

E911 BOARD MEETING MINUTES

Meeting Date: Wednesday, September 23 and Thursday, September 24, 2015

Meeting Location: Hillsborough County Sheriff's Training Facility - Tampa

Wednesday, September 23, 2015, at approximately 9:00 AM

Board Members, meeting attendance:

1. Bill Rogers, Director, Department of Management Services, Division of Telecommunications, E911Board Chairman
2. Laurene "Laurie" Anderson, 911 County Coordinator, Charlotte County
3. Carolyn Dill-Collier, 911 County Coordinator, St. Lucie County
4. Chesley Dillon, Vice-President, Corporate Tax, Tracfone
5. Stan Greer, Area Manager, External Affairs, AT&T "Vice Board Chair"
6. Ben Guthrie, 911 Coordinator Gulf County
7. Sandra "Sandy" A. Khazraee, CenturyLink
8. David "Dave" Konuch, Attorney, Florida Cable Telecommunications Association
9. Sergeant Dale Mitchell, 911 County Coordinator, St. Johns County
10. Tom Nadler, Manager, Sprint (Not present or participating, Board excused.)
11. Ira Pyles, 911 County Coordinator, Hillsborough County

Staff Members, meeting attendance:

1. Charles Hadley, Public Safety Bureau Interim Chief
2. Kimberly Bickley, Administrative Support, DMS-Division of Telecommunications
3. Kent Raheb, Technical Support, DMS-Division of Telecommunications
4. Donald Lamb, Technical Support, DMS-Division of Telecommunications
5. Diane Guillemette, Legal Counsel, Office of the Attorney General

Staff Members, participating via teleconference:

1. Wink Infinger, Statewide 911 Coordinator, DMS-Division of Telecommunications
2. Thelma Hawkins, Administrative Support, DMS-Division of Telecommunications
3. Adrienne Jones, Administrative Support, DMS-Division of Telecommunications
4. Larry Houff, and Partner, Carr, Riggs & Ingram, LLC (CRI)
5. Daniel Rodriguez, Manager, Carr, Riggs & Ingram, LLC (CRI)
6. Karen Hudson, Carr, Riggs & Ingram, LLC (CRI)

Public Members, meeting attendance:

1. Sandy Chernoff, 911 County Coordinator, Collier County
2. Bill Rule, Collier County Sheriff's Office
3. Keith Goodwin, 911 County Coordinator, Alachua County
4. Silas Daniel, 911 Coordinator, Sumter County
5. Chuck Freeman, 911 Coordinator, Pinellas County
6. Clint Erikson, 911 Coordinator, Washington County
7. Edith Taylor, 911 Coordinator, Leon County
8. Stacy Needham, 911 Coordinator, Manatee County
9. Chris Volz, 911 Coordinator, Baker County
10. Lizette Resto, 911 Coordinator, Osceola County
11. Amber Siena, Osceola County
12. Karl Holtkamp, Okeechobee County
13. J.P. Fane, Highlands County Sheriff's Office
14. Alisha Kuleski, Putnam County Sheriff's Office
15. Jody Kenyon, Pasco County
16. Ed Gonzales, Intrado
17. Don Nagle, LRKIMBAL
18. Tim Gundlach, TGRA
19. Ford Frey, CenturyLink

20. Doug Cunningham, CenturyLink
21. Paul Boynton, CenturyLink
22. Susan Nelson, Airbus DS Communications
23. Stephen Fullerton, ECATS
24. David Gleason, TCS
25. Don Nagle, LRKimball
26. Tim Roberts, General Dynamics Information Systems
27. A Fullentuz, ECATS
28. Chris Duxler, ECATS
29. Kelsey Lindholm, Carousel Industries

Public Members participating via telephone conference:

1. Annette Rodgers, 911 County Coordinator, Orange County
2. Chuck Spalding, 911 Director, Palm Beach County
3. Jennifer Payne, 911/GIS Coordinator, Suwannee County
4. Rolf D. Preuss, Essential Management Solutions, LLC

(If teleconference participants are not listed, it may be due to non-receipt of emails acknowledging participation.)

1. Call to Order

Meeting called to order at approximately 9:00 AM

Staff conducted roll call. Ten of the current eleven seated E911 Board Members were present; Mr. Nadler was excused from attendance of the Board meeting.

Roll call for staff members was conducted. Public members attending this meeting or 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 ensure 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(s) on the issue(s) index cards provided, or to send the issue(s) via electronic mail to the staff.

Mr. Bill Rogers, the newly appointed E911 Board Chairman, introduced himself providing a summary of his professional background. The Chairman then asked that each Board member provide a similar professional introduction of themselves.

2. Approval of Meeting Minutes

Meeting minutes from the August 12, 2015, E911 Board meeting were reviewed by the Board. There was one minor change requested by Ms. Guillemette: Replace the word "change" with the word "chart" on page 5: item 14dC1.

Ms. Khazraee motioned to adopt the August 12, 2015, meeting minutes. Mr. Guthrie seconded the motion which carried unanimously (10-0). There were no questions or comments related to this vote.

3. Status of Board Appointments

Mr. Hadley reported that the only appointment received was that of Mr. Bill Rogers to Board Chairman.

4. Vote on Disbursements to the Counties

Wireless

Wireless financial reports for the period ending June 30, 2015, were reviewed and discussed by the Board.

Mr. Greer motioned to authorize distribution of wireless revenues in the amount of \$3,652,137.12. Ms. Dill-Collier seconded the motion which carried unanimously (10-0). There were no questions or comments related to this vote.

Nonwireless

Nonwireless financial reports for the period ending June 30, 2015, were reviewed and discussed by the Board.

Ms. Dill-Collier motioned to authorize the distribution of nonwireless revenues in the amount of \$2,669,520.75. Sergeant Mitchell seconded the motion which carried unanimously (10-0). There were no questions or comments related to this vote.

Mr. Greer informed the Board that the AT&T of Florida billing and collecting will be correct as of October 2015

Prepaid Wireless

The county allocations of the fee in the prepaid Wireless category for the period ending June 30, 2015, totaled \$1,031,934.42. There where an additional \$839.00 in unspecified funds which were added to the unspecified funds category.

Mr. Greer motioned to distribute \$1,031,934.42 to the counties. Ms. Anderson seconded the motion which carried unanimously (10-0). There were no questions or comments related to this vote.

It was pointed out that the Department of Revenue (DOR) has yet to take out any administrative fees in fiscal year 2015-16. Once DOR determines the total amount to be taken for the year that amount will be evenly divided between the remaining months in the fiscal year.

Mr. Rodriguez stated that the accountants will add a graph for prepaid showing both gross funds and the estimated funds after the administrative fee is taken out.

Mr. Guthrie made the motion to approve the addition of the graph. Ms. Khazraee seconded the motion which carried unanimously (10-0). There were no questions or comments related to this vote

5. Review Accountant's Financial Statement

Mr. Houff presented an overview of the Financial Statement (Blue Book).

Sergeant Mitchell made a motion to accept the Financial Statement. Ms. Dill-Collier seconded the motion which carried unanimously (10-0). There were no questions or comments related to this vote.

6. Wireless Service Provider Cost Recovery

Ms. Dill-Collier presented the first cost recovery request and motioned that \$714,040.52 be reimbursed to vendor one. Ms. Khazraee seconded the motion which carried unanimously (10-0). There were no questions or comments related to this vote. Vice Chair filled out a conflict of interest form (8a.)

Ms. Dill-Collier presented the second cost recovery request and motioned that \$26,781.10 be reimbursed to vendor two. Mr. Guthrie seconded the motion which carried unanimously (10-0). There were no questions or comments related to this vote.

Ms. Dill-Collier presented the third cost recovery request and motioned that \$24,069.40 be reimbursed to vendor three. Mr. Guthrie seconded the motion which carried unanimously (10-0). There were no questions or comments related to this vote.

7. Review Costs for Text-to-911 Connectivity

Mr. Infinger presented the Text-to-911 Connectivity presentation. The presentation included an Executive Briefing, a Flow Diagram, an estimated Service Provider Connectivity to My Florida Network (MFN) Cost, and the E911 Board Approved Text-to-911 Initiative. One of the options for Text-to-911 is to provide a reimbursement for circuit costs. In this plan Indigital, TeleCommunications Systems (TCS), and MFN would be the circuit provider choices. The original cost estimate was \$380,000.00 and this option uses either Indigital or TCS Text Control Centers (TCC) connecting to MFN comes in at \$165,000.00. Mr. Infinger requested approval from the Board to continue the study and to include additional information that maybe useful to the E911 Board when making decisions on these items in the future.

Ms. Khazraee made the motion to continue the study. Ms. Dill-Collier seconded the motion which carried unanimously (10-0). There were no questions or comments related to this vote.

8. E911 Rule Development and Status

Ms. Guillemette provided an update on rules in process, and she received a memorandum with the Annual Regulatory Plan attached for Board approval and the Chair's signature. Ms. Guillemette explained the new process for the Annual Regulatory Plan.

Ms. Dill-Collier made the motion to approve the Annual Regulatory Plan. Ms. Anderson seconded the motion which carried unanimously (10-0). There were no questions or comments related to this vote

Ms. Guillemette provided a chart detailing the timeline for getting a rule completed.

9. Review and Discuss Recommendations for Strategic 911 Plan

Mr. Infinger presented a history of the Board's Strategic Statewide 911 initiatives. He explained that the request for business case funding for a Next Generation (NG) 911 was not endorsed by the Legislature during the 2015 Session. Mr. Infinger recommended the Board consider the creation of an E911 Strategic Plan to further illustrate to policy makers the Board's intended path forward.

Mr. Greer expressed his disappointment.

Mr. Infinger will continue to gather the information to support the strategic plan while the Board considers the options and makes its decision.

10. Vote on Grant Change Requests

Mr. Raheb reported that there were no new change requests for the Board at this time.

11. 911 MIS Presentation

Mr. Duxler presented a 911 Management Information System (MIS) presentation to the Board, public and staff.

Ad hoc Presentation by Karl Holtkamp, Okeechobee County

Mr. Holtkamp, Okeechobee County assistant 911 Coordinator briefed the Board on the regional Hosted System approach that Okeechobee and Highlands Counties are working to create as a regional group. Mr. Holtkamp stated that due to Okeechobee County being a less populated rural county, they are nearly totally dependent on grants to pay for their 911 systems and maintenance. Okeechobee County would like to move from an onsite system to a Cloud-based Intrado Hosted System located in Colorado and Florida to provide redundancy and backup. This would require annual fees to keep the system current and operational. Instead of spending a large amount up front like \$500,000.00 for a total system on site, it would be more like maintenance where Okeechobee County would need grants to pay potentially \$100,000.00 per year. Both Okeechobee and Highlands Counties are due for new systems and would like to move into the Hosted System realm. Okeechobee County wishes to know if the Board would be able to fund them if they go under contract. Mr. Infinger commented that the statutes and grant process legally can provide grant funding for Hosted Systems, but there could be a challenge getting the funding every year via the grant process. It is also a potential challenge to fund the circuit cost down the line. The grant process can only fund one year at a time, but to get a Hosted System contract you must go under contract for multiple years. The Board requested Okeechobee and Highlands Counties assemble a package with more cost information that will help the Board determine if they believe that they can ensure that funding would be available for each year of their potential contract.

Day one of the E911 Board meeting for September 2015 was concluded.

E911 Fee Rate Workshop and Continuation of the September 2015 E911 Board Meeting

12. Call to Order

Thursday, September 24, 2015, at approximately 9:00 AM

Staff conducted roll call. Ten of the current eleven seated E911 Board Members were present; Mr. Nadler was excused from attendance of the Board meeting.

Roll call for staff members was conducted. Public members attending this meeting or 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 ensure 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(s) on the issue(s) index cards provided, or to send the issue(s) via electronic mail to the staff.

Attendees**Board Members, meeting attendance:**

1. Bill Rogers, Director, Department of Management Services, Division of TelecommunicationsE911 Board Chairman
2. Laurene "Laurie" Anderson, 911 County Coordinator, Charlotte County
3. Carolyn Dill-Collier, 911 County Coordinator, St. Lucie County
4. Chesley Dillon, Vice-President, Corporate Tax, Tracfone
5. Stan Greer, Area Manager, External Affairs, AT&T "Vice Board Chair"
6. Ben Guthrie, 911 Coordinator Gulf County
7. Sandra "Sandy" A. Khazraee, CenturyLink
8. David "Dave" Konuch, Attorney, Florida Cable Telecommunications Association
9. Sergeant Dale Mitchell, 911 County Coordinator, St. Johns County
10. Tom Nadler, Manager, Sprint (Not present or participating, Board excused.)
11. Ira Pyles, 911 County Coordinator, Hillsborough County

Staff Members, meeting attendance:

1. Charles Hadley, Public Safety Bureau Interim Chief
2. Kimberly Bickley, Administrative Support, DMS-Division of Telecommunications
3. Kent Raheb, Technical Support, DMS-Division of Telecommunications
4. Donald Lamb, Technical Support, DMS-Division of Telecommunications
5. Diane Guillemette, Legal Counsel, Office of the Attorney General

Staff Members, participating via teleconference:

1. Wink Infinger, Statewide 911 Coordinator, DMS-Division of Telecommunications
2. Thelma Hawkins, Administrative Support, DMS-Division of Telecommunications
3. Adrienne Jones, Administrative Support, DMS-Division of Telecommunications

Public Members, meeting attendance:

1. Sandy Chernoff, 911 County Coordinator, Collier County
2. Bill Rule, Collier County Sherriff's Office
3. Dina Walker, 911 Coordinator, Seminole County
4. Keith Goodwin, 911 County Coordinator, Alachua County
5. Silas Daniel, 911 Coordinator, Sumter County
6. Chuck Freeman, 911 Coordinator, Pinellas County
7. Clint Erikson, 911 Coordinator, Washington County
8. Edith Taylor, 911 Coordinator, Leon County
9. Stacy Needham, 911 Coordinator, Manatee County
10. Chris Volz, 911 Coordinator, Baker County

11. Karl Oltz, 911 Coordinator, Marion County
12. Michelle Hirst, Marion County
13. Greg Holcomb, 911 Coordinator, Lake County
14. Matt Rechkemmer, 911 Coordinator, Lee County
15. Lizette Resto, 911 Coordinator, Osceola County
16. Amber Siena, Osceola County
17. Karl Holtkamp, Okeechobee County
18. J.P. Fane, Highlands County Sherriff's Office
19. Alisha Kuleski, Putnam County Sherriff's Office
20. Jody Kenyon, Pasco County
21. Deborah Sands, 911 Coordinator, Brevard County
22. Annette Rodgers, 911 County Coordinator, Orange County
23. Robert Downie, Department of Management Services
24. Ed Gonzales, Intrado
25. Don Nagle, LRKIMBAL
26. Tim Gundlach, TGRA
27. Ford Frey, CenturyLink
28. Doug Cunningham, CenturyLink
29. Paul Boynton, CenturyLink
30. Stephen Fullerton, ECATS
31. David Gleason, TCS
32. Don Nagle, LRKimball
33. Tim Roberts, General Dynamics Information Systems

Public Members participating via telephone conference:

1. Chuck Spalding, 911 Director, Palm Beach County
2. Jennifer Payne, 911/GIS Coordinator, Suwannee County
3. Rolf D. Preuss, Essential Management Solutions, LLC

(If teleconference participants are not listed, it may be due to non-receipt of emails acknowledging participation.)

13. E911 Rate Workshop

Ms. Guillemette provided a legal review of the statutes and rules associated with changing the fee rate. Mr. Greer asked what Ms. Guillemette envisioned the rule for changing the fee would look like. Ms. Guillemette stated that it could be a very short rule, just stating what the new rate would be. Ms. Guillemette stated all members would need to participate in the vote, but would not all have to participate on the day of the vote and any missing member could then vote at their next attendance of an E911 Board meeting. It will take at least eight of eleven board members voting for the change for it to pass.

Mr. Raheb presented the rate to year comparison spreadsheet. The spreadsheet allows the Board members to pick a year comparison, e.g., 2010 is compared to the 2015 to date remitted funds. The Board may also select a change level in the rate incremented by \$0.01 differences to compare how the change would potentially affect the funding levels in each county. The public requested to see the information that the Board members were viewing. There was extensive discussion over whether it could be presented due to one vendor's proprietary information would be known if the spreadsheet was fully activated. As long as the spreadsheet stays on one sheet and does not toggle between sheets, the proprietary information will not be visible.

At 10:00 AM the Workshop officially kicked off. The below counties presented how the current fee rate affect their counties and where the fee should be set to manage the current 911 costs in their county.

<u>Organization</u>	<u>Presenter</u>	<u>Summary / Request</u>
1. Alachua	Mr. Goodwin	Comparison of 2008-2014 fee showed that Alachua County lost 20% of annual 911 fee revenue. This is hurting the county. Costs are rising and revenues are decreasing. "Raise the fee to \$0.50."
2. Pinellas	Mr. Freeman	Years of low fee levels are hurting Pinellas 911 funding. Pinellas is down 20% in annual revenue since 2008. Raise the fee to \$0.50. Return to 2008 funding levels. "The Board needs to raise the fee in a timely."
3. Marion	Mr. Oltz	Marion County does not have enough revenue to cover their expenditures. "Please raise the fee rate."
4. Charlotte	Ms. Anderson	Charlotte County 911 does not have enough funding to cover its requirements. Since 2008 Charlotte County is down over \$120,000.00 a year. "Raise the fee rate."
5. Duval	Ms. Welte	The low fee rate is hurting Duval County. "Raise the fee."
6. Collier	Ms. Chernoff	"Raise the fee. There has never been enough funding."
7. Seminole	Ms. Walker	The lower fee level is hurting Seminole County. Raise the fee.
8. Sarasota	N/A	The Sarasota spreadsheet shows a loss in 911 remittances. "Sarasota County wishes to have the fee raised."
9. Washington	Mr. Ericson	The spreadsheet Mr. Raheb presented with Washington County must be wrong. Mr. Raheb responded that the most current data was in the spreadsheet. Mr. Ericson stated that Washington County is barely getting by and without the special and supplemental disbursements the county could not survive. The special disbursement is nearly 50% of the county's funding. "Please raise the fee."
10. Okeechobee	Mr. Holtkamp	Okeechobee County does not have enough revenue to cover the loss of fee. If we were not attempting to set up a Hosted System with Highland County, we would be in a serious financial shortfall. "Please raise the fee."
11. Highland	Mr. Fane	The funding is not enough to move to Hosted and/or Next Generation systems under the current fee rate. The costs are rising and revenues are declining. "Raise the fee rate."
12. Leon	Ms. Taylor	Cost is rising and fee revenue is diminishing. How are the counties expected to cover the cost of more advanced systems? In Leon County approximately 50% of the lines or more are State or City government, and they do not pay the fee and my revenues continue to drop. "The fee rate must be raised."
13. Lee	Mr. Rechkemmer	Lee County is at \$0.44 on wireline and is one of the fastest growing counties in the state. Even with having more revenue than most counties, Lee does not have enough revenue to support going to a Next Generation 911 system. "Raise fee to \$0.50."
14. Intrado	Mr. Gonzales	In support of the counties and as a vendor, all costs are rising and will continue to rise.

Mr. Greer asked if it might be time for the Rural County Supplement to be raised higher than the current \$7,000.00?

Ms. Guillemette provided information on the Statement of Regulatory Costs (SERC) process and asked if the board was interested in starting a SERC at this time. The members were divided on this issue.

Ms. Dill-Collier and Sergeant Mitchell stated that they did not feel that raising the fee back to where it was in December 2014 would adversely affect small business since less than one year ago businesses were paying a \$0.50 fee; that is the maximum fee that the Board can legally increase. Ms. Dill-Collier stated that the counties do not need to wait any longer than the minimum time to make the adjustment. Mr. Dillon identified that the Department of Revenue may have regulatory costs to change the system used to collect and to process the prepaid fees.

Sergeant Mitchell made a motion to not do a SERC, but the motion was not seconded.

The Board decided to gather more information and not vote on the SERC requirement or a fee rate change until additional data is presented. The vote may possibly be during the October 2015 E911 Board meeting.

Both Mr. Konuch and Mr. Greer stated that this is the first time that the Board has made a rate change and that more information is needed. Mr. Pyles and Mr. Konuch requested that the staff ask the Department of Management Services' management team to contact the Department of Revenue and find out if there would be any regulatory cost with a change of the E911 fee rate. Mr. Dillon asked what is the timeline to complete a SERC? Neither Ms. Guillemette nor DMS Staff knew the answer. Ms. Anderson asked what is involved in creating a SERC? DMS E911 staff stated that it was outside their purview and that DMS legal would need to weigh in on this matter. Ms. Khazraee asked if there was no SERC to lower the fee, why is one needed to raise the fee?

E911 Fee Change Workshop Closed for the September E911 Board Meeting. Additional review and decision / vote will occur at a future date.

14. Other Business

- **Staff Reports**

- Ms. Bickley presented the 2015–16 Budget to the Board
- Ms. Bickley presented the E911, Public Safety Organization Chart to the Board
- Ms. Bickley briefed the Board on the rental car vendor change to Enterprise

- **Public Comments**

- None were presented

15. Adjourn

Mr. Pyles motioned to adjourn. Ms. Anderson seconded the motion which carried unanimously (10-0). There were no questions or comments related to this vote.

16. Follow-up Items from the September 2015 E911 Board Meeting

- a. Mr. Rodriguez stated that the accountants will add a graph for prepaid showing both gross funds and the estimated funds after the administrative fee is removed.
- b. The Board requested Okeechobee and Highlands Counties to assemble a package with more cost information that will help the Board to determine if multiyear funding would be available for each year of their potential contract.
- c. The Board requests the Department of Management Services to contact the Department of Revenue, and request that they provide an estimate of the administrative fee on 911 prepaid remittance collection, the disbursements for fiscal year 2015–16 and when the start time for fee remittance.

- d. The Board requested the Department of Management Services to contact the Department of Revenue to determine if there would be any regulatory cost with a change of the fee rate.
- e. The Board requests to see a copy of the SLERS Strategic Plan.
- f. What dollar figure can board members be reimbursed for on Board-related rental cars?
- g. Can Board members get State rate on rental cars?

Next scheduled meeting:

DATE: October 14-15, 2015

LOCATION: Meeting Space Information:
509 South East Avenue, 2nd Floor, Rm 211
Clearwater, FL 33756

Hotel Information:
Holiday Inn Express & Suites Largo
210 Seminole Blvd
Largo, FL 33770