



FLORIDA NENA

Thursday, September 23, 2021, 10:00AM EST

join.me/FLORIDANENA / Conference ID: 947-936-813 # / Px: (813) 769-0500

EXECUTIVE BOARD MEETING MINUTES

CALL TO ORDER: Meeting was called to order at 10:05a.m. by Dan Koenig

ROLL CALL

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

Voting members not in attendance: JC Meyer, Jacob Sauer

Committee Chair/Advisory in attendance: Priscilla Hinckle, Susan Nelson, Sue Pettingill, Amber Sienna Judith Weshinskey-Price

Committee Chair/Advisory not in attendance: Lesil Taylor, Linda Woloski

NENA Rep in attendance: Cassie Lowery

OLD BUSINESS:

1. Approve minutes from June 24th and August 26th meeting (Dan K.):

- Daniel Carroll motion to accept the minutes for June 24th. Sandi second, and the motion passed unanimously. Greg this meeting, Dan Carroll second.
- Greg motion to accept the minutes for August 26th. Carolyn: second, and the motion passed unanimously.

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

- Laurie and I wrote a script outline for the Stakeholder Awareness program. It's getting edited into a 5-minute video. We will be having a meeting the first week of October for 911 Goes to Tallahassee. The Capital will be open during session this year. We will definitely have a presence in Tallahassee this year for some upcoming legislation.

3. LIFT America Legislation (Dan K):

- NG911 was removed. There is now the Build Back Better funding bill. This includes \$10 billion for 911. It passed the Energy and Commerce committee last week which means it will be going to the full house for a vote. Reach out to your congressional leaders in your area. We will be sending something out to the FL NENA group along with the legislative update. The National level would be

the Build Back Better bill and the 911 Saves is still out there for the federal reclassification of 911 Telecommunicators. The wording in the Build Back Better bill has the approval of all the parties involved so it's not where we were with the Lift America.

4. Records Retention SOP Review (Dan K.):

- Didn't get the chance to review it. Will get policy back out with all the revisions for a vote to approve next month.

5. Bylaws Addition for President's Award (Dan K.):

- Nothing to update at this time.

NEW BUSINESS:

1. Regional Meeting Requests (Dan K):

- Susan N: has somebody requested our NENA Board records? Dan K: yes, somebody has requested the recording of one of the regional meetings. Carolyn: are the regional meetings being recorded? Dan K: we record the business meetings and the GIS Sub Committee meetings.
- Ira: I am opposed to any requirement that they be recorded, but if they are recorded, I'm not opposed to someone getting the recording. Dan K: I would have to agree with that. Our regional meetings are open forums for our people to talk and discuss many different things which include operational items and infrastructure that really shouldn't be for public release. Ira: there is no FL NENA business that occurs during these meetings; there are no votes. It's just sharing of information. Dan K: Synergem has requested several things for our recent procurement for our ESInet. We record these meetings, but not the regional aren't. It is the open exchange of information, and we don't want people to feel hindered by anything that might be said. Keith: if there are minutes, give them the minutes. Dan K: there aren't any minutes it's more of an overview and a synopsis of the regional meetings. Ira: CEFA does not have minutes. The agenda is posted and any updates that were provided in the form of a document I share such as National NENA updates. If we have permission to post the presentation, it's done on the CEFA page. There was something said by Synergem that was an inaccurate statement. Dan C: I got a call from someone with Synergem practically every week asking for the status of the region1 pilot for the RFP, wanting to be part of that. Further discussion ensued.

2. FL APCO and FL 911CA MOU (Dan K):

- We've been working on it for several months. We finally got it officially signed amongst the three organizations. We had approved it back in March.
- We have two bills out there for the reclassification of the Telecommunicators: HB 49 and SB 200. It's bipartisan. The HB is democratic, but the SB was put in by republican Senator Rodriguez from Monroe County, the lower part of Collier. Moving forward with the other organizations to hopefully get those bills passed this year. The bills themselves add the 911 Public Safety Telecommunicators

as first responders and the definition. The other two classes that will be added along with us would be correctional officers and probational correction officers. Further stipulations add in certain workman's comp benefits due to trauma induced illnesses such as PTSD. The final provision is to add a yearly training for stress reduction, stress and trauma related awareness, and suicide awareness and prevention. This does not have anything for length of service or FRS. We were surprised when the bill was introduced because we weren't expecting anything yet, but it was Representative Bartleman in Broward County that was working through the Broward PBA that got a hold of some of the notes that we had written and spoken to somebody and filed the bill. The first committee that the senate bill must go to is banking and insurance. Jake has a professional relationship with Senator Boyd who is one of the chairs. Senator Boyd is a former paramedic with Manatee County, so it looks like we have some champions on our side this year moving forward.

-Sandi and I reviewed our credit card handling and acceptance policy. We've made a few changes to keep it in line with our actual practice when we change banking accounts. We'll be sending that out during the month for a vote at the next meeting.

COMMITTEE REPORTS:

1. Treasurer (Sandi):

- Checking \$38,298.19; Conference \$76,189.57; Debit \$8,555.25. Total \$123,043.01. We have 24 vendors so far registered for the conference, and in that there will be 73 attendees, and 22 attendees on the county side.

2. Conference Committee (Sue P):

- I've been in touch with almost everybody. We're right on track. We're looking at a guest keynote speaker for the Coordinator's lunch on Thursday. Tricia Davis from Volusia County is asking if we would like to do a silent key for those that have passed in our 911 community over the last year or two. She will be reaching out to some folks for information.
- Booking is going well, we're more than halfway there as far as rooms go. We have 22 registrations and 24 for the vendors. I capped it off at 50 for the vendors. We have a lot of space; we could probably add more if we needed to.
- Working with Motorola for the Monday night event; our theme is Rock n Roll.
- Leon asked to have the board meeting on Wednesday morning. Wednesday is our exclusive vendor ours. He said if we start the meeting at 8:00 he would be done by 9:30. If they're done by 9:30 then it will not interfere with the exclusive vendor hours.
- Ira: did a speaker/representer requested to have their registration waived and we denied it? Sue P: yes, we've always done that because they're sponsoring a booth. We don't comp any of the speaker's registration. If we start to comp one, we have to comp all of them. Most of them are going to be there anyway. With the booth they get the registration depending on what level of sponsorship they are. Ira: I may have someone do a presentation, but they may have nothing else to do with NENA or the conference. Sue P: in the past years, and this year as well we do

have more people that want to do presentations than we have slots open. We're putting them in front of the whole 911 organization, so they have a very captive audience. We do have lots of people waiting to happily pay the registration fee if there is an opening. Ira: I would like that to be something we consider in the future because we're not hurting for the money. I understand there is a cost if they stay the entire event. Maybe we can come up with a number of how many presenters are there that may fall into that category. Dan K: are you talking about a person that's coming in to do a presentation, and nothing else with the conference? Ira: I might have a person come in and do a presentation for me. They're not part of FL NENA, or NENA, and may not even be part of 911, but they may have some data experience I wouldn't mind them sticking around for the whole event. Dan K: if they were coming in for the GIS database meeting, I don't know if we would charge them the full registration for that. Ira: I know we don't compensate speakers, but if we have someone who's coming in and they're not part of the NENA group, they wouldn't attend this meeting otherwise it would be nice as a courtesy to say thank you for showing up now if you want to stick around for the rest of the conference, you're invited to. Sue P: that's something we can look at on an individual basis. Keith: you don't want to be flip flopping back and forth. What about the thought of putting something in the bylaws about that and capsule it so it's written, and it's known? Dan K: yes, we can adopt conference guidelines that we can follow.

- Sue P: if you haven't made your reservation, please make sure you do because we have limited room. We want to make sure you get to stay in the hotel.

3. Media Committee (Susan N):

- Busy supporting the nominating and conference committee with the nomination qualifications, and ballots which Laurie and I will put together on Monday. Conference committee is busy with the website. Planning to do a newsletter in advance of the conference.

4. Education Committee (Judith):

- Last month we've been focused on the conference, and we're about ready to go.
- Bootcamp is scheduled with facilitators; we have the manuals. We have session presenters chosen, waiting on a couple of them to confirm. Post conference class is confirmed, and we have 13 registrants. The Bootcamp has 6 registrants. Ira: we have 6 for Bootcamp, is there any concern to press that more? Judith: there are usually more registrants as we get closer to the conference. Ira: do we have any notices going out to the general membership anytime soon? Susan: yes, we will send out a couple more before the conference. Dan K: I'll send out a few things about the Bootcamp out on Facebook.

5. Public Education Committee (Amber):

- Got approval to still be on the committee as the chair, but we are not allowed to travel due to COVID and staffing. I will not be at the conference.

6. Database Committee (Ira):

- GIS subgroup continues monthly sessions. Last month was the Unique Location Identifiers. We had "What Three Words" do a presentation on that, plus we had Susan Nelson did an extended presentation explaining other forms of unique location identifiers. We have another GIS subgroup meeting today at 2:00. Topic is Synchronization of MSAG, ALI, and GIS. Geocomm will be presenting. October will be FLEAP meeting, and November we're going to incorporate into the Database meeting held at the conference.

7. Commercial Advisor Report (Priscilla):

- Talked to Ryan from Intrado to see if they would be interested in the Gold sponsorship as they have in the past. At&t has not sponsored in many years and advised they do not have any budget. I'll be sending a follow-up email to all the vendors as a reminder to the conference to see if we can get more to register, and also mention the hotel so everybody can book beforehand.

8. National NENA Report (Cassie):

- Florida has 751 active NENA members; over 17,000 members at National Level. Renewal season begins in October, so you'll probably start to see those notices via email.
- Higher attendance than expected at the Columbus Conference. We raised more than \$20k for 911 scholarships. When they open nominations next year for scholarships, check you're your Telecommunicators and see if they want to apply. We had quite a few take advantage of it this year, but I believe we have some that were not used because there weren't enough people that applied for it.
- Facebook page has a lot of pictures and videos that have been uploaded. Conference attendees should have received an email with a link to some of the presentations. If anyone did not attend the conference and want access to it, it's available for purchase at \$499.
- For our industry partners, there is an exhibitor roster and a hyperlink information as well. Next conference is scheduled for 2022 in Louisville, Kentucky from June 11-16th. The call for papers is now open through October 15th.
- Upcoming conferences: NG911 Standards and Best Practices is scheduled for January 17-20th in San Diego, California. Registration and housing will open in the Fall. 911 Goes to Washington is still scheduled for February 13-16th. Registration and housing will open in late Fall.
- Association business: we are now accepting nominations for the 2022-23 Board of Directors election. We're going to have the 2nd Vice President, Southeast Region Director, Western Region Director, and Private Sector Director open for this one. The nominations window is open through COB, eastern time on October 1st at 5:00pm eastern.
- Education: NENA will be launching a partner in education or they're going to refer to as the peer program. Do not forget the Telecommunicator Core Competencies, the 40 hour on-demand training course. A lot of us use the APCO PST 7th Edition, they have now included registration and recertification fees for that course. The NENA course does not require recertification fees. The current ENP application window will close on December 10th for the winter exam of January 22-February 5th. We're still offering the remote testing due to COVID. The next examination period

following the winter will be in April, with applications due by March 4th. NENA sent out an email this morning regarding a webinar for mental health, injuries, and 911 A Silent Pandemic scheduled for Thursday, September 30th @ 3:00pm eastern live or on-demand later if you have registered.

- Legislation: as far as the 911 Saves Act, we currently have 5 of the 26 house representatives in Florida have sign-on, and none of the senators. We have John Retherford, Al Lawson Jr., Stephanie Murphy, Bill Possy, Fredrica Wilson signed on, but none of the others. So, if you didn't hear your representative's name, please reach out to them, and ask them to look into that.
- Wellness Initiatives: the NENA Health Huddle is a new bi-monthly zoom-based health and wellness discussion that NENA will begin hosting. They will begin with a new a guest speaker at the beginning of each session and then open it up for discussion afterwards. You should have a zoom link in your member newsletter to join the huddle which will be Wednesday, October 6th @ 6:00pm eastern. The Wellness Committee is updating the NENA standard on Acute Traumatic Chronic Stress Management and creating a Best Practices for mental health providers. The Peer Support Team Development implementation and oversight document was approved earlier this year and is available on the standards page.
- Check out the NENA continuum web portal. You'll see links to mental and physical health information, studies, apps, books, nutrition, and links to other website resources as well.
- Version 3 of NENA's i3 standards was published on July 12th. Because of the numerous changes they have now decided that they need to test some of the interactions that were previously tested. In response to that NENA's Industry Collaboration Events during committing has chartered the 10th NG911 industry collaboration event to focus on testing those implementations of new and updated features. Any vendors that wish to participate are encouraged to join in and contact James Kinney or Delaine Arnold. Information is also available on the NENA website for their email addresses.
- New 911.gov is a resource is an interactive map of 911. The National 911 Program recently introduced this map. It incorporates self-reported data from states and territories including 911 system structure, call volume, staffing, and progress toward NG911. The data is derived from the 911 annual report along with additional data that is voluntarily submitted. The map that was previously up included 2019 data, and they stated that they would be updating that with 2020 data. The website was undergoing maintenance as of yesterday. Hopefully, they are updating that 2020 data.
- See full NENA report attached.
- Susan N: I am the guest speaker for the health huddle on October 6th doing a presentation on yoga as a tool for health wellness and stress release.

9. Bylaws Committee (Dan):

- N/A

10. Nominations Committee (Greg):

- Nominations are in. I reached out to all the incumbents prior to opening the nominations, and everybody other than Keith identified that if they had nobody that they are willing to run. We did have blanks because those individuals did not nominate themselves. The only two issues we have for that is the Secretary and SOFA positions. We had nobody nominated for either, but both the incumbents had identified that they would take the position. I just need to make sure that's good and then put together a voting synopsis on that. We had one excellence award submitted. Ira: even though someone is an incumbent, shouldn't they not be filling out the application anyways because now we have some requirements? Greg: we need the application from them, but several of that didn't submit the application. Being the first time that we did it, there were a couple that were nominated, but no documents were uploaded. Can the documents be done after the nomination, after the fact or is that part of the nomination for acceptance? Carolyn: I did not fill out the application because I was hoping that someone would step up and fill out the application. Ira: I'm just talking procedurally to cover ourselves. Susan N: we did look through all the nominations, two of them had not submitted qualifications, and this was after the nominations had closed. So, I contacted both and said, "you have been nominated, please submit your qualifications, here's the link". Greg: I just wanted to make sure procedurally was that okay because if I nominate somebody, I'm not going to fill out the form for them and they may not even know I nominated them. Other people may get nominated and not accept the nomination, so you have to look at it from that standpoint too. Keith: do you have a nominee for NOFA VP? Greg: we have nominees for NOFA, CEFA, and two WEFA's. We need to look at the voting process, we have the electronic vote and the in-person vote at the meeting. Need to review the scholarship and award applications by the 30th.
- Dan C: when did the nomination process change for the local? Some people are upset of having to do this online instead of the group setting. Greg: the process changed when we changed our bylaws about 2yrs ago. Ira: which required members to vote to approve the bylaws, so the members approved it. Further discussion ensued.
- Greg: just a quick recap. The only runoff that we're going to end up with is in WEFA. Everybody else was a single nomination and/or an incumbent.

REGION REPORTS:

1. CEFA (Ira):

- We had our meeting last week; presentation by Cecullor. All virtual, about 30 attendees. We're not planning any regional meetings because of the November conference.

2. NOFA (Keith):

- Meeting on the September 9th. Michelle Clark conducted the meeting via Zoom. There were 9 coordinators, and about 15 service providers in attendance. The next meeting will be in March 2022.

3. SOFA (Carolyn):

- Met yesterday virtual, and present. Six people showed up in-person. Susan will post the presentation on the SOFA. We did not schedule a meeting because of the November conference.

4. WEFA (Daniel):

- We had a meeting on the 8th; about 30 ppl in attendance. We also did a virtual option through Teams, we had about 3 people. It was not recorded. We had a great presentation by Interaction Insight Corp on recorders. We are planning a November meeting. Susan N: I'll be happy to post the presentation on the WEFA page if they send it.

Closing (Dan K): we'll be sending something out reference the new monthly meeting times. The first pole we sent out looks to be Thursday afternoon or Friday.

ADJOURN: Carolyn motion to adjourn. Dan C: second. Meeting was adjourned at 11:06 am by Dan K.

Upcoming Events

The **NG9-1-1 Standards & Best Practices Conference** is taking place January 17-20, 2022 in San Diego, CA! At this one-of-a-kind, attendee-driven event, you not only learn about the standards that are spurring the development and implementation of NG9-1-1 technology and operations best practices, but also create the guidelines, resources, and documents that enable NG services, systems, and PSAPs to reach their full potential. Registration and housing opening this fall. Additional details available soon at nena.org/sbp.

9-1-1 Goes to Washington returns to our nation's capital from February 13-16, 2022. #NENAGTW) brings you and hundreds of your fellow 9-1-1 professionals together with government leaders in our nation's capital to address today's most pressing 9-1-1 and emergency communications issues. #NENAGTW is the only event where you learn about the policy challenges facing 9-1-1 and then take immediate action to address them through dialogue with your elected and appointed officials. Registration and housing opening late fall. Additional details available soon at nena.org/gtw.

The **NENA 2022 Conference & Expo** is happening from June 11-16 in Louisville, KY! Mark your calendars and plan now to attend! The conference **call for papers** is open through October 15 and is available at nena.org/nena2022-cfp.

Membership

NENA is entering the 2022 dues year with more than **17,000 members!** We look forward to great year with this strong community of 9-1-1 professionals.

2022 **membership renewal season** kicks off October 1, 2022. Watch your inbox for your renewal notice early October.

If you couldn't take advantage of a **group membership** before, now is a good time to share the extensive and exclusive benefits of membership with more of your staff. Group memberships allow you to save on the cost of membership, get more people involved, and provide exclusive benefits not available anywhere else! Learn more **at [nena.org/groups](https://www.nena.org/groups)**.

NENA offers a reduced membership rate to members who have retired from the workforce. **Retired members** are invited to stay connected to the 9-1-1 community and profession by continuing to lend their experience and expertise to ongoing leadership, volunteer, and networking opportunities. **Learn more at [nena.org/retired](https://www.nena.org/retired)**.

NENA's new members-only online community, **NENA SocialLink, is a great way to get info, share opinions, and engage with your NENA colleagues**. It combines the great features you know and love from personal social-networking sites with the added benefits you need to grow and expand your professional network. Build strong connections with your peers using interactive features like news feeds, groups, forums, blogs, and more - all accessed easily by logging in to your member account. Contact reception@nena.org if you need login assistance.

Start today by joining some of our community groups (don't forget to click "Join Group" at the upper right-hand corner on each group page):

- PSAP Leadership
- Wellness
- Policy Wonks
- Women in 9-1-1
- Diverse Voices in 9-1-1
- Young Professionals
- CMCPs

As a NENA Member, you're automatically a part of the NENA Members group, your local chapter group, your region group, the ENP group (if applicable), the Telecommunicator group (if applicable), and the Private Sector group (if applicable).

Need help getting started? Visit nena.org/tutorials where you can watch a video-tutorial series and learn more about how our online community works and how to use all of its features (click the blue plus signs next to the section headers to see all the videos in each category).

Education & Training

Launching soon, NENA's **Partner In Education Recognition** (PIER) program honors agencies who invest in their employees. Many agencies have made a significant commitment to NENA through their membership in the organization, sending employees to NENA courses, and by having employees become ENPs. The PIER program recognizes this commitment to quality education, professionalism, and excellence in 9-1-1. Watch the NENA website, social channels, and the member newsletter for a program kick-off announcement this fall.

NENA's **on-demand forty-hour training course for new dispatchers, Telecommunicator Core Competencies**, provides the essential and foundational training that 9-1-1 professionals need to deliver effective and efficient 9-1-1 service to the public. The curriculum, built to meet and exceed the recommended minimum-training guidelines issued by the National 911 Program, provides best-in-class practical knowledge and skills in areas required daily in the 9-1-1 center and under the headset, including: Call handling and processing for all emergency types, using emergency management systems and databases, quality assurance and quality improvement, customer service, critical thinking, PSAP-technology basics, radio systems, legal concepts, interpersonal communications, health and wellness, and more. Upon completion of this course, students are equipped to excel in their roles and are prepared to begin a long and successful career in 9-1-1. The program was launched in early 2021 and has received rave reviews. Learn more at nena.org/tcc.

With many people still facing travel restrictions due to the COVID-19 pandemic, NENA has launched a slate of **instructor-led online (ILO) courses** that enable 9-1-1 professionals to receive NENA's industry-best education and training content in a

virtual classroom. Each ILO course is six hours long and priced at \$139 for NENA members and \$199 for non-members. Once registered, students will be sent a pre-course questionnaire that allows NENA to further tailor content to meet students' needs. Upcoming courses can be found in the *NENA Dispatch* member newsletter or at nena.org/events.

NENA Members can **access a library of our on-demand webinars** for free! These hour-long webinars cover the hottest issues in 9-1-1, help you stay in front of the industry's latest developments, and provide practical takeaways that everyone in the center can You can view available webinars at nena.org/ondemandwebinars.

NENA members have access to every **#WebinarWednesday** offering throughout the year for free! Be sure to take advantage of this member benefit, worth over \$450! Get the team together on the last Wednesday of each month (except June, November, and December) for these hour-long webinars covering the hottest issues in 9-1-1! Watch your email inbox and the member newsletter for webinar announcements.

We're seeing continued growth and excitement about the **Excellence In Dispatch Certificate** for telecommunicators! The certificate goes beyond the basics of what is learned in your entry-level training programs to deliver the knowledge, tools, and resources dispatchers need to become star performers. Students must complete at least three of the five courses identified within two years to earn the certificate. Four of the five courses are available in the Instructor-Led Online format. For more information visit nena.org/eid.

9-1-1 professionals are always looking for training, especially free training. Sometimes it is hard to keep track of all the websites available. Last summer, NENA launched a **Free Training Resources webpage** to assist everyone in the industry finding FREE training, both online and in-person. This curated database, available at nena.org/freetrainingresources, will help 9-1-1 professionals build their skills and add to their knowledge. This free training resource webpage is a go-to-guide for industry-leading education from trusted providers. You can help expand the list of resources identified on the page; click the submit resources button at the top of the page to email suggestions for the committee to consider.

ENP Certification

If you're ready to take the next step in your career and have satisfied the eligibility requirements, start planning now to earn your ENP certification in 2022! Get a leg up in your preparation by ordering the **new version of the ENP Reference Manual (v6.0)** and by participating in one of our study groups. Learn more at nena.org/enp.

Association Business

NENA is now accepting 2022-23 **Board of Directors nominations**. The upcoming election is for: Second Vice President, Southeastern Region Director, Western Region Director, and Private Sector Director. The nomination window is open through COB Eastern on October 1. More info is available at nena.org/board-noms.

#ThankYou911

The **Telecommunicator Tree of Life** is a collaboration between NENA, the NG911 Institute, NASNA, the Department of Defense, the National 911 Program, and APCO to honor and celebrate the individuals who serve each day. Go to 911treeoflife.org to share an inspiring story recognizing a telecommunicator you know who has gone above and beyond for national recognition!

FCC 9-1-1 Strike Force on Fee Diversion

In February, the FCC announced the establishment of the Ending 9-1-1 Fee Diversion Now Strike Force. This federal advisory committee is dedicated to **studying and making recommendations to congress that address 9-1-1 fee diversion**. April Heinze, our 911 and PSAP Operations Director, was appointed by the Commission to represent NENA. The Strike Force established three work groups to study specific aspects of 9-1-1 fee diversion and make recommendations to be included in the final report. The parent committee held its first meeting on June 3rd, and second meeting

on August 2nd. The last meeting will be held on September 17th to adopt the final report to Congress. After the report is adopted, the Strike Force will provide its findings to the Committee on Energy and Commerce of the House of Representatives and the Committee on Commerce, Science, and Transportation of the Senate no later than September 23, 2021.

PSAP Registry & Census

Have you ever had a call from someone who is reaching out on behalf of a loved one who needs help? What do you do when the person needing help isn't in your jurisdiction? How do you quickly determine who the right PSAP is and transfer the call? NENA has a powerful tool that can assist you with this problem, and it's FREE for PSAP users. The **Enhanced PSAP Registry and Census (EPRC)** map-centric database tool should be used in every PSAP, no matter where you are. To obtain access to the EPRC simply visit nena.org/eprc.

We provide access to the database to commercial, non-profit, and other governmental agencies that need to contact a PSAP for a public-safety response of an urgent nature. This enables those entities to quickly determine who the appropriate PSAP is and either transfer a call or place a call on behalf of the person in need of help. If you are interested in accessing the PSAP registry or have questions, please contact April Heinze at aheinze@nena.org.

Wellness Initiatives

NENA invites you to engage with your peers in a new bi-monthly, Zoom-based health and wellness discussion - the **NENA Health Huddle!** We will be seeking important insight from you on the health and wellness challenges you're facing and how we can best tackle them as a community. At the beginning of each discussion period, we will host a guest speaker, who will offer some tips and tools to help you in your everyday life. Even if you just want to attend to enjoy some peer camaraderie, all are welcome!

You can find a Zoom link in your member newsletter to join the inaugural huddle on Wednesday, October 6 at 6PM Eastern.

The Wellness Committee is currently updating the NENA **Standard on Acute, Traumatic and Chronic Stress Management** and creating **Best Practices for Mental Health Providers**.

The **Peer Support Team Development, Implementation, and Oversight** document was approved by the Board earlier this year and is available on our standards page.

NENA has the **#NENAContinuum web portal** as an essential stress and mental-health resource. This is a repository for all-things 9-1-1 wellness. We have a team of subject matter experts working to ensure that the NENA website provides the tools and resources NENA members need to stay healthy - physically, mentally, and organizationally. Learn more at **nena.org/continuum**.

Reclassification

Urge Your members of Congress to support 911 SAVES! Since the 911 SAVES Act of 2021 (H.R. 2351) was reintroduced by Rep. Norma Torres (D-CA) and Rep. Brian Fitzpatrick (R-PA) on April 1, more than thirty additional members of Congress have signed on as cosponsors of the bill, bringing the total to more than eighty. A Senate companion bill (S. 1175) has also been introduced by Sen. Amy Klobuchar (D-MN) and Sen. Richard Burr (R-NC). **Now is the time to urge our members of Congress to cosponsor the 911 SAVES Act, and we need your help.** Please help us advocate for this change by joining our grassroots campaign at **nena.org/saves-campaign** and sharing it with your colleagues. It's imperative that we recognize the essential and challenging service that 9-1-1 professionals provide.

NG9-1-1 Federal Funding

NENA continues to advocate for federal funding for nationwide NG9-1-1 deployment. The current potential legislative vehicles for funding are a work in progress in Washington. You can expect to hear more from NENA HQ staff on this issue once legislation is introduced.

NG9-1-1 Standards & Resources

Work on Version 3 of the i3 Standard for Next Generation 9-1-1 is finished and the standard is on track for publication and ANSI accreditation by October 2021.

Version 3 includes a number of enhancements including a modern REST/JSON architecture, enhancements to security, discrepancy reporting, test call services and other features. i3 is always under continuous maintenance and work on version 4 began the day work on version 3 was completed. If you are interested in contributing, anyone can join NENA workgroups at any time regardless of your skill set.

Several other landmark standards have been published recently, including the ESInet-Public Safety Broadband Network Interconnection standard, Civic Location Data Exchange Version 2 Standard, Next-Generation-PSAP, the Emergency Incident Data Object suite, and others.

NENA is preparing an NG9-1-1 textbook for 2021 which is designed to provide a comprehensive description of how NG9-1-1 works, including relevant standards, at a technical level that is accessible to a general audience. NENA expects this to be extremely helpful to decision makers like state and county officials who want to understand NG9-1-1 but are not dedicated technical specialists that can devote time to read the vast library of standards that comprise NG9-1-1.

Document Updates

Recently **published**:

- Peer Support Team Development, Implementation, and Oversight
- NENA Spoofing Mitigation Information Document

IPR Stable Form Notices

- NENA Standard for Interconnecting Emergency Services IP Networks and Public Safety Broadband Networks
- NENA Standard for Emergency Incident Data Object (EIDO)

Pending **public review**:

- NENA Standard to Protect the Wellbeing of 9-1-1 Professionals

Public review **comments being addressed**:

- Next Generation 9-1-1 (NG9-1-1) United States Civic Location Data Exchange Format (CLDXF) Standard Version 2
- NENA Standard for the Conveyance of Emergency Incident Object Documents (EIDOs) between Agencies, Systems, and Applications

Other technical standards expected to be completed by NENA in 2021 include:

- NG-PSAP
- ESInet-PSBN Interconnection Standard
- NG-SEC version 2
- Emergency Incident Data Object (EIDO), Conveyance of EIDO
- NENA Standard for NG9-1-1 GIS Data Model, Version 2

Get Involved!

Anyone is qualified to join any of NENA's work groups and you do not need to be a NENA member to contribute. **Find current calls for volunteers in your member newsletter or visit [nena.org/volunteer](https://www.nena.org/volunteer)** to search for working groups seeking participants.

NG9-1-1 Interoperability Oversight Commission (NIOC) Update

The NG9-1-1 Interoperability Oversight Commission (NIOC) enters its second year in 2021. This is the independent governance board that oversees the operation and finances of the PSAP Credentialing Agency (PCA) and forest guide. More information at ng911ioc.org.

The NG9-1-1 PSAP Credentialing Agency (PCA) will enter production in 2021. This is a core cybersecurity function specific in i3, and is the root of the Public Key Infrastructure (PKI) that secures NG9-1-1 and allows networks to interoperate securely. The Certificate Policy for the PCA was finished in November 2020 and the Validation Policy will be published fall 2021.

The NG9-1-1 Forest Guide will enter production in 2021. This is an element created in Internet Engineering Task Force internet standards and incorporated into the i3 standard for Next Generation 9-1-1. The forest guide allows location-based routing between disparate NG9-1-1 systems to interoperate.