

## **E911 BOARD MEETING MINUTES**

### **Meeting Dates:**

E911 Board Meetings  
Sept. 17-18, 2014  
Embassy Suites Hotel @ Westshore  
Tampa

**Wednesday, Sept. 17, 2014 and Thursday, Sept. 18, 2014 beginning time 9:00 a.m. until conclusion of business**

### **Board Members in meeting attendance:**

Laurene “Laurie” Anderson, Charlotte County  
Carolyn Dill-Collier, 911 Coordinator, St. Lucie County  
Chesley Dillon, Vice-President, Corporate Tax, Tracfone  
John Ford, Chairman – Bureau Chief, DMS - Division of  
Telecommunications  
Stan Greer, Area Manager – External Affairs, AT&T  
Benjamin “Ben” Guthrie, 911 Coordinator, Gulf County  
Sandra “Sandy” Khazraee, Regulatory Affairs Director, Southern Region,  
Century Link  
Dale Mitchell, 911 Coordinator, St. Johns County  
Ira Pyles, 911 Coordinator, Hillsborough County

### **Board Member(s) unable to attend meeting due to other conflict:**

David “Dave” Konuch, Attorney, Florida Cable Telecommunications  
Association  
Tom Nadler, Manager, Sprint

### **Staff in meeting attendance:**

Clark Jennings, Legal Counsel, Office of the Attorney General  
Kent Raheb, Technical Support, DMS-Division of  
Telecommunications  
Penney Taylor, Administrative Support, DMS-Division of  
Telecommunications

**Public in meeting attendance:**

Mike Barretto, Word Systems, Inc.  
Paul Boynton, CenturyLink  
Amelia Coates, Sarasota County  
Silas Daniel, Sumter County  
Dona Fernandes, Pasco County  
Bob Finney, Collier County  
Chuck Freeman, Pinellas County  
Ford Frey, CenturyLink  
David Gleason, TCS  
Keith Godwin, Alachua County  
Ed Gonzalez, Intrado  
Tim Gundlach, TGRA  
Priscilla Hinckle, Kova  
Greg Holcomb, Lake County  
Phil Jones, NICE  
Jody Kenyon, Pasco County  
Ernie McFarland, Manatee County  
Bob Mohr, General Dynamics  
Don Nagle, L.R. Kimball  
Stacy Needham, Manatee County  
Susan Nelson, Airbus  
Steve O'Connor, Synergem  
Lizette Resto, Osceola County  
Amber Siena, Osceola County  
Chuck Spalding, Palm Beach County  
Jim Vanier, Alachua County  
Dina Walker, Seminole County

**Staff Members and Public Members participating via telephone conference:**

Kimberly Bickley, Administrative Support, DMS-Division of Telecommunications  
Tricia Davis, Volusia County  
Tim Gundlach, TGRA  
Marilyn Haroutunian, Former Board Member  
Wink Infinger, Statewide 911 Coordinator, DMS-Division of Telecommunications  
Adrienne Jones, Administrative Support, DMS-Division of Telecommunications

**Staff Members and Public Members participating via telephone conference (continued):**

Donald Lamb, Technical Support, DMS-Division of Telecommunications

Jennifer Payne, Suwannee County

Chris Pollischuck, Thomas Howell Ferguson, P.A.

Rolf Preuss, Flagler County

Annette Rodgers, Orange County

Lane Williams, Thomas Howell Ferguson, P.A.

(Some telephone conference participants may not be listed as no email was received acknowledging their participation.)

**Wednesday, Sept. 17, 2014 beginning at 9:00 a.m. until conclusion of business**

**1. Call to Order**

Meeting called to order at approximately 9:00 a.m.

Staff conducted roll call. Of the current eleven board members nine participated in this meeting. Mr. Konuch and Mr. Nadler were not available for this meeting due to other conflicts.

Roll call for staff members was conducted. Public members attending this meeting and participating in the telephone conference were requested to acknowledge their participation by signing the sign in sheet or by sending an email to staff to assure that they would be properly noted in the meeting minutes. Public members with issue(s) to be presented to the board for consideration were requested to list their issue on the issue(s) list as provided or to send the issue(s) via electronic mail to staff.

Ms. Dill-Collier made a motion that Mr. Nadler absence from this meeting be excused. Ms. Mitchell seconded the motion that carried 9-0. Mr. Ford requested that board members provide advance notice when unable to attend monthly scheduled meetings in an effort to allow staff time to cancel hotel reservations to avoid "no show" fees.

Meeting Agenda

Mr. Ford requested input related to the Pinellas Regional 911 PSAP Tour due to distance and weather conditions.

The board unanimously agreed that the Pinellas Regional 911 PSAP Tour be postponed for a future meeting and requested that staff schedule a meeting closer to the PSAP location due to area being a heavy traffic area.

**2. Approve Meeting Minutes for the Aug. 13-14, 2014 E911 Board Meetings**

Meeting minutes from the Aug. 13-14, 2014 E911 Board meetings were reviewed by the Board. A minor typographical error correction was requested by Mr. Pyles.

Mr. Ford requested that Mr. Greer conduct the vote for the Aug. 13-14, 2014 meeting minutes due to his absence at this meeting.

Ms. Khazraee made a motion to adopt the Aug. 13-14, 2014 meeting minutes with the noted modification. Ms. Anderson seconded the motion that carried 9-0. Mr. Konuch and Mr. Nadler were not available for this vote.

**3. Old Business**

Special Disbursement Sign-in Form for Coordinator Training

Mr. Infinger provided for board review the attendance sign-in form as required for special disbursement of funds for coordinator training.

The attendance sign-in is required to request and obtain the special disbursement. The sign-in sheet will be available at the training class and at the 911 coordinators meeting. Based on the county representative sign-in, a disbursement will be processed through the E911 Board for the county attendance.

Mr. Ford questioned if any rural counties would require advance payment of funds to attend the coordinator training. There were no county responses.

Mr. Infinger informed the board that a county had submitted an application for conference training for the Spring conference in the Fall 2014 Rural County Grant Program; however the county did not have an issue with the special disbursement process or the (\$1,200) amount of funding.

Mr. Infinger agreed to send out another email notification to all counties reiterating the process and noting that there was no further action required after the sign-in.

- 4. Discuss confidential data related to provider revenues by county, discrepancies, disbursements and provider invoices. All confidential information discussed in a manner as not to disclose any confidential information and/or trade secrets.**

Mr. Pollischuck reviewed confidential data related to the wireless and non-wireless June 30, 2014 monthly disbursements to counties and financial statements.

The board was informed that issues continue to be encountered with remittance reports from some companies and with fluctuations of subscribers from some companies.

- 5. Discuss the recommendation(s) and vote on items from confidential data**

Wireless

Wireless financial reports for the period ending June 30, 2014 were reviewed and discussed by the board. Mr. Ford requested that for the executive summary report that the prepaid provider information be removed until further notice.

Ms. Mitchell made a motion to authorize distribution of wireless revenues in the amount of \$4,055,416.70. Mr. Guthrie seconded the motion (there were no questions and/or comments related to this vote) that carried 9-0. Mr. Konuch and Mr. Nadler were not available for this vote.

Nonwireless

Nonwireless financial reports for the period ending June 30, 2014 were reviewed and discussed by the board.

Ms. Dill-Collier made a motion to authorize distribution of nonwireless revenues in the amount of \$3,296,771.20. Mr. Guthrie seconded the motion (there were no questions and/or comments related to this vote) which carried 9-0. Mr. Konuch and Mr. Nadler were not available for this vote.

Missing Remittance Reports

Mr. Pollischuck informed the board that there were only two missing nonwireless remittance reports for the period ending June 30, 2014.

**Discuss the recommendation(s) and vote on items from confidential data (continued)**

Financial Statement

In the absence of Mr. Barbacci, Lane Williams gave the review of the Financial Statement. Ms. Williams started the review by stating that the nature of the compilation report is to compile all the remittance reports as received. Ms. Williams also stated that these reports are not audited or reviewed and often not independent as stated in the financial statement.

Ms. Williams gave an overview of financials for the period ending June 30, 2014 which included a summary of liabilities, deposits and pooled investments, trust fund balance, revenues, expenditures and subsequent events.

Provider Cost Recovery Reimbursement

Ms. Williams gave an overview of the statement for Provider Cost Recovery Reimbursements.

Other issue(s) discussed:

- Certification Forward Payments
- Accounting Firm Contract

Mr. Ford informed the board that as a result of the Request for Quote process, Carr, Riggs & Ingram would be the newly assigned accounting firm as they submitted the lowest quote for the accounting services. The contract term would be three years with three optional one year renewals contingent upon performance.

Wireless Service Provider Cost Recovery Consent Agenda

The following wireless service provider cost reimbursement invoice(s) was reviewed for payment authorization:

Ms. Dill-Collier made a motion that payment authorization for Item 1, as listed on the Wireless Service Provider Cost Recovery Consent Agenda in the total amount of \$583,230.19 that would be paid from certified forward funds be approved. Mr. Guthrie seconded the motion (there were no questions and/or comments related to this vote) that carried 9-0. Mr. Konuch and Mr. Nadler were not available for this vote.

**Discuss the recommendation(s) and vote on items from confidential data (continued)**

Wireless Service Provider Cost Recovery Consent Agenda (continued)

Ms. Dill-Collier made a motion that Item 2 as listed on the Wireless Service Provider Cost Recovery Consent Agenda in the total amount of \$28,998.14 with the caveat that \$10,273.83 be paid from certified forward funds and \$18,724.31 be paid from current year funds.

Mr. Ford questioned the split funding. Staff explained that one invoice was for the period of June 2014 and one for the period of July 2014.

Mr. Ford called for a motion for payment authorization; Mr. Greer made the motion authorize payment for Item 2 on the Wireless Service Provider Cost Recovery Consent Agenda in the total amount of \$28,998.14. Mr. Guthrie seconded the motion (there were no questions and/or comments related to this vote) that carried 9-0. Mr. Konuch and Mr. Nadler were not available for this vote.

Board Member Attendance

Mr. Jennings informed the board that he had communicated with Mr. Konuch and was informed that he would not be able to attend this meeting due to other conflicts.

Mr. Guthrie made a motion that Mr. Konuch absence from this meeting be excused. Ms. Dill-Collier seconded the motion (there were no questions and/or comments related to this vote) that carried 9-0. Mr. Konuch and Mr. Nadler were not present for this vote.

Mr. Jennings explained that there are provisions in statute that reference if a board member has too many unexcused absences from board meetings that their seat could become vacant. In addition when the member is up for re-appointment, Senate confirmation could question the unexcused absences.

Wireless Service Provider Cost Recovery Consent Agenda (continued)

Ms. Dill-Collier made a motion that payment authorization for Item 3, as listed on the Wireless Service Provider Cost Recovery Consent Agenda in the total amount of \$23,123.22 that would be paid from certified forward funds be approved. Mr. Guthrie seconded the motion (there were no questions and/or comments related to this vote) that carried 9-0. Mr. Konuch and Mr. Nadler were not available for this vote.

Certified Forward Process

Mr. Ford gave a brief explanation of the certified forward process and informed the board up to what time period these funds could be certified forward.

Mr. Greer filed Form 8A.

**Discuss the recommendation(s) and vote on items from confidential data (continued)**

Letters to Service Providers

Included in the meeting package were copies of letters that had been mailed to some service providers with issues related to submission of remittance reports.

Mr. Ford informed the board that communications had been prepared, dated Sept. 17, 2014, to notify the industry of change in the E911 fee. The board is required to provide notification no less than 90 days before the change in E911 fee. A copy of the letter was available for informational purposes.

**6. Discuss E911 Board Statewide Strategic Initiatives**

Mr. Infinger informed the board that no materials were prepared for review in this meeting. However, the text-to-911 and next generation 911 initiatives are both tied into the board's statewide strategic initiatives. The text-to-911 initiative has been routed to DMS Communications and should be available at the October board meeting for review. The next generation 911 initiative will be presented in the October meeting for review and input.

Mr. Ford stated that for the state to do a procurement for a statewide routing system, a business case would be required, that would then require legislative approval. The department has started the process for getting approval for the business case as reference in the 2013 Annual Report. In the 2013 Annual Report the board did list the number one priority as the statewide routing system and the board did request the support of the department in developing and procuring the system.

Mr. Ford commented that the text-to-911 initiative process had generated a lot of interest. Possibly in the next legislative session a lot of support could be generated on what the board is doing related to text-to-911.

There was some public concern related how the statewide system process would be initiated and if the technical specifications required refreshing or updating.

**7. Discuss 2014 Fall Rural County Grant Program**

Mr. Infinger informed the board that five applications have been received to date in the approximate total of \$150,000. In accordance with the June 2014 Financial Statement available funding for the Fall Rural County Grant Program is in the amount of \$654,000 that will increase with next month's fee collections.

Mr. Infinger also informed the board that staff would be conducting review of the grants before presenting to the board for review. There will be potential one grant for system upgrade with no system replacements at this time.



2013 State Grant Program

Mr. Ford informed the board that a couple of requests have been received for reimbursement of grant funds as awarded in the 2013 State Grant Program and questioned if any counties had concerns or input related to how this program was processed. There were no concerns and/or questions.

**8. E911 Board Rules, Rule Development and Status Report**

Mr. Jennings started the discussions by providing a Rule Development Status report. Mr. Jennings reported that the State Grant became effective on Labor Day and that staff was currently working on Rule Development for the Rural County Grant Program which would be presented by Mr. Infinger.

Mr. Infinger informed the board that included in the meeting package for review was the Rural County Rule, Application and Statement of Estimate Regulatory Costs (SERC) for review and approval.

The following Grant Program items were reviewed and discussed:

- 2015 Rural County Grant Program Application
- 2015 Rural County Grant Rule
- 2015 Rural County Grant SERC

Other issue(s) discussed:

- Special Disbursements for Training (attendance to the Spring and Fall Coordinator's meeting for all counties) from Wireless Distributions to Counties

Mr. Guthrie made a motion for staff to proceed with filing a notice of rulemaking for Rural County Grant Program. Ms. Khazraee seconded the motion (there were no questions and/or comments related to this vote) that carried 9-0. Mr. Konuch and Mr. Nadler were not available for this vote.

Ms. Mitchell made a motion for staff to initiate notice of rulemaking for Rural County Grant Program Application with updates. Ms. Dill-Collier seconded the motion (there were no questions and/or comments related to this vote) that carried 9-0. Mr. Konuch and Mr. Nadler were not available for this vote.

Ms. Anderson made a motion to acknowledge that the proposed SERC related to the Rural County Grant Program and Application accurately reflected the opinion of the board. Mr. Guthrie seconded the motion (there were no questions and/or comments related to this vote) that carried 9-0. Mr. Konuch and Mr. Nadler were not available for this vote.

**9. Collier County Text-to-911 Implementation Status Presentation**

Mr. Ford stated that as a result of the board's request to have counties share text-to-911 implementation experiences as to what work and what did not work; Collier County volunteered to provide overview to the board.

Bob Finney, Collier County Technical Manager gave a verbal update on the Collier County Text-to-911 web interface option implementation experiences and current status. This update included implementation, timeline and lessons learned experiences.

Collier County Life Saving Situation:

On July 15, 2014 Collier county dispatch center received a call with a hang up. In accordance to dispatch center procedures an officer was sent to the location which was boarded up, with no evidence of anyone on the property. The dispatcher attempted to call the number back with no answer. Later in the day the dispatch center received a text that read: help me. This text did not come from the same number but from same coordinates as the hang up call. After assessing the situation, the dispatch supervisor requested that an officer go back out to the address with access to the property and located a woman with a medical condition and taken to the hospital. Life saved!

Mr. Finney, in closing, stated that direction on a statewide level was needed due to issues that need to be addressed as a state and not at an individual county basis. Mr. Finney also stated that there is concern when something doesn't work with 911 that it is perceived as a failure in the 911 system. Mr. Finney suggested that all counties review the strategic initiative strategy and work together for a successful implementation of next generation when it does come out.

Mr. Ford questioned other than financial assistance, what would the counties be looking for from the board and/or at the state level. Mr. Finney stated that he could not speak to the financial needs of other counties but would suggest use of a platform such as MyFloridaNet, with assistance in establishing a firewall and routing support, with the state possibly routing to the text control centers (TCC) and then potentially routing to the county.

**10. Discuss Rural County and State Grant Program Quarterly Reports and Change Requests**

Palm Beach County Change Request

Palm Beach County representative Chuck Spalding informed the board that the initial change request to utilize interest from their 2006 grant has been withdrawn. Mr. Spalding again, on behalf of Palm Beach County thanked the board for the grant and informed the board that the grant has been closed. Mr. Spalding informed the board that with these grants there had been many lessons learned and that interest in the approximate amount of \$1.2 million dollars would be returned to the board.

Mr. Ford stated that Palm Beach County had done an outstanding job in taking a lot of pieces to create the equivalent of a county ESInet.

**11. Other Business**

Florida Chapter of the National Emergency Number Association (NENA)

Florida Chapter of the National Emergency Number Association submitted a request for educational funding for two classes to be held November 2, 2014 through November 6, 2014 at the 2014 NENA Conference and 911 Coordinators meeting scheduled to be held at the Hilton Hotel in Gainesville.

The request for educational training includes two classes (1) 911 Boot Camp and (2) Understanding Databases in NG9-1-1 for total cost of \$9,000.

Mr. Ford requested that the current proposal be modified to include the total cost and that the total cost be inclusive of materials to present the class.

Ms. Nelson on behalf of Florida NENA re-stated the educational training funding request to reflect that the cost of the Boot Camp class is \$4,000 and the Understanding Databases in NG9-1-1 is \$5,000 for a total of \$9,000 that would be inclusive of all materials to present the class. Ms. Nelson agreed to provide an updated request memorandum to the board.

**Other Business (continued)**

Florida Chapter of the National Emergency Number Association (NENA) (continued)

Ms. Khazraee made a motion to accept the Florida NENA educational funding request with the condition that the modified request is submitted. Ms. Mitchell seconded the motion (there were no questions and/or comments related to this vote) that carried 9-0. Mr. Konuch and Mr. Nadler were not available for this vote.

Geographical Information System (GIS) Training Update

Ms. Nelson provided an update of scheduling for the GIS classes as previously approved by the board. The first training course is scheduled for December 9-11, 2014 in Tallahassee/Leon County EOC area with the second class scheduled for January 13-15, 2015 in the Polk county/Winter Haven EOC area and the third class still in scheduling stage.

**E911 Board Rules, Rule Development and Status Report (continued)**

Emergency Grant Program

Mr. Ford provided an informational update to the new members regarding the intent of the Emergency Grant Program.

Some public comments were received related to the process to obtaining quotes for the Emergency Grant Program.

The board was of the consensus that the item be tabled for a future meeting in the effort for staff to forward the information to board members for review before discussions are held.

**12. Discuss Fee Allocation Percentages and the Emergency Communications Number E911 System Fund (E911 Trust Fund)**

Mr. Ford informed the board that the new legislation puts a bit of a wrinkle in county disbursement due to a specific effective date specific of March 1, 2015. The allocation percentage in the legislation show a change for the wireless category from 67 to 76 percent; however actual percentage change 71 (based on pervious board approved allocation change) to 76 percent.

Due to the date in legislation the board will not be able to disbursement funds in March 2015 at the normal 71 percent level but will increase due to the new legislation level of 76 percent. This will result in a one month increase prior to implementation of the new E911 fee rate. Mr. Ford requested that Mr. Greer think over process and bring thoughts back to the board.

**Meeting Recessed**

**Thursday, Sept. 18, 2014 beginning time 9:00 a.m. until conclusion of business**

Meeting reconvened with staff acknowledging that all current board members were participating in this meeting with the exception of Ms. Khazraee and Mr. Nadler. Mr. Konuch participated in this meeting via telephone conference.

Public members attending this meeting and participating in the telephone conference that did not participate on Wednesday were requested to acknowledge their participation by signing the sign in sheet or by sending an email to staff to assure that they would be properly noted in the meeting minutes.

**13. Other Business**

Department of Revenue (DOR)

Mr. Ford informed the Board that the Department of Revenue would potentially be joining the October board meeting in an effort to converse with the board about the reporting requirements for prepaid. However, he had received a call from DOR regarding the board's authority to change the fee and has requested that the board consider any changes in fee allocations on a quarterly basis, preferably at the end of the quarter in an effort to assure that all reports were received. The board is required to give 90 day notice to retailers and 120 day notice to DOR for any changes in the fee allocation.

Mr. Ford also informed the board that DOR is sending an information package for review and will be scheduling a meeting to discuss certain legal issues. DOR also inquired related to the need for the number of transactions by county versus total dollars collected.

Mr. Ford agreed to have the information provided in the DOR package with the board but suggested that no discussions be made between members related to the information.

Florida Chapter of the National Emergency Number Association (NENA) (continued)

Mr. Ford informed the board that as requested the update educational funding request letter had been received from Florida NENA.

**Other Business (continued)**

Budget Report

For informational purposes, Ms. Taylor provided an overview of the 2013-14 and 2014-15 fiscal year Budget Reports.

The Budget overview included the following:

- Statutory requirement for funds to be deposited in State Treasury
- Explanation of how spending authority is obtained
- Timeline of when Budget is approved by the Governor and Legislature
- 2013-14 Legislative Approved Budget (Spending Authority)
- Appropriation Categories
- 2013-14 Approved Spend Plan
- 2013-14 Year to Date Expenditures
- 2013-14 Certification Forward
- Timeline to utilize certification forward funds
- 2014-15 Legislative Approved Budget (Spending Authority)
- Appropriation Categories
- 2014-15 Approved Spend Plan
- New equipment requirements
- Go to meeting or WebEx set-up for future meetings

Agenda Item(s)

Mr. Ford informed the board that for future agendas that the Other Business item should no longer be included due to Government in the Sunshine Laws requirements that all posted public meeting items for discussion be noticed.

Public Comments

There were no public comments.

Board Member Absence

Ms. Dill-Collier made a motion that Ms. Khazraee absence from this meeting be excused. Mr. Guthrie seconded the motion (there were no questions and/or comments related to this vote) that carried 9-0. Ms. Khazraee and Mr. Nadler were not available for this vote.

**Discuss Fee Allocation Percentages and the Emergency Communications Number E911 System Fund (E911 Trust Fund) (continued)**

Mr. Ford informed the board that discussions for this issue should be held in the October board meeting contingent on information received from the Department of Revenue.

**14. Adjourn**

Next scheduled meeting:  
October 15-16, 2014, 9:00 a.m. until conclusion of business  
LOCATION: Embassy Suites, Altamonte Springs

PWT/pwt