

Florida NENA News

Fall 2002

Calendar of Events:

Fla. NENA/Coordinators Conf.
Palm Coast, FL, Oct 14-16

NENA Best Practices Conference
St. Louis, MO, November 3-6

Florida 3-1-1 Forum
Orlando, FL, January 6-7

Florida Database Conference
Tampa, FL, January 30-31

NENA Tech Development Conf.
Orlando, FL, March 15-20

APCO/NENA Florida Conference
Sarasota, FL, May 18-23

National NENA Conference
Denver, CO, June 15-19

National 9-1-1 Heroes in Pasco County

By John Schroeder, Pasco County 9-1-1 Manager

On the evening of April 21, 2002 a wireless 9-1-1 call was received at the Pasco County Emergency Communication Center. The caller was 8-year-old Alex Walsh, reporting that his Uncle had fallen overboard from their boat. Alex and his 6-year-old sister Katie were now alone in the boat that was offshore in the Gulf of Mexico.

As the boat drifted away from their uncle, Alex placed a wireless 9-1-1 call. He followed directions from the call taker as they worked to determine their exact location. The boat continued to drift further and further from the Uncle who was now floating in the water without a life jacket.

As information continued to be gathered, the Coast Guard and the Sheriff's Office were alerted to the situation. During the on-going exchange, Alex informed the call taker that he thought he could start the motor of the boat. With that task accomplished, he was now preparing to drive the boat back to his Uncle.

Unfortunately, Alex could not see over the boat's console, and therefore was unsure of where he was going. Alex told Katie to go to the front of the

boat and guide him back toward his Uncle Craig. As they got closer, they threw a line over the side and Uncle Craig was able to get himself back onboard the craft. After a few moments, Alex put his uncle on the phone.

Craig was short of breath, but quite thankful for all the assistance. He advised the call takers that they were life savers. The call taker responded that the true life savers were right there in the boat with him. Craig indicated that as the boat quickly drifted farther away, he believed he would be "going down," and that he was "doomed".

These two young heroes certainly made the "Right Call" on that eventful evening, and their quick-thinking actions changed a potential tragedy into a life saving event.

Alex and Katie were selected by National NENA as the "National 9-1-1 Heroes for 2002". As a result of this selection, they, along with their mother Janet and Uncle Craig, were invited to be honored guests at the National NENA Conference in Indianapolis, Indiana on June 26th. These two "Heroes" were treated to

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Letter from the President

Linda Draughn-Woloski, BellSouth

Dear NENA Members

While plans are being made to remember September 11th, let us not forget that it is still 9-1-1 day. Our peers were there answering those calls for help from both the New York and Washington areas. Steve O'Connor from Brevard County came up with a slogan that I think sums up September 11th and 9-1-1 day. "They called.... We answered. Public Safety Professionals Serving America." As you finalize your plans, don't forget that in addition to the police and fire fighters that were involved, there were also the call takers.

The Fall 2002 Coordinators' and NENA Meeting will be held in Palm Coast October 15th and 16th at the Palm Coast Resort. Palm Coast is located between Daytona Beach and St. Augustine. The room rate is \$89.00 per night. Reservations can be made by dialing (800) 368-2644. When making reservations please advise them you are with the NENA/9-1-1 Coordinators meeting.

This meeting will include discussion of proposed 9-1-1 legislation like PBX-ALL, changing the 25 line cap for businesses, wireless updates, small county grants, and other issues that directly affect your 9-1-1 system and funding. All NENA members should make every effort to attend and participate in this important meeting.

There will also be a Florida 9-1-1 Wireless Board meeting at the hotel on the 17th and 18th, and you are encouraged to attend all open sessions of this group. Also coming up is the National NENA Best Practices Conference in St. Louis, MO, November 3-6. This conference is geared toward PSAP operations.

I am pleased to announce the winner in our Florida NENA logo contest. The Executive Board selected the logo submitted by Bill Bishop of the City of Miami. In addition to having designed the logo, Bill will receive \$100.00.

Another change on a personal note is that I will be retiring from BellSouth on September 30th. I will remain working with the 9-1-1 community as a consultant. My

new telephone number will be 561-968-0319. My new e-mail address is ldraughn9-1-1@yahoo.com

Should you have any questions, before September 30th, please call me at 561-640-6644 or you can e-mail me at linda.draughn@bellsouth.com.

Looking forward to seeing you in October.

Sincerely,

Linda Draughn-Woloski

More Wireless Rural Grants

At their May 2002 meeting, the Florida Wireless Board approved *Round 2* of the Wireless Rural Grants. The first round of rural grants, approved in April, funded Priority One requests. Priority One requests are those that bring an existing county 9-1-1 system from basic to enhanced. Priority Two grants fund requests that replace critical system components to maintain enhanced status. The Board was unable to grant any Priority Three requests, which are those that fulfill wireless call handling requests.

The following Counties were awarded grants in accordance with Priority Two guidelines:

Washington County: \$13,000 for 16 channel recorder

Hendry County: \$26,000 for recording equipment

Holmes County: \$13,000 for recording equipment

Gulf County: \$26,000 for recording equipment

Hamilton County: \$11,738.44 for recurring costs

Baker County: \$13,000 for recording equipment

Madison County: \$33,000 for database preparation

Gilchrist County: \$24,200 for recorder, relocation costs

Hardee County: \$13,000 to upgrade equipment

Union County: \$28,700 for recurring costs

Liberty County: \$44,700 for recurring costs

Additionally, the Board approved bringing the amount of funding for every rural county up to \$3,000 per month to fund recurring costs beginning October, 2002.

Rural County Grants will be the focus of many discussions at our upcoming meetings.

WEFA News

By Jerry Brock, WEFA VP, Washington County

We had a WEFA meeting on August 23rd in Okaloosa County. The turnout was great. We welcomed Tom Nudo as the new 9-1-1 Coordinator for Bay County and Ben Guthrie as the new 9-1-1 Coordinator for Liberty County.

Although new to the current job, Tom has about 20 years behind him in the communications arena. WEFA also welcomed old friend Steve Latza, former long-time Coordinator in Brevard County who came as an observer (and who is a new resident of Washington County).

We received demos from CML, Pictometry, and Dynasty Technology. Packets were handed out to all coordinators which included information about the Fall 2002 Coordinator's meeting, Winston Pierce's Wireless E9-1-1 Fiscal Status email, a copy of the Jacksonville database meeting minutes, and a printout of Washington County's metrics downloaded from Intrado 9-1-1 net.

Washington and Gulf Counties received rural grants and used them to purchase new Dictaphone Freedom recording equipment. Bay County has completed a major upgrade to Power 9-1-1, CAD and Mapping on their Positron System, and are in the process of adding Dictaphone Call Checks at each dispatch position for radio play back. Their GIS Specialist has added school floor plans, radio and cellular towers, hydrants, parks, libraries and new streets to their map. They are also adding the ESN numbers to match the MSAG to better validate addresses. They have started a Communications Users Group which includes all Communication Dispatch Centers. Their goal is to provide communications, training and camaraderie.



9-1-1 Scam?

By Pat Welte, 9-1-1 Coordinator, Duval County

While the following account may be an isolated incident, I would like to share it since 9-1-1 systems are a potential target for hackers and domestic terrorists.

At approximately 4:15 pm on Tuesday, September 3, 2002, a man called my office and asked me to give him the 7 digit trunk routing numbers of all our 9-1-1 trunks. This, of course, is confidential information that I NEVER release under any circumstances.

The caller told he had been hired by WTLV channel 12 in Jacksonville to do a survey, and that the company auto-dialer had inadvertently dialed the 7 digit routing number of our 9-1-1 trunks. He requested that I provide him the routing number of all my 9-1-1 trunks so he could program them in to make sure the auto dialer never accidentally dialed them again.

If a 9-1-1 center receives a call direct dialed to the 7-digit trunk routing numbers, the 9-1-1 screen would display: 911-0000 ANONYMOUS CALL. Such calls would be very obvious, and my PSAPs usually report these to me immediately. I checked and found we had received no anonymous calls at any PSAPS for several days.

The caller sounded very plausible and authentic, but reminded me of the guy from South Africa who needs your bank account information so he can transfer \$12 million dollars into it. Consider this a friendly reminder to stay vigilant and never let your guard down.

Wireless Board Schedule

October 17-18, 2002

9:00 a.m.-5:00 p.m. at Palm Coast Resort, Palm Coast (800) 654-6538.

November 12-13, 2002

9:00 a.m.-5:00 p.m. at Embassy Suites, Jacksonville, (904) 731-3555

December 10-11, 2002

9:00 a.m.-5:00 p.m. at Mission Inn, Howey-In-The-Hills, (800) 874-9053

Simon Shines in Florida



Mr. Frank Kirk, Seminole County 9-1-1 Coordinator, chose Positron's easy to use Simon CTI console with integrated Map display for both the Altamonte Springs and Casselberry Police Departments.

Simon is a compact touch-screen console that places everything you need for 9-1-1 call handling at your fingertips: AII Display, Telephony, Call Queues, Speed Dials, TTY, Call Recording, Call Taker Notes, Call Log, graphical On-screen Help and optional Integrated Map display.

Available in both desktop and panel mount models, Simon is easily configured via SimonWorks - tools which provide secure web browser access to manage all console settings.

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Heartfelt Thanks

By Marilyn Ward, Orange County

I would like to thank all of you who attended the APCO/NENA conference and donated to the benefit picnic for my grandson Christian. So many people donated their APCO bucks that now we have some great raffle and silent auction gifts. We also had several people give money to the fund, and we appreciate that, too. This whole thing has been overwhelming to me, and my family, as has been the generosity of others. There are so many worthy causes to choose from, we thank you for including us in your prayers and support.

Spinal Muscular Atrophy (SMA) is not widely known, and there is not as much funding available as for muscular dystrophy or cancer research. The Doctors that specialize in SMA tell us that there is more research in Europe than in the US, and they need more support here in the USA. A support group called, "Families of SMA" is working to help raise funds for research in the

US. In fact, they are having a \$75.00 per plate benefit dinner, hosted by Outback Steak House, in south Florida, the same day as the picnic. (Which is also Christian's first birthday weekend!)

We wish them success, and will get more involved in this group over the next years.

As you all know, public safety communications has been one of my top priorities over the past thirty years. I still chair a national group that is composed of many public safety associations, i.e.: IACP, IAFC, FCCA, FEMA, etc. However, now my efforts will be focused on my family and SMA, so I will be stepping down from my national leadership positions.

Thank you again for your prayers and support, I love you all. Each of you convinces me that I made the right choice when I picked public safety as my "second family". Thank You again.



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Legislative Watch

By Sandy Mercer, 9-1-1 Legislative Committee Chair, Polk County



The Legislative Committee has been pretty busy this summer, which seems to be the norm lately. There are several 9-1-1 legislative issues that will likely be going through the legislative process this upcoming session.

Following is an update of the proposed 9-1-1-related legislative issues brought forth by various groups including the Legislative Committee, State Technology Office (STO) and the Florida Wireless 9-1-1 Board:

- ♦Change the wireless distribution to a population-based disbursement. You can view the current and projected disbursement amounts on the STO web site below.
- ♦The Wireless Board requests that the wireless 9-1-1 fee be collected from prepaid customer accounts. Currently, prepaid wireless customers do not pay the 9-1-1 fee. (The potential revenue amount is currently unknown, but it is estimated that 25% of wireless customers have prepaid accounts.)
- ♦The Auditor General recommends the separation of wireless and wireline accounts and requiring a separate fund be used exclusively to account for the receipt and expenditure of 9-1-1 fee revenues.
- ♦The Auditor General recommends the review and removal of the cap on the wireless fund roll over amount.
- ♦The Wireless Board recommends that rural counties be allowed to apply for and receive wireless and wireline grants to fund regional 9-1-1 systems.
- ♦The State Technology Office is reviewing Paragraph 13 (A)(6), "allowable 9-1-1 expenditures" and is proposing to remove the specific language of allowable expenditures from the Statute and make the list a "Rule."
- ♦PBX and MLTS (Multi Line Telephone Systems) legislation is being reviewed. The Legislative Committee is currently developing a proposal to submit to the State that will create new legislation on PBX/MLTS systems.
- ♦Wireless 9-1-1 Board proposes a fund for Special, Pilot

and Database Improvement Projects. This is being proposed so STO and the Florida Wireless Board can fund special projects such as a statewide database.

- ♦Orange County has developed language for 3-1-1 legislation (*see story page 5*).

You can view some of these items at the following site:<http://www.state.fl.us/dms/e911/docs/2001WirelessBoardReportFull.doc>

This legislative group continues to talk and, when possible, meet monthly to discuss these issues. We will continue to work with our fellow coordinators, STO, the Wireless Board, Florida Association of Counties and other groups to assure our voices are heard. If anyone has suggestions, please feel free to contact any of the Committee members. (Sandy Mercer, Chuck Freeman, Debbie Caruthers, Janet Hamilton, Joe Reavy, Kevin Sowell, Marie Keenum, Mark Adler, Merle Ladd, Pat Welte or Sally Collins.)

Quick and Easy Bill Search Tool—Keep track of your favorite bills this upcoming session! Go to the Bill Search Page located at <http://www.leg.state.fl.us/welcome/index.cfm>. Simply type in the bill number and click "Go." You'll have access to bill status, vote history, analysis and more.

National 9-1-1 Heroes

(Continued from page 1)

a standing ovation by those in attendance at the meeting and were presented with lovely plaques and certificates from National NENA and Red E. Fox. In addition, they were the guests of Verizon Telephone at a visit to the Indianapolis Motor Speedway, and were given some very nice keepsakes from InterAct.

A trip to New York was also included in their schedule as they appeared on *Good Morning America* and did a live interview with Charles Gibson. My prejudiced opinion is that we could not have selected two cuter or nicer children as our National 9-1-1 Heroes.

Orange County 3-1-1 Initiative

By Deborah Caruthers, 9-1-1 Coordinator, Orange County

In 1997, the Federal Communication Commission (FCC) reserved the telephone number "3-1-1" on a nationwide basis for non-emergency police and other government services. The FCC believed this assignment would serve the public by making it easier to obtain service from state and local government agencies, while also reducing congestion on local 9-1-1 systems.

Research shows that many jurisdictions that have implemented 3-1-1 systems have realized millions of dollars in savings. Additionally, it is believed that 3-1-1 systems will help reduce 9-1-1 emergency response time and improve the overall efficiency of the 9-1-1 system.

3-1-1 has also been recognized by the US Conference of Mayors and the Department of Justice as critical in addressing issues of Homeland Security. At the Mayors Conference a special task force warned that local communications systems risk being overwhelmed by terrorist activity, and recommended more federal money for expansion and upgrade of 3-1-1 and 9-1-1 systems. The report specifically identifies 3-1-1 as a tool to help accomplish these goals.

Increased citizen expectations of government service delivery, and those same citizens frustrated by pages and pages of city/county phone numbers in the phonebook, in conjunction with a potential savings of millions of dollars annually, is why Orange County is looking at implementing 3-1-1. Municipalities including Baltimore, Dallas, Austin and Chicago are experiencing great results in increased efficiency and improved customer service using this innovative management tool. 3-1-1 is revolutionizing the way government connects with citizens by providing a single, easy to remember, toll free number to call for non-emergency government services.

Orange County Public Safety Division has been studying the 3-1-1 concept that "one call does it all" since 1999. While 3-1-1 has been implemented by city governments only thus far, Orange County hopes to implement 3-1-1 services on a county-wide basis.

Our initial research has prompted us to consolidate call centers within Orange County government, beginning with Animal Services, Code Enforcement and CAL (Governmental Info). The consolidation of these three call centers will provide a central place in which to receive information and process requests.

3-1-1 is coming to a county or city near you. Recently, there has been a lot of talk about 3-1-1 in Florida regarding how it works, how and why it's been implemented or how it will be paid for. Orange County has taken the initiative to provide a 3-1-1 Statewide Information Forum for elected, appointed and public safety officials to address these issues. The forum is scheduled for January 6-7, 2003 at the Walt Disney World Coronado Springs Resort. For more information on the forum please contact Sue Tyre at Susan.tyre@ocfl.net or 407-836-9667.



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