NENA that the Florida Legislature report was a member only benefit. I believe there was a little bit of lack of communications on the last one because we were in such a rush to get the information out about the two bills in Florida about the Telecommunicators reclassification. I would say they remain a member only benefit, and it would be sent out on email or just tell them it's available on the website. I think emailing the link to the website is best only for the members of the FL Chapter of NENA. Further discussion ensued. Ira: do have a list of members only benefits? Dan K: no we don't, but we probably should decide. I ask the regional VP's to come up with a consensus. Ira: minutes of a meeting that's public, I don't think minutes should be withheld. The legislative report is the only thing I'm aware of that is members only benefit. Dan K: other than that I believe that's it at this point. Ira: are awards and scholarships for members only? Susan: The Pat Welte Scholarship application is members only. Jim Martin

Award is not. Ira: I don't think the Jim Martin and the Exceptional Service need to be members only. But definitely scholarship when it's the chapter's money. Susan N: The Pat Welte is for the ENP members only.

2. Membership Emails – How many is too many? (Susan N. on behalf of Ira):

- Ira: in discussions we have the practice of not trying to overburden our members with emails, but what controls do we have on the folks sending out emails using the website? Dan K: we don't have any controls. I haven't seen us inedited with the emails so it hasn't become a problem yet. But I can see where we want to look into this before it becomes a problem. Judith uses it to announce upcoming training, I've used it to address the membership on certain legislations, and the GIS subgroup to send out the list for their meetings. What is everybody's opinion on these emails? Susan: if we see it's becoming a problem then we can address it. Dan K: I agree with that.

COMMITTEE REPORTS:

1. Treasurer (Sandi):

- Checking \$39,963.88; Conference \$51,599.81; Debit \$9,052.18; Total \$100,615.87. The final Westin Hotel bill was paid right after our last conference call.
- Our accountant is currently working on our 2020 tax returns.
- Dan K: in the past we have voted to accept the Treasurer report, is that actually necessary? Sandi is just passing on facts to us. I don't know if there's a need for a motion to accept it because it was entered into the record as part of the minutes. Sandi: I don't think it was ever done prior to Greg starting it, but I don't think we need it. I don't see it posted anywhere that we have to do that. Greg: formally in most organizations they accept that as a motion, but accepting it as part of the minutes will work as well. It definitely needs to be in the records somewhere as an accepted process. Carolyn: basically under the Robert's Rules of Order, it's accepted and filed for audit, it doesn't need a motion.

2. Conference Committee (Sue P):

- Starting to ramp up in the next month or so for the November conference. We're still slated for the Hard Rock hotel in Daytona. Sue definitely raised the bar pretty high with the past two conferences both in West Palm and Sarasota.

3. Media Committee (Susan N):

- The newsletter will be published at the end of May. I'm going to ask if anybody wants to submit an article. Looking for Committee updates, LIFT America Act article, technology updates, anything interesting going on in your PSAP's. Something that would help other PSAP Operators, PSAP Directors, and Regional VP's meetings. We have a Star Chapter portal to submit those to, and streamline how articles come through to me and Yvonne. I will send the portal link with the appointment. Dan K: is the submission portal for members only or open for anybody? Susan N: open to anybody. Dan K: I will send something out on Facebook that we're looking for articles.

4. Education Committee (Judith):

- Dan K: continuing through Panda Consulting classes. If anyone has any ideas for any other training that possibly NENA should provide on the regional basis like we did, and we can always go to the E911 Board for reimbursement if it's something that would fit. Reach out to Judith with that information.

5. Public Education Committee (Amber):

- Dan K: working on a few different things. April was 911 Education month. Amber is putting something together a roundtable for the public education committee personnel. She'll be reaching out to people that she works with, and sending something out for everybody's input as we move forward.

6. Database Committee (Ira):

- Continued efforts of the GIS subgroup with a meeting today at 2:00. We're going to review surveys results, and introduce FLEEP. We'll talk about basement addressing in Florida. Why are there basements in Florida?

7. Commercial Advisor Report (Priscilla):

- I don't have much to update. Susan and I sent out a post conference survey. We had good feedback. I'm changing the vendor hours, 4-6 the first night, and possibly 9-1 the second day. Haven't seen any negative feedback.

8. National NENA Report (Cassie):

- Conference is still on track for July 24th-29th at Columbus, Ohio. We have the entire convention center to ourselves so if anyone's superiors have any issues with them traveling to Columbus, Ohio they can at least tell them that we have the convention center to ourselves.
- We did miss out on the super saver pricing if you did not register through February 26th. However, the early bird is still available. It's about \$150 savings for membership for full conference. The preconference course still has a discount as well until May 28th and then we go into the regular pricing period which will run up to prior to the conference.
- If anyone missed the NENA goes to Washington event on April 13th, it's available on-demand. There's a link on the NENA website. If you're not able to find the link, please let me know and I will send you the link. It was a really informative event. Dan Henry and staff helped put together a really great session.
- NENA Social link: when you go into the NENA website and you log into your account, you are taken directly to the social link, similar to the Facebook wall. Your feed book consists of any posts made by connection that you've made with additional members or any of the groups that you have joined. Join some groups if you have not. You can select the groups and when you go into a group to view the information about it, in the upper right hand corner there is a join group link. For example, there is PSAP Leadership, Wellness, Woman in 911, Diverse Voices in 911, Young Professionals, and CMCP. You should already be added to your local Chapters group, but check-out what else is available. They have news feeds, forms available, and blogs.

- Federal Legislation: the 911 legislation call that we just had the other day is in social link. There is a hyperlink to the drop box containing the zoom video. During the call, they discussed the NG911 funding via the LIFT America Act, and Telecommunicator Reclassification via the 911 Saves Act. NENA is trying to do their best to improve the bill. NENA believes it's a great bill, but there are some ways to improve it to ensure that we do not have to go back and ask for additional changes. Dan Henry sent some suggested edits to the Board and the Chapter leaders. They've also been shared with other associations. NASNA and ICert continue to work with NENA, and they have also shared the same those same suggested edits to their memberships as well. Keep an eye out for additional information from Dan and NENA.
- Detoxing Dispatch: NENA's webinar is coming up on Wednesday, April 28th at 3:00pm eastern. You can register via the NENA website. You should have an email from NENA as well.
- Dan K: I will send out the packet for the virtual NENA Goes to Washington with the link to yesterday's call recording.

9. Bylaws Committee (Dan):

- Nothing at the moment, but we will look into whether records retention and the transition of office needs to be in the bylaws or policy.

10. Nominations Committee (Linda):

- Dan K: Linda stepped in for Laurie who moved to national position. By the bylaws, Greg is chair of the nominations committee. Linda has agreed to assist as necessary. I'll get with you and check on the bylaws as far as the actual make-up of the Nominations Committee because we will have the second VP, Regional VP's, and Treasurer or Secretary nomination.

REGION REPORTS:

1. CEFA (Ira):

- Planning to meet around the 25th of June.

2. NOFA (Keith):

- Next meeting is June 3rd at the St. John's County Sheriff's Office. The agenda is already published. I've already got a draft review of a pin for the November conference in Daytona beach. Same size as the other one just looks different.

3. SOFA (Carolyn):

- In-person and virtual meeting. Hosting it at St. Lucie County. Will post the agenda as soon as I receive a confirmation from one of the vendors.

4. WEFA (Daniel):

- Next meeting planned for June 8th which happens to be the 28th anniversary of 911 in Walton County.

Closing (Dan K): thank you everyone for all the work that you're doing. We have some good things going on moving forward. You will be seeing some things come out as we get closer with the 911 Saves Act. You may see some emails from either Dan Henry at National or myself on the NG911 funding.

ADJOURN: meeting was adjourned at 11:10 am by Dan K. JC: motioned. Sandi second.

DRAFT