



The California Chapter of the National Emergency Number Association

Executive Board Teleconference 03/12/2015 9:00 a.m.

The following Board members were in attendance: President Shelby Rhyman; 1st Vice President Jaime Young; 2nd Vice President Debbie Burger, ENP; Commercial Vice President Alicia Caddy; Treasurer Hanan Harb, ENP; Secretary Mary Weiler.

MCTE

Shelby advised in general the feedback from the 2014 MCTE was good. One complaint was received regarding the use of the American Flag on the giveaway bags. Alicia received comments from the vendors that they would like more exclusive time in the vendor hall. As discussed at the onsite wrap-up meeting one vendor had an issue with water from the air conditioning system pouring onto their booth. Alicia received no comments on the new vendor hall layout this year.

Hanan stated that the funds generated from the MCTE were not as high as hoped. The bill from the hotel was higher than expected. She currently has questions in to the hotel regarding billing and will provide an update when more information is received from the hotel. She is reviewing the long distance fees as well as the cookies, soft drinks and breakfast charges. The hotel rep Ed was supposed to provide daily financial reports and we did not receive them. The primary cost increases came from adding an additional half day of breakout sessions on Thursday as well as overall hotel price increases from the previous year. Hanan estimated that once billing is reconciled with the hotel CALNENA should clear an estimated \$23K in funds to put toward next year's event. We had a balance of \$141K and the current billing stands at \$103K. Hanan will send out updated financials after the cost review has been completed.

It was suggested that the post show analysis be revisited on another call once the survey closed and all feedback from attendees had been reviewed.

CALNENA has a two-year contract with the Hyatt Mission Bay to host the MCTE through 2016. Hanan stated that the group should start conversations for booking 2017. Our previous Hyatt rep moved La Jolla location so we may want to look at that as a possibility. The Manchester Grand Hyatt will not budge on price. Jaime suggested that change could be good for 2017. She suggested that some critics of the Mission Bay location might send other staff members to MCTE if the location changed. Hanan will research other hotels and will make appointments to look around at other venues in April and May.

Spring Training Event

Doug Kiner from Mountain View offered to get a room at Google for the Spring Training Event and Debbie will check back with him. Jaime stated that Charlie is checking with Doug. Debbie will follow-up with Charlie first. We will need a room that can accommodate 70-80 people and a host hotel in the area with a good rate. It was noted that it is difficult to obtain good government rates for hotels in Palo Alto. Debbie stated the most cost-effective hotels for the area will be in San Jose and a 15-20 minute drive away with no traffic. The group will look at having the bi-annual training on Wednesday 5/27 or Thursday 5/28. It was noted that Memorial Day is 5/25. Jaime stated that Google had catering on site and SAP caters from smaller groups. Debbie advised her Google contact would be out of the office until 3/17.

It was suggested that the group look for possible alternate venues since it is now mid-March. Charlie also said if Google is not available we should check with another tech company, SAP. Debbie said SAP is a little isolated. Debbie has contacts at SAP and Google and will check with Charlie and check with her contacts next week. Jaime has people who can reach out to Facebook and Oracle as well. Alicia suggested moving the meeting to the front or back end of the APCO WRC April 7-10 and possibly having the Spring Training event that Monday 4/6. Jaime stated that while the idea was good, there was not enough time. She also pointed out that the Advisory Board and other groups have their meetings planned around WRC as well.

Jaime advised that Mike Sena, the Director of the Northern California Regional Intelligence Center NCRIC is based out of the Federal Building in San Francisco and is a really good speaker. It was suggested that he could give a presentation on how dispatch plays an integral role in gathering information and will become even more important in the future. He has made numerous presentations to police chiefs but dispatchers have not had an opportunity to hear him speak. He would not charge to make a presentation. Other ideas for speakers included the Stockton Police Chief who is doing a high level briefing of their shooting for CPOA. It was suggested that we reach out to Stockton dispatch to see if there could be a future presentation on the communications aspect of their incident which involved a 211A, with shots fired. Shelby said that a speaker from Stockton could be a good draw but Jaime advised that it might be too soon for their agency to present on the incident. It was decided that the speaker from NCRIC would be the first choice for the Spring Training Event and Stockton would be the second choice due to the timing. In addition to finalizing speakers the group needs to move forward with identifying potential sponsors.

Jaime suggested adding a no-host gathering at a local restaurant the night before the event to facilitate networking. It was suggested that the board hold a planning meeting one day after the event. Hanan advised that she needs to return on the 29th. It was suggested that the Spring Training take place on 5/27 and the board hold a planning meeting on 5/28.

Potential dates for the fall training meeting are 10/21, 10/22 or 20/29. The group suggested 10/21/15 would be the best date for the Fall event. Hanan suggested it would be more productive for the board meet prior to the training event. It was suggested the board meet on 10/19 and 10/20 to work on planning for the 2016 MCTE. Ideas for the fall meeting included a possible side tour of facilities deploying text-to-911 for demos. Mary to look at area venues in San Bernardino County such as Ontario or Rancho Cucamonga and possible transportation for a tour. It was mentioned that the biannual training details should be firmed up in or to promote these events in advance and have flyers available to hand out at other industry events.

911 Goes to Washington

Shelby stated that this was her first time as a participant in 911 Goes to Washington and that she felt the event was very successful and was able to do a lot of networking. She advised that they were able to capitalize on Jaime's numerous connections and accomplish a lot of good networking during the trip. Shelby and Jaime met with representative from Hawaii who have been our partners in FCC discussions. It was noted that Alex from Barbara Boxer's office was very receptive and took extensive notes and was surprised by the information on the wireless accuracy issue.

The CALNENA representatives were not able to get last minute appointments with everyone on Capitol Hill but Jaime who had attended the event in previous years was able to introduce the group to numerous people and get CALNENA contact information out to key contacts.

Jaime advised that the focus during this event was wireless accuracy. She stated that Thera Bradshaw from Hawaii was very vocal on our collective position on the accuracy issue. They were able to meet with Brian from NENA during the Wednesday morning general session. David Furth from Homeland Security gave kudos to California regarding real time data collection in a review of the issue. Jaime was able to get the group face time with Congresswoman Anna Eshoo Co-chair of the Congressional E-911 Caucus among others. One of the other primary drives of the event was to promote 9-1-1 as the "4th Arm" of public safety along with Police-Fire-Medical and to assure that 9-1-1 gets funded particularly in the face of Next-Gen requirements.

It was suggested that the Hawaii 9-1-1 contacts be invited to come out to the next CALNENA MCTE.

911 Advisory Board

Jaime reported that Monica from the State 9-1-1 office is planning to retire in July and that Bill Anderson is still in an interim position. Following up from Project RED, the state is going out with an RFI on the optimization issue. They are planning a vendor day on 4/7/15 in conjunction with the WRC. Jaime to send the board a copy of the letter to Karen Wong addressing specific concerns on pending issues for review.

AB510

It was asked if the board wanted to take a position on AB510. Jaime will send a link to all for review.

General

The group discussed how to promote CALNENA at the upcoming WRC Michelle had previously volunteered to represent CALNENA at WRC. Mary to email regarding WRC staffing. . Jaime asked if we should order CALNENA pens. It was suggested that the group promote ENP certification. It was suggested that ENP study disks be handed out. Alicia suggested finding a sponsor in the future to support ENP study disk giveaways.

Jaime asked that at a future meeting the group review what other associations are doing to support our industry and brainstorm ideas on additional services CALNENA can provide to its membership. Ideas include local awards for Dispatcher Week. It was suggested that the group discuss whether to form ENP study groups similar to what exists in Texas and use the website to promote. Hanan advised that the group tried to form a study group in the past but had more success with the study guide CD that was developed and handed out to membership approximately four years ago.

Future planning discussions will outline the group's target initiatives and goals to be accomplished in the coming year. Shelby stated that the website needed to be updated and previous meeting minutes posted. Shelby suggested Jaime start putting her ideas down and send out in email form to begin facilitating the discussion of goals. Shelby stated the group will hold teleconferences every other Thursday. Hanan advised she would not be available on 3/26 or 4/9.

The next telecon is planned for 3/26/15 at 9:00 a.m. and every other week through October.