

**2022 First There First Care Gathering of Eagles
Committee Meeting - PIA
July 13, 2022**

Meeting VIA Zoom: Meeting started at 10:10

In Person:

Bruce Caruso, Randi Alfonzo, Johana Cinque, Todd Draizin, Jessica Fischer, Antonio Gandia, Joel Gordon, Jeff Levy, Paul Pepe, Vanessa Quiles, Rachele Solomon, Rodney Turpel

Phone:

Peter Antevy, James Cecil, Theresa Curbelo, Jaime Green, Marc Hubschman, Bill McGrath, Colleen McMahon, Jeff McMahon, Tammy Nugent, Candace Pineda, Cliff Ricketts, Kristin Sands

Minutes approval from: 5-25-2022 E-Board and 6-6-2022 Committee Meeting

MOTION to Approve the Minutes

Motion made by Chief Todd Draizin

Seconded by Vanessa Quiles

MOTION passed unanimously

I. **CALL TO ORDER** by Chief Caruso, Chair, at 10:10 a.m.

II. **OLD BUSINESS**

- Chair's Report – Chief Caruso
 - Questionnaire sent through Ready OP from Chief Levy. To-date nine have responded.
 - An extremely successful conference - Comments/feedback received was very positive.
- Vice Chair's Report – Chief Draizin
 - Teamwork, dedication, and contributions of committee and others.
- All Finance/ Budget Report – Chief Turpel for Chief Cinque
 - Approximately \$435,000 remaining balance. Does not include the grant. Another estimated \$30,000 outstanding. Estimated \$300,000 bills paid to-date. More payments to pending.
 - Not received the final bill from the Hard Rock. At least \$225,000 →FTFC's line of credit. Need to pay Eagles and Johana Cinque's (\$5,000 last year).

MOTION to raise Johana Cinque's honorarium to \$7,500

Motion made by Chief Draizin

Seconded by Joel Gordon

MOTION passed unanimously

- Paid \$10,598.88 in Visa bank fees charges – more charges coming through. Square would be much or more. They made \$8,000+ from Square for t-shirt sales, and Square got their cut. All credit care companies - 2.6% to 3.2% for transaction fees.
- Fire Chiefs' bank subaccount for First There First Care only. Recommended two or three at most on the bank account: Chief Turpel, Chief Cinque and Chief Draizin.
- One account will make it easily viewable and reconcilable to track all incoming and outgoing. Under the umbrella of the Fire Chiefs' Association, but separate.
- Presently, Chief Turpel is only one that holds a credit card.
- FTFC pays Fire Chiefs' Association conference.
\$5,000 last year - Recommend raising it to \$10,000. Fire Chiefs' money goes toward charities, scholarships, and other donations.
- FCABC is conference main sponsor holding the 5013C and the liability for the event.

MOTION to Accept paying the Fire Chiefs' Association \$10,000. FTFC discussed this and FTFC accepts giving \$10,000. (Chief Turpel will bring this offer to the Fire Chiefs' meeting).

- Recommended making protocol in writing for the exchange of money between the Fire Chiefs' and FTFC and the committee's handbook (to be updated). They could add to an existing document. Good idea to pay people or groups.
- There is no established overall document that describes everything they do, how they do it, and the relationships. Foundation for the future.
- Chief Turpel mentioned that Chief Draizin attack this in the coming year.
- Could be accomplished through updating the committee handbook with job descriptions and what chairs are responsible for and how they do it, etc.
- Chief Caruso would be willing to update the handbook with committee input.
- Each committee member has a vote. 46 members in the Ready Op roster. Probably the most up to date since inactive members are removed.
- They have to have a quorum. Members must be at the meeting or on the phone to have a vote.
- Fire Chiefs' may be able to accept Apple Pay and/or Venmo; work it out with them. (People were requesting this at the conference.) Chief Levy reported that the new square readers (he has) would allow them to do Apple Pay.
- Health and Safety Report – Captain McMahon
 - No recorded injuries, illnesses, or safety concerns. Feedback conference was well presented and put together.
- Event Coordinator Update – Lieutenant Johana Cinque
 - Number of comments about Le Meridien.
 - Dr. Pepe said transporting back and forth was awkward. He was satisfied with the rest. It was comfortable, meetings and AV was very good. He doesn't know about individual stays.

- FTFC needs to know travel plans sooner to avoid paying for unused room nights and have a better number of Eagles attending. Johana Cinque said 20 rooms at 5 nights were not used (negotiated with Le Meridien). Last year people stayed through the weekend. The overflow block only had 15 nights not used. Some Eagles were not sure they'd be available. Next year Johana is going to estimate less rooms.
- Vendors were upset the Eagles didn't stay at Hard Rock. The Eagles didn't like the smoke and lack of exclusivity at Hard Rock. *Chief Caruso said Dr. Pepe needs to survey the Eagles and if they want Le Meridien. Next year they need better numbers to contract for proper room nights.*
- Next year FTFC will have the entire Hard Rock conference area.
- Last year when Eagles were at Hard Rock they saw vendors during Eagles Creek on Thursday and Friday.
- Dr. Antevy said that the social piece the Eagles had in Texas was missing. After the conference, the Eagles would gather at the bar and socialize. Eagles were able to do this at Le Meridien.
- Volunteer Coordinator – Rachele Solomon
 - Assigning people works better than having people sign up. Have to start earlier because people reached out last minute, and they weren't able to volunteer.
 - She had a hard time coordinating with Cert contact.
 - Chief Caruso thinks they should go to FTFC committee first.
 - Need to communicate earlier the session volunteers. She would like a list of who were already assigned.
 - Cert members do an excellent job at directing, greeting, and checking; committee members can be assigned somewhere else.
- Registration Update – Chief Levy/Ngoc
 - Multiple links became too confusing. They had links for the Broward Fire Rescue agencies, the Committee members, etc., in lieu of giving out discount codes. It was too hard to track.
 - Revised many times to decide how many seats each agency gets but it all worked out in the end. If an agency went beyond their allotted discount codes, they will be invoiced. Registration found that often if someone else registered the individual, the person didn't know what classes they were taking, and many wanted to register for something else and it became cumbersome to print. Now they can take the app and make Open vs. Closed where they can see their own agenda when they register.
 - Chief Levy wants to streamline the app and download the app in advance to know what they are taking. Need to have the ability on site to print their registration agendas.
 - Scheduling changes were a problem. Ngoc incorporated a check in the background to see their schedule on the app. Now Ngoc can provide them with additional login. They have Ngoc to trouble shoot. They want one individual for onsite registration issues and have a separate kiosk or iPad to do onsite registration.

- Another big issue was with CEN, ABLIS not pre-registering through their system. Next year any class offered has to be registered through their system.
 - Ngoc provided the access and created an additional login for registration. After Fire East is over she has agreed to create their login so when running reports, they don't have to contact Ngoc. Chief Levy will have the login in to provide real-time data.
 - Standing attendees in the class was a huge problem contributed to the app. The iPads had a slow connection. He doesn't know if it was cell phones or iPads with slow connection. Chief Levy's recommendation for tracking that they contact the cell phone providers and they provided donated motor devices for scanning (cell phone or iPad).
 - Chief Levy will see if they have apps to self-check in?
 - Will use same size badges next year. Name and QR code on front and who sponsored Wi-Fi on back. Due to pre-printing could not put names on back. Theresa Curbelo wanted the badge names larger.
 - Recommended that something generic (or FTFC) on the lanyards.
 - Vendors had two reps passes at their table. Vendors came up and thought they should have been registered but weren't. Conference provides coffee, food during the break, cocktails, Gala, and last dinner. About \$75/each. More than two vendors each was charged to attend.
 - Chief Levy recommends a vendor line(s) for check-in and onsite check-in.
 - Received the best feedback from those who pre-registered.
 - Chief Caruso mentioned single-day registration, student discounts, and charge for those only attending exhibitors.
- Speakers Report – Chief Carter/Chief Shaw
 - They heard great things about the speakers. Everyone check-in for their presentation and it went smoothly.
 - Small AV issue were quickly resolved.
 - Alison Zerbe said that Dr. Eckstein was supposed to speak at the EMS luncheon, and Dr. Katz was to cover the welcome from the EMS Regional Council, and Dr. Marty was to be onstage with Dr. Pepe and they were at Le Meridien and unaware of the time, place, or when they were supposed to speak. Dr. Eckstein was quickly taken from Le Meridien to Hard Rock. Make sure every speaker knows their itinerary in advance.
 - There was some overlap in the scheduling that made it difficult for Chief Gordon to get to every place he had to be. When scheduling verify that everyone can get to their next assignment/session within a reasonable time. Chief Caruso sent Chief Downey a timeline which was helpful.
 - CEU/CME Report – Vanessa Quiles/Paolo Goyeneche
 - Chief Caruso wants talk with Chief Levy and Vanessa Quiles about streamlining CEU/CME process. Checking into classes was cumbersome. May have a computer at the classrooms vs. check- in to handle issues.
 - Captain McMahan commented that part of solution would be to put QR codes in the PowerPoint at the beginning of session. Papers up on board not working.

- Vanessa Quiles said inside the rooms the QR codes were posted for all the sessions at the same time. People were just scanning them. *She suggested taking off the QR code and just enter the code.* They can enter code specific to their session. Hang a list of codes in each session. People forgot to scan, had to return, and then scanned the first code they saw. It indicated they were at three classes at the same time. No one is in the room explaining the process. Just go to app and enter the code not QR. Have to streamline the process.
- Rachele Solomon wants to have the instructor remind them to enter code. She asked if the app could give the attendees' schedule? At the hospital it only works to enter the code one hour before and one hour after class.
- *The app covers attendance when they sign in. Give the instructor the QR code as their last slide. Standardize. One QR code for each class.*
- On the app the Open setting allowed everybody to check in and everybody can see all the sessions on the app. Recommendation is to make it a Closed session. Once they register their agenda is only thing that shows up on app.
- After Vanessa finished uploading the credits---there are many people that don't have their license. She doesn't have time to go one by one into the Department of Health and find their license. Every year she mentions they need their license. Also, there are people showing one session and she knows they were there more than that, but she can only give credit for what she has. She needs to upload the last class of 30 people. She has sign-in sheet but no license numbers. She also has a spreadsheet with numbers, dates but no names.
- Rachele would email one time that they were missing their license. If they responded she sent it on and if no response they didn't get their CEU.
- Chief Caruso said that they need to get this resolved for next year. FTFC paid EMS World \$4,000 for CAPCE credits and he wants a report.
- Vanessa says that anyone that doesn't see their credits contact her. She's basing it on the list she receives. Johana doesn't have the committee's license numbers and will request them.
- To streamline in advance, Johana asked if there was instructions to create their profile in the Class CME through registration so that everyone has that done during the registration process. Provide that information to Ngoc and she will create a path in registration.
- Vanessa said that there is a free version of CE-Broker that you can choose and see what's been uploaded and what you're missing for your renewal. Vanessa needs to upload report to CE-Broker. Class CME is the vehicle to collect the information that is uploaded, and Vanessa has to upload the report to CE-Broker. They will add that to the registration process.
- Johana asked if they were going to get their own CAPCE account? Chief Caruso said that she could look at the cost.
- Dr. Antevy said that there were two types of CAPCE accounts. One is for course. One is for enterprise level that you can have an endless number of courses which EMS World has. That requires a big application process and probably costs a couple \$1000. That would give the entity the ability to provide CAPCE credits.

- Candace Pineda said that CAPCE would need a full-time person to upload all the requirements. In Broward County most of the paramedics don't carry national certs. They do allow CE Broker for State credits.
- Dr. Antevy says he does CAPCE through his company and has a staff person do that. They can discuss about options doing it with his company at a lower cost than EMS World. Candace Pineda spent about 20 hours of her own time for EMS World.
- Chief Caruso is going to ask EMS World for a report and how many people took advantage of CAPCE credit. If it's a handful of people may not do it for future. Candace Pineda said that may need it for the Eagles people.
- *To Do: streamline registration process, attendance and QR code to get credit for classes, and need to check into doing CAPCE credit next conference.*
- PIO Update – Chief Gordon
 - He circulate the article that appeared in First Responder and will appear in Florida Fire Service and EMS World. He could edit the article with Candace Pineda for Memorial's newsletter. Possibly get it in JEMS.
 - He distributed the analytics from social media posts, appearances during advertising, and marketing efforts. For their purposes they did well. On Twitter they had over 11,000 compressions.
 - Paul Watts has his own page and reposted everything FTFC put out. He received 2.37 million views with FTFC's and/or Eagles name attached. Paul Watts is the head of emergency services for Mangar Health Int'l.
 - Projection for next year is to reach other markets. They have almost no appearances in the nursing market. Chief Caruso asked if there were social media outlets for nursing? They want to reach beyond Eagles and EMS World.
 - Vanessa Quiles reports on the State E&A meeting for conferences, and they have a Facebook page. She doesn't know who runs it or updates it.
 - Nursing publications are very expensive and FTFC may not want to commit those dollars. They can do social media.
 - FTFC gave some tables to the non-profits. Safe Haven thanked him. They
 - have a good reach.
 - They are working on the final videos to update the current website and they will be finalized after mid-August. Chief Gordon will improve videos from last year. Vendor video will be more vendor-focused.
 - People suggested hiring a marketing company since it's getting so big and time consuming. Chief Gordon suggests coordinating with the Fire Chiefs' Joint Information Subcommittee. Steve Goal was a great help this year.
 - Theresa Curbelo did most of the social media postings. She's still posting from all the vendors. Chief Caruso said that it seems like a new vendor is being highlighted every day. Theresa and Jaime Green have been # tagging for vendors to see.
 - Theresa got great feedback on the 'Going Live' ALS Competition. People liked seeing what's happening.
 - ALS Comp final was 920. Finalist video was 1.6 thousand.

- He interviewed the trauma survivor, BSO and Memorial. He spoke with Candace about doing a write up on this case.
- Vendor Sponsorship Report– Candace Pineda
 - Most of the vendors were already breaking down. Chief Caruso said they were thinking to expand the vendor hours through that half day on Friday. If they know they have a half day on Friday and maybe with incentives they would stay a couple of hours.
 - Johana said to configure the vendor’s move-in date to Sunday. Monday didn’t work. Maybe 10:00 a.m. start time for vendors and adding Friday morning. Vendors were very upset about not getting more time with the Eagles. The vendors wanted a longer break with Dr. Pepe during the program on Thursday and Friday morning.
 - Dr. Gandia mentioned in other vendor conferences the vendors couldn’t break down until X time. In other conferences early breakdown, the vendors lost priority or not invited the following year. Chief Draizin said to put it in the contract with a penalty for early breakdown.
 - Stryker sponsored something to meet with the Eagles at Le Meridien, and national corporate sponsors are spending money on the FTFC conference.
 - *NOTE: may want to look at increasing vendor sponsorship fees.*
 - *Fire Fighter owned businesses was \$1,500 a slot and it brought in other vendors . Possibly move them closer to the vendor area.*
 - *They had three non-profit. Look at case by case basis and/or limit the number.*
- Eagles Update – Dr. Pepe
 - Extremely positive feedback about the content. Although, Videotaping lighting too bright and caused disorientation/disconnect. Some attendees said that the audience was too dark. Complaints people talking in the back, and they couldn’t hear. Chief Gordon said it was contrast light balance. Possibly don’t videotape when they turn up lights for audience which can wash out everything else.
 - The Friday morning panel about the shooting many said was best session they’d ever been to. Eagles had some of the best sessions Dr. Pepe ever attended.
 - Eagles had 386 attendees.
 - Dr. Gandia wondered if the Eagles didn’t want to be at the Hard Rock because of all the room issues, vendor issues, and traffic.
 - Dr. Pepe will send out a blind survey and will get feedback from the Eagles.
 - There was complaints about time conflicts with the State meetings; many wanted to leave. One consideration was to move the State meetings.
 - Chief Caruso said that they were working on online training issues with EMS World and Josh Hartman. Chiefs Draizin, Gordon, and Caruso will contact them after the meeting. FTFC provided video in the format they requested. There was an issue that SMP productions did not receive skins (border fed into the program) while they were taping. They received it after. No mention of skins in the contract. FTFC talking to EMS World, but Chief Caruso thinks there’s nothing FTFC can do. Up to EMS World if they can remedy.
- ALS/Nursing Competition Report – Chief McGrath/Kelly Keys

- Great response. Credit to Broward County. Chief McGrath and Dr. Gandia were at Coral Springs Academy all day Sunday. Teams had a great time. Venue was good. Great help with volunteers.
- Format of preliminaries on Sunday offsite worked well for next year.
- Nursing competition had six teams (the most ever). Looking to promote it more next year. Feedback that the teams that were not able to compete but wanted to next year.
- EMS Awards Report– Chief Turpel
 - They accomplished awards in one hour. Keeping with the same format and timing. Program was professional.
 - Continue to work at getting candidates more easily for the awards.
 - Chief Hohl will continue to get awards.
 - Chief Turpel wants to start thinking about next year’s candidates.
- A/V Report – Rick Sluman
 - Cost was still very expensive but Chief Cinque negotiated with SMP and the vendor at Le Meridien to lower the price.
 - They looked at contract with Hard Rock they *can use another vendor but give advance notice to Hard Rock.*
 - *Johana thinks FTFC needs another AV (tech-savvy).* Chief Gordon and Rick Sluman were spread thin.
- Logistics – Chief Hubschman
 - *More communication and coordination with Hard Rock staff.*
 - Vendor breakdown should happen later when people weren’t in and out.
- 25th Anniversary EMS Gala
 - Vanessa Quiles said that the Gala was fun, but it thinned out towards the end. Perhaps have a shorter event
 - Rachele Solomon said that she enjoyed the live band. Needed to have a combination of music and would likely have more dancing and people staying longer. It was more Southern rock.
 - Chief Caruso asked if they want to look for another live band for next year? Johana said a band with variety of music or have a DJ.
 - Chief Draizin said this band may be able to accommodate what they want; they have to give them good direction. The volume was too loud and couldn’t talk.
 - Johana said because the room being empty the sound was bouncing off of everything. She was disappointed in the amount of committee members leaving the Gala before it was over. It’s the committee’s responsibility to keep people at the event.
 - Chief Caruso said that because of the format Wednesday night is best night to have the Gala. It’s difficult the Eagles have an early start next morning. They were successful with the awards, bar, food, but another area to tweak.
 - Dr. Gandia said that people were staying for a while then went to the bar. Chief Caruso said that may help them on costs.
 - James Cecil said the only negative feedback he received was towards the end band was too loud. Previous years there was more dancing. They significant increase in decoration. He sent, to Johana and Chief Cinque, some different

options for next year. Gala night they could go from happy hour directly into the Gala without the awards. Johana said that everyone is scattered in different direction for lunch and the Gala everyone is in one location. Chief Caruso said let them see what they can come up with for 2023 conference.

- **ALS Shirts – Chief Caruso**
 - Breakdown: \$6,525 in credit cards, \$1540 in cash, Total: \$8,065
Square fees: \$184.75, Net Total \$7,880.25
 - Short and Long-sleeve shirts cost more than \$8,000. Majority of sales was for shirts. Very successful with long-sleeve shirts. Chief Caruso ordered 125 long-sleeve shirts and a handful are remaining.
 - Nominal pin (sold few \$100) and tumbler sales.
 - Some short-sleeve shirts remaining. If any of committee members didn't get them he will have at the in person meetings. If anyone wanted to buy them he had them with him. He has some pins.
 - Set up is on Sunday, and first thing Monday they will start selling shirts. They didn't close booth until after Friday lunch and they sold \$1,000. Tuesday biggest sale day.
- **Give Aways – Theresa Curbelo/Chief Cinque**
 - Don't have many portfolios remaining.
 - Tumblers were given to the awardees, at the Clark County Chiefs meeting, and committee members. Then they started selling tumblers. Some tumblers are leftover.
 - Will be selling the remaining shirts and pins. Question to have pins next year?

III. **NEW BUSINESS**

- Need to do a step and repeat with FTFC's new logo. They used and moved around the Fire Chiefs' step and repeat.
- The Constant Grind was \$2,200 short. Committed to \$9,000 over three days. They will try to negotiate a better agreement.
- Retiring Committee Members – Charlie Wohlitka
- New Committee Members – few new members suggested; Chief Draizin - 2023 Chair; Chief Caruso – Vice Chair

IV. **SUMMARY:** Schedule of deadlines, annual timeline

Next **E-Board Meeting** – Wednesday, **August 17, 2022** at 10:00 a.m. at Medical Examiner and Trauma Services, Training Room - 5301 SW 31 Avenue, Fort Lauderdale, 33312

Next **Committee Meeting** – Wednesday, **August 31, 2022** at 10:00 a.m. at Medical Examiner and Trauma Services, Training Room - 5301 SW 31 Avenue, Fort Lauderdale, 33312

Adjourned at 1:01 p.m.