

MARJORY STONEMAN DOUGLAS HIGH SCHOOL
PUBLIC SAFETY COMMISSION

MSD Commission Meeting

VOLUME I

DATE: Monday, September 27, 2021
TIME: 1:00 p.m. - 6:07 p.m.
LOCATION: BB&T Center, Chairman's Club
1 Panther Parkway
Sunrise, FL 33323

REPORTED BY:

Johnny Caldera, Court Reporter
Notary Public, State of Florida
Laws Reporting, Inc.

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1 INDEX TO APPEARANCES

2

3 COMMISSION MEMBERS:

4 Sherriff Bob Gualtieri, Chair

5 Kevin Lystad, Vice Chair

6 Jim Martin, Esq., General Counsel

7 Pat Stewart, Commissioner

8 Grady Judd, Commissioner

9 Douglas Dodd, Commissioner

10 Ryan Petty, Commissioner

11 Marsha Powers, Commissioner

12 James Harpring, Commissioner

13 Chris Nelson, Commissioner

14 Richard Swearingen, Commissioner

15 Max Schachter, Commissioner

16 Melissa Larkin-Skinner, Commissioner

17 Mike Carroll, Commissioner

18 ALSO PRESENT:

19 Christina Linton, FDLE

20 Simone Marstiller Secretary, Agency for Health Care

21 Administration

22 Jacob Oliva, Chancellor, Dept. of Education

23 Josefina Tamayo, Acting Secretary, Department of

24 Juvenile Justice

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1 ALSO PRESENT:

2 Shevaun Harris, Secretary, Department of Children

3 and Families

4 John Suess, Pinellas County Sheriff's Office

5 Annie White, FDLE

6 Heather Pence, FDLE

7 Tom Foy, FDLE

8 Mike Phillips, FDLE

9 Jennifer Miller, FDLE

10 Devin Lovett, FDLE

11 PRESENTING SPEAKERS:

12 Tim Hay, Director, DOE Office of Safe Schools

13 Eric Hall, Senior Chacellor, Florida DOE

14 Sylvia Ifft, DOE

15 Sally Lawrence, Sarasota County 911 Coordinator

16 Jeff Kelly - Public Speaker

17 Keith Touchberry, Chief, Fellsmere Police

18 Department and Indian River State College

19 Chris Cicio, Major, Director of Law Enforcement,

20 St. Lucie County Sheriff's Office Adjunct Faculty,

21 Indian River State College

22 John Teske, Director of Security for SDIRC,

23 Emergency Operations Center ESF 1 LTC, USAR, MP

24 Dr. Kelly Amatucci, Ed. D., Indian River State

25 Colege, Dean of the School of Education

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1 P R O C E E D I N G S

2 SHERRIFF GUALTIERI: All right, good

3 afternoon, everybody. Welcome to the September

4 2021 meeting of the Marjory Stoneman Douglas Public

5 Safety Commission. Call the meeting to order. Ask

6 everyone, if you would, please stand with me in a

7 moment of silence for the victims and we'll follow

8 that by the pledge.

9 SHERRIFF GUALTIERI: Please join me in the

10 pledge.

11 I pledge allegiance to the Flag of the United

12 States of America, and to the Republic for which it

13 stands, one Nation under God, indivisible, with

14 liberty and justice for all.

15 SHERRIFF GUALTIERI: All the Commissioners

16 were provided with the minutes from our last

17 meeting, virtual meeting. And hopefully you've had

18 a chance to review those. Do we have a motion to

19 approve the minutes?

20 COMMISSIONER HARPRING: So moved.

21 SHERRIFF GUALTIERI: Commissioner Harpring.

22 And do we have a second?

23 COMMISSIONER NELSON: Second.

24 SHERRIFF GUALTIERI: And a second by

25 Commissioner Nelson. Any discussion on the

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1 minutes? All in favor, aye.

2 (WHEREUPON the committee members all responded

3 with "aye.")

4 SHERRIFF GUALTIERI: Any opposed, same. So,

5 the minutes are approved. Thank you.

6 So, I want to welcome everyone. As we know,

7 it's been almost two years since we've met in

8 person, due to COVID. I think for a lot of us it

9 feels like yesterday that we were just here, but

10 believe it or not, the last time we met in person

11 was in November of 2019, so right around two years.

12 There's been some personnel changes on the

13 Commission. Some members have left, and some have

14 changed roles.

15 Sheriff Larry Ashley who was with us during

16 all the hard work retired and is no longer the

17 sheriff. And he resigned from the Commission. And

18 his position has not been filled through the

19 appointment process.

20 Secretary Marstiller is still with us, in a

21 new role. She was on the Commission previously as

22 the DJJ Secretary, but now is with us in her role

23 as the AHCA Secretary.

24 Secretary Poppell left DCF, succeeded by

25 Secretary Shevaun Harris. She's not with us yet,

<p style="text-align: right;">Page 6</p> <p>1 but I believe she will be joining us for this 2 meeting.</p> <p>3 Secretary Marsteller was succeeded at DJJ by 4 Secretary Josefina Tamayo. And welcome to 5 Commissioner, to Secretary Harris as well.</p> <p>6 Commissioner Harpring retired from Indian 7 River County Sheriff's Office. But he still 8 remains with us on the commission. And 9 Commissioner Bruce Bartlett who has who has served 10 on the Commission with us as the Chief Assistant 11 State Attorney in the Sixth Circuit is now the 12 State Attorney in the Sixth Circuit, but he's 13 unable to be with us for this meeting.</p> <p>14 Senator Brooke is out of town, she's also 15 unable to be here. And Commissioner Dodd is on his 16 way. He had some school business this morning to 17 take care of, but he'll be joining us later today.</p> <p>18 So, I think that pretty much gives you an 19 updated on who's who and the changes that occurred 20 over the last two years.</p> <p>21 As you notice on the agenda for this meeting, 22 it contains mostly areas that require follow up 23 from where we left off in November of 2019. An 24 overview of what's been accomplished since 2018, 25 during the last three-and-a-half years this</p>	<p style="text-align: right;">Page 7</p> <p>1 Commission has existed. And, importantly, what 2 work is left to be done. I hope we can have a very 3 robust discussion as we close out tomorrow 4 afternoon about the path forward.</p> <p>5 One topic though, is, if you saw the agenda, 6 that's noticeably missing, and we spent a lot of 7 time on it over 2018/2019. Is the topic of mental 8 health. We know that mental health and Florida's 9 complex mental health system, played a significant 10 role in this event. We spent a lot of time in open 11 session, and a lot of time in closed sessions, 12 learning about Cruz's mental health issues. His 13 treatment in and out of school. We also know that 14 the mental health area is complex and that it needs 15 a thorough review with robust recommendations for 16 systemwide improvements.</p> <p>17 The Florida Legislature listened and acted 18 this past legislative session, to create a 19 statewide Mental Health Commission. The 19-member 20 Mental Health Commission is Chaired by County 21 Sheriff Bill Prummell and convened its first 22 meeting on September 1st of 2021.</p> <p>23 The Mental Health Commission is supported by 24 Secretary Harris and by DCF. Similar to what FDLE 25 does for this Commission. That Commission is</p>
<p style="text-align: right;">Page 8</p> <p>1 required to submit a report with recommendations to 2 the governor and the legislature by September 1st 3 of 2022. And I believe, Commissioner Larkin- 4 Skinner, you're also on that Commission, as well, 5 on the Mental Health Commission.</p> <p>6 So, I met with Sheriff Prummell. I shared 7 with him material acquired by this Commission. 8 Including, transcripts of testimony of those that 9 appeared before us. The new Mental Health 10 Commission has really a tremendous opportunity, 11 through robust and challenging work over the next 12 year, to positively impact mental health services 13 in Florida. And to provide help to some vulnerable 14 people in great need of more and better services.</p> <p>15 I wish the Mental Health Commission much 16 success in their work and look forward to their 17 report next September.</p> <p>18 So that's why you don't see anything on this 19 agenda, since there is now a dedicated Mental 20 Health Commission. And in my discussions with 21 Sheriff Prummell and others, I know that they're 22 going to tackle this and hopefully provide some 23 really, really, significant recommendations that 24 can be actively done. But they're fully aware of 25 what we learned during our work.</p>	<p style="text-align: right;">Page 9</p> <p>1 As you can see, we do have a packed agenda. 2 We'll do our best to keep things on track and get 3 everybody on their way by five o'clock tomorrow. 4 But, as we segue into the first presentation today, 5 which is from Director Tim Hay and the Office of 6 Safe Schools, with an update on what's been going 7 one within the Office of Safe Schools, over the 8 last couple of years. I want to recognize the 9 ongoing efforts of the Department of Education and, 10 specifically, the Office of Safe School staff.</p> <p>11 The Office of Safe Schools is accomplishing a 12 lot. They're accomplishing much with limited 13 personnel. And the staff's dedication and 14 commitment to school safety is noticed. They have 15 significantly contributed to Florida schools being 16 safer today, than they were in 2018. Their 17 commitment, and I can tell you because I deal with 18 them all the time, is a personal one, and they 19 share our passion and goal of improving, and 20 maintaining, the safest possible schools for the 21 families of Florida. So, to the entire Office of 22 Safe Schools staff, thank you for all you have done 23 and what you continue to do.</p> <p>24 Now, I'd like to ask Director Tim Hay to come 25 up for our first presentation and that is an</p>

<p style="text-align: right;">Page 10</p> <p>1 overview and an update. We conducted a recent 2 survey, to update that survey, we've done many 3 times. So, Director Hay is going to give you an 4 overview of where the Office of Safe Schools is and 5 to update on that survey. 6 Before I turn it over to Director Hay, does 7 any commission members have any comments as we 8 begin this meeting. Any housekeeping items, 9 anything we need to discuss before we begin? No. 10 Tim, all yours. 11 DIRECTOR HAY: Good afternoon. Thank you, 12 Chair Gualtieri, Chair of the Commission and our 13 Commission members for this opportunity to provide 14 you with an update from the Office of Safe Schools. 15 As the agenda reflects, today's presentation 16 will provide an overview of the work the Florida 17 Department of Education has completed, since our 18 last update to the Commission. As well as identify 19 the Office of Safe Schools goals and objectives for 20 the upcoming year. We will also review the results 21 of the recent statewide school safety survey. 22 As you see here, the initial Marjory Stoneman 23 Douglas legislation in 2018 made sweeping 24 improvements and created programs and resources to 25 strengthen school safety, here in the State of</p>	<p style="text-align: right;">Page 11</p> <p>1 Florida. 2 Moving into 2019, Senate Bill 7030 built on 3 the prior year's foundation to include 4 identification of the States behavioral threat 5 assessment tool, rulemaking authority for school 6 environmental safety incident reporting, known as 7 SESIR, and compliance authority on school safety 8 issues. 9 In 2020, Alyssa's Law, named from Marjory 10 Stoneman Douglas student, Alyssa Alhadeff, was 11 passed and signed by the governor. The law created 12 a requirement for all public schools to implement a 13 mobile panic alert system. And I just received a 14 text this morning of a story that this system was 15 used in one of the schools for a medical emergency 16 for one of the students. And the parent is 17 convinced that if the student wasn't at school the 18 results would have been very different. The button 19 was pushed, an AED was deployed, and the student is 20 here today. So, we're seeing this impact that this 21 is having already in our schools. And later in the 22 meeting, we will have a more detailed presentation 23 on implementation of this critical legislation. 24 So, Senate Bill 590 in 2021, provided parent 25 notification prior to involuntary examinations,</p>
<p style="text-align: right;">Page 12</p> <p>1 district reporting of Baker Act data to the 2 Department of Education, requirement for student 3 IDs to include crisis and suicide hotline 4 information, timely notification to parents of 5 threats, unlawful acts, and significant 6 emergencies. And it also adds changes to codes of 7 student conduct regarding diversionary programs. 8 A little bit about the Offices background, 9 again, created by Senate Bill 7026, in 2018, with 10 three staff. DOE realigned 10 positions for the 11 Office and currently staffed at 18 positions. Our 12 regional staff had been instrumental in a number of 13 things, developing and building strong 14 relationships with our district partners, sharing 15 successes, relaying safety issues identified during 16 school monitoring visits, and informing really the 17 rulemaking process. As we evaluate that process 18 each and every year to continue to raise the bar of 19 the work we're doing, but also to provide ongoing 20 measures of consistency as we see areas to improve. 21 As evolve as an office, we are always looking 22 at ways to improve our oversight of compliance. 23 And this will provide a means to do just that. The 24 rule is a way for our office to convey the 25 expectations for safety and security within</p>	<p style="text-align: right;">Page 13</p> <p>1 schools. Within the rule is specific language 2 provides for further documenting, laying out of 3 consistent processes and procedures, and clarifying 4 responsibilities for all those involved. 5 The rule, also, focuses on 12 specific 6 statutory requirements relating to school safety, 7 reporting, and training. Such as: a Safe School 8 Officer on every campus, threat assessment teams, 9 training and composition, active assailant response 10 plan and training, the SESIR reporting, emergency 11 drills, promoting FortifyFL, and the Alyssa's Alert 12 mobile panic system. 13 Forthcoming amendment to the rule, to clarify 14 expectations and incorporate new legislative 15 requirements. Alyssa Alert implementations 16 specifics. Senate Bill 590 policies for timely 17 notification to parents of threats and the unlawful 18 acts, or significant emergencies. Senate Bill 590 19 emergency drill accommodations for ESE Centers. 20 This school year marks the SESIR reporting by 21 districts. The 2021 changes to the SESIR rule 22 incorporate new federal requirements for reporting 23 allegations of sexual assault and sexual battery by 24 school personnel, as well as preliminary action 25 taken and response to those allegations.</p>

<p style="text-align: right;">Page 14</p> <p>1 The changes to six incident definitions 2 provide greater clarity in reporting expectations. 3 And later in the meeting, we'll have a more 4 detailed presentation on SESIR. 5 Another critical piece of the State's school 6 safety program is the Behavioral Threat Assessment. 7 Training school level teams on the comprehensive 8 school threat assessment guidelines, or CSTAG, has 9 empowered them to evaluate, classify, and address a 10 range of concerning behaviors. The guidelines also 11 address the need for ongoing monitoring. 12 In 2021, Safe School staff has conducted CSTAG 13 training sessions in support of new and returning 14 threat assessment team members. And really, the 15 future of the threat assessments here in the State 16 of Florida, the Office continues to seek to create 17 really a behavioral care assessment program, 18 delivered and supported by the Office. 19 Enhancing the threat assessment process will 20 provide with approved training models, including 21 Department of Homeland Security, create capacity 22 and sustainability, bridge gaps between existing 23 programs, and align with the State expectations. 24 We want to create a common threat assessment team 25 language amongst education, mental health, and</p>	<p style="text-align: right;">Page 15</p> <p>1 public safety agencies. 2 Now, I'd like to cover the results of our 3 August 2021 survey of school safety specialist. 4 Currently, we have 3,785 public and public charter 5 schools. And some of those schools share campuses. 6 When accounting for all schools that share an 7 address, we have 3,641 campuses. Safe School 8 Officers assigned to those campuses, those schools, 9 include 2,997 law enforcement officers and 1,384 10 trained guardians. That yields a total of 4,381 11 Safe School Officers who cover 3,641 school 12 campuses across the State. 13 This question reads, do you have a policy or 14 written procedure to address coverage at your 15 schools, including charter schools, in the event 16 the assigned Safe School Officer is absent for part 17 or all of the school day? 100 percent answered, 18 yes. 19 Currently, there are 45 districts that are 20 using the Coach Aaron Feis Guardian Program, in at 21 least one of their schools. Some districts may 22 have multiple Guardians in every school. There are 23 40 Sheriff Departments training Guardians, which is 24 shown in blue there. Of the 45 districts with 25 Guardians, 12 districts have Guardians working in</p>
<p style="text-align: right;">Page 16</p> <p>1 schools that were trained by another sheriff. And 2 you can see that identified there. 3 This slide, and the next few slides, will 4 reflect only 45 districts that have opted to 5 participate in the Coach Aaron Feis Guardian 6 Program. 26 of the 45 districts with Guardian 7 Programs have schools with only Guardians in a Safe 8 School Officer role. The other 19 districts use 9 Guardians as reinforcements. 10 Does your district employ dedicated Guardians, 11 i.e., uniformed or non-uniformed individuals whose 12 sole responsibility is that of a Guardian? 22 have 13 dedicated and 23 have other responsibilities. Here 14 you can see, among the 45 Guardian districts, how 15 many are uniformed and how many are not. And six 16 districts have a combination of both uniformed and 17 non-uniformed Guardians. This slide shows how many 18 districts have unidentified Guardians. 19 Are there schools in your districts that 20 conduct Active Assailant Drills, where the student 21 does not physically move or react during the drill? 22 44 said, no. 23 said, yes. 23 I think I jumped ahead. 24 SHERRIFF GUALTIERI: We missing a slide there? 25 DIRECTOR HAY: I don't know. It jumped.</p>	<p style="text-align: right;">Page 17</p> <p>1 SHERRIFF GUALTIERI: His next slide should be, 2 is it because of COVID, that there's no movement? 3 DIRECTOR HAY: Right. 4 SHERRIFF GUALTIERI: So, it might be -- 5 because that's important. The numbers are 6 reversing from what the prior survey showed and I'm 7 sure most of you recognized that. And the reason 8 for it, so I don't know if it's out of order or 9 what, but the next question on the survey, that 10 survey was just done in August, and so, while the 11 number is up, is the number of schools that are 12 allowing drills where's there no movement. 13 The next question in the survey was is it 14 because of COVID? And the answer was, yes. So, I 15 didn't find it concerning because I everybody that 16 was limited was because of COVID, all of the 17 distancing, et cetera. So, it might be missing. I 18 don't know. 19 DIRECTOR HAY: I think we're on track now. I 20 apologize. 21 SHERRIFF GUALTIERI: That's all right. 22 DIRECTOR HAY: Keep in mind that there are 45 23 districts with Guardians, about half have dedicated 24 Guardians, and the remaining half have staff with 25 other responsibilities. And here is the</p>

<p style="text-align: right;">Page 18</p> <p>1 combination. Six districts said, they do one form 2 or the other. And have a combination of both 3 uniformed and non-uniformed Guardians. 4 This slide shows how many districts have 5 unidentified Guardians. For schools in your 6 district that are served only by a Guardian, 7 there's no law enforcement officer assigned to the 8 school, does at least one Guardian have a law 9 enforcement radio on each campus? And you can see, 10 no schools are served only by a Guardian, which had 11 20. 16 said, yes. And nine said, no. Challenges 12 with providing radios for Guardians vary from 13 district to district. Some law enforcement 14 agencies don't provide radios for Guardians, due to 15 some of the costs associated with it. Others are 16 resistant to allowing Guardian's access to the 17 radio system. 18 Just last week, conversation with one of the 19 districts, they'd actually gone out and purchased 20 law enforcement radios and then ran into some 21 roadblocks of getting access to the radio system. 22 And that's disappointing when we see those 23 situations. We want everybody to have that 24 communication and know how important that is. 25 The remaining slides reflect responses from</p>	<p style="text-align: right;">Page 19</p> <p>1 all 67 school districts. Have all district 2 employees received training on the district's 3 active assailant plan procedure, apart from merely 4 providing the plan and procedure itself? The 5 districts that answered, no to this question 6 responded this way, due to concerns about either 7 new staff that have not yet completed the training 8 or staff that may have missed training when it was 9 held. All districts report that their schools 10 conduct monthly active assailant drills. 11 Are there schools in your district that 12 conduct active assailant drills where the students 13 do not physically move or react during the drill? 14 23 said, yes. 44 said, no. If your answer to the 15 previous question with yes, is this only because of 16 COVID? 16 said, yes. Seven said, no. And the 17 districts that responded no to this question, 18 generally, except some students due to disability. 19 Does your district require active assailant 20 drills that require the students to evade through 21 movement in addition to just locking down or 22 hiding? Of the districts that reported no, to this 23 question, most do not require all students to 24 conduct evade drills due to age or disability. 25 Some responded that this happens to due to COVID</p>
<p style="text-align: right;">Page 20</p> <p>1 precautions. 2 Can every school employee immediately 3 communicate any observed threat and initiate an 4 active assailant response? 64 said, yes. Three 5 said, no. Of the districts that answered no to 6 this question, they responded that they are working 7 on completing installation of Alyssa's Alert and 8 they are working through some of the integration 9 issues with their 911 Centers. All districts 10 report that every school employee can immediately 11 receive communications about an observed threat and 12 response. 13 For schools that are completely fenced, does 14 every school in your district have a requirement 15 that gates to fences surrounding the school be 16 closed and locked, or staffed, when not being used 17 for active ingress and egress? You can see here, 18 64 said, yes. Three said, no. Of those that said, 19 no, some districts responded no here because the 20 main entry gates remain open for visitors to access 21 the parking area and main entrance. Our staff 22 regularly communicates the need for gates to remain 23 closed and logged during school hours. 24 Regarding any district requirement for 25 staffing open gates, 13 of the 67 responded no. Of</p>	<p style="text-align: right;">Page 21</p> <p>1 the districts, again, that answered no to this 2 question, some gates remained open to allow access 3 to visitors parking areas and visitor entrance. 4 Regarding FortifyFL and other similar tools, 5 you can see how districts are getting notifications 6 in this chart, since some districts have more than 7 one option these numbers will add up to more than 8 67. Nine use only FortifyFL. Seven districts have a 9 locally developed option. Two use Safer Watch. 28 10 use their local Crime Stoppers. 22 use Say 11 Something. And 22 use other applications. 12 Does your district have a behavioral threat 13 assessment team at every school in your district? 14 100 percent said, yes. Does a sworn law 15 enforcement officer participate on every threat 16 assessment team at each school in your district? 17 100 percent said, yes. And in statute, each threat 18 assessment team requires someone with expertise in 19 law enforcement. But our compliance rule reads, 20 the law enforcement team member must be a sworn law 21 enforcement officer. And as you see here, all 22 districts reported that they have a sworn law 23 enforcement officer that participates on their 24 school threat assessment team. 25 And finally, all district report, that they</p>

<p style="text-align: right;">Page 22</p> <p>1 are using the States standardized Behavioral Threat 2 Assessment instrument. That concludes my update 3 for this part of today's agenda. 4 As I close my briefing, I'd like to just take 5 a few moments for an additional reflection. 6 October 1st marks one year since I assumed my role 7 as the director of the Office of Safe Schools. 8 Prior to my arrival, and continuing to present 9 date, this Commission has been steadfast and remain 10 true to the very purpose of its creation. 11 Analyzing information, addressing recommendations, 12 and system improvements specific to the safety of 13 Florida's children. 14 The ability to strategically align in order to 15 do the work that we do, is the goals of this 16 Commission and the mission. And our objectives can 17 be accomplished through the work and foundation 18 that you all have laid. I have incredible 19 colleagues and dedicated school safety 20 professionals that I get to work with. And I can't 21 thank them enough for all they do, and continue to 22 do, in support of this mission. Our strength and 23 drive is because of the vision of the Marjory 24 Stoneman Douglas School families. 25 Their recommendations and requested</p>	<p style="text-align: right;">Page 23</p> <p>1 enhancements to raise the bar for the safety of all 2 Florida's children. And as a father of a six-year- 3 old, a four-year-old, and an almost two-year-old; I 4 can't thank them enough for all that they have 5 done. The Florida Department of Education and the 6 Office of Safe Schools looks forward to working 7 with everyone toward making more positive changes 8 and continuing to raise the bar each and every 9 year. Again, thank you Chair Gualtieri and 10 Commissioners for the opportunity to present today. 11 SHERRIFF GUALTIERI: All right. Thanks, Tim. 12 Would you just expand a little bit on that 13 presentation? Because we're going to hear a lot 14 about threat assessments and you mentioned it in 15 there, in the slide presentation, about the CSTAG 16 model. Just for everyone to kind of update on 17 that, the Office of Safe Schools was required, 18 under Senate Bill 7030, to implement a statewide 19 Behavioral Threat Assessment instrument that was 20 used by every school, in every district, to assess 21 the situation and the kid, correct? And you guys 22 adopted that from CSTAG? 23 DIRECTOR HAY: Correct. 24 SHERRIFF GUALTIERI: Right. But the 25 districts, themselves, even though they use the</p>
<p style="text-align: right;">Page 24</p> <p>1 CSTAG instrument, the districts, themselves, are 2 free to use their own methodology in conducting the 3 threat assessment. So, there's not a uniformed 4 methodology for threat assessments across the 5 State, correct? 6 DIRECTOR HAY: I think that's fair to say. 7 Yes, sir. 8 SHERRIFF GUALTIERI: Right. So, the process 9 in let's say, Pinellas, that has school-based teams 10 and a district-based team, you don't see that in 11 Broward, or see that in other places. Even though 12 the instruments the same, we still have diverse 13 ways that the threat assessments are being done 14 across Florida, right? 15 DIRECTOR HAY: Yes, sir. 16 SHERRIFF GUALTIERI: Okay. 17 DIRECTOR HAY: That's correct. 18 SHERRIFF GUALTIERI: And do you have a sense, 19 at all -- and if you don't that's fine, just say 20 so, as far as -- you know in threat assessments, we 21 talk about threat assessments, so it's getting 22 information, analyzing information, and the crucial 23 part of it is, is managing the threat. What does 24 CSTAG, in that model, what does it say about 25 managing the threat? What is being taught, as far</p>	<p style="text-align: right;">Page 25</p> <p>1 as, you said, there was 50 something presentation 2 you all had done, I think 57, something to that 3 effect. Is that you talk about managing the threat 4 in that CSTAG training. As far as the importance 5 of managing the threat? 6 DIRECTOR HAY: Yeah, absolutely. And the 7 CSTAG model really goes through that process to 8 identify, really, that immediate threat. So, as 9 far as, if it doesn't arise to a severe level, then 10 really, we're trying to push that processes are in 11 place, to then understand what was going on with 12 the student, what issues were there that brought 13 them to the team, and then have some follow up and 14 some more guidance as it moves forward. And so, I 15 really feel like that's how we're trying to grow 16 that process. You have one part of identifying if 17 this is an immediate threat. But then, how do we 18 then care for that student moving forward, if 19 they've identified some needs that we've seen 20 within the team and then -- and a lot of districts 21 are already doing this, to your point, is they have 22 follow-up processes in place that continue to 23 monitor and to continue to grow with that student 24 as they move through their education. 25 SHERRIFF GUALTIERI: And then with the</p>

<p style="text-align: right;">Page 26</p> <p>1 uniform form the threat assessment instrument 2 itself, there still is no -- and we'll talk about 3 this more later, I'm just trying to, from what's in 4 your presentation, to set a foundation for some of 5 this discussion that we're going to have. There 6 still, today in Florida, is no statewide threat 7 assessment database? 8 DIRECTOR HAY: Correct. There's nothing. 9 SHERRIFF GUALTIERI: And we're going to get 10 update on that from the work group, but even though 11 there's a form. So, some districts are still on 12 paper systems, they don't have any databases at 13 all, and there's still no sharing of that 14 information that's available between the 67 15 districts, correct? 16 DIRECTOR HAY: Correct. 17 SHERRIFF GUALTIERI: Okay. All right. 18 Commissioners, does anybody have any questions for 19 Director Hay? 20 Yup, Commission Larkin-Skinner, go ahead. 21 COMMISSIONER LARKIN-SKINNER: Thank you, 22 Director Hay. One question that I have is 23 regarding the radios. You mentioned that for the 24 question, does at least one Guardian have a law 25 enforcement radio on each campus, and you said,</p>	<p style="text-align: right;">Page 27</p> <p>1 that of the nine that said, no, some of them it was 2 costs, but others bought the radio systems, but 3 they're not being granted access. Is that a 4 district issue or an agency that's running the 5 system issue? 6 DIRECTOR HAY: Usually it's a district. It's 7 a district decision on whether or not to grant 8 access. So sometimes they have hurdles on getting 9 everybody on the same page of granting that access. 10 There's a little bit of a dynamic where a law 11 enforcement radio should be given to a law 12 enforcement officer. And they had that access to 13 that radio. And so, some districts are more 14 willing to have those conversations and work in 15 that way to provide certain access. 16 SHERRIFF GUALTIERI: And some of them were, 17 when we looked at it, I have this as a follow up 18 item, and I really don't want to publicly identify 19 the districts, just because I think it's a safety 20 issue, where you have Guardians, that are on these 21 campuses, that don't have a way to communicate with 22 the responding law enforcement officers. And it 23 could lead to a bad situation. So, as it is, we 24 just got the survey done in the last couple weeks, 25 it is a follow up item, I do know those districts,</p>
<p style="text-align: right;">Page 28</p> <p>1 I'm going to follow up with the sheriffs in those 2 counties, and the police chiefs, as appropriate. 3 Some of them, though, were charters. So, on the 4 traditional public-school campuses, there were 5 Guardians, but it was a charter school issue. 6 Where it was just a Guardian employed by the 7 charters. 8 So, we're going to flush this out, because to 9 your point, Commissioner, it is concerning, it's 10 troubling, and I think it's an obstacle that we 11 need to overcome for a whole bunch of reasons. So, 12 it is definitely a follow up item. 13 COMMISSIONER LARKIN-SKINNER: Thank you. 14 SHERRIFF GUALTIERI: Commissioner Carroll. 15 COMMISSIONER CARROLL: Thank you, Director 16 Hay. I think the data from the survey show how 17 much work has been done statewide in closing this 18 gap. Because if we did this a year or two ago, I 19 think the data would look much different. My 20 question is more about the qualitative nature of 21 the assessments being done, because when we were 22 looking at SESIR, and even some of the threat 23 assessments that were done previously, part of the 24 issue was getting the folks to do the assessment. 25 But then a bigger part of the issue was the</p>	<p style="text-align: right;">Page 29</p> <p>1 inconsistency around the qualitative nature of the 2 assessment. Is there a plan, either on a statewide 3 basis or on a district basis, to begin looking at 4 that and closing the gap, in terms of what the end 5 result is, in terms of assessment? 6 DIRECTOR HAY: Sure, I mean, and that's what 7 we want to do as an Office. Is identify those 8 districts that are really raising the bar on the 9 work that they're doing. Some are really able to 10 capture this and do it at a high level. And so, as 11 we identify those districts, partnering with them 12 as the State. Understanding what they're doing, 13 how their doing it, they're doing it very well. 14 Other districts identifying that they're having 15 some challenges and struggles, you know, you want a 16 parent in one district to feel good about what 17 assessments are being done compared to another. 18 So, we want to really bridge those gaps, if 19 there is a district that has those challenges. 20 Enhance the training, provide that support, which 21 we've been doing a lot of. To partner with them 22 and continue to see that improvement as they move 23 forward. 24 SHERRIFF GUALTIERI: Commissioner Swearingen. 25 COMMISSIONER SWEARINGEN: Thank you, Director</p>

<p style="text-align: right;">Page 30</p> <p>1 Hay, for your presentation. I have a more general 2 question, just about your Office. I think you 3 said, at the beginning, you have 18 staff now? 4 DIRECTOR HAY: Yes, sir. 5 COMMISSIONER SWEARINGEN: Realizing you've got 6 a pretty heavy workload, and none of us have the 7 staff we'd like to have, but do you feel like 18 is 8 a good place to be or, in a perfect world, what 9 staffing level would you like to see for your 10 Office? 11 DIRECTOR HAY: Sure. I appreciate that 12 question. You know, we're very grateful for the 10 13 positions that the Department, Florida Department 14 of Education, found internally to provide some 15 additional support to the Office. And we're going 16 to be as strategic as we can with those positions 17 and our processes to make the most out of what we 18 have. 19 As the State grows, and almost three million 20 students, there's a lot of work to be done. Like I 21 said, you all have laid a foundation of this work. 22 Now we have to build the rest of it. So we're not 23 done yet and we're going to continue to grow, 24 evolve, and continue to look for ways that we can 25 enhance the safety for our students.</p>	<p style="text-align: right;">Page 31</p> <p>1 COMMISSIONER SWEARINGEN: Thank you. 2 SHERRIFF GUALTIERI: So that was an answer 3 that he had to give you. So I'm going to give you 4 the answer -- 5 COMMISSIONER SCHACHTER: You're going to give 6 the real answer. 7 SHERRIFF GUALTIERI: The real answer is, hell 8 no. Absolutely not. And we're going to have a 9 discussion about this tomorrow afternoon. Kind of 10 an overview of where we've been, where we are, and 11 where it needs to go. And why there's got to be 12 some entity that is permanently and robustly 13 responsible for investigation, accountability, 14 follow up. And if it is going to be that Office, 15 that Office is not staffed for that. And I can 16 tell you, just in the work we've done in preparing 17 for this meeting, is that from what I see, is that 18 they're maxed out. And are working very, very, 19 hard. And multitasking and trying to get a lot of 20 things done. 21 So, the question is, what's the expectation? 22 If the expectation is at its current level or more, 23 than absolutely not. And so, the role has to be 24 addressed. And I can tell you, from seeing it, is 25 that it's not staffed at where it needs to be to</p>
<p style="text-align: right;">Page 32</p> <p>1 meet, I think what the expectations could be in the 2 future. It's got to be looked at. 3 COMMISSIONER SWEARINGEN: I would agree, and I 4 didn't want to put the Director on the spot. 5 SHERRIFF GUALTIERI: No. 6 COMMISSIONER SWEARINGEN: But, if there is 7 something this body could do to help him with that, 8 that was kind of the point of the question. 9 DIRECTOR HAY: Thank you, sir. 10 SHERRIFF GUALTIERI: Yeah, we're going to talk 11 about it tomorrow, more. 12 Commissioner Petty, go ahead. 13 COMMISSIONER PETTY: Thank you, Mr. Chair. I 14 appreciate the -- actually, Commissioner 15 Swearingen, I appreciate the question too. So, 16 it's one I ask the Director quite frequently. 17 Director Hay, I just want to thank you and the 18 team, at the Office of Safe Schools, for this 19 report today. But also, for the work that you're 20 doing, with the staff that you have. I'm trying to 21 do what Commissioner Carroll was mentioning, sort 22 of grab a qualitative value from some of this data 23 that's sitting here. It feels like we're making 24 progress. Would you agree with that? 25 DIRECTOR HAY: There's no doubt. We see this</p>	<p style="text-align: right;">Page 33</p> <p>1 every day. There's not, really, there's not a day, 2 I don't think, that goes by that there's not a 3 district, or one of our region team members, 4 sharing something that would just show districts 5 are paying attention and are making this that 6 priority that it needs to be. And I can say that 7 that, from our training, over this Summer, with our 8 School Safety Specialists, from all over the State, 9 that's the consistent narrative. We've got really 10 talented people that care about this. And care 11 about it deeply. And are paying attention to this 12 important work. And it's a testament to the 13 families here, the Commission. 14 But it's a daily occurrence that we have a -- 15 you know, typically, your failures get noticed and 16 your successes go unnoticed, and your failures get 17 magnified, to a point. So, you don't get to see, 18 like we get to see, all of the things that are 19 really making a positive difference here for our 20 students. And it's exciting. It's been really a 21 busy year since joining the Office, but really a 22 rewarding year, seeing all the progress and all the 23 work that's been done. You know, three years. 24 It's really impressive. 25 COMMISSIONER PETTY: I would just add, I had</p>

<p style="text-align: right;">Page 34</p> <p>1 the opportunity, the honor really, to address some</p> <p>2 of these trainings. Some of these School Safety</p> <p>3 Specialists and the training. And I walked away</p> <p>4 from that, Mr. Chair, very impressed with the</p> <p>5 earnest desire of those School Safety Specialists</p> <p>6 to do a good job. They were there for the right</p> <p>7 reasons. The training was phenomenal, and I walked</p> <p>8 away, as a parent, feeling much better about that.</p> <p>9 Director Hay, just a couple of questions on</p> <p>10 Senate Bill 590. This is something that was really</p> <p>11 important to the families. I know that as a member</p> <p>12 of Stand with Parkland, we worked very closely with</p> <p>13 the Legislature on this. One of the issues we were</p> <p>14 very, very, pushing for some change here was more</p> <p>15 transparency between the school districts and</p> <p>16 parents. And notification. Can you -- it was on</p> <p>17 your slide five, but could you tell me where we're</p> <p>18 at, as far as, timely notification to parents? How</p> <p>19 are we doing as a State? I'm sure it's not</p> <p>20 perfect. But where are we at?</p> <p>21 DIRECTOR HAY: So right now, in our rule</p> <p>22 development, that we'll be bringing to the State</p> <p>23 Board, it will further define that. So right now,</p> <p>24 it says timely notification, which can be a little</p> <p>25 bit broad in scope. So further defining what that</p>	<p style="text-align: right;">Page 35</p> <p>1 looks like and the expectations of what those</p> <p>2 notifications are.</p> <p>3 And then our Office checking and holding those</p> <p>4 accountable that they are actually implementing</p> <p>5 them. They have updated their policies and</p> <p>6 procedures to reflect the changes that are in 5099.</p> <p>7 So that parents know what's going on at their</p> <p>8 schools. That's important.</p> <p>9 So, we're going to update our rule, moving</p> <p>10 forward. And then further define that to limit any</p> <p>11 questions or concerns that the districts may have</p> <p>12 on what that is.</p> <p>13 COMMISSIONER PETTY: Great. Thank you.</p> <p>14 Thank you, Mr. Chair.</p> <p>15 SHERRIFF GUALTIERI: I think in Orlando, I</p> <p>16 addressed one week of the training for the School</p> <p>17 Safety Specialists, and you did the other week.</p> <p>18 And I agree with you, that there's a lot of</p> <p>19 commitment by those School Safety Specialists. And</p> <p>20 recognizing them.</p> <p>21 But what you're going to hear, and what you're</p> <p>22 going to see, again Commissioner Carroll, with the</p> <p>23 data, this is just kind of a lead in. And this is</p> <p>24 just an update with the survey. There's been a lot</p> <p>25 of progress. The schools, unquestionably, are</p>
<p style="text-align: right;">Page 36</p> <p>1 safer. But there's still a problem. And you're</p> <p>2 going to see that. And you're going to see that</p> <p>3 with facts, this afternoon as we go into tomorrow.</p> <p>4 In some places, in some districts, it's appalling</p> <p>5 about what's not being done. We want to focus on</p> <p>6 the positive and we want to certainly recognize.</p> <p>7 Because there's a lot of great work being done by a</p> <p>8 lot of people and those School Safety Specialists.</p> <p>9 But they got to be supported and people above them</p> <p>10 have to have the buy-in. And the problem is, the</p> <p>11 people above them have demonstrated, even today,</p> <p>12 three and a half years later, is that they don't</p> <p>13 have the buy-in. And I'm going to explain to you</p> <p>14 how and why.</p> <p>15 So, I don't want to -- as we're talking about</p> <p>16 this now, we're just having kind of a lead into</p> <p>17 what we're going to do here the rest of the day,</p> <p>18 today, and tomorrow. We absolutely want to</p> <p>19 recognize the great work that's being done because</p> <p>20 it is. But it's not in total.</p> <p>21 COMMISSIONER PETTY: Yeah. And, Mr. Chair, my</p> <p>22 role on the State Board, you know, Director Hay, is</p> <p>23 used to me calling at all hours of the day, asking</p> <p>24 questions about something that I've heard about.</p> <p>25 And too often, I think, he's left with the answer,</p>	<p style="text-align: right;">Page 37</p> <p>1 you know when I say, what are we going to do about</p> <p>2 this, too often he's left -- there's no answer,</p> <p>3 there's no good answer right now.</p> <p>4 SHERRIFF GUALTIERI: Right.</p> <p>5 COMMISSIONER PETTY: In as much as a</p> <p>6 commissioner we can put some recommendations</p> <p>7 forward to change that, I think that's important.</p> <p>8 I think to your point, those School Safety</p> <p>9 Specialists need to be supported. And I think it's</p> <p>10 the expectation of every parent in Florida that</p> <p>11 they send their child to school and that child is</p> <p>12 safe at school. And if those School Safety</p> <p>13 Specialists are not being supported by the district</p> <p>14 leadership, then we need to do something about</p> <p>15 that.</p> <p>16 SHERRIFF GUALTIERI: Commissioner Schachter,</p> <p>17 go ahead.</p> <p>18 COMMISSIONER SCHACHTER: Thank you. Thank</p> <p>19 you, Director Hay, for coming today and all of your</p> <p>20 attention, all the great work that the Office has</p> <p>21 done. I have a couple of questions. Sheriff</p> <p>22 earlier talked about the mental health crisis that</p> <p>23 we have here in Florida. And in reference to one</p> <p>24 of your previous slides on Senate Bill 5090, am I</p> <p>25 correct to understand, so now, are we receiving the</p>

<p style="text-align: right;">Page 38</p> <p>1 district information on number of Baker Acts per 2 school district? And how is that going, are we 3 able to analyze that? Because I think that is an 4 issue that we have, mental health crisis, in not 5 only the United State, but we've seen a lot of 6 instances recently where children are talking about 7 committing more acts of violence. So, if we have 8 that information, I think there's a lot of really 9 good, good, data that we could use to give to the 10 school districts. To hopefully make schools safer. 11 DIRECTOR HAY: Sure. So right now, we did a 12 webinar to explain to the districts how to collect 13 that information. And we're currently in the 14 process of developing the database and the tool 15 that they will be able to implement that so we will 16 receive it regularly. I don't know the specifics, 17 and I'd have to get back to you on some of those 18 specifics, of how that all is going to unfold, as 19 far as the timing of the reports being submitted. 20 I'm not sure on the dates and the times. But there 21 will be a tool developed that's going to be able to 22 provide that for the districts so that they can 23 implement the appropriate information and then 24 submit that to the Department. 25 COMMISSIONER SCHACHTER: That' going to really</p>	<p style="text-align: right;">Page 39</p> <p>1 be groundbreaking. We've never had that kind of 2 data before. It's usually at the county level, so 3 to be able to pinpoint exactly what's happening in 4 schools, be able to look at how many mental health 5 counselor school, to really get these kids 6 services, I think is getting great. I 7 In reference to the earlier topic of the 8 radios not being at the -- the Guardians not having 9 radios in nine of the school districts. I think 10 that one way that we might be able to fix that is 11 because in the Safe School funding that each school 12 district is allocated. Currently, they're not 13 allowed to use that funding for radios. So, I'm 14 hoping -- 15 SHERRIFF GUALTIERI: Mr. Schachter, that's not 16 true. Because they are funding them through the 17 Guardian Funding, not the Safe School Funding, but 18 the Guardian dollars. And the Office of Safe 19 Schools does allow it and I know districts that 20 have purchased radios for the Guardians out of the 21 Guardian Funding. So, it is available through 22 that. 23 COMMISSIONER SCHACHTER: It is? 24 SHERRIFF GUALTIERI: Yeah. 25 COMMISSIONER SCHACHTER: Okay, wonderful.</p>
<p style="text-align: right;">Page 40</p> <p>1 Wonderful. And then, the last question I had, on 2 your slide, concerning that when school districts 3 are doing active assailant drills, they're not 4 moving. Do we have any recommendations for school 5 districts? That definitely concerns me because if 6 school districts are just using the hide-in-the- 7 corner strategy, that would really be problematic. 8 Because, unfortunately, we are training the, you 9 know, the next school shooter is potentially in the 10 classroom. So, we want to be able to give them 11 options-based training. So, I was just curious, 12 are we giving these school districts any guidance 13 on that and doing anything about that? 14 And then the follow up question was, seven of 15 school districts, the answer was not related to 16 COVID. So that is concerning. 17 DIRECTOR HAY: Yes, sir. And our team is 18 regularly out there in conversations with those 19 districts that these are best practices we want to 20 see you all implement. And if you have any 21 questions, we're happy to come alongside you, train 22 you, and kind of explain why these are so crucial 23 and important to the work we do. 24 I have a feeling that some of those that said, 25 the answers that they said, may be for certain</p>	<p style="text-align: right;">Page 41</p> <p>1 situations that they didn't feel comfortable saying 2 for everyone in their schools, that they do that. 3 So, I think that's part of the answer. I know that 4 my team is regularly talking to us about those 5 districts that may do something that isn't a best 6 practice and we're regularly engaged with them on 7 talking through it. Why are you doing it and 8 understanding it a little bit more. And then 9 providing feedback as they move forward. 10 COMMISSIONER SCHACHTER: And then, my last 11 question is, how beneficial do you view your 12 regionals? I think that's one of the areas that 13 really makes our Florida Office of Safe Schools 14 stand out from the entire country. I'm not aware 15 of any other state that had these regional officers 16 that are fanning out across the state to really 17 look at every school district to make sure that 18 they are abiding by all of our school safety best 19 practices. How beneficial do you think that is in 20 getting your job done? 21 DIRECTOR HAY: Sure, you're absolutely right. 22 I think that's one of the biggest pieces. I mean 23 it's all about communication and relationships. 24 And when you have that ability to have somebody 25 down there that's building those relationships with</p>

<p style="text-align: right;">Page 42</p> <p>1 their School Safety Specialists and understanding 2 you have to do this together. This doesn't just 3 happen, you know, somebody trying to handle this by 4 themselves. 5 So, I think that's been one of the biggest 6 keys, to this work that we're doing, is having 7 that, that point person to be regularly engaged 8 with the districts and then go to schools. And I 9 mean you're going to get your answer when you talk 10 to a principal, or you know the administration of a 11 school, if school safety is a priority. You'll 12 find out pretty quick. And so, I think that's 13 really vital to the work that we do. 14 COMMISSIONER SCHACHTER: Thank you, very much, 15 Director Hay. 16 SHERRIFF GUALTIERI: Anybody else? Just an 17 update on the school Guardian Funding. I believe 18 the Legislature provided about six million dollars 19 this year for school Guardians? 20 DIRECTOR HAY: 6.5, yes, sir. 21 SHERRIFF GUALTIERI: Right. Do you know, if 22 you know, how much of that, so far, has been 23 incumbered. Because I know we're early in the 24 fiscal year. Do you know? 25 DIRECTOR HAY: I don't know the answer to</p> <p style="text-align: right;">Page 44</p> <p>1 DIRECTOR HAY: Okay. 2 SHERRIFF GUALTIERI: All right, anybody have 3 anything else for Director Hay? 4 All right, thanks, Tim. Appreciate it. 5 DIRECTOR HAY: Thank you. 6 SHERRIFF GUALTIERI: So, I want to speak, as 7 we bring up Chancellor Hall, an allegation, about 8 an allegation that was brought to our attention a 9 couple weeks ago, regarding allegations of improper 10 SESIR reporting, in Lee County. A former 11 elementary school assistant principal, Peggy 12 Schlichter, alleged that there was intentional non 13 reporting of incidents that should have been 14 reported under SESIR. And the reason why they were 15 under reported, according to her, was to make the 16 school look better. 17 So, they were purposefully under reporting or 18 non-reporting so they didn't look bad. She also 19 claimed that she was fired after complaining about 20 these alleged improprieties. The media, in Lee 21 County, reported about the allegations and in your 22 read ahead material for this committee meeting you 23 were provided with copies of the articles that were 24 reported in the media. 25 When I was contacted by a reporter, made aware</p>	<p style="text-align: right;">Page 43</p> <p>1 that. But I could get it for you. 2 SHERRIFF GUALTIERI: Do you know in the LBR, 3 for the upcoming year, is the amount about the 4 same? Do you know? 5 DIRECTOR HAY: I believe that it is, but I'd 6 have to get back to you on that one as well. 7 SHERRIFF GUALTIERI: Okay. And we talked 8 about, and I just want to, and if you can speak to 9 it, and if you can't, you know, say so, is that we 10 talked about in this Commissions recommendation, 11 going back in the first report, was about a 12 statewide, threat assessment database. And we're 13 going to hear in the update from the Statewide 14 Workgroup that the estimated cost, and this is a 15 little bit dated, but the estimated cost is about 16 four million dollars to implement it and two 17 million in maintenance on an annual basis. 18 Do you know whether that's going to be in the 19 Departments LBR this year or not? For the FY22/23 20 Budget? 21 DIRECTOR HAY: I think we're working through 22 what that process looks like. I think Senior 23 Chancellor Hall, who may be able to kind of speak 24 to that a little bit further, about the LBR. 25 SHERRIFF GUALTIERI: Just if you knew.</p> <p style="text-align: right;">Page 45</p> <p>1 of this, asked questions about it, I communicated 2 with Senior Chancellor Eric Hall, at the Department 3 of Education. And it was told that Lee County was 4 conducting an investigation. When I spoke with the 5 reporter, he acknowledged that his reporting was 6 based only on Schlichter's claims and he did not 7 have access to the school district's ongoing 8 investigation. 9 On Friday night, this past Friday night, I 10 received a letter from the Lee County School Board 11 Attorney. Stating that they have conducted an 12 investigation and that they find no wrongdoing. A 13 copy of the packet that I received from Lee County, 14 on Friday night, has just been passed out to each 15 Commission member. The investigation appears to be 16 comprehensive, well-reasoned, and it was 17 objectively conducted by an outside law firm that 18 the district retained. Of note, is that the person 19 making the allegations of the SESIR violations, Ms. 20 Schlichter, refused to be interviewed as part of 21 the district's investigative process. 22 Based on my review of the investigator packet, 23 there's nothing this Commission needs to act on. 24 Ms. Schlichter has filed a lawsuit against the 25 district and I think it's best to just let this</p>
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<p style="text-align: right;">Page 46</p> <p>1 play out in the civil court. If any Commissioner 2 feels otherwise, after you had a chance to review 3 the Lee County material, between now and the time 4 we adjourn tomorrow, please bring it up and we can 5 have a discussion about it.</p> <p>6 I know that there is legal limits on what the 7 Department of Education can say or cannot say about 8 any investigation, and whether they can even 9 acknowledge ongoing investigations, and certain 10 aspects of what DOE does. But I'll turn it over 11 for a moment to Chancellor Hall, who is here to 12 address anything that I might have missed or 13 anything that he wants to add on behalf of the 14 Department of Education, in this matter.</p> <p>15 Chancellor Hall.</p> <p>16 MR. HALL: Thank you, Mr. Chair. And I want 17 to thank all of you, for the work that you're 18 doing, day-in and day-out, on behalf of the 19 schools, the students, and everyone across our 20 State, to improve school safety. And again, this 21 mission to do all that we can to support students 22 and staff all across our State.</p> <p>23 So, I'll just kind of set the stage, real 24 quick. I want to reflect, if you don't mind, Mr. 25 Chair, I want to thank our team at the Department.</p>	<p style="text-align: right;">Page 47</p> <p>1 I mean, Director Hay and his team, they do, they 2 work tirelessly to make sure that we're 3 implementing the polices, the laws, and everything 4 that we can, to ensure that we continue to improve, 5 day-in and day-out, to support school safety.</p> <p>6 When you look at situations like this, and 7 this particular allegation, I will tell you that we 8 have robust strategies in place already, at the 9 Department. When we see concerns that are brought 10 to our attention, the first step is, we have the 11 Office of Safe Schools, they will look at this 12 through the lens of compliance and monitoring. If 13 there are issues that need to be addressed, they 14 elevate that. And I can assure you, when we have 15 issues of non-compliance, we take the steps that we 16 need to, to correct that, through technical 17 assistance and engagement. And if we still see 18 that there's barriers, or any resistance, 19 whatsoever, to ensuring compliance with laws and 20 policies we will execute everything that we need 21 to, up to the authority given to, under law, to the 22 Commissioner and to the State Board.</p> <p>23 So, we do take these things very seriously. I 24 will tell you, in this particular case, as 25 mentioned, we received an updated report and</p>
<p style="text-align: right;">Page 48</p> <p>1 investigation on Friday evening. Our team is going 2 to go through that. We're continued to engage with 3 the district. The Superintendent, and their team, 4 has really been cooperating with us, throughout 5 this process. We want to continue to support them.</p> <p>6 So again, good data is entered, the 7 information that we need to see in place is 8 collected, and collectively we're continuing to 9 work towards elevating school safety. Not only in 10 that district, but across the State.</p> <p>11 With that, I just want to yield. Mr. Sheriff, 12 see if there's any specific questions for me.</p> <p>13 SHERRIFF GUALTIERI: Anybody have any 14 questions for Chancellor Hall?</p> <p>15 Commissioner Schachter, go ahead.</p> <p>16 COMMISSIONER SCHACHTER: Thank you, very much, 17 Chancellor, for coming here today. Great to see 18 you. Thank you for all your work. Protecting all 19 of our children's schools.</p> <p>20 I understand this investigation is happening 21 and based on this latest report that the Sheriff 22 just handed out, the allegations, the teacher, Ms. 23 Schlichter, has not been interviewed. In this 24 report it says, she refused to be interviewed. 25 Obviously, we haven't heard her side of the story</p>	<p style="text-align: right;">Page 49</p> <p>1 yet, so we want to find out if these allegations 2 are true and correct. But I think that what this 3 Commission has seen is that the data that schools 4 are reporting we really don't have any idea if 5 they're really true and correct. Because they're 6 all self-reported. So, we want to make sure that 7 there are kind of some checks and balances in place 8 and I think one of the ways that happens is by 9 having teachers and administrators feel free to 10 come forward and talk about any allegations of 11 under reporting.</p> <p>12 So, what can you tell teachers and 13 administrators, what is the process? Is there a 14 number they could call? Is there an email they can 15 call? We want to encourage accuracy in reporting. 16 And that's really the way we can make sure that 17 this data is accurate. We want to make sure that 18 every school is doing the right thing and reporting 19 correctly.</p> <p>20 So, what can we say to teachers and 21 administrators, if they have concerns?</p> <p>22 MR. HALL: First thing I'll say, Commissioner 23 Schachter, I want to thank you for your leadership. 24 Because your passion and the commission of this, 25 the passion of this Commission, around this rule</p>

<p style="text-align: right;">Page 50</p> <p>1 and expectation for having good, strong, SESIR</p> <p>2 reporting, we've grown tremendously last few years</p> <p>3 in this work. And a lot of it is because the</p> <p>4 conversations that this Commission has, and the</p> <p>5 tough dialogue that we've had about helping</p> <p>6 districts get to the point of understanding the</p> <p>7 importance of, again, timely, accurate, data</p> <p>8 reporting, like SESIR.</p> <p>9 We've taken some additional steps here</p> <p>10 recently, as you may recall, and Director Hay</p> <p>11 mention this earlier, we've come forward with</p> <p>12 additional rules and protocols to where in the</p> <p>13 past, and till now, we've had SESIR data coming in</p> <p>14 once a year and now we have processes in place,</p> <p>15 where this current school year, SESIR data is being</p> <p>16 reported monthly. And through that data</p> <p>17 collection, it helps us to be able to monitor and</p> <p>18 have our regionals look at that data on a regular</p> <p>19 basis. And see where there's some areas for</p> <p>20 improvement. Because again, there's two ways of</p> <p>21 looking at data, there's lag data, which is really</p> <p>22 what we've had up until now, where we're reporting</p> <p>23 once a year and we're looking backwards on what</p> <p>24 happened.</p> <p>25 Now we have the ability to use this data on a</p>	<p style="text-align: right;">Page 51</p> <p>1 monthly basis. And help to inform decisions and</p> <p>2 supports for our schools and for our teams, at the</p> <p>3 school level and at the district level. And we're</p> <p>4 very proud of that work. And again, I think it's</p> <p>5 because the Commission has made this a priority.</p> <p>6 We've responded to that priority by establishing</p> <p>7 rule to help support that work. And I think the</p> <p>8 conversations that our regionals are having with</p> <p>9 the school districts, just like we're seeing here,</p> <p>10 it allows for the dialogue to come up, we review,</p> <p>11 we can monitor, and then we have situations that</p> <p>12 need to be investigated, the district takes the</p> <p>13 lead on that investigation first and then we can go</p> <p>14 ahead and engage, if we feel like we need to go</p> <p>15 further. If that investigation doesn't show</p> <p>16 something that we feel like answers all the</p> <p>17 questions.</p> <p>18 SHERRIFF GUALTIERI: All right, anybody have</p> <p>19 anything else for Chancellor Hall?</p> <p>20 All right, thank you. Appreciate it.</p> <p>21 MR. HALL: Yes, sir.</p> <p>22 SHERRIFF GUALTIERI: Thanks for being here.</p> <p>23 So, we're running a little bit ahead of schedule,</p> <p>24 which is good. The next presentation that will</p> <p>25 have is from Sylvia Ifft, from the Department of</p>
<p style="text-align: right;">Page 52</p> <p>1 Education, and Sally Lawrence, who is the 911</p> <p>2 Coordinator, with Sarasota County. So, I've asked</p> <p>3 Sylvia and Sally Lawrence to present, especially,</p> <p>4 on the history of Alyssa's Law. Kind of where it's</p> <p>5 been. As far as the procurement process, the</p> <p>6 implementation process. Where it is. And then,</p> <p>7 also to have Sally talk to you about how the</p> <p>8 integration with the 911 Centers and where that is.</p> <p>9 I know they're having some challenges with it, it's</p> <p>10 still in the implementation stages. So, I look</p> <p>11 forward to hearing about the implementation of the</p> <p>12 app.</p> <p>13 Sylvia, all yours. Welcome back.</p> <p>14 MS. IFFT: Thank you, sir. And we're going to</p> <p>15 try to get the right presentation pulled up here.</p> <p>16 I think we got Sally's pulled up first.</p> <p>17 SHERRIFF GUALTIERI: Okay.</p> <p>18 MS. IFFT: While we're getting that pulled up,</p> <p>19 I just want to thank you, Sheriff, and the</p> <p>20 Commission, for inviting me in to provide you with</p> <p>21 an update on this very important piece of</p> <p>22 legislation. And this project.</p> <p>23 So, as you all know, Alyssa's mother, Lori</p> <p>24 Alhadeff, champion, sent Senate Bill 70 to add this</p> <p>25 layer of protection to our schools. And we firmly</p>	<p style="text-align: right;">Page 53</p> <p>1 believe that this program is like none other in the</p> <p>2 country and will set a precedent for future</p> <p>3 standards and mobile panic alert systems. We're</p> <p>4 very pleased that the Florida Legislature took the</p> <p>5 initiative to pass this very important Bill.</p> <p>6 Alyssa's Law states that beginning with the</p> <p>7 2021-2022 school year each public schools,</p> <p>8 including charter schools, shall implementable a</p> <p>9 mobile panic alert system. Capable of connecting</p> <p>10 diverse emergency service technology to ensure</p> <p>11 real-time coordination between multiple first</p> <p>12 responder agencies. Such system, known as Alyssa's</p> <p>13 Alert, must integrate with local public safety</p> <p>14 answering point infrastructure to transmit 911</p> <p>15 calls and mobile activations.</p> <p>16 In addition, school districts may implement</p> <p>17 additional strategies or systems to ensure real-</p> <p>18 time coordination between multiple first responder</p> <p>19 agencies in a school security emergency.</p> <p>20 The 2020 legislature further appropriated \$6.4</p> <p>21 million in recurring funds and \$1.6 million in non</p> <p>22 recurring funds to the Department of Education to</p> <p>23 implement the provisions of Alyssa's Law. The Bill</p> <p>24 language directed Department of Education to issue</p> <p>25 a competitive solicitation to contract for a mobile</p>

<p style="text-align: right;">Page 54</p> <p>1 panic alert system that may be used by each school 2 district. The Department was further directed to 3 consult with the Marjory Stoneman Douglas High 4 School Public Safety Commission, the Department of 5 Law Enforcement, and the division of Emergency 6 Management in the development of the competitors 7 solicitation for the mobile panic alert system. 8 So here you'll see a timeline of that 9 competitive procurement process. In July of 2020, 10 the Office of Safe Schools formed a workgroup to 11 develop the scope for the competitive solicitation. 12 And that included Commission member, and recently 13 retired undersheriff, Jim Harpring. Not only did 14 Commissioner Harpring assist the Department of 15 Education and the Office of Safe Schools, with the 16 development of scope, but he also supported the DOE 17 team during the negotiations with prospective 18 vendors, back in January of this year. 19 Commissioner, we want to thank you for your 20 help on this project. It was very, very, important 21 to have you as a part of this process. And 22 congratulations on your retirement. 23 COMMISSIONER HARPRING: Thank you. 24 MS. IFFT: Office of Safe Schools also wants 25 to recognize the support of several members on the</p>	<p style="text-align: right;">Page 55</p> <p>1 negotiation team, and those that helped develop the 2 scope. First of all, Assistant Special Agent in 3 charge Annie White with Florida Department of Law 4 Enforcement. Statewide Interoperability 5 Coordinator, Benjamin Bass with the Division of 6 Emergency Management. State 911 Coordinator, Leon 7 Simmonds. From DOE, we had Facilities Director 8 David Thayer. We had Rob Williams, Chief of 9 Application, Development and Support. And Bureau 10 Chief, Phil Canto, with the Bureau Postsecondary 11 Assessment. 12 And I also want to mention, we had some 13 support from our school districts, we have Brian 14 Holmes with Orange County Public Schools and 15 Matthew Bryant with Gadsen County Schools. So that 16 perspective, during this whole negotiation process, 17 was extremely important. That we knew what it was 18 that the schools were going to need as we 19 implemented this. 20 So, after the development of the project 21 scope, and as former Safe Schools Director, Damien 22 Kelly, reported at the August 31st meeting, the 23 invitation to bid was posted on that day. Which 24 kicked off the process for the competitive 25 solicitation process. And as you can imagine, there</p>
<p style="text-align: right;">Page 56</p> <p>1 was a lot of interest. This was a very competitive 2 process. DOE received, initially, 23 responses. 3 15 of which qualified for further review. And then 4 nine, after review -- I'm sorry. 5 After reviewing the responses, the Negotiation 6 Team, met with the prospective vendors. And then 7 in February, the Committee held a public meeting to 8 discuss the responses and put forth their 9 recommendations to DOE leadership. This resulted 10 in the nine vendors being selected to move forward 11 with contract negotiations. 12 At the conclusion of the procurement 13 evaluation and negotiation period, DOE began 14 contract negotiations with the selected vendors in 15 March of 2021. And here you see a list of the 16 vendors currently under contract with DOE. 17 So here you see a high-level summary of the 18 scope of services that are included under the 19 primary contract with each DOE selected vendor. A 20 detailed list of the scope of services was provided 21 to every participating district and the 911 22 community. Now I want to be very clear that this 23 scope of services, for the DOE vendors, providing 24 Alyssa's Alert services, not be confused with the 25 requirements under State law. The DOE contract is</p>	<p style="text-align: right;">Page 57</p> <p>1 very prescriptive on our state vendors, and we hold 2 them in very high regard. And we are holding them 3 to a high standard. 4 For any district that has their own solutions 5 already in place, and I'll talk about that in just 6 a few minutes. As long as those solutions meet the 7 requirements and statute there was no requirement 8 for them to make any changes. 9 However, again, as I mentioned, each DOE 10 vendor must provide services that meet all the 11 deliverables and the items developed under scope. 12 The district must attest that all services were 13 completed satisfactory to the scope. And you see 14 several items with an asterisk next to them, so 15 those items require coordination with the County 16 911 Coordinator, to ensure successful 17 implementation and interoperability. These 911 18 Coordinators are most familiar with federal, state, 19 and local 911 regulations. And are best suited to 20 support the districts with this project from the 21 perspective of the public safety answering points 22 and their operators. 23 And just to step back and give some 24 perspective on the complexity of this project. It 25 does require a cooperation between, not only all of</p>

<p style="text-align: right;">Page 58</p> <p>1 the school districts, and as Tim mentioned earlier, 2 the over 3,700 school campuses, including the 3 charter schools, we also have in the state over 250 4 primary and secondary PSAPs. Over 400 state and 5 local law enforcement agencies. And the countless 6 Fire, EMS, and Emergency Management Agencies and 7 Offices. All of this requires a tremendous amount 8 of coordination regarding technical requirements, 9 geofencing policies and procedures, local 10 agreements, and especially training. Our sole 11 focus on this project is to ensure that when these 12 systems are in place, they are in fact an 13 enhancement that compliments existing 911 and E911 14 capabilities. 15 And you'll hear from Sally in just a few 16 minutes and she's going to talk a little bit about 17 the integration piece from perspective of the 911 18 centers. 19 So, shifting gears, slightly, back to the 20 funding. I mentioned the overall allocation of 21 this project, earlier. So, DOE had to determine 22 how to equitably allocate funding among the 23 districts for this project, so that we didn't go 24 over budget. The start-up cost, for year one, was 25 determined on the number of campuses reported into</p>	<p style="text-align: right;">Page 59</p> <p>1 our office during the January 2021 survey. Based 2 on the number of campuses a per district, per 3 school, allocation was calculated with each 4 districts DOE vendor, or vendors, that they had to 5 remain within, in order not to exceed the budget of 6 this project. 7 I also want to note that the budget per 8 district did include both the traditional public 9 schools and charter schools. And I also want to be 10 sure to mention, that the charters are afforded the 11 autonomy to select the vendor of their choosing. 12 Regardless of the system that the district uses. 13 Whether they choose one of the DOE funded solutions 14 or pay for their own solution. 15 The charters, however, must convey, this 16 decision to the districts. So that the districts 17 are aware of any charters that are a different 18 system than they are on. And it's the district 19 that reports this information to our office. This 20 assures us that that communication is occurring at 21 a local level. 22 And I also want to further emphasize that we 23 have always encouraged our charters, from the 24 beginning of this project, to work collaboratively 25 with their districts to ensure necessary</p>
<p style="text-align: right;">Page 60</p> <p>1 interoperability between the schools, districts, 2 local response agencies, and the PSAPs. 3 It went away. I'm so sorry guys. I was 4 wrapping up anyways. 5 So, I can report that our team has ongoing 6 conversations with the districts over the summer, 7 regarding this project. We conducted an informal 8 survey, back in July, and, at that time, about half 9 of the districts reported that they had already had 10 their Alyssa's Alert mobile panic alert system in 11 place. We credit a lot of this to the early 12 adopters who started these projects, ahead of the 13 state procurement process, funding them out of 14 their own local budgets. 15 In conversations with some of these districts 16 that adopted these programs early on, some even 17 before the Alyssa's Law Bill was even proposed, 18 they advised us that this is an ongoing process. 19 It takes a while to work through the technology and 20 all of the considerations between the stakeholders. 21 Especially getting everyone trained on the system. 22 But I can say, as Director Hay mentioned, that 23 we're getting a lot of positive feedback on this. 24 We've heard several success stories, just in the 25 last week, we heard one situation where there was</p>	<p style="text-align: right;">Page 61</p> <p>1 an intruder on campus, Alyssa's Alert was 2 activated, Guardian was notified, Guardian 3 responded, campuses went on lockdown, the students 4 in the area were evacuated, everything went 5 according to plan. So, this is working. And then 6 Tim also mentioned, the student that was saved by 7 Alyssa's Alert activation. I think it was reported 8 to us that the school and the parents firmly 9 believe that because that child was in school and 10 because of that Alyssa's Alert activation they were 11 able to get that child help and save a life. We're 12 constantly hearing about other areas where Alyssa's 13 Alert is being activated, is being used, and it is 14 being a success across the state. 15 And also, as Director Hay mentioned, during 16 his briefing, and as you would have seen on the 17 slide, I apologize. Oh, maybe we could go back to 18 it. There we go. We're looking to adding some 19 language in our school safety rule. As well as 20 publishing some best practices to clarify 21 expectations on this system and to ensure school 22 districts not only have Alyssa's Alert procedures 23 included in their local emergency plans, but these 24 are developed collaboratively with the local 25 response and emergency management community.</p>

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1 And with that, I'm going to ask Sally to come
 2 up and give her perspective from the PSAP. But I
 3 also want to say, as she's making her way up, these
 4 guys have been really strong partners of ours, at
 5 Office of Safe Schools, they have educated us on
 6 how the Public Safety Answering Points work, the
 7 challenges with the operators and what their
 8 facing, and the things that they need to have in
 9 place for us to implement this program and make it
 10 a success.

11 SHERRIFF GUALTIERI: Sylvia, before you run
 12 off.

13 MS. IFFT: Yes, sir.

14 SHERRIFF GUALTIERI: I want to ask you a
 15 couple of questions.

16 MS. IFFT: Yeah.

17 SHERRIFF GUALTIERI: See if the Commission has
 18 any questions on your portion of it and then we'll
 19 turn it over to Sally. So, make sure that I
 20 understand this correctly, is that the Department
 21 selected nine vendors. And there's no requirement
 22 that any district use any one of those vendors.
 23 And they can have their own solution and not use
 24 one of those vendors. If they use one of those
 25 vendors then it is being funded through the money

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1 within a district. Fair to say that?

2 MS. IFFT: Yes, sir.

3 SHERRIFF GUALTIERI: And that happened, right?
 4 And so, when the vendors operating is, is that and
 5 -- these are all app base, which means that it's
 6 loaded on a phone. And so, when somebody pushes
 7 that button, it's got to go someplace. And so
 8 there has to be a workflow where it's got to get to
 9 where we call the PSAP, or Public Safety Answering
 10 Point, the 911 Center. And there has to be some
 11 integration there, as well as, wherever else it may
 12 need to go, where notifications need to go. Which
 13 is what Sally is going to talk about, correct? So,
 14 there's got to be a route in order to get the help?

15 MS. IFFT: Yes.

16 SHERRIFF GUALTIERI: And that's all in the
 17 works. Within the districts, and I think, the
 18 question isn't about, or I guess the comment isn't
 19 about whether it's right or wrong, I think it's the
 20 way it is right now. Is it that I think when
 21 people envision this, what they're envisioning on
 22 the phones, or they have envisioned, and this is in
 23 its infancy so it's got to grow, is that there
 24 would be pretty much everybody on that campus, and
 25 this is that thing that this Commission made a

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1 that the legislature allocated and the Department
 2 has to implement through those nine, correct?

3 MS. IFFT: That is correct.

4 SHERRIFF GUALTIERI: Good. So, in a district
 5 though, and this is the case, there are some
 6 districts, not just with the charters in the
 7 district, but within a district, itself, for the
 8 traditional public schools, they have selected more
 9 than one vendor, they had several vendors.

10 MS. IFFT: It's my understanding that we've
 11 got charters. There's districts where you have a
 12 district solution and there's charters that have
 13 had their own solution. There's multiple reasons
 14 for that. I'm not aware of any district that has
 15 multiple vendors. But we can certainly take a
 16 deeper dive into that.

17 SHERRIFF GUALTIERI: Within a district, and
 18 this kind of leads into Sally, we have non law
 19 enforcement people on the Commission, and all, I
 20 just want to kind of paint the picture here so it
 21 may help lead into this. Is it that you have --
 22 the district, itself, has one vendor? You could
 23 have multiple charters; they could have multiple
 24 different vendors. So, you could have four or five
 25 different of those vendors that are operating

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1 recommendation where every teacher, every
 2 administrator, every plan operator, everybody
 3 should have the ability to call for help with one
 4 of these mobile devices, with that mobile app, when
 5 they needed it. But that's not the case. And
 6 there's only a fraction of the people that have the
 7 device loaded on their phone. Right now, is that
 8 your understanding?

9 MS. IFFT: That would be an accurate
 10 statement. And a couple of things I want to say to
 11 that, I want to go back to your point about the
 12 multiple vendors, so we get a lot of questions
 13 about this, and the truth of the matter is, is this
 14 technology is out there, it's coming. So, we've
 15 had the opportunity, and Sally and I have had this
 16 conversation, we have the opportunity to set
 17 standards for this. Because you're going to have,
 18 not just schools, but you're going to have
 19 hospitals, colleges, universities, private sector,
 20 corporations, they're going to be implementing
 21 similar technology.

22 So here is our opportunity to make sure that
 23 there are standards in place so the PSAPs are
 24 getting the information that they need. All of the
 25 information they need. Whether it's through the

<p style="text-align: right;">Page 66</p> <p>1 call processing equipment, the radio systems, their 2 CAD systems, or whatever other integration it is 3 that they need. 4 And to your point about making sure that the 5 mobile activation is available to everybody. So, 6 we see this as one part of a greater system. We've 7 got schools that have the hardwire panic buttons. 8 There's web applications where you put on your desk 9 top, laptop. There's the little lanyard buttons. 10 Low power Bluetooth technology. So, there are 11 multiple options. We really want to see our 12 campuses, our schools, our school districts 13 implement all of these things, so we don't have a 14 single point of failure when it comes to calling 15 for an alert. We've got multiple options, multiple 16 ways for staff to call for an emergency. 17 SHERRIFF GUALTIERI: And the ones that I've 18 looked at and talked to, so tell me if you know 19 differently on average, again this is very early 20 on, and I would consider it in its infancy, but I 21 think the average, if you average it out, it's 22 about four or five, probably, devices that have the 23 app on it, per campus, right now. Do you know 24 anymore? Do you know ones that are more robust 25 than that?</p>	<p style="text-align: right;">Page 67</p> <p>1 MS. IFFT: I will say, going back to those 2 early adopters, there's going to be some districts 3 that have more capability and some that in their 4 infancy, as far as building this program out. 5 We're still collecting the data on that. We keep 6 mentioning our regional team, our regional folks, 7 they're going out to schools, they're witnessing, 8 testing, and drills that are taking place where 9 we're implementing Alyssa's Alert on these 10 campuses. So, it's going to be a mix bag, to be 11 honest with you. There's going to be some 12 districts that are much more built out than others. 13 And so, we're going to get there. 14 SHERRIFF GUALTIERI: Do you know how many are 15 fully integrated and up and running? And maybe 16 this is a question for Sally, if she knows, do you 17 know how many are up and running where they have 18 full integration with the PSAP? Or put it the 19 other way, and do you know how many districts where 20 the Alyssa's Alert is not now up and running? 21 MS. IFFT: I don't know of any that don't have 22 anything at all up and running as far as the data 23 who's fully integrated and has every member of the 24 staff has a button on campus. I don't have that 25 information. Again, we're collecting that</p>
<p style="text-align: right;">Page 68</p> <p>1 information and we'll certainly provide that. 2 SHERRIFF GUALTIERI: Last question, some of 3 these districts are loading them onto district 4 owned phones and some have not provided access to 5 the individual employees to load them on their 6 phones themselves. Could you speak to that at all? 7 Do you have any idea where that stands? 8 MS. IFFT: Well, I know there's a little bit 9 of hesitancy for some staff to load the 10 applications onto their personal devices. And 11 that's, again, that kind of goes back to that 12 education, that training piece, and that's why we 13 go back to that, let's have plenty of options 14 available. 15 SHERRIFF GUALTIERI: Well, I'm not suggesting 16 requiring it, but allowing it. Is it that some are 17 only allowing them to, and I think it's limiting, 18 it could be more robust if they were allowing the 19 personnel who want it on their phone. I'm not 20 suggesting requiring it. There's all kinds of 21 issues with that and I'm not -- would never propose 22 that. But if people want it. So right now, is 23 that it could be more robust if they would allow 24 the individuals to load them on their personal 25 phones because not everybody is issued a district</p>	<p style="text-align: right;">Page 69</p> <p>1 phone. 2 MS. IFFT: That's correct. Yeah, we're 3 certainly taking a deeper dive as we collect the 4 information. 5 SHERRIFF GUALTIERI: But on the implementation 6 of it, I know we're going to get into the operation 7 of it with Sally and how it relates to the 911 8 Centers and those challenges, which is the key. 9 Well, no, it's all key, but this is important 10 because if you push a button and there's nobody 11 there to respond, and it doesn't get to the right 12 place, then it's all for not, so. 13 But anything? Anybody have any questions on 14 Sylvia's end of this and the presentation so far? 15 Commissioner Petty, go ahead. 16 COMMISSIONER PETTY: Just a point of 17 privilege, Mr. Chair. I just wanted to recognize 18 that Lori Alhadeff, Alyssa's mother is in the 19 audience joining us here today, and the Alhadeff 20 family. Instrumental in getting this passed in 21 Florida. So, I just wanted to take a moment to 22 recognize Lori in the audience and thank her for, 23 the Alhadeff's, for their hardwork in this. 24 SHERRIFF GUALTIERI: Thank you. We appreciate 25 you.</p>

<p style="text-align: right;">Page 70</p> <p>1 Commissioner Schachter, go ahead.</p> <p>2 COMMISSIONER SCHACHTER: Hi, Sylvia. Thank</p> <p>3 you for your presentation. In Broward County there</p> <p>4 are currently five different vendors that they use.</p> <p>5 In Miami-Dade County there's six. And in Palm</p> <p>6 Beach there's four to five. And also, in Broward</p> <p>7 County, we have only 18 percent of the teachers</p> <p>8 that have downloaded the app onto their phones.</p> <p>9 Some of the feedback that I received is that when</p> <p>10 school districts have made Alyssa's Alert training</p> <p>11 mandatory, we have a very, very, high percentage of</p> <p>12 adopters. So, if there's any way that we could try</p> <p>13 to replicate that around the state, I think that's</p> <p>14 one way to get the app on staff's phones.</p> <p>15 The other question that I had was as far as,</p> <p>16 how are we ensuring that the students on campus</p> <p>17 know that there is a potential active shooter</p> <p>18 there? You have currently a small subset of staff</p> <p>19 that knows, but how are they supposed to</p> <p>20 communicate that to the rest of the campus? And</p> <p>21 the reason I ask this is because on February 14th,</p> <p>22 a fire alarm went off and we had all of the</p> <p>23 students stream out of all of these 12 buildings.</p> <p>24 Thousands of students. And then we had the</p> <p>25 murderer go up onto the third-floor teachers'</p>	<p style="text-align: right;">Page 71</p> <p>1 lounge, set a bipod and tried to commit the next</p> <p>2 Las Vegas shooting. So, in that kind of situation,</p> <p>3 how are we letting all the kids also know that</p> <p>4 there is this emergency on campus?</p> <p>5 MS. IFFT: So that is a great question and I</p> <p>6 first want to go back. Thank you for your feedback</p> <p>7 on the training. That is one of the things as</p> <p>8 we're developing our best practices. As well as</p> <p>9 looking at things that need to be implemented into</p> <p>10 rules that we're making sure that that training</p> <p>11 component is there. So I really do appreciate that</p> <p>12 feedback. It's great feedback.</p> <p>13 The second piece of that is making sure we've</p> <p>14 got those emergency communications integrated</p> <p>15 through our, which I'll talk about our school</p> <p>16 hardening and how our mitigation workgroup, that's</p> <p>17 one of the things they looked at is making sure</p> <p>18 that those emergency communications are going back.</p> <p>19 Regardless of hearing or sight impairments, or</p> <p>20 whatever the case may be, so that all students, all</p> <p>21 staff, everybody on that campus, is notified of an</p> <p>22 emergency on campus and they understand what that</p> <p>23 is.</p> <p>24 COMMISSIONER SCHACHTER: In some of our more</p> <p>25 advance districts, you have this one touch button</p>
<p style="text-align: right;">Page 72</p> <p>1 activation. So, when there's an active shooter,</p> <p>2 ideally, what you'd like to have is you hit it on</p> <p>3 your phone, but that activates everything on</p> <p>4 campus. You got lights, all of the exit signs</p> <p>5 might tell you what's going on for the children</p> <p>6 that are deaf, and also it's important to integrate</p> <p>7 the intercom system. I know, we're going to bring</p> <p>8 this up with the Broward County Superintendent,</p> <p>9 when she's here, but that's a major issue. At</p> <p>10 Marjory Stoneman Douglas, they did not have</p> <p>11 intercoms outside these buildings to tell the kids</p> <p>12 what was happening. And I think that we need to</p> <p>13 integrate these two intercom systems with these</p> <p>14 panic apps. To have them not communicate is really</p> <p>15 not using the technology. Today it can be</p> <p>16 seamless. And we'll ask the Superintendent, but</p> <p>17 what I've heard is that sometimes fire gets in the</p> <p>18 way of that. So, I would encourage all districts</p> <p>19 to merge those systems and make sure that you're</p> <p>20 using your intercom in an emergency situation.</p> <p>21 MS. IFFT: Yeah, very important. Thank you.</p> <p>22 SHERIFF GUALTIERI: Any other questions for</p> <p>23 Sylvia before we hear from Sally? Okay. Sally.</p> <p>24 Sylvia don't go far because if there's</p> <p>25 questions at the end.</p>	<p style="text-align: right;">Page 73</p> <p>1 MS. IFFT: I'm right here. We're partners.</p> <p>2 MS. LAWRENCE: Good afternoon, Sheriff. And</p> <p>3 thank you to the Commission for all the hard work</p> <p>4 that you've done. The 911 community 100 percent</p> <p>5 supports all of your work. Along with the Alyssa's</p> <p>6 Law, the Alyssa's Alert Law. You'll see that I've</p> <p>7 asked to include a presentation that basically</p> <p>8 gives you the rundown of how a 911 call flow goes</p> <p>9 through. Either through 911 or another</p> <p>10 application, how you enter into the call processing</p> <p>11 equipment. A 911 Intake Operator takes that</p> <p>12 information starts putting your information, most</p> <p>13 of it is actually pushed over, data-to-data,</p> <p>14 through the CPE goes directly into the CAD. That</p> <p>15 is your location information, your callback</p> <p>16 information, and then they start entering</p> <p>17 information through the questioning process. At</p> <p>18 some point, during their questioning process, they</p> <p>19 actually initiated dispatch. That call then goes</p> <p>20 those through the computer aided dispatch system,</p> <p>21 and I have this up here so that you can understand</p> <p>22 what is in front of a dispatcher and what is in</p> <p>23 front of a 911 operator. So that call goes</p> <p>24 through the computer aided dispatch system and</p> <p>25 shows up in front of dispatcher. The dispatcher</p>

<p style="text-align: right;">Page 74</p> <p>1 then turns to the radio and choose which unit needs 2 to respond to that call. It's a call flow process 3 that we go through, all day, every day. 4 In smaller PSAPs, it's the same person who 5 takes the call, puts the call in the CAD, and then 6 dispatches the call. In larger PSAPs, you may have 7 completely separate rooms, where Fire is on one 8 side and Law is on the other. PSAPs are laid out 9 the best way to serve their own community. But 10 it's not all one-size fits all. 11 The reason that we got involved in this is 12 because we saw that there was a possibility of more 13 data being put in front of dispatchers than they 14 can actually respond to. If you look at the 15 screens that we have up there, you will see how 16 much, every little square on the big screen is 17 another data set that they are using to make the 18 decision as to how they're going to process that 19 call. An overabundance of data creates a deficit 20 of attention. 21 So, if we have all of this information in 22 front of them and then you want them to turn to a 23 different screen, to look at what the application 24 might be sending them, there's a really good 25 possibility that they're going to miss it. And</p>	<p style="text-align: right;">Page 75</p> <p>1 then you add to that, that it might have two or 2 three different tabs open, because of two or three 3 applications within their PSAP response area. 4 There's a high probability that they're going to 5 miss something. 6 What we have asked is that that information be 7 directly given to us, data-to-data, which is what 8 the legislation says. That it will integrate with 9 the existing 911 PSAP infrastructure. And those 10 are the three systems. Your radio system, your CAD 11 system, and your CPE. The operators, then know, 12 how to deal with that. They know what to do. They 13 see it. Their eyes are trained to go to where to 14 look. 15 Additionally, a lot of that information that 16 is coming into us, if we could get it directly into 17 the CAD system, the operators don't even have to 18 worry about it because it will tied to the call 19 that the responders need to see. Operators don't 20 need to see the video. They don't need to see the 21 pictures. They don't need to see a lot of that 22 information. Bu the responders do. 23 So, if we can get that data integrated into 24 our CAD systems, somehow, we could push that data 25 directly out to the responders. And that is where</p>
<p style="text-align: right;">Page 76</p> <p>1 we came in, we've been working with DOE. They have 2 been wonderful to work with, once we said, "hey, 3 wait a minute, we can't have nine different apps. 4 And we can't have another screen up in front of 5 them. We already put as much as we possibly can, 6 that the human can possibly process in front of 7 them." We've had to do that because we're never 8 fully staffed in a 911 Center. My 30 years career, 9 we never had fully staffed 911 Centers, across, 10 actually, the nation, the world. It is a high 11 turnover profession. Very stressful profession, so 12 a very high turnover. 13 So, we try to get as much information, as much 14 data, to push out to the field directly, so that 15 they don't have to see it. So that's where we kind 16 of came in and started working with Sylvia's group 17 and said, "okay, how could we work with these 18 vendors to ask them to integrate with our existing 19 infrastructure?" Which is what the legislation 20 says, but then there was, "well, what does 21 integrate mean?" Well, integrate means an exchange 22 of data, to me it does. 23 And what we have found is that several of the 24 vendors were very excited about this. We've had 25 vendors come into PSAPs. I've had delegates come</p>	<p style="text-align: right;">Page 77</p> <p>1 into the PSAP to look and see what we're facing and 2 say, "wait a minute, this is really the best way to 3 do it." And several of the vendors have made great 4 strides and already integrating. 5 We had three asks. And the first was, make 6 sure that we, first of all, don't let perfect get 7 in the way of great. This is a great legislation 8 we need to make sure that we continue to move 9 forward, hand-in-glove. And get this information 10 in front of the correct people. In other words, 11 let's not rush it. Please don't rush out and buy 12 something that does not fit with your PSAP, just so 13 that you can say you checked off a box and you 14 bought something. Make sure that it integrates 15 with your PSAP. 16 The second ask was, make sure that we 17 understand what integration is. 18 The third ask, actually goes to what you were 19 saying, Sheriff, about, can we possibly make it one 20 solution per district? And we know that horse may 21 already be out of the barn, but we're working 22 together to get this done. And I've been listening 23 to your whole meeting, and I am astounded at how 24 far we've come in the short years that you guys 25 have been meeting. And it's really heartening as a</p>

<p style="text-align: right;">Page 78</p> <p>1 parent to see the good work that you're doing.</p> <p>2 And we want to partner with DOE to make sure</p> <p>3 that the responders, out there, are getting the</p> <p>4 information that they need.</p> <p>5 SHERRIFF GUALTIERI: Good. Anything else you</p> <p>6 want to add? Is that your presentation? Is that</p> <p>7 everything you got?</p> <p>8 MS. LAWRENCE: Well, I didn't -- yeah, I</p> <p>9 didn't want to go through the entire presentation -</p> <p>10 -</p> <p>11 SHERRIFF GUALTIERI: Right.</p> <p>12 MS. LAWRENCE: -- because I know you're on a</p> <p>13 time crunch.</p> <p>14 SHERRIFF GUALTIERI: No, I get it.</p> <p>15 MS. LAWRENCE: But I wanted it included. I</p> <p>16 wanted to be respectful of your time. But I wanted</p> <p>17 it included so you could see it. If you have any</p> <p>18 questions, ask me.</p> <p>19 SHERRIFF GUALTIERI: So, I know that you're</p> <p>20 statewide and you have ideas of what's going on</p> <p>21 around the State. So, this is requiring, with all</p> <p>22 these vendors, requiring a workflow and an</p> <p>23 interface. So that when the button's pushed it</p> <p>24 gets to the right place, in the right way, so</p> <p>25 there's not overload in that comp center.</p>	<p style="text-align: right;">Page 79</p> <p>1 MS. LAWRENCE: Correct.</p> <p>2 SHERRIFF GUALTIERI: And that it actually gets</p> <p>3 there. So, with all of the vendors, with all nine</p> <p>4 of the vendors, is there an interface with all of</p> <p>5 the appropriate 911 Centers, today? Or is that</p> <p>6 still a work in progress?</p> <p>7 MS. LAWRENCE: There's not. That is.</p> <p>8 SHERRIFF GUALTIERI: Okay. Right.</p> <p>9 MS. LAWRENCE: And again, we've had a short</p> <p>10 turnaround time. So, I don't want to be critical</p> <p>11 of any vendor. Because, really, we had a short</p> <p>12 turnaround time, there is, as far as I know, there</p> <p>13 is really only one or two vendors who have achieved</p> <p>14 that. But you have to have the correct equipment</p> <p>15 in your PSAP, so it would be best if we had all of</p> <p>16 them to be able to get a clearing house or some</p> <p>17 sort of issue like that.</p> <p>18 SHERRIFF GUALTIERI: Yeah, and this is not</p> <p>19 critical, it's just stating the fact. It's being</p> <p>20 objective so everyone knows where we are. And</p> <p>21 there wasn't any misunderstanding the other way,</p> <p>22 that this is 100 percent and it's ready to go. And</p> <p>23 so, you do have some. I can tell you in Pinellas'</p> <p>24 we just recently got a workflow going. So, we're</p> <p>25 not up and running. Not where it will be. And in</p>
<p style="text-align: right;">Page 80</p> <p>1 other places.</p> <p>2 So, just so everybody understands is it that</p> <p>3 there are some, with some of these vendors, where,</p> <p>4 right now, the app may be loaded on the phone, and</p> <p>5 the personnel in the schools may have it, but they</p> <p>6 push that button, it's not going anywhere.</p> <p>7 MS. LAWRENCE: Right.</p> <p>8 SHERRIFF GUALTIERI: Because the interface</p> <p>9 isn't built to get it to. And it may be going</p> <p>10 somewhere, but it's not going to the 911 Center.</p> <p>11 MS. LAWRENCE: And what I have noticed and</p> <p>12 what one of the requirements is, is that they do,</p> <p>13 they have the ability to actually place a native</p> <p>14 911 call from within the application. So, at the</p> <p>15 very least, we get a native 911 call. Now, a</p> <p>16 native 911 call is completely different than a</p> <p>17 voice override P911 call.</p> <p>18 SHERRIFF GUALTIERI: Right.</p> <p>19 MS. LAWRENCE: A native 911 call from a</p> <p>20 smartphone will give us a really good read on</p> <p>21 where, what, your exact location is. So, they're</p> <p>22 doing that. But we really want better. And we're</p> <p>23 going to continue to get better and get more data.</p> <p>24 What class are they in? What building are they in?</p> <p>25 What kind of alert is this? Is this a medical</p>	<p style="text-align: right;">Page 81</p> <p>1 alert? Is this an active shooter alert? Is this a</p> <p>2 mass casualty alert? What type of alert is it?</p> <p>3 And we're working with the vendors to try to get</p> <p>4 that data and be able to push that data out to the</p> <p>5 field responders, so they know where they're going</p> <p>6 to. It's achievable.</p> <p>7 SHERRIFF GUALTIERI: Are there any challenges</p> <p>8 or frustrations that you're hearing from the PSAPs,</p> <p>9 the Public Safety Answering Points, the 911</p> <p>10 Centers, around the State, something that need</p> <p>11 resolution? Or is it just --</p> <p>12 MS. LAWRENCE: I think we're working towards</p> <p>13 that. The frustrations that we've discussed where</p> <p>14 you have several, where you have a County who has</p> <p>15 several vendors, and they're trying to figure out</p> <p>16 the best way to handle it. Honestly, if they can</p> <p>17 come in through one of those three, we don't really</p> <p>18 don't care how you put the data into us, as long as</p> <p>19 the data appears before us through that type of</p> <p>20 integration.</p> <p>21 SHERRIFF GUALTIERI: Well I think Commissioner</p> <p>22 Schachter mentioned it, here in Broward, how many</p> <p>23 did you say, Max, six different?</p> <p>24 COMMISSIONER SCHACHTER: Yeah, in Miami-Dade,</p> <p>25 six different vendors.</p>

<p style="text-align: right;">Page 82</p> <p>1 SHERRIFF GUALTIERI: Six different vendors. I 2 mean, why? It's a district choice or a charter 3 choice. Why isn't there consensus? So, do you 4 know? Any idea why? Because what's happening, and 5 Sally correct me if I'm not right about this, is it 6 that that's going to require, as an example, in 7 Miami-Dade where there's six different vendors, 8 that means six different interfaces. It's got to 9 be worked through six times. So, in order to get 10 to 100 percent, this is going to be a much longer 11 process, than if everybody would just decide on one 12 and do it with one vendor and get it done. 13 MS. LAWRENCE: That is correct. And not only 14 that, let's say you have six vendors, and you only 15 get five solutions. What's wrong with that sixth 16 school and why aren't they being served to the same 17 level as the rest of the schools in the district? 18 SHERRIFF GUALTIERI: So, is it possible that 19 you could only have six vendors and only have five 20 solutions and the sixth one can't get there? 21 MS. LAWRENCE: As it stands right now, yes. 22 SHERRIFF GUALTIERI: So that's not good. 23 MS. LAWRENCE: No. It's not good. 24 SHERRIFF GUALTIERI: So, what would be an 25 impediment for them getting there? Why couldn't</p>	<p style="text-align: right;">Page 83</p> <p>1 they get an interface with -- 2 MS. LAWRENCE: If they can't -- we have 3 several main vendors, throughout the State of 4 Florida. Forwarding systems, like Motorola, I 5 don't want to give vendors names, but. If they 6 can't write an API, a way to actually dump their 7 data into the infrastructure. If they can't agree 8 on that, the data stream, it seems easy to you and 9 I, but sometimes it's not. And it's very 10 difficult. So, if they can't get there then 11 they're not going to be able to share the same good 12 data that the other five are. It could be a 13 problem. 14 SHERRIFF GUALTIERI: And one second, Sylvia, 15 and then you can answer that question. But the 16 workflow, the ideal workflow, the best workflow, 17 the one that's effective, that we all want, is push 18 a button and it goes to the 911 Center so that the 19 calvary comes and the cops are coming? 20 MS. LAWRENCE: Correct. 21 SHERRIFF GUALTIERI: They could set it up and 22 probably do have it set up where, let's say, a 23 button is pushed and it goes to somebody in some 24 school office or somewhere. Who then would call 25 911 and relay the information? So, when it talks</p>
<p style="text-align: right;">Page 84</p> <p>1 about being up and running and operable is, is that 2 some of them may be up and running, but it's not 3 going to the 911 Center. 4 MS. LAWRENCE: Correct. And as I read the 5 legislation, it's supposed to come to the 911 6 Center. 7 SHERRIFF GUALTIERI: Right. And that's 8 something where, and I think the way the 9 legislation is written is that it says it has to be 10 up and running during this school year. It didn't 11 say, by the first day of school, but it's during 12 the school year. And so, some are considering up 13 and running meaning its installed, a button is 14 pushed, and it's going someplace, but not 15 necessarily to the 911 Center. 16 MS. LAWRENCE: Right. So now -- and that 17 hurts my heart because now what you're doing is 18 you're basically cutting somebody off from using 19 the 911 system by making them believe that their 20 call is going to be answered in the same manner as 21 a 911 call, but it's not going to a 911 Center. 22 SHERRIFF GUALTIERI: Right and this is where 23 we get into -- this kind of goes to, as well, with, 24 Commissioner Carroll, what you were talking about, 25 data, earlier, about where we are, and about</p>	<p style="text-align: right;">Page 85</p> <p>1 reporting, and surveys. You know, it's like 2 anything else when you look at it. You got to peel 3 it back. Because you'll see some of those 4 questions that were answered in the survey. And 5 this is a survey we've done several times. To 6 where we have 100 percent. Technically. But is it 7 robust? Is it right? Is it where it should be? 8 Well, that's another question. 9 So, could you say that every district has 10 something loaded on a phone for somebody in every 11 district? Yeah. But is it where it should be and 12 is it going to be where it's supposed to be where 13 when that button is pushed it's going to the 911 14 Center, so that you have the cops come and it's not 15 going to some office where some staff member, or 16 something, then is trying to figure out what's 17 going on? 18 MS. LAWRENCE: Or a third-party vendor. 19 SHERRIFF GUALTIERI: Or a third-party vendor 20 whose doing it. Because it's going back to the 21 vendor. So, it's very -- when you say, it's up and 22 running, you got to figure out what up and running 23 means. 24 MS. LAWRENCE: Right and I'm sure those who 25 have responded in this room understand. I liken it</p>

<p style="text-align: right;">Page 86</p> <p>1 to an alarm company that advertises they have a</p> <p>2 direct connection to a 911 Center, and they really</p> <p>3 don't.</p> <p>4 SHERRIFF GUALTIERI: Correct.</p> <p>5 MS. LAWRENCE: And they have a clearing house</p> <p>6 in between them and the 911 Center. It's very</p> <p>7 similar. And this is too important.</p> <p>8 SHERRIFF GUALTIERI: Which of course delays</p> <p>9 the response. Because you have an intermediate</p> <p>10 step. Sylvia, sorry about that. Can you -- so,</p> <p>11 why? Why are there multiple vendors in the</p> <p>12 different districts?</p> <p>13 MS. IFFT: So, there's several reasons for</p> <p>14 this. One, if you look at some of these large</p> <p>15 charter corporations that expand across the state,</p> <p>16 so they have their own systems already in place.</p> <p>17 There are a number of the vendors that serve</p> <p>18 schools in other ways. So, you got visitor</p> <p>19 management system, emergency notification systems,</p> <p>20 and so a lot of these schools have already</p> <p>21 purchased this and have made quite an investment in</p> <p>22 this. And so, they just wanted to add onto their</p> <p>23 current systems that they already have. Rather</p> <p>24 than having to scratch everything and start over.</p> <p>25 So that's one piece of it. Again, the large</p>	<p style="text-align: right;">Page 87</p> <p>1 corporations that have schools across the state.</p> <p>2 You know, they want to have their single system and</p> <p>3 it may or may not align.</p> <p>4 The other reason is we've got some districts</p> <p>5 that, again, those early adopters that already had</p> <p>6 a system in place and they're not using a DOE</p> <p>7 vendor. But their charters weren't brought on</p> <p>8 board, so now their charters are going to have to</p> <p>9 go out and take advantage of one of these DOE</p> <p>10 vendors. So yeah, there's a lot of moving parts to</p> <p>11 it and that's what we're trying to corral.</p> <p>12 SHERRIFF GUALTIERI: So, with that, some of</p> <p>13 those districts who had a solution, the charters</p> <p>14 didn't have it, they wouldn't give the solution,</p> <p>15 that is their solution, to the charters? So, they</p> <p>16 could remain in one system.</p> <p>17 MS. IFFT: It's nuance. And I wouldn't want</p> <p>18 to speak for the districts on the particular</p> <p>19 reasons.</p> <p>20 SHERRIFF GUALTIERI: One of the thing is, when</p> <p>21 we do the next survey, this needs to be on the next</p> <p>22 survey we do. But we have to ask the question, not</p> <p>23 whether you have the app, whether it's installed,</p> <p>24 but do you have across the board, with every</p> <p>25 vendor, an interface with the 911 Center. And when</p>
<p style="text-align: right;">Page 88</p> <p>1 that button is pushed, is it going directly to the</p> <p>2 911 Center? Because that's the core of this.</p> <p>3 That's the key. That's the whole intent that</p> <p>4 everybody wants it to be and expects it to be. And</p> <p>5 it sounds like we're just not there yet.</p> <p>6 MS. LAWRENCE: But we're going to get there.</p> <p>7 SHERRIFF GUALTIERI: I hope. That's the goal.</p> <p>8 So, any questions? Any more questions for</p> <p>9 Sally or for Sylvia?</p> <p>10 Mr. Schachter go ahead.</p> <p>11 COMMISSIONER SCHACHTER: Thank you, Sheriff.</p> <p>12 One of the questions I have was, it's very, this is</p> <p>13 very complicated and very involved, and just so</p> <p>14 everybody understands, I understand at the PSAP</p> <p>15 when there's a bank robbery there's something that</p> <p>16 they can insert in the moneybag so that you can</p> <p>17 track it. So, the reason I'm asking are there any</p> <p>18 other services that are direct connect to the PSAP</p> <p>19 like this that you currently have?</p> <p>20 MS. LAWRENCE: I've not heard of the service</p> <p>21 that you're talking about. I think that might be</p> <p>22 something that we think happens, but it really</p> <p>23 doesn't. However, what we do have, in some of the</p> <p>24 counties, we have what is called an ASAP to PSAP</p> <p>25 connection. And that is where the alarm companies,</p>	<p style="text-align: right;">Page 89</p> <p>1 instead of calling in the alarm, and it could be a</p> <p>2 burglary alarm, it could be a robbery alarm, it</p> <p>3 could be a medical alarm, a fire alarm, instead of</p> <p>4 calling in and talking to that intake operator and</p> <p>5 using that resource, they dump their data directly</p> <p>6 into the computer aided dispatch and it goes right</p> <p>7 in front of the dispatch. And in addition, they</p> <p>8 could actually talk back and forth.</p> <p>9 So, the dispatcher can send a message and say,</p> <p>10 I need a key holder, or yes, there is a fire, or</p> <p>11 whatever. They could go back and forth to the</p> <p>12 alarm company. In our county, that saves us 500</p> <p>13 intake calls a month. So yeah, we would love to</p> <p>14 have that type of integration directly into the CAD</p> <p>15 with these vendors. So that we don't have --</p> <p>16 because we will have -- if God forbid, we will have</p> <p>17 an influx of 911 calls. And then we'll also have</p> <p>18 the data coming in. We don't really need it in</p> <p>19 front of the intake operator, we need it in front</p> <p>20 of the dispatcher and directly in front of the</p> <p>21 responders. And through our mobile devices, we can</p> <p>22 do that.</p> <p>23 COMMISSIONER SCHACHTER: Is there any</p> <p>24 centralized PSAP, 911 operator, organization in the</p> <p>25 State of Florida that you guys could get together</p>

<p style="text-align: right;">Page 90</p> <p>1 to develop these best practices? Because it seems</p> <p>2 to me, it's not only installation and the direct</p> <p>3 connect, but it's also the training. If you got</p> <p>4 these five or six different vendors that the PSAP</p> <p>5 operator and the 911 operator has to understand how</p> <p>6 each one of them is operating. They have to train</p> <p>7 on that and then you also have to make sure that,</p> <p>8 you know, you have to test that device at the</p> <p>9 school level, connecting with the PSAP. Make sure</p> <p>10 that's working. Is there any effort to try to</p> <p>11 create these best practices?</p> <p>12 MS. LAWRENCE: Yes, actually, there is. And</p> <p>13 there is a 911, Florida, 911 coordinators group.</p> <p>14 And there's 67 coordinators in the State of</p> <p>15 Florida. We meet twice a year per state statute.</p> <p>16 I'm the Chair of that group. So, I also go to --</p> <p>17 well, I also attend, I don't go to because, you</p> <p>18 know, they're Zoom meetings. I actually sit in on</p> <p>19 the regional and I update them, and they update me</p> <p>20 on their points of paying and what not. So yes, we</p> <p>21 are a very active group, the 911 coordinators for</p> <p>22 the state of Florida.</p> <p>23 MR. SCHACHTER: So hopefully, once you develop</p> <p>24 these best practices, hopefully you can communicate</p> <p>25 that to the schools because they need to be testing</p>	<p style="text-align: right;">Page 91</p> <p>1 this as well on their end, right?</p> <p>2 MS. LAWRENCE: Correct. And that is this</p> <p>3 partnership that has developed, that has been</p> <p>4 phenomenal from our point of view. The 911</p> <p>5 community is very pleased with where this is going.</p> <p>6 MR. SCHACHTER: Wonderful. I know that there</p> <p>7 are communication, you know, when you're in these</p> <p>8 buildings and in schools, cellphones don't always</p> <p>9 work like they should. Is there any way to</p> <p>10 mitigate that or to make sure that in these mass</p> <p>11 casualty events, the kids push a button, it</p> <p>12 actually goes to 911, or the staff does?</p> <p>13 MS. LAWRENCE: Yeah, that is going to be a</p> <p>14 vendor development to make sure. Because there are</p> <p>15 things you can do to mitigate cell service within</p> <p>16 buildings. You can put in BDAs, Bi-Directional</p> <p>17 Antennas, and what not, so these are things you are</p> <p>18 probably familiar with. They can do that. Wi-Fi</p> <p>19 calling, I don't recommend because we don't get the</p> <p>20 native data from your smartphone. We currently can</p> <p>21 get your altitude; we can get all kinds of</p> <p>22 information from your smartphone through the</p> <p>23 internet of things. Your cellphone is always</p> <p>24 connected to something, and it can tell us exactly</p> <p>25 where you are after it just keeps beaming down,</p>
<p style="text-align: right;">Page 92</p> <p>1 beaming down. Especially if it's an Android or an</p> <p>2 Apple phone. So, we don't want you to use Wi-Fi</p> <p>3 calling because that interferes with that.</p> <p>4 And I will tell you that some of the vendors</p> <p>5 that we spoke to understood that, and made it so</p> <p>6 that if it's Wi-Fi calling, that it will actually</p> <p>7 go to a native 911. So, the vendors are very</p> <p>8 receptive to this and they're a lot smarter than</p> <p>9 me, so they'll come up with things, to when I say,</p> <p>10 okay, what about this? They'll come up with it. I</p> <p>11 have a lot of confidence in their ability.</p> <p>12 MR. SCHACHTER: Thank you.</p> <p>13 SHERIFF GUALTIERI: So right now, in Sarasota,</p> <p>14 are you up and running?</p> <p>15 MS. LAWRENCE: No, we are not.</p> <p>16 SHERIFF GUALTIERI: Are apps loaded on phones</p> <p>17 in schools in Sarasota County?</p> <p>18 MS. LAWRENCE: I believe it will go directly</p> <p>19 to the school police. They're working with a</p> <p>20 vendor that has been very proactive. As a matter</p> <p>21 of fact, I believe I'm meeting with him next week.</p> <p>22 They're going to be partnering with an application</p> <p>23 called Rapid SOS. And Rapid SOS already has that</p> <p>24 integration with our call processing equipment that</p> <p>25 we are in the middle of installing.</p>	<p style="text-align: right;">Page 93</p> <p>1 SHERIFF GUALTIERI: So, if somebody says,</p> <p>2 Sarasota is up and running, what it means is that</p> <p>3 there's apps on some phones of some personnel in</p> <p>4 the schools.</p> <p>5 MS. LAWRENCE: Right.</p> <p>6 SHERIFF GUALTIERI: They push the button; it</p> <p>7 goes to the school police department. Somebody</p> <p>8 answers it, or receives the information and then</p> <p>9 picks up the phone and calls 911 and calls the 911</p> <p>10 Center?</p> <p>11 MS. LAWRENCE: I don't want to speak for the</p> <p>12 school board, but that's how I understand it works</p> <p>13 today.</p> <p>14 SHERIFF GUALTIERI: What's the goal? How is</p> <p>15 it going to work, because you talked about here in</p> <p>16 your presentation, you talked about when it comes</p> <p>17 into the communication center and the multiple</p> <p>18 screens and the multiple programs and software that</p> <p>19 the call taker or the 911 operator has up and</p> <p>20 running, what's the vision? How it is going to</p> <p>21 come into your PSAP? How is it going to come into</p> <p>22 your 911 Center? Do you know?</p> <p>23 MS. LAWRENCE: If I ruled the world, it would</p> <p>24 come into our computer aided dispatch directly,</p> <p>25 which they are currently talking to our up-and-</p>

<p style="text-align: right;">Page 94</p> <p>1 coming vendor to be able to do that. We are going</p> <p>2 with a cloud-based CAD solution, that gives you</p> <p>3 that ability to be able to integrate with other,</p> <p>4 very easily, with other applications out there. So</p> <p>5 that is my end goal, is that they will partner with</p> <p>6 our cloud-based CAD, and it will go directly out to</p> <p>7 the field as well as be attached to that call. For</p> <p>8 evidentiary reasons. I mean a lot of the pictures</p> <p>9 that we see is after the fact pictures, but it's</p> <p>10 awesome evidence for future. But the Comm Center</p> <p>11 doesn't need to see those pictures.</p> <p>12 SHERIFF GUALTIERI: Well, you said that if you</p> <p>13 have your way. Do you think that's going to happen</p> <p>14 or you don't know?</p> <p>15 MS. LAWRENCE: I normally get my way.</p> <p>16 SHERIFF GUALTIERI: What's that?</p> <p>17 MS. LAWRENCE: I normally get my way.</p> <p>18 SHERIFF GUALTIERI: Yeah, that's good. What's</p> <p>19 the timetable?</p> <p>20 MS. LAWRENCE: We're hoping by the end of</p> <p>21 school year.</p> <p>22 SHERIFF GUALTIERI: By next school year?</p> <p>23 MS. LAWRENCE: Yeah. I have multiple projects</p> <p>24 going so I have new CPE coming and that should be</p> <p>25 up and running by January. And I have the new CAD,</p>	<p style="text-align: right;">Page 95</p> <p>1 should be up and running by June, maybe May. And</p> <p>2 they are working with the school board's vendor to</p> <p>3 get those integrations. I would like it in both</p> <p>4 places.</p> <p>5 SHERIFF GUALTIERI: In Pinellas we have 140</p> <p>6 schools. There's, on average, about four devices</p> <p>7 that have apps on each campus. And when somebody</p> <p>8 pushes it, it does not come into our 911 Center, it</p> <p>9 comes in via email and it comes in via an automated</p> <p>10 call. So, all your getting, which is good, but</p> <p>11 what you're getting is -- you're getting the school</p> <p>12 address and that somebody pushed the button. And</p> <p>13 so we're getting it. Then it comes into a</p> <p>14 supervisor consult and then the supervisor conveys</p> <p>15 it on.</p> <p>16 So again, just so everybody knows how they're</p> <p>17 working and what's going on, because I heard a lot</p> <p>18 of discussion about this, and Mr. Schachter, you've</p> <p>19 talked about this previously a lot and others have,</p> <p>20 about it's going to be this where something</p> <p>21 happens, everybody has the access, its going right</p> <p>22 to a 911 operator, who's going to immediately get</p> <p>23 the troops running. This is a great thing. I'm</p> <p>24 not mitigating it. It's a great thing. But it's</p> <p>25 important that everybody understands what it is and</p>
<p style="text-align: right;">Page 96</p> <p>1 what it's not, too, so that you manage the</p> <p>2 expectation of this. And there was an over</p> <p>3 expectation of it.</p> <p>4 MS. LAWRENCE: Right. And really what we want</p> <p>5 is patience while we work through all of this</p> <p>6 implementation. Just be patient with us and</p> <p>7 understand that we understand the end goal, we</p> <p>8 support it, and we're going to do our best to get</p> <p>9 you there from the 911 community.</p> <p>10 SHERIFF GUALTIERI: And I hope, like I think</p> <p>11 all of you do, is you need a lot of people on all</p> <p>12 these campuses to have the app downloaded. And I</p> <p>13 hope the districts can figure out a way to get</p> <p>14 there, so you have more than an average of four or</p> <p>15 five. You take Stoneman Douglas with 2,500 people</p> <p>16 on that campus and four or five people have the app</p> <p>17 on their phone, that's not very many.</p> <p>18 MS. LAWRENCE: No.</p> <p>19 SHERRIFF GUALTIERI: And you would hope that</p> <p>20 it gets more robust as this grows.</p> <p>21 MS. LAWRENCE: And then as the 911 calls are</p> <p>22 going to start coming in, so your intake operators</p> <p>23 are going to be over, just overrun with 911 calls</p> <p>24 and then you have the alert as well.</p> <p>25 So, I believe when I see technology like this</p>	<p style="text-align: right;">Page 97</p> <p>1 rollout, text 911, when we did wireless, when I've</p> <p>2 seen technology like this rollout, the more success</p> <p>3 stories that we can put out there, the more buy-in</p> <p>4 that you get. So, whenever you get a success</p> <p>5 story, makes sure that you put it in your public</p> <p>6 education, that, hey, this is how this works. We</p> <p>7 have a new mapping system in our center and every</p> <p>8 time we have a win where we find somebody because</p> <p>9 we're able to use this mapping system, we</p> <p>10 definitely publish it. We want people to know that</p> <p>11 this works.</p> <p>12 SHERIFF GUALTIERI: Well, maybe it's a</p> <p>13 question for the Superintendent and maybe she can</p> <p>14 answer this. I know people from the district are</p> <p>15 here. This would be interesting to know. As we</p> <p>16 sit here today, it's no different in Parkland than</p> <p>17 it was on February 14, 2018. If you call 911 today</p> <p>18 from a cellphone in Parkland, it's going to Coral</p> <p>19 Springs. Coral Springs doesn't dispatch for</p> <p>20 Parkland BSO, so that means calls are getting</p> <p>21 transferred over Regional Communications. Same</p> <p>22 thing if you call from a landline in Parkland</p> <p>23 today, it's going to BSO and they don't dispatch</p> <p>24 for fire because its Coral Springs and the call</p> <p>25 gets transferred, et cetera. So, my question is,</p>

<p style="text-align: right;">Page 98</p> <p>1 if you push the button on one of these devices at 2 Stoneman Douglas High School today, which Comm 3 Center is it going, is it going to Coral Springs, 4 is it going to Regional Communications, which of 5 three Regional Communication Centers is it going 6 to? 7 MS. LAWRENCE: That is the beauty of this 8 system, is that you can tell it where to go. You 9 can tell it where to go and it can go everywhere. 10 It can go to multiple places. That is one of the 11 things that we're seeing. The other thing that's 12 coming down the road, because 80 percent, actually 13 81 percent of our 911 calls in Sarasota are from 14 wireless devices. Wireless does not know, or RF 15 does not know municipal boundaries. And if a tower 16 is busy, you will bounce to the next tower, and you 17 will bounce to the next tower, and you'll bounce to 18 the next tower. You may be, especially up in the - 19 - by the Georgia state line, you may be answered by 20 a Georgia piece app because it was high-drive time, 21 kids just got home from school and they're using up 22 all the tower resources. So, your 911 call could 23 go to a different tower all together. 24 So, what is coming down the line and I'm 25 hoping sometime in my career, is what they call I3</p>	<p style="text-align: right;">Page 99</p> <p>1 Technology, and I don't mean to glaze your eyes 2 over, but this is stuff that I really like. So, 3 it's going to be the ability to actually route your 4 wireless 911 call by your exact location as opposed 5 to by your tower. And that means that you won't be 6 bouncing anymore. You will be routed to the 7 correct PSAP from where your location is on this 8 earth as opposed to what towers you are connected 9 to. And that's coming probably within the next 10 five years. There are some areas that already have 11 it up and running. And that will help with what 12 you're talking about. 13 SHERIFF GUALTIERI: Commissioner Petty, go 14 ahead. 15 COMMISSIONER PETTY: So, I hesitated to 16 mention that I was involved on the ASAP to PSAP, on 17 the vendors side, years ago, because I wasn't sure 18 if barbs would come out your eyes was directed at 19 me, but it sounds like it worked. 20 MS. LAWRENCE: Oh, it works awesome. Like I 21 said, it has relieved us of the initial call, 500 22 of them. That's not to talk about the phone calls 23 back and forth between dispatch trying to find a 24 keyholder, trying to find a loved one, a 25 notification. That has also relieved them of that</p>
<p style="text-align: right;">Page 100</p> <p>1 as well. It actually brought up our P.01 standard, 2 where we were meeting the standard of answering 90 3 percent of our calls within 10 seconds. 4 COMMISSIONER PETTY: Okay. Back when I worked 5 on it, it wasn't so rosy, but I'm glad to see it 6 worked out. The question I have, though, it's 7 really about what's the quickest way to get to what 8 the Chair was mentioning. So a button gets pushed 9 and the good guys come running. Do you need us as 10 a Commission to make a recommendation about a 11 standard? 12 MS. LAWRENCE: I will tell you that we've been 13 working, Sylvia and I have been working with DOE on 14 rule making for Alyssa's Law, so that we can 15 actually -- 16 SHERIFF GUALTIERI: Sally, if you would move 17 closer to the microphone so we can hear you. 18 MS. LAWRENCE: I'm sorry. We can actually 19 give guidance to the districts. There's been 20 guidance letters. I'll let Sylvia speak to that 21 because she's the one who is issuing those. I've 22 just been assisting with that rule making so that 23 we get what we really want. 24 COMMISSIONER PETTY: Before you give it to 25 Sylvia, because I -- is that what you'd like, would</p>	<p style="text-align: right;">Page 101</p> <p>1 that be helpful to getting this done, is to have a 2 recommendation from this Commission, saying, this 3 is the integration standard, this is how you'll 4 send messages to our PSAP? 5 MS. LAWRENCE: Yes. 6 COMMISSIONER PETTY: I'll let Sylvia answer 7 too, so. 8 MS. IFFT: Yeah, sure. So, a couple of things 9 that we're working on in rule, first of all, is 10 talking to the emergency planning, the training 11 piece and making sure that our school districts are 12 working with emergency response community, 911 13 coordinators, and making sure that that's part of 14 their plans that they have in place. The trickier 15 part is putting into rule that integration piece 16 and what exactly that looks like. So, there's a 17 couple of different steps. 18 So, our first round of rulemaking is probably 19 going to be addressing the plans and, at a higher 20 level, that integration, but at the same time, 21 those best practices that we're working on putting 22 together, we've got a pretty extensive list, I 23 would say so far, of best practices that we've put 24 together for Wi-Fi calling, the integration piece, 25 what you need to have into your plans.</p>

<p style="text-align: right;">Page 102</p> <p>1 So, we're working on it kind of on both sides, 2 having guidance on there that districts can get in 3 their hands right away and use in implementing 4 this. And the other piece is going to be the rule 5 requirements. And if need be, legislation down the 6 road if that needs to happen.</p> <p>7 COMMISSIONER PETTY: I think just, previously 8 as a vendor trying to work with the PSAPs, it's 9 helpful to have a standard defined. It was for us. 10 It made it easy for us to do the integration and 11 not to make everybody's eyes glaze over, but if 12 that can be defined specifically for what you need 13 so that it can get into the CAD system somewhat 14 automagically, we should probably take a look at 15 doing that. Because if you leave the vendors to 16 guess, we're not going to get there.</p> <p>17 MS. LAWRENCE: Because it is so widespread, 18 different vendors and different counties for 19 different aspects of those three systems, that's 20 going to be very difficult. But it would be ideal 21 to have some type of clearing house that we could 22 actually say, dump your data here and will get your 23 data however we can get it. Ideally, we would be 24 able to do that for everything and we're just not 25 there yet.</p>	<p style="text-align: right;">Page 103</p> <p>1 COMMISSIONER PETTY: I haven't looked at the 2 data packets that need to be exchanged, but would 3 ASAP to PSAP work?</p> <p>4 MS. LAWRENCE: We believe so. We believe so, 5 yes.</p> <p>6 SHERIFF GUALTIERI: Commissioner Carroll? 7 COMMISSIONER CARROLL: Just a quick question. 8 Sally, I wish -- and I don't know that I understand 9 this. So, you're from Sarasota County?</p> <p>10 MS. LAWRENCE: Correct.</p> <p>11 COMMISSIONER CARROLL: And I truly appreciate 12 everything you're saying, and it seems like you 13 have been on top of this from the beginning. Does 14 that mean that all 66 counties now have to 15 replicate what you're doing?</p> <p>16 MS. LAWRENCE: No. simply because they don't 17 have the same systems I have. And so, we've been 18 discussing this, and I've actually just come on 19 board this year. So, we've been discussing this 20 amongst us, but because of the wide array of 21 systems that we have, the three main systems in 22 each PSAP: radio, CAD, and CPE, and different 23 vendors and different ways that we handle calls, it 24 would be impossible to replicate what we have in 25 Sarasota.</p>
<p style="text-align: right;">Page 104</p> <p>1 COMMISSIONER CARROLL: And I guess that was my 2 point, so these nine plus vendors out there are 3 going to have to individually negotiate and come up 4 with 67 different solutions? In terms of full 5 integration.</p> <p>6 MS. LAWRENCE: Perhaps. That would be the 7 maximum that they would have to come up with. 8 Because there's certain things -- like for call 9 processing equipment, there are three main vendors 10 in the State of Florida. And for radio, I believe 11 there's three as well. So, it's not like there's 12 67 different vendors. It's just I may have one 13 call processing, and then a different CAD, and then 14 a different radio, than my neighbors in Manatee, 15 which we are actually resolving that, and to be 16 able to share data.</p> <p>17 So, it wouldn't be 67 for each all nine of 18 them, but they need to reach out to the main 19 vendors. And the best place for them to start, 20 besides the 911 Coordinators group, there's also 21 Florida NENA, which is a National Emergency Number 22 Association, and we invite vendors to those 23 conferences. We're having one in Daytona in 24 November. And I believe if they were to show up, 25 they'd be able to figure out how the main vendors</p>	<p style="text-align: right;">Page 105</p> <p>1 are in Florida and be able to work with them.</p> <p>2 COMMISSIONER CARROLL: You have some 3 confidence that you're going to have some level of 4 integration by the end of this school year?</p> <p>5 MS. LAWRENCE: My vendor has said that they 6 would, and they have already demonstrated that they 7 can make a native 911 call from within the 8 application and they've already reached out to the 9 other two vendors that I work with. So, I imagine 10 that we will be, if not, be very close.</p> <p>11 COMMISSIONER CARROLL: Do you have any insight 12 or sense on what the timetable would be for all the 13 other counties? Are they in about the same place?</p> <p>14 MS. LAWRENCE: I have no idea, to be honest. 15 I really don't. I know some of them are struggling 16 and some of them are not. And we were fortunate in 17 Sarasota that our charter schools signed up with 18 the same vendor as our school district. And they 19 all got on board together. So, we were very 20 fortunate. Other counties are not that fortunate, 21 so they're juggling.</p> <p>22 SHERIFF GUALTIERI: Anybody else? All right, 23 thank you. Appreciate it.</p> <p>24 MS. LAWRENCE: Thank you.</p> <p>25 MR. KELLY: Sheriff. Sheriff, may I be</p>

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1 addressed to answer two questions that you had?

2 SHERRIFF GUALTIERI: No, we're not taking

3 public comment right now. Thank you.

4 MR. KELLY: Okay.

5 MS. LAWRENCE: Thank you.

6 SHERIFF GUALTIERI: We're a few minutes ahead,

7 I see Chief Touchberry is here. The next

8 presentation we'll have is from him is on FERTES.

9 We're a little bit ahead. It's 3:00 o'clock now,

10 why don't we break until 3:15, and then we'll come

11 back and continue. So, we'll be in recess until

12 3:15.

13 (Thereupon, a recess was taken at 3:00 p.m.)

14

15 (Proceedings continued on Volume II.)

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1 CERTIFICATE OF REPORTER

2

3 THE STATE OF FLORIDA:

4 COUNTY OF BROWARD:

5

6 I, JOHNNY CALDERA, a Court Reporter

7 in and for the State of Florida at Large, do hereby

8 certify that I was authorized to and did report the

9 proceedings in the above-styled cause, at the time and

10 place set forth; that the foregoing pages, numbered from

11 1 through 220, inclusive, constitute a true and complete

12 record of my notes.

13 I further certify that I am not an attorney or

14 counsel of any of the parties, nor related to any of the

15 parties, nor financially interested in the action.

16

17 Dated this 16th day of October 2019.

18

19 *Johnny Caldera*

20 Johnny Caldera, Court Reporter

21 Notary Public, State of Florida

22 Commission No.: GG 148028

23 Commission Expiration: October 3, 2021

24

25

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