



# Florida NENA Quarterly Newsletter

Newsletter Issue:  
August 2019

**Florida Chapter of the National Emergency Number Association, Inc.**

## Letter from the President

By Laurie Anderson, Florida NENA President

The National Emergency Number Association cares about you! If you were unable to attend the NENA Conference held at the Gaylord Palms in Orlando this June, you missed a very significant announcement.

NENA has launched a much-needed comprehensive Health and Wellness Initiative for the 911 Industry. As 911 Industry Professionals, we are typically well versed on how to provide for and care for others, but we often tend to fall short in taking care of ourselves. This profession over time has the tendency to take a toll both mentally and physically. We see this daily in our actions but fail to recognize what it is and how it is affecting us until we are already in way too deep.

Well, now is the time to start taking care of ourselves and NENA is going to be assisting us throughout our journey for improved health and well-being!

If you are interested in being part of this momentous effort, you may want to consider becoming a member of the newly formed Wellness Committee chaired by Chris Fischer and I, Laurie Anderson.

This committee has been tasked with identifying the health and wellness needs of our 911 Professionals; improving current standards; and developing new standards, best practices, and additional relative, meaningful resource materials. During the month of August, the Committee will hold its first kick off meeting. If you haven't yet joined, there's still time! It's never too late.

There's much work to be done in the coming days, months, and years and we are excited to get started! For more

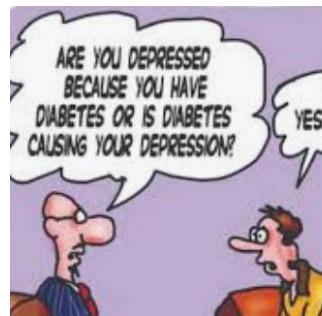
information on joining this initiative, visit <https://www.nena.org/page/WellnessCommittee> and click on ...

**Join This Work Group**

We are looking forward to working with you and working to provide a healthier 911 Industry! We are Strong! We are Resilient! We are 911 Professionals!

*Laurie Anderson*

FL NENA President  
#NENACares



### Upcoming Events:

#### FL NENA Fall Conference

When:  
November 17<sup>th</sup> – 22<sup>nd</sup>  
2019

Where:  
Hilton Palm Beach  
Airport

150 Australian Ave  
West Palm Beach, FL.  
33406

**“As 911 Industry Professionals, we are typically well versed on how to provide for and care for others, but we often tend to fall short of taking care of ourselves.”**

# “I’m Just Blunt”

By: Keith Godwin, CPM, ENP – Alachua County 911 Coordinator / FL Chapter of NENA NOFA Vice President

Have you ever heard an individual in a supervisory position say they are blunt? Makes you wonder if that person ever thought of how other people perceive such an approach. There may be some that say to themselves “oh, that’s just his way.” Others may see being blunt as being rude. And if you are only blunt with some people, and talkative and cheerful with others, you are setting yourself up for accusations of favoritism or worse, discrimination.



There probably is a time and circumstance for being blunt but typically not in an office setting. In a PSAP, you often have to be direct and to the point (another way of saying blunt). When a dispatcher asks a 9-1-1 Operator for the direction of travel, the only thing the dispatcher wants to hear is the answer. In that scenario, that is not being blunt, that is being to the point which is appropriate for the situation. But, in an office environment, being blunt is counterproductive to open communication.

There are volumes upon volumes of books and articles about communication, but some people have never read a single paragraph out of any of them. Those one day classes on effective communication that are periodically offered are worth attending but should never be the end of your education.

After years of training yourself to have an immediate response to every emergency, with only seconds to think, you now find yourself in an office supervising the training staff in a PSAP. Just because you are proficient with all

positions in a PSAP, and you have the correct response to every emergency situation, does not mean you will be an effective and productive supervisor in an office environment.

Answer this question before reading the next paragraph: What is a supervisor supposed to provide to those he or she supervises when assigning a task?

- Supervision
- Resources
- Guidance
- Time

Supervision involves asking for and expecting feedback. How many times have you seen someone given a task, they spend hours or days on it, then, when they think they are done, present it to their supervisor and find out it is all wrong. These situations are the result of the failure of the supervisor to check-in periodically to see how the task is coming along and asking for and expecting periodic feedback.



“I LIKE THE WAY YOU HANDLE RESPONSIBILITY AND MY NO NON-SENSE ATTITUDE, SO I’M GOING TO BLAME SOME STUFF ON YOU, OK?”

**“What is a Supervisor supposed to provide to those he or she supervises when assigning a task?”**

Resources, another name for equipment, includes a clean and healthy office environment with adequate space, good lighting, free of constant or repeated interruptions, good ventilation, and the most recent version of any software products in use as well as access to any network drives.

Guidance is the information an individual needs to have to accomplish the task. Guidance helps an employee meet expectations. When do you want this completed? Who is the audience? How many copies? What format? Where is the data?

Time. The most valuable resource. You have to provide adequate time to complete a task. If you don’t provide enough time, expect less than satisfactory results. Always, always tell someone when you expect the task to be accomplished. If you don’t, you can expect to hear “you never told me you needed that on Wednesday!”

If you haven’t figured it out yet, the office manager or supervisor that operates in blunt-mode, will not provide adequate resources which often results in poor outcomes. Poor outcomes means doing the same task again. Doing a task over again creates animosity within employees...and can make a manager/supervisor appear inefficient.

Take stock of how you communicate with your office staff. Good communication skills can deter and resolve problems but it may take some studying to improve your communications skills.

In a nutshell....if you are blunt, you should work on improving that shortcoming.

*Keith Godwin*

# Thought from the Southeast Region Director

By Linda Draugh-Woloski, ENP – NENA Southeast Region Director

In June, Florida hosted NENA's 2019 Annual Conference at the Gaylord Palms in Kissimmee, and it was one of NENA's best conferences ever. On behalf of myself and NENA's Executive Board, I want to extend our heartfelt appreciation to all the volunteers. A very special thank you to Greg Holcomb and Carolyn Dill-Collier; they did an outstanding job of having volunteers when and where they were needed.

NENA is a volunteer organization, and without our volunteers, we would not be successful. If you are passionate about 9-1-1, get involved, let someone know. **YOU CAN MAKE A DIFFERENCE**, not just at a national level, but at a state level, too.

I would like to remind everyone that Florida NENA will be holding its Annual

Conference starting on November 17, and I encourage all of you to attend. Just like for the national conference, we are looking for volunteers. You can find more information about the conference at [FLNENA.org](http://FLNENA.org).

At a national level, NENA continues to support the 9-1-1 Saves Act. This bill aims to reclassify Public Safety Telecommunicators as Protective Service Occupations under the Office of Management and Budget's (OMB) Standard Occupational Classification System. It was put into the National Defense Authorization Act (NDAA) and passed the House on July 12! This is something that NENA, APCO, and others have been championing for several years.

In the upcoming weeks, National NENA will be asking for nominations to the Executive Board for the following offices: Second Vice President, Private Sector Director, and Southeast Region Director. If you are interested in running for any of these positions, please keep watching for the official announcement. I will tell you up front, it is a lot of work, but you will get a lot back, too.

Never forget that this is YOUR Association.

If there is anything that I can do, please reach out to me. I am always here to help. My cell number is 561-312-1123, and my email address is [ldwoloskien@tds.net](mailto:ldwoloskien@tds.net).

*Linda Draugh-Woloski*

## Florida NENA 2019 Fall Conference

By Sue Pettingill

Our Fall Conference will be held at the beautiful Palm Beach Hilton-Airport in West Palm Beach, November 17 – 22, 2019. This year's conference will be bigger and better than ever! We have some great networking events planned, as well as our annual training sessions, 911 Coordinators Meeting, and much more including, of course, a great EXPO with our Industry Partners.

We are working on finalizing our schedule and will have it posted on the website soon, as well as the

registration links for Attendee Registration and the Hilton Hotel. We expect registration by the end of August, so please check our chapter website for more information as it becomes available.

We are planning on a "Hawaiian" themed week for the conference, so get those Hawaiian shirts and grass skirts out of the closet and come prepared to learn, network, and most of all, have some fun!

In the meantime, for questions or further information, please feel free to contact Sue Pettingill, Conference Chair at: [pettingill911@gmail.com](mailto:pettingill911@gmail.com) or, 407-490-7403.

On behalf of the Board Members and the Conference Committee, we look forward to seeing everyone in November!!

*Sue Pettingill*



**Hilton Palm Beach Airport**  
150 Australian Avenue  
West Palm Beach, FL 33406

*Save - The - Date*  
**2019 Florida NENA  
Fall Training  
Conference & EXPO**  
*NOVEMBER 17 – 22, 2019*



Updated information will be sent to the membership and will be available on our Chapter website in the coming months...  
[www.flnena.org](http://www.flnena.org)

Industry Partners: Please contact Priscilla Hinckle for sponsorship opportunities at: [PHinckle@KovaCorp.com](mailto:PHinckle@KovaCorp.com)



# Susan Nelson Joins Akimeka

By Akimeka

Susan Nelson has joined Akimeka, LLC, a subsidiary of VSE Corporation, as Client Relationship Manager for Florida and the Southeast. Susan brings twenty years of public safety 911 experience to Akimeka, as well as a passion for 911.

"In this business every second counts," Susan states. "Thirty seconds of response delay can mean the difference between life and death." Akimeka, an IT company with a 911 GIS Division, provides services to 911 agencies to ensure the addressing and GIS data used in the 911 system presents the most accurate caller location information. Susan will be responsible for growing new business, developing partnerships, and maintaining current customer relationships

As the former 911 Coordinator in Alachua County, Susan knows the importance of accurate caller location information. "Response delays caused by inaccurate caller location information was what kept me up at night," she states. "And it still does. You can have the latest call taking technology available, and you can train your call takers in the proper response protocol, but those things are secondary if you don't have accurate location data."

After nearly twelve years in Alachua County, Susan moved to the private sector, holding business development positions with AK Associates, Motorola/Airbus, and most recently with TGundlach Resource Agency.

At Akimeka, Susan replaces Sue Pettingill, another industry veteran, who recently retired after nearly 40

years in public safety. As former president of the Florida NENA chapter and past recipient of the Jim Martin Award, Susan also offers expertise to Florida NENA to help the chapter grow and develop.

"I look forward to connecting with my friends and colleagues in 911 in this next chapter of my career," Susan states. "Look for me in the upcoming meetings and say hello!"

*Susan Nelson*



## Florida NENA Education Updates

1) We are looking at possibly doing a second ENP Study Group for 2019 – still in the works with discussions with the FL NENA Education Committee

### 2) **Fall Conference:**

Dates: November 16<sup>th</sup> – 22<sup>nd</sup> 2019  
Location: West Palm Beach

Boot Camp will be:  
Sunday, 11/17 (all day)  
Monday, 11/18 (1/2 day)

### NENA updates:

- CEFA - August 2019 – date and location not set yet
- WEFA – September 4<sup>th</sup>
- NOFA – September 5<sup>th</sup>
- SOFA – September 10<sup>th</sup>



**"Please keep in mind, while there is a fee to take the exam, there is NO fee related to participating in the study group."**

*Don't Sweat the TEST!*