

LOUISIANA NENA CHAPTER MEETING MINUTES
JULY 18, 2024
NATCHITOCHE, LA

President Phillip Daniels called the meeting to order. The prayer and pledge was led by Richard McGuire.

Secretary/Treasurer's Report

Financial

Linda Lavergne reported that the current membership is 254 and prior membership was approximately 239. NENA's checking account balance is \$40,816.82.

On a motion made by Tommy Mazzone, seconded by Richard McGuire the financial report was unanimously approved.

Minutes

On a motion made by Richard McGuire, seconded by Myrtle Green the minutes from the previous meeting were unanimously approved.

New Business

Committee Reports: Louisiana Next Generation 9-1-1 Sub-Committee

Richard McGuire reported that the FCC has put out a draft of NG911 Transition Rules that everyone needs to be aware of. Mr. McGuire advised and discussed what originating service providers must deliver, where they must deliver it, and who is responsible for cost of that delivery.

Mr. McGuire also advised members that the FCC adopted a report and order requiring wireless providers to deploy and use location-based routing to route wireless 9-1-1 voice calls and real-time text communications to 9-1-1 on their IP-based networks. Mr. McGuire advised that the rules became effective on May 13, 2024 and that wireless providers must deploy and use location-based routing within the timeframe specified in the report and order.

A discussion was then held amongst members regarding Senate Resolution 178 which requires all 9-1-1 centers to be able to accept text to 9-1-1 by December 31, 2024. Mr. McGuire advised members that a report must be submitted to the Senate no later than February 1, 2025 with a listing of parishes that don't accept text to 9-1-1 and the reasoning they don't.

Mr. McGuire also advised that the FCC is seeking comment on a proposal to require wireless carriers to implement a georouting solution for 988 calls. Mr. McGuire advised they are seeking comments on georouting solutions, technical specifications and limitations, and routing challenges and georouting solutions for non-wireless 988 calls and texts.

Mr. McGuire then reported that the FCC has adopted rules that allow collaboration between satellite operators and wireless providers to enable satellite connectivity directly to consumer handsets on certain wireless service spectrum bands. Mr. McGuire stated that adding satellite connectivity will provide consumers with service in more places, including remote, unserved and underserved areas as well as areas affected by disasters. Discussion followed.

Lastly, Mr. McGuire stated that the Communications Security, Reliability, and Interoperability Council (SCRIC) has started up 3 new working groups. The 3 new working groups are Harnessing Artificial Intelligence/Machine Learning, Ensuring Consumer Access to 9-1-1 and Preparing for 6G Security and Reliability.

Committee Reports: Symposium Committee

Linda Lavergne reported that the 2024 Symposium was a great success and advised that the revenue earned was split equally between the Louisiana Chapter of APCO and the Louisiana Chapter of NENA.

Ms. Lavergne then announced that she is stepping down as Chairperson of the Symposium Committee and has asked Jade Gabb to be the Chairperson and Kory Latiolais to continue his role as Co-Chair. Ms. Lavergne then asked that all members of the Symposium Committee stand and be recognized for their hard work and dedication.

Ms. Lavergne then reported that the Symposium Committee is looking at having the 2025 Symposium at the Golden Nugget in Lake Charles and will notify members once a decision has been made. Ms. Lavergne asked that if anyone is interested in joining the Symposium Committee to contact Jade Gabb or Kory Latiolais.

All Things Alerts

John Edwards, Regional Sales Manager with RapidSOS spoke to members about the different types of alerts regarding school safety, weapons detection and connected cameras. Mr. Edwards also spoke to members about several features that are currently being offered by RapidSOS. Discussion followed.

911/988 Interoperation

Heather Kleckinger, LACG Director of 988 Lifeline and Sherrard Crespo, VIA LINK Director of Outreach gave members an overview of each program. Ms. Kleckinger and Ms. Crespo both stated that 988 Lifeline and VIA LINK are crisis centers equipped to help people in mental health related stress or experiencing a suicidal crisis. Ms. Crespo also stated that both centers provide backup to each other to help ensure calls, chats, and texts are answered by an in-state Lifeline center with access to local resources in a timely manner.

Chris Roy, VIA LINK 988/911 Relations and Training Manager spoke to members about the Transformation Transfer Initiative (TTI) grant that was awarded to the Louisiana Office of Behavioral Health. Mr. Roy stated that the goal of the grant is to help improve the outcomes of those in crisis in Louisiana by desaturating the 9-1-1 systems from calls unrelated to public safety, divert those in crisis away from emergency rooms and jails, maximize use and availability of voluntary treatment options, and reduce the need for restricted levels of care.

Mr. Roy also advised that training is being put together for each parish throughout the state that will be specific to the needs of each parish and encouraged everyone to attend. Discussion followed.

Other Business

Social Media Management

Jade Gabb reported that Empire Media Management has been managing the Louisiana Chapter of APCO and Louisiana Chapter of NENA's Facebook page the last 6 months and has done a great job in promoting the Symposium, advertising and thanking Symposium vendors and sponsors, and generating traffic to the chapter's Facebook page. Mr. Gabb recommends renewing the contract with Empire Media Management for an additional 6-month period.

On a motion made by Linda Lavergne, seconded by Kory Latiolais the contract renewal of Empire Media Management for an additional 6-month period was unanimously approved.

Louisiana Chapter of NENA Webpage

Phillip Daniels advised members that the board is looking for a company to revamp the Louisiana Chapter of NENA's webpage. Mr. Daniels asked that if anyone has a company to recommend to please let any member of the board know. Mr. Daniels then advised that the revamping of the webpage will be discussed in more detail at the next chapter meeting.

There being no further business, a motion was made by Sean Spansel to adjourn, seconded by Kim Tolliver and unanimously approved. Meeting adjourned.