

Meeting Date: Wednesday, May 11, 2016

Meeting Location: Embassy Suites Orlando-North, 225 Shorecrest Drive, Altamonte Springs, FL 32701

May 11, 2016:

Board Members, meeting attendance:

1. Heath Beach, Director, DMS – Division of Telecommunications, Chairman
2. Laurene “Laurie” Anderson, 911 Coordinator, Charlotte County
3. Carolyn Dill-Collier, 911 Coordinator, St. Lucie County
4. Chesley Dillon, Vice-President, Corporate Tax, Tracfone
5. Stan Greer, Area Manager, External Affairs, AT&T, Vice Chairman
6. Ben Guthrie, 911 Coordinator, Gulf County
7. David Konuch, Attorney, Florida Cable Telecommunications Association (by phone)
8. Ira Pyles, 911 Coordinator, Hillsborough County

Staff Members, meeting attendance:

1. Kent Raheb, Technical Support, DMS – Division of Telecommunications
2. Charles Hadley, Interim Chief, Public Safety Bureau, DMS – Division of Telecommunications
3. Diane Guillemette, Legal Counsel, Office of the Attorney General

Staff Members, participating via teleconference:

1. Kim Bickley, Technical Support, DMS – Division of Telecommunications
2. Larry Houff, Partner, Carr, Riggs & Ingram, LLC (CRI)
3. Daniel Rodriguez, Manager, Carr, Riggs & Ingram, LLC (CRI)

Members of the Public, meeting attendance:

1. Cliff McGowan, Holmes County 911
2. Venessa Thompson, Putnam County 911
3. Lizette Resto, Osceola County 911
4. Clint Erickson, Washington County 911
5. Susan Nelson, Airbus DS Comm.
6. Sandi Chernoff, Collier County 911
7. Tricia Davis, Volusia County 911
8. John Balloni, Volusia County 911
9. Rolf Preuss, Essential Management Solutions
10. Amelia Coates, Sarasota County 911
11. Jody Kenyon, Pasco County 911
12. Ed Gonzalez, Akimeka LLC
13. David Gleason, TCS (now Comtech Telecommunications)
14. Fran Self, Synergon Solutions
15. Annette Rodgers, Orange County 911
16. Keith Godwin, Alachua County 911
17. Michelle Hirst, Marion County 911
18. Karl Oltz, Marion County 911

19. Darren Light, AT&T Public Safety
20. Edith Taylor, Leon County 911
21. Sally Lawrence, Polk County 911
22. Chuck Freeman, Pinellas County 911
23. Tammy Young, ISF
24. Alan Woods, West Corp.
25. Silas Daniel, Sumter County 911
26. Stephen Ford, Liberty County 911
27. Dina Walker, Seminole County 911

(If meeting participants are not listed, it may be due to a lack of sign-in acknowledging participation.)

Members of the Public, participating via telephone conference:

***No information provided for telephone conference participants for Wednesday, May 11, 2016.

(If telephone conference 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 9:00am
- Kim Bickley introduced new chairman and DMS Division of Telecommunications Director, Heath Beach.
- Staff conducted roll call. Seven of the eleven current E911 Board members were present. Mr. Konuch participated via phone for a total of eight participating members.
- Roll call for staff members was conducted.
- Anyone else participating via phone was asked to send an email to Kim Bickley for acknowledgement. She also asked that anyone wanting to speak to the chairman, please email her that request as well.

2. Approve Meeting Minutes

- Chairman Beach indicated that there were some typos and modifications to the previous meeting minutes. Proposed that the board take up this item after lunch or after the workshop so that everyone had the opportunity to read them.

3. Strategic Planning RFQ Presentation

- Tammy Young with ISF kicked off presentation for proposed strategic plan. Tammy introduced herself and talked about her background. She also introduced other ISF team members who talked about their backgrounds and roles with the company.
- Ms. Young gave a background of the ISF company. ISF is a Florida based company, but they also work at the Federal level and with about 17 other states. Recent projects were listed and discussed.
- ISF team members discussed phases of the project and implementing and executing strategic plan in Florida.
- Questions from the Board:

- Is September 5, 2016, completion date sufficient time for staff and recommendation to legislature? Charles Hadley recommended that completion date should be a little sooner. Ms. Young stated ISF would look into this and see what they could do to shorten the timeline.
 - What is the cost of this project? Ms. Young directed member to the last slide of the presentation which provides a breakdown of costs (hourly, not to exceed contract).
- Chairman Beach indicated his expectation was to hear from both vendors on the strategic plan and get the boards input on who they would prefer to work with; staff could begin negotiations and talk costs after that decision was made.
- Larry Houff asked to begin presentation for Carr, Riggs, and Ingram, LLC (CRI) via phone. Board did not have presentation pulled up and ready to go. Ben Fairbrother emailed presentation to Charles Hadley previously and Mr. Hadley asked Chairman Beach for a brief recess to download presentation and make it available for board members. Chairman Beach stated the board would take a 10 minute recess and then reconvene.
- Larry Houff began presentation for CRI. Mr. Houff gave background of CRI and discussed other projects they have completed for other agencies and entities in Florida.
- Mr. Houff discussed and introduced the team CRI has put together for this project.
- Mr. Houff also discussed the SERC project and other CRI involvement with the E911 board.
- Presentation was briefly interrupted by phone beeps and hold music.
- Questions from the Board:
 - What kind of experience do you have in the detail operations of a 911 system? Mr. Houff answered that they do not have a lot of hands on technical experience, but would rely on board members and other subject matter experts for input.
 - CRI's works on SLERS – did you pull information from the industry, what was your role in that? Mr. Houff answered that CRI relied on experts but had overall accountability of project.
 - Costs associated with proposal? CRI answered with ballpark of \$55,000.
 - What experts would you bring in? Do you have those individuals lined up and who might they be? CRI will pull input from various counties and stakeholders and consolidate information to present to the board.
- Mr. Hadley clarified the process; strategic plan was to be completed first, then move on to the business case. Strategic plan must be ready to request LBR for business case.
- Mr. Konuch (participating via phone) requested written materials from two presentations. Mr. Hadley stated that those materials would be sent to all members.
- Mr. Hadley was to look at administrative funds to secure one of the two vendors for strategic plan and follow-up with board members on what was available to pay for the strategic plan.
- Chairman Beach reiterated that he first wanted the board to look at which would be the best vendor to complete the strategic plan and asked members to rank the vendors and discuss when the board reconvenes on Thursday, May 12, 2016.
- Mr. Konuch agreed with the direction of the Chairman. Mr. Konuch asked if we had found anyone to replace Wink Enfinger. Chairman Beach stated that we were about 3-4 weeks away from a new hire. Mr. Hadley stated that interviews would begin soon and final two candidates would be selected and have the opportunity to speak with a board member.
- Board wanted to make sure there was time for public testimony or feedback on the presentations from the two vendor proposal. Mr. Hadley advised that documents from

presentations would be posted on the website for the public to review prior to May 12, 2016, follow-up discussion. Mr. Konuch wanted to make sure documents submitted to vendors for RFQ would be available on the website. Mr. Hadley advised that would be done also.

4. Review and Vote on Disbursements

- Mr. Houff asked for a 2-3 minute pause to get Mr. Rodriguez back in the room. Chairman Beach granted a 10 minute recess.
- Dan Rodriguez gave the executive summary of wireless providers, non-wireless providers, pre-paid wireless providers and provider reimbursements.
- Vote on disbursements to Counties:
 - Wireless: Chairman Beach moved to authorize distribution of wireless revenues in the amount of \$3,815,238.10 to the counties. Motion was seconded. Motion carried.
 - Non-Wireless: Motion was made to distribute \$2,791,050 to the counties. Motion was seconded. Motion carried.
 - Prepaid Wireless: Motion was made to distribute \$1,121,603.34 to the counties. Motion was seconded. Motion carried.
- Vote on special disbursements:
 - Motion was made to make a special disbursement in the amount of \$203,858.70 to the counties. Motion was seconded. Motion carried.

5. Review of Accountant's Monthly Financial Statement

- Mr. Houff presented an overview of the Financial Statement.
- Mr. Pyles had a question about the difference in "committed for" vs. "designated for." Mr. Houff explained how they breakdown allocations based on legislative direction.

*****E911 Board stands in recess until 1:00pm for E911 Percentage Allocation Workshop*****

E911 Percentage Allocation Workshop

- Chairman Beach welcomed everyone back and turned the meeting over to Kent Raheb to walk through the numbers.
- Someone from the audience made the comment that the workshop was scheduled for 2:00pm, not 1:00pm.
- Chairman Beach tabled the workshop until 2:00pm.

6. Review and Vote on Grant Change Requests

- Martin County has a grant change request, S7-14-12-2, requesting additional time to complete project. Request extension to December 31, 2016.
- Questions of the Board:
 - Is this still within the two year time frame? Yes, this was a December 2014 grant.
- Motion was made to accept Martin County's change request to December 31, 2016. Motion was seconded. Motion carried.

7. Review and Vote on Items for Cost Recovery Disbursements

- Motion was made to disburse \$191,728.17 of current year funds. Motion was seconded. Motion carried.
- Motion was made to disburse \$279,668.22 of current year funds. Motion was seconded. Motion carried.
- Review of approved plans and payments.

8. Review Statement of Estimated Regulatory Costs

- Stan Greer explained this was on the SERC for the fee increase. Changes were made to SERC after last board meeting (typos and strikethroughs). Mr. Greer wanted to make sure changes to SERC were OK with the board.
- Chairman Beach asked Mr. Greer to send his changes to the board and they would follow-up on the next day.
- Mr. Greer advised he would send the edited SERC to Mr. Hadley who would get it to the rest of the board.

9. E911 Board Rule Development and Status Report

- Status of rule development was discussed. Fee increase from 40 cents to 45 cents was discussed and recommendation was made for rule to be effective October 1, 2017, provided that the legislature adopts in 2017 session. There was discussion around changing the effective date to January 1, 2018. A motion was made to accept the previously approved rate of 45 cents effective January 1, 2018. Motion was seconded. Motion carried.

*****E911 Board stands in recess until 2:00pm for E911 Percentage Allocation Workshop*****

10. E911 Percentage Allocation Workshop

- Workshop began with presentation of changing percentage allocations and showing what the costs would be to the service providers and to the counties.
- Chairman Beach indicated that the genesis of this was for members to see what would happen with percentage changes and asked the board if they would like Mr. Raheb to plug in percentages so they could see what would change.
- There was discussion around changing percentages and what that would do to the wireless surplus.
- There was discussion around disbursement to the counties and how that would affect the spending authority this year and next year.
- **PUBLIC COMMENTS:**
- Chuck Freeman, Pinellas County, stated that Pinellas County was the hardest hit in the state with regard to prepaid, and asked what the possibility of pushing out another percent to the counties.
- Sally Lawrence, Polk County, expressed concerns that this is becoming an unfunded mandate in the State of Florida and that counties are struggling to support the old systems in place, not to mention the new systems.

- Clint Erickson, Washington County, expressed concerns for rural counties and that if this can't be funded, 911 may be cut from rural counties. Text 911 and other new technologies can't be supported by rural counties because they are struggling to maintain what they have currently.
- Ben Guthrie wanted to follow-up on Mr. Erickson's comments for rural counties and expressed that he has had a county commissioner tell him that we could always go back to basic 911 emergency call center if funding continues to be an issue.
- Karl Oltz, Marion County, 50% of the 911 funding is provided by the county, so even at 45 cents fee increase, counties may still only be breaking even. Clarification was made that if counties start receiving more money from a percentage allocation, the special disbursements to those counties would go down as they are now receiving through the percentage increase.
- Sally Lawrence, Polk County, stated the goal of the legislation was to increase revenue and stated they need to have prepaid collected the same way as everything else and to not lower the fee.
- Rolf Preuss, Essential Management Solutions, President of the Florida NENA, noted the progress other states have made like Tennessee and Texas which have fees over one dollar and compared that to the 40 cents fee in Florida.
- Edith Taylor, Leon County, expressed that half of the telephone lines in Leon County are state owned lines and they do not pay the fee.
- John Balloni, Volusia County Communications, stated that the fees in Florida are close to the lowest in the nation. Wanted the board to consider consulting firms with 911 background for assistance.
- Chairman Beach indicated that the Percentage Allocation Workshop would continue on the morning of Thursday, May 12, 2016.

Board went back to item 9. E911 Board Rule Development and Status Report.

- Remaining item was discussion around text to 911 rule and what statutory authority there is to implement that. Per Diane Guillemette, further discussion on implementing rule and rule development will be had at next meeting once more information is gathered. Currently, counties or the general public may not know they can be reimbursed for text to 911 services. This information is on the board's website, but it needs to be in rules in the future.

11. Other Business

- Chairman Beach indicated that Ben Fairbrother was not in attendance and therefore an update on board appointments could not be given at that time.
- Ira Pyles indicated he made a request to Ben Fairbrother about the organizational structure of DMS and their support to the board.
- Chairman Beach addressed Mr. Pyles question and added that there was a deputy director of telecommunications, and a public safety bureau chief and his/her staff which is where most of the E911 board support comes from.
- Charles Hadley expressed that about four months ago, the board was given an organizational chart which laid out which position salaries were being supported by the board and which were not and expressed he would get a new organization chart to the board.
- Ira Pyles inquired about the telecommunicator's certification process.

*****The Florida E911 Board is adjourned until Thursday, May 12, 2016, at approximately 9am*****

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3. Carolyn Dill-Collier, 911 Coordinator, St. Lucie County
4. Chesley Dillon, Vice-President, Corporate Tax, Tracfone
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8. Dale Mitchell, 911 Coordinator, St. Johns County (by phone)
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1. Kent Raheb, Technical Support, DMS – Division of Telecommunications
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- Staff conducted roll call. Seven of the eleven current E911 Board members were present. Mr. Konuch and Ms. Mitchell participated via phone for a total of nine participating members.
- Roll call for staff members was conducted.

2. E911 Percentage Allocation Workshop

- Mr. Pyles wanted to discuss any alternatives to changing the allocations.
- There was continued discussion around the spending authority and possibly increasing the fee to assist the counties that are struggling.
- It was clarified that there could be a budget amendment in the event it was needed, as long as justification for said budget amendment was provided.
- **PUBLIC COMMENTS:**
- There were no public comments.

3. Vendor for Strategic Planning

- Chairman Beach indicated that the board heard from two different vendors yesterday (May 11, 2016), and opened the floor for comments from the board.
- Mr. Pyles noted the discrepancy in the pricing between the two vendors. He wanted to know if there was an opportunity for vendors to clarify how they arrive at the final price.
- Chairman Beach indicated that he felt the front runner was ISF with their technical expertise and that DMS could negotiate price with them.
- It was clarified that ISF's price was a not to exceed price and not a final number.
- Other members expressed their interest in moving forward with ISF because of their subject matter expertise in the field.
- Chairman Beach indicated that in the event negotiations with ISF were unsuccessful, they could always come back and re-write the RFQ to include more technical expertise.
- Motion was made to select ISF and direct DMS to negotiate price for strategic plan. Motion was seconded. Motion carried.

4. Review Statement of Estimated Regulatory Costs

- The edits and changes made to the SERC were discussed by the board members.
- Suggestions for further edits and clarification were discussed with regard to certain sentences and sections in the SERC.
- After much discussion on changes/edits to the SERC, the board took a 10 minutes break and reconvened at 10:30am.
- After reconvening, the board continued discussion on changes/edits to the SERC.
- Motion was made to approve the SERC with modifications discussed. Motion was seconded.
- Chairman Beach thanked the board for their hard work on the SERC but stated that he was going to vote “no” today as he didn’t believe this document was ready without having input from CRI on what the changes mean, and the buildup in the fund balance needed to be explored before a fee increase was considered.
- Mr. Konuch echoed Chairman Beach’s concerns and voted no as well.
- Ms. Mitchell stated that she votes to move forward, and that the board could stop the process at any time.
- Ms. Guillemette clarified that the rule could be withdrawn at any time.
- Chairman Beach wanted to clarify that the motion passed (6-3).
- It was discussed that CRI should weigh in on the changes made to the SERC even though it was moving forward at this time.

5. Approve Meeting Minutes from April 13-14, 2016.

- Mr. Konuch expressed one minor change regarding the economies of scale and will email his recommendations.
- Page 9, halfway down the page. Strike the word “not” in sentence that states “replacing system with equipment that is not next generation 911 capable.”
- Motion was made to approve the minutes with the changes. Motion seconded. Motion carried.

*****Ms. Guillemette wanted to clarify and made the suggestion to the board to notice for a public hearing at the next meeting. The board was ok with moving forward with that.*****

6. Staff Items

- Follow up from yesterday’s meeting (May 11, 2016), regarding Mr. Fairbrother’s salary.
- Chairman Beach indicated that 20% of his salary is paid from the trust fund.
- Item regarding primary contact for the board – Chairman Beach indicated that would be Ben Fairbrother with a copy to Susan Powers (Susan.Powers@dms.myflorida.com).
- Chairman Beach stated that the organizational chart was still being updated and would be sent out to all board members once complete.
- It was noted that some complaints from the board were that Mr. Fairbrother was not responding to emails from board members and other E911 coordinators.
- Members of the board expressed concerns with the reimbursement process and wanted those kinks to be worked out as quickly as possible.
- It was requested that when workshops are on the agenda, to notify E911 coordinators via a separate email than that of the actual board meeting agenda posted to the website. Mr. Hadley stated that we could definitely accomplish that.

7. Public Comment

- Stephen Ford, Liberty County 911 Coordinator, asked the board if they would consider another training that they've done in the past for rural counties who have to do their own mapping. Also expressed continued concerns with the lack of funding to rural counties.
- Chuck Freeman, Pinellas County 911 Coordinator, wanted to clarify that the board was waiting until closer to the end of the fiscal year before looking at any other special disbursements and asked if that would be next month (June).
- Mr. Greer stated that was correct and he was not opposed to looking at spending authority and disbursing what they could.

8. Adjourn

- Kim Bickley advised the board that Ms. Khazraee's board service appreciation award was ready and that she was picking that up today.
- Chairman Beach stated the E911 Board Meeting for May 11-12, 2016, is now adjourned.

Next Scheduled Meeting

DATE: June 22-23, 2016

LOCATION: Gainesville, Florida

Hotel Information

Hilton Garden Inn