



NATIONAL EMERGENCY NUMBER ASSOCIATION ON

NENA ON – AGM Meeting Minutes

Bell Canada Creekbank Campus
5115 Creekbank Rd, Mississauga, ON L4W 5R
October 3, 2017 @ 0800hrs

1. Meeting called to order – NENA ON President – **Tracy Finn**
2. Roll Call – **Tracy Finn**
3. Approval of 2016 Minutes – **Motion to accept Larry Breen; seconded by Colette Tanner**
4. Incorporation – **Peter Holland**, Director/Treasurer
 - a. Officially NENA ON Inc.
 - b. Incorporation, not for profit, can make a profit as long as we are investing in training etc. for our members
 - c. 3 NENA Directors were appointed by the current Executive in March 2017
 - d. NENA Directors introduced
 - i. Peter Holland 3 year term
 - ii. Larry Breen 2 year term
 - iii. Sue Dawson 1 year term
 - e. Future Directors will hold a term for 3 years, with the exception of the commencement year as per item 25 of the incorporation bylaws.

Item 25. Term of Office of Directors

At the first election of Directors following the approval of this by-law, one-third (1/3) directors shall be elected for a three-year term, one-third (1/3) directors shall be elected for a two-year term and one-third (1/3) directors shall be elected for a one-year term. Thereafter, except where an election is held to fill the unexpired portion of a term, newly elected directors shall be elected for three-year (3) terms.

- f. First NENA ON Inc. Directors meeting took place September 20, 2017
- g. NENA Directors approved the Bylaws to present to the membership for approval, Bylaws sent electronically to the members prior to the meeting, hard copies available at this meeting. Peter thanked Sue Dawson for all her hard work on the preparation of the Incorporation Bylaws.
- h. Peter explained item 11 in the NENA ON bylaws and asked for the Bylaws to be accepted for approval by NENA members present.

Item 11. Notice of Members Meeting

Notice of the time and place of a meeting of members shall be given to each member entitled to vote at the meeting by telephonic, electronic or other communication facility to each member entitled to vote at the meeting, during a period of 21 to 35 days before the day on which the meeting is to be held. If a member requests that the notice be given by non-electronic means, the notice will be sent by mail, courier or personal delivery.

Pursuant to subsection 197(1) (Fundamental Change) of the Act, a special resolution of the members is required to make any amendment to the by-laws of the Corporation to change the manner of giving notice to members entitled to vote at a meeting of members.

- i. **Meeting Quorum - accepted Bylaws**
- j. **Board of Directors appointed Executive positions.** Current executive members will serve another year in their term positions. In subsequent years each executive member will progress to the next executive position.
 - i. Appointed **Tracy Finn** as President
 - ii. Appointed **Robin Johnstone** as 1st Vice president
 - iii. Appointed **Kerry Kapuscinski** as 2nd Vice president
 - iv. **Carol Frank** to remain in Past president executive position
 - v. **Motion to accept the Board of Directors and Executive – Tracy Klingbyle; seconded by Mike Johnson**
 - vi. **Introduction of Executive**
- 5. **Tracy Finn** demonstrated the new Website which went live on October 2, 2017. Members section includes member only information including financial reports, AGM meeting minutes, past Conference presentations etc. **Password is member.**
- 6. **Robin Johnstone** provided a brief overview of ENP certification – unfortunately NENA National was unable to provide a proctor for an ENP exam sitting at this conference. There were not enough applicants. Robin advised that you can write and administrated by an approved testing centre. There are many locations to choose from.
- 7. **Peter Holland** - financials – Review
 - a. No outstanding Liabilities/expenses in 2016
 - b. Will post 2016 financials to the website for member review
 - c. 2017 financials, as of September 30th, just under \$47 000 in account before conference numbers. Additional \$3000 in paypal account to be transferred. Credits and liabilities from the Conference will be adjusted and final revenue earned and account balance will be reported on the 2017 financial report
 - d. One new item, we are registered to pay HST/GST
 - e. Approximately \$38 000 in revenue from the conference thus far (estimate only).
- 8. **Robin Johnstone** - outlined the benefits of obtaining your ENP certification which include but are not limited to the knowledge gain, professional status and job positions that may require an ENP certification as a qualification/requirement. Robin advised that your ENP certification is valid for 4 years and after that time you must submit a requalification to NENA National for keep your certification valid or re-write the exam. In order to requalify you must obtain a series of points throughout the 4 years. Points are given for relevant educational courses, conference attendance/volunteer, NENA executive positions etc.
- 9. **Holly Barkwell** – NENA - Canadian Regional Director – NENA members update
 - a. NENA membership and the association is now 12,000 members strong and growing. Ontario membership is 136 members and nationally we have a total of 264 members. Numbers are rising steadily which is a great sign. We also have 46 ENPs in Canada as of 2017 (20 in Ontario) which has doubled over the last 5 years. Consider becoming an ENP because it is increasingly requested as a requirement for technical and management positions in 9-1-1.
 - b. The NENA 2018 Conference & Expo will be Nashville from June 16-21! Conference planning is under way and registration and housing will be open in late December or early January. nena.org/nena2018. The call for papers is open through Friday Oct 27. Presenting a session at NENA 2018 is an excellent opportunity to share your knowledge and experience with an enthusiastic audience of 9-1-1 professionals who are eager to gain and share information.
 - c. NENA's NG9-1-1 Standards & Best Practices Conference is being held January 15-18 in Orlando at the Embassy Suites Lake Buena Vista South. Registration and housing opened Friday, September 8. To register visit nena.org/sbp.
 - d. The NENA i3 architecture standard is currently undergoing further development for version 3 (aka rev 3). NENA expects that version 3 will become the baseline standard for NG9-1-1 Core Services (NGCS), will be published by NENA in early 2018, and will receive the planned accreditation (initiated in 2015) of the development process by ANSI later in 2018.

- e. NENA is about to release a new information document on NG9-1-1 RFP handling. It provides a number of recommendations to develop specific RFP content that clearly indicates the needs around an NG9-1-1 Core Services system.
 - i. Not all vendors actually meet the NENA i3 standard in various ways, although their marketing material may claim to do so. It is very desirable for those issuing RFPs for NG9-1-1 Core Services to understand how to describe their requirements, and to do so specifically.
- f. Development efforts continue regarding NG9-1-1, including new document working groups that are creating an NG9-1-1 Guide for Managers and documentation for PSAP managers and stakeholders (as well as telecommunicators) on what NG9-1-1 will mean for them.
 - i. This effort will combine existing NENA work with new work to “fill-in-the-gaps” to ensure that NENA offers a single-source destination for all things 9-1-1, and especially NG9-1-1.
- g. Working group NEED volunteers. If you have an interest in participating, please let me or one of the executive know and we will hook you up. Don't sell yourself short!
- h. The monthly PSAP Virtual Leadership Forum calls continue as an outlet for PSAP managers to learn about issues that are affecting their peers in PSAPs across the county. Contact Chris Carver at ccarver@nena.org if you would like to participate.
- i. NENA's Mentor Center is where 9-1-1 professionals connect & establish relationships that foster personal & professional growth & development. Whether you're an industry veteran or just getting started, becoming a mentor or mentee is a great way to enhance your career and make valuable, lasting connections. nena.org/mentor.
- j. Join NENA's 911Talk email list and connect with peers down the street or around the world. The 911Talk email list is a great way to network with other NENA members and your peers in 9-1-1. Best of all, the 911Talk list is not limited by geographical boundaries! Once you join and start sending messages, your email is received by all members of the list including international participants. That makes staying up to date and networking with your peers easy and fun. Visit nena.org/911talk for more info and to sign up today.
- k. The Telecommunicator Caucus is developing a place for answers from those who have been there! A new blog called Dear Goldie will address issues from how to get that promotion to how to deal with the co-worker who leaves old food in the shared fridge. Dear Goldie will answer your questions big or small! Send your questions to deargoldie@nena.org and Goldie and her network of experts will respond. The best questions and answers will be posted – anonymously.
- l. NENA is always looking for article submissions for The Call magazine! Interested parties should contact Chris Nussman at cnussman@nena.org.
- m. The 2018 membership year kicks off October 1, 2017. Renewing members will again have the chance to earn a free webinar by renewing their membership online with a check or credit card. Watch your inbox for your renewal notice early October, and if you weren't able to take advantage of group membership before, now is a good time to share membership with more of your staff. Group memberships allow you to save on the cost of membership, get more people involved, and provide exclusive benefits not available anywhere else! nena.org/groups.
- n. **Education & Training Online** is launching soon! For the first time, 9-1-1 professionals at all levels can expand their knowledge, sharpen their skills, and learn about critical 9-1-1 issues with the quality you have come to expect from NENA – anytime, anywhere, and using just about any device. NENA Education & Training Online will concentrate on providing short, easily digestible information for 9-1-1 professionals with an anticipated launch this fall. NENA Education & Training Online is underwritten in part by Enbridge and Vector Pipelines.
- o. NENA has partnered with a group call LifeMart to bring NENA members access to national and local discount programs. This time Lenovo has extended the offer to Canadian members for computers and accessories. If you are looking for a new machine check the new NENA national website in the Canadian group blog section for more information... or see me for details.
- p. Efforts to improve the work process in the **Development Group** continue with the goal of decreasing the amount of time it takes to get a standard or document completed, ensuring that working groups are effective as possible in their processes, and that each working group is adequately staffed. Related efforts include Working Group/Session Facilitator Training, an

improved monthly reporting process, and the tracking of progress according to estimated completion dates.

- q. On the Canadian front, as I mentioned in my initial news blast, I'm drafting an outreach letter and information package for vendors, legislators, and community partners who should know more about what NENA is, what we do, and the value we offer. I will be looking for the Ontario Chapter executive's input and membership support to widen our scope of outreach. We need to develop NENA chapters in Canada into the GO TO resources for information on Next Gen 9-1-1.
 - i. I want to talk to companies such as; Google, Microsoft, Amazon, PS chiefs Associations, & industry associations, etc.

10. **Tracy Finn** – next conference date – September 24 & 25, 2018. Location to be determined.

11. **Tracy Finn** – Please fill out the conference survey, hard copies available on tables and registration desk.

12. Questions:

- a. Question: **Colette Tanner** – Ontario Advisory Board – What is happening with that board?
Answer: **Tracy Finn** – Ontario Advisory Board has ended up just being an online question forum. Nancy Banks retired, Paul DaSilva from York moved on, leaving myself. If it could be restructured it may have some value for creating legislation. **Holly Barkwell** – stated NENA national will help collaborate legislation. Linda Dickson – Governance/Legislation in Ontario will be important in the next 3 years. Target the Ontario Association of Emergency Management. She is willing to help organize.

13. **Motion to adjourn - Linda Dickson; seconded by Tracy Finn.**