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3 4	OUTREACH & EDUCATION COMMITTEE
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The Outreach & Education Committee of the Gulf of Mexico Fishery Management Council convened via webinar on Monday afternoon, January 25, 2021, and was called to order by Chairman Phil Dyskow.

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# ADOPTION OF AGENDA APPROVAL OF MINUTES ACTION GUIDE AND NEXT STEPS

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CHAIRMAN PHIL DYSKOW: I would like to call this meeting of the Outreach & Education Committee to order. The members of this committee are myself, Phil Dyskow, Ed Swindell, who is the Vice Chair, Susan Boggs, Lieutenant Peterson, Dr. Bob Shipp, General Spraggins, Andy Strelcheck, and Dr. Greg Stunz. The first order of business is to adopt the agenda, and I would entertain a motion to do that.

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18 DR. GREG STUNZ: So moved.

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CHAIRMAN DYSKOW: Thank you. We need a second.

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MS. SUSAN BOGGS: Second.

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CHAIRMAN DYSKOW: Thank you. We have a motion and a second. there's no opposition, we'll adopt the agenda as posted. we need to approve the minutes of the October 2019 meeting. I will need a motion for that.

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DR. BOB SHIPP: So moved.

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CHAIRMAN DYSKOW: Thank you. A second?

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DR. STUNZ: I will second. 34

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CHAIRMAN DYSKOW: Second from Dr. Stunz. If there's opposition, we'll approve the minutes as posted. The next item we would go into would be the Action Guide and Next Steps. Because there are so many individual topic items, Emily Muehlstein has suggested that we go through each item one-by-one and tie them back to the action quide, as necessary, and so what I will do is turn it over to Ms. Muehlstein, and I believe the first item she wants to talk about would be the communication analytics. Emily.

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## PRESENTATION: COMMUNICATION ANALYTICS

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MS. EMILY MUEHLSTEIN: Thank you, Mr. Dyskow. We are going to go ahead and start with our communication analytics, as you mentioned, and this is really just for information for the council. We're going to go ahead and give you guys an overview of our communication analytics for 2020, and there is no official action required by the committee. However, we always would appreciate any sort of feedback or thoughts you have as I go through this presentation.

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Just so everybody out there in TV land is aware, we did give a similar presentation to the Outreach & Education Technical Committee in October of this year, and we have since updated it to include our analytics from the fourth quarter of 2020.

Let's go ahead and start with our website analytics, and so, right here, I have presented in this graph the daily analytics for both 2019 and 2020. As you can see, we have a spike in April of 2019, and that actually happens year over year, or did, before state management of red snapper became a thing, and you will notice, in 2020, we do not experience that same spike, but what we do have is that our web traffic increased pretty dramatically. Well, maybe not dramatically, but it increased markedly over sort of the summer fishing season this year, more than it does normally. We are tracking, as far as annual sessions on our website, pretty normally, like we have in the past years, both with sessions and with page views.

This year, we did have 91,000 unique users. Last year, we had about 70,000, and so it's about a 20,000-user increase, which is pretty significant, and you will also see, sort of on the right-side of this screen, that the majority of our users are unique users, and that's eighty-six-and-a-half-percent of our users, and thirteen-and-a-half percent of our users are returning users, or folks that access the website more frequently, and I would assume that these users are staff members, members of the National Marine Fisheries Service, probably council members, as well as advisory panel members who come back over and over again to sort of get deeper into the content.

 On the left-side of this table, it will show you the website use by page, and so this a ranking of top ten webpages that are accessed on our website, and you will see that the fishing regulations, sort of in all forms, happen to be the most popular part of our site.

You might remember that we did have our own fishing regulations app, which we stopped using in 2017, and I sort of did a long time series here, just so you can see the significant difference in the amount of use that we get out of our apps.

We did transition over to using the Fish Rules app in 2018, but I don't have complete data for that year, and so unfortunately, I have to skip that, but, as you can see, our old app had a total of 14,000 sessions in its last year of existence, whereas our new app has almost a million users, and you can see, sort of on these little sub-tables, you can see use by species, as well as use by location, and a great majority of our users are actually looking at amberjack, which I think is fascinating, and you can see that we rank Number 11, as far as folks that are accessing the regulations in federal waters.

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This will compare our app users by week and year, and you can see that our use sessions have increased from 2019 to 2020, sort of throughout the year, and it kind of follows the same curve, however.

We're going to move on to our email listserv, and we use Constant Contact, and that's that email service that you get when I send you a direct email that is a press release, and you can see that we've sort of just been on a pretty slow, steady increase, except there is an unexplainable spike in the last quarter of 2020, and I'm sort of trying to dig into why that happened, but I can't quite figure it out.

Over the years here, you can see that our subscribers have increased, and we have a different number of publications each year, and this year, or 2020, happened to be a year of many publications, and I suspect that some of that is due to our change in meeting format and our additional efforts to reach out to our constituents, and then we do maintain a reasonably high open rate. Most of those sort of email campaigns don't enjoy such a high percentage, a one-third percent open rate, for emails, and so that's a good number, even if it doesn't seem like it on the surface.

We also track our YouTube, and you can see the total video views over time, and this is, again, 2019 and 2020. They are steadily, but slowly, increasing. This year, we had fewer individual video views than we usually do, and we only produced five videos this year.

Part of that is because we only had final action for scheduled for one item, taken for another item, and then the three other videos that account for these analytics were the videos that we produced for the Southeast For-Hire Electronic Reporting Program, and we have actually published those videos directly on the National Marine Fisheries site that is relative to that issue, and so I believe that most of the video views are coming

through that site, and they are not tallying on the YouTube, and so you wouldn't sort of see the analytics included there.

Our blog, and this is where we sort of host individual articles, and we have some reoccurring thematic articles that we do, like meet the new council member, when we have new council members, and we do an end-of-the-year wrap-up, and then, prior to each council meeting, we do a little bit of a council meeting preview and direct people to give public comment.

As you can see, our readership, again, is pretty steadily increasing, and, this year, we did have a decline in individual post views, and I think part of that is because we did not do any sort of any extracurricular articles that could have been more tantalizing to our public.

Facebook, as you can see, our Facebook engagement has sort of declined recently. What I found with Facebook is you get out of it what you put into it, and our engagement on Facebook has declined in this past year, and that's partly just towards putting efforts towards other things and not really noticing things like we normally do, and we also have not had the bandwidth to create the positive type of content that we used to, and I don't know if you guys remember that we had Fish Fact Friday and Deepwater Wednesday and things like that, and one of the things that I really like about these analytics is it sort of helps inform what we should do in the future, and, in our next agenda item, I will talk about what we're going to plan to do about this.

I believe, last but not least, these are the analytics for our newsletter, which we try and publish quarterly. You can see, in the instances where we have zero reads in a quarter, it's because we did not produce a newsletter at that point.

You also might notice that the analytics here are pretty low, and so, rather than an order of thousands, we're talking about 150 or 200 readers, and our click-throughs and our email openings do not necessarily -- They have not necessarily been climbing on an annual basis, and you can sort of look at folks that have opened the emails and then actually clicked through to read the newsletters, and it's kind of declining pretty steadily.

We took on an effort to sort revamp the newsletter and enhance it a couple of years ago, and those efforts have not really proven to be fruitful, which brings us to our last slide.

One of the things that, in looking through our overall council analytics, the considerations that we have here is we've been watching this downward trend in our newsletter readership, despite reinvigoration efforts, and so we have thought that maybe the newsletter just isn't a great mechanism any longer for us to communicate to our core audience, which would be sort of those people -- If you think of the 80,000 people that access our website once or twice, the sort of average fisherman might not be that interested in the content that we have in our newsletter.

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What we have decided to do, and we ran this past out Outreach & Education Technical Committee, is we would like to, or we have actually moved toward, invigorating our blog, by writing sort of more timely individual articles, rather than focusing time on the newsletter.

The newsletter is quite a design load, and it takes a long time to put together. Since it's only produced on a quarterly basis, the content that's in that newsletter is not necessarily timely or interesting by the time it gets out, and so what we would like to do is really pump our efforts into creating individual articles and sort of bite-sized snippets that we can share through Facebook, and so it would invigorate both of those platforms.

Then what we're going to do, because I know that there are people that are pretty well devoted to the newsletter format, is, rather than create the designed newsletter, is, on a quarterly basis, we'll use that listserv, the Constant Contact platform, to send out sort of a digest of articles that you may have missed, while you were out on the boat or whatever, and so that's really going to take away from the design load that we have in the newsletter, but still serve as a way to sort of tap people and say, hey, in case you missed this content, here it is.

We did present this idea to our Outreach & Education Technical Committee, and they supported the transition away from a newsletter, and the reason is really that people have information overload, so that they're selective with what they take time to read, especially during the pandemic, and that most people prefer that bite-sized information, to get their news from social media, and so conversion to individual shorter articles does make sense. With that, my presentation about our 2020 analytics is done, and I am happy to entertain any questions or comments.

CHAIRMAN DYSKOW: We have a comment or a question from Greg Stunz.

DR. STUNZ: Thanks, Emily. That was very interesting. Just a couple of comments, and maybe you might be covering this in the next topic that's coming up, and I don't know, but, you know, I was looking at some of these declining trends, and one on the newsletter, and, I mean, I can't tell you how many newsletters come across my email in a given month, but it's a lot, and it seems like everybody has a newsletter, and so I probably would recommend we back away from that, or at least start putting your efforts where we're getting the most bang for the buck, and that tends to be social media, I think.

I was hearing a lot of good, positive feedback about the videos, and I was surprised to see that that was down, but maybe that's just because of the content, and because, obviously, you've got to have a lot more content to get more views, and those short video clips I think is the future of the way people are communicating and that sort of thing, and so I would suggest really moving that route and then just keeping close updates on what those analytics look like, so you can guide -- You know, we don't want to be spending all your efforts on newsletters for the couple hundred people that seem like they're reading it and that sort of thing.

MS. MUEHLSTEIN: Thank you. I totally appreciate that, and I agree with everything you said.

CHAIRMAN DYSKOW: Well, with that said, the next topic of communication is in fact the 2021 plan, and Emily will once again walk us through that.

## 2021 COMMUNICATIONS PLAN

MS. MUEHLSTEIN: Okay. Thank you, Mr. Chair. We have embarked on a little bit of a new effort this year, and part of that is because our communications team has been growing. As you guys know, we welcomed Ms. Carly Somerset, and we also have Camilla Shireman and Jessica Matos as sort of our backup communications folks, and they really help us.

 After the Outreach & Education Committee, when we pulled together these communications analytics, we decided to sort of have a meeting of our informal communications team and outline the improvements that we would like to make for 2021.

I'm going to go ahead and just show you what that looks like,

and I would like you guys to just review the plan and suggest if you have any improvements. You will see that a lot of this plan and the ideas that we have are really based off of the analytics that we've been tracking.

The first one, and we've sort of already touched on this, is our Gulf Currents blog, and we want to transition away from creating that newsletter and focus on publishing individual articles, and so sort of the planned improvements here is we're going to increase the frequency and relevance of what we produce, and we have already engaged our -- We have a website contractor that helps us with some of our biggest website projects, and we have engaged them to transition away from WordPress, which is an external hosting service that we use for our blog, and they have actually migrated all of our blog materials onto our website, and so we're going to be hosting the blog on our own website, which is a major improvement.

Then, again, we're going to create that quarterly listserv digest, and so, if you're interested, you can look here, and we outline what platform we're using and how we promote each tool, the frequency that we publish things, and then the responsibility breakdown of the different staff members on the communications team.

Moving down to our listserv, we would like to increase our subscribers and ensure that the current subscribers are getting the content that is targeted specifically to them, and we do use Constant Contact for that, and some of the improvements that we plan for 2021 are to create a pop-up bubble on the website that will promote newsletter sign-up when somebody access the press releases, and we've already engaged our website contractor to help us with that, and, when you go to the press release page, that pop-up will appear.

We are also going to make sure that we are maintaining our staff and council member contact list in Constant Contact, and we also want to improve opportunities, sort of across-the-board, to sign up on the website to receive individual press releases.

Next, we will move to our social media, and we would like to increase the frequency and regularity of our posts, and we would also like to create more positive content by revising reoccurring thematic posts, and so I mentioned those Fish Fact Fridays and those Deepwater Wednesdays, and those were awesome, and I think people really enjoyed them, and we have not been posting those recently, and, now that we have a bigger team, we are going to sort of really reinvigorate that effort, so that

we're not just posting information about meetings and regulations, because, you know, despite our best efforts, I think that's not what makes us popular sometimes, especially on social media.

We have a couple of different reoccurring positive content themes that we're going to start pushing out, and we also want to get back to regularly announcing season openings and closings, and we don't typically do that. Although we host the regulations, we haven't been working that hard to say, hey, recreational fishermen, triggerfish is open tomorrow, and we will post it if there's an in-season closure, but I want to spend a lot more time really talking about those fishing seasons, especially because of our understanding that the fishing regulations is really what is driving our analytics, at least on our website.

We also are going to explore the utility of using Instagram, and I know that there is a large population, sort of the younger demographic, that has sort of switched away from Facebook, or never got into Facebook, that is starting to use, or is currently using, Instagram, and so we're going to look into the idea of doing that.

Moving on to Something's Fishy, we would like to increase the number and quality of responses that we get through our Something's Fishy tool. The number of responses that we get, and the quality of those responses, really drives the utility of the tool in the stock assessment process, and so we're going to try and really bolster response rates to that, and we would also like to improve the utility of the tool by seeking approval through the Paperwork Reduction Act, and this would allow us, potentially, to open up the tool to asking more specific questions.

Each time we send out a tool, the Science Center folks contact us, or we sort of have a conversation about it, and I think there's, oftentimes, a lot of questions that the scientists performing the analysis for the stock assessment would like to directly ask the anglers, and we just don't have the ability do that, and so we're going to find out if we can do that.

 One of the big things that the council's Outreach & Education Technical Committee suggested was renaming the tool, and so I think the current name might spark people to believe that we're looking for them to tell us what's wrong with the stock, and I think, when we started the tool, the utility of it was not as wide as it is now, and so I think we're going to host a naming

contest, and we're going to sort of use this opportunity to advertise the tool, as well as sort of get support for it, and we're going to try and figure out if there's something else that we should be calling it, so that anglers don't necessarily immediately put up their hackles when they hear that something's fishy, right, and I don't want that negative connotation to impact whether or not anglers are responding or impact the types of responses that they're giving us.

We are also going to spend a lot more time encouraging the members of our Outreach & Education Technical Committee to cross-promote the tool. We broke down some analytics on the Something's Fishy tool, and it turns out that, every time one of the state agencies has cross-promoted the opportunity to respond, we have had huge response rates, and so we are going to sort of internally push our outreach contacts, as well as our state agencies, to really help us promote that tool, because it really does lend to the utility of the tool.

Moving on to the website, we plan to finalize the creation of a new area of our website, and this is a fish science area, and this section will host stock assessment executive reports, species one-page hot sheets, the Something's Fishy efforts, as well as infographics and any other relative information that's sort of fish-science related and council related. You will see, later in the agenda, we will be showing you the sort of beginning of those fish science pages, and we'll be asking for your feedback there.

Next, we move on to public comment, and so we would like to improve the way that we collect and organize our comments. Ideally, we would like all of our comments to live in one central repository that is searchable and can be sorted and linked by topic, and I don't know how familiar you guys are with sort of the back-end of how we handle our comments now, but we create a separate comment form for each topic, and I sort of fear that, by doing it that way, those comments sort of get lost, because they're not in a central, searchable repository, and so we're looking, with our web contractor, into ways to change that approach and put them all in one place and sort of make it easier, both for anglers to select the topics that they're responding on and also for us to sort those comments and report them out to you as we work on different topics.

Then, finally, we have some new communications endeavors. To Greg's points, we do believe that videos are sort of the communications methodology of the future, these sort of short video snippets, and so we would like to take better advantage of

our video studio and all of the people who participate in the council process.

Don't be surprised, if things return back to normal, and I tap you when you're in the office and ask you to come do a quick interview with me. You know, we have this wealth of fishermen and scientists and fisheries experts that sort of come through these doors, and I think we could really start creating some interesting short video content that relies on the expertise of those people.

There's also a number of website improvements, and a lot of them I think I've already mentioned, and so we can kind of just move past that, and then the other thing is we really want to create some more specific communication standard operating procedure documents, and I think, jokingly, when Charlene worked here, she and I used to call it our bus list, in case one of us gets hit by a bus, just to make sure that the rest of us are not lost in the wind here, and so we're going to work really hard this year to make sure that our communications SOPPs are current and that they detail everything that we're doing. With that, I can pause and sort of take any feedback or suggestions.

CHAIRMAN DYSKOW: Emily, I don't see any -- We have a question from Greg Stunz.

DR. STUNZ: Just briefly, one more time, Emily, good job. I think what you all are doing is really good, and so keep up the good work. A couple of things, just related to your last presentation and this one, is, you know, probably -- I think part of the reason that the analytics might be down is just because the controversy is not as great as it once was, and I think many council members, like mine, your phone is not ringing every day with someone complaining about red snapper, and so that may be just a sign of less interaction, and it sometimes means that you're doing the right thing.

On the other hand, doing things like you were talking about with experts and taking advantage of opportunities of people that happen to be around the office and that sort of thing, those, to me -- I have a feeling those would be really successful, and people want to hear from experts about different things and that sort of thing, and so I would definitely encourage you to do some more of that and just see how it goes, from a pilot standpoint.

The last thing that I just wanted to make sure is, if you recall, a lot of having that Facebook, it was very negative, and

I was not crazy about that, and we had a lot of discussion about that, about how to handle that and what should we do or not do and that kind of thing, to promote much more of a positive kind of distribution of information that I would encourage, and so hopefully that's what will continue.

I mean, I don't know. If we don't have a good Reef Fish meeting and fix things, things might go up, in terms of people coming to the webpage and complaining and that kind of thing, and I hope not. Hopefully we can take care of that during this meeting, at least temporarily, but, anyway, overall, good job, and I think this is very important for the council, to carry out engagement wherever we can.

CHAIRMAN DYSKOW: Thank you, Greg. Our next question is from Andy Strelcheck.

MR. ANDY STRELCHECK: Thanks, Chairman Dyskow. Emily, I wanted to applaud your efforts as well, and I think this is fantastic. Letting the analytics, obviously, guide your outreach and education efforts is extremely important, and you are, obviously, adapting in the communication age that is rapidly evolving.

I don't really have a question, but just a comment that resonated with me. You mentioned about the kind of increase in traffic in responses based on state communication and support. We were recently talking to some charter/for-hire captains about the SEFHIER electronic reporting program, and they mentioned that as well, that certainly communication from the states being amplified from council messaging, or NMFS messaging, can be really important, and oftentimes is received more frequently and often by our constituents, and I certainly would support doing more of that as well.

CHAIRMAN DYSKOW: Thank you. Our next question is from Leann Bosarge.

MS. LEANN BOSARGE: Thank you, Mr. Chairman. Emily, great presentation. I'm excited about a lot of the different initiatives that you mentioned, and I'm excited about possibly navigating that Paperwork Reduction Act with the Something's Fishy portal, that maybe will get renamed soon.

 I'm also excited about this central repository that you talked about for all the different comments that we get, and I think that could be useful on a number of different levels, and I was thinking -- For some reason, sharks popped into my head, and

that's something that is probably just kind of hodge-podge throughout our public comments, the comment that we get from different stakeholders, and so being able to search all of that for something, something like that, that we don't maybe directly manage, but that we can, you know, pass that feedback along, that would be pretty cool, and so thanks.

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CHAIRMAN DYSKOW: Thank you, Leann. I would like to add my appreciation for all the hard work that Emily and her team are producing. It's really exciting just to see the stuff, at least from my perspective.

The next item on our agenda is the Fish Science Web Pages. Again, we'll hear from Emily, but we'll also have a special guest appearance from Ms. Carly Somerset.

#### FISH SCIENCE WEB PAGES

MS. MUEHLSTEIN: All right. Thank you. I'm sure you guys are going to need a reprieve from me in a moment anyway. If we can navigate to those web pages, we will just preview those for you, and I'm going to just go ahead and start by apologizing for it taking so long, and I can remember we made those status determination criteria infographics years ago, and I remember that Martha had asked that we put them somewhere on the website, and I have had that project dangling until today, Martha, and so I appreciate your patience as we found a good place for them.

It's an interesting thing, because the council isn't necessarily responsible for the science, but we rely on it so heavily, and we do a lot of things that relate to the science, and so, until now, we didn't really have a reasonable place to file all this stuff on the website, and so I just wanted to walk you through what we've done here.

If you would be navigating from the home page, you would basically -- Up at the top, there's that menu bar, and you would simply select "Fisheries Management", and, on there, and those are sub-tabs to get to these fish science pages, but Bernie can drive us directly to them, and it's okay.

You will notice, when you first open these fish science pages, sort of the first things that we're looking for, or we're displaying, are the executive summaries and the Something's Fishy reports, as well as, if there is one, the hot sheets for each species, and they are in order, starting with the most recently-assessed species.

Just as an example, here is gray snapper, and it will show you the stock assessment report as well as -- I guess these are the ones that are coming up, and so let's go down further to one that is already completed. Stop at amberjack. There we go.

So amberjack is done, or I guess the assessment is still in progress, but the Something's Fishy is finished, and so this really is just going to track the science of each species as it develops, and so this is the place where we're going to host those final reports for both the assessment as well as for the Something's Fishy effort.

This is also going to be a place that -- You have probably seen that sometimes we create -- After each Something's Fishy effort is finished, we create an email that we send out to respondents to sort of explain what has happened with the Something's Fishy effort, with the stock assessment, and then what the council is planning to do, and so we'll also put all of that information here, so you can sort of track by species what's going on.

If you scroll back up to the top, you can see there's sort of a tabbed menu here, and the next is recreational data collection, and so we start with stock assessments, and that's what we were just looking at, and this shows the infographics that Carly has worked tirelessly to create, and she'll walk you through those in just a minute, and so that's where that information lives.

Next, the tab over, is status determination criteria, and this is where we're housing that infographic that we created a couple of years ago to outline the different status determination criteria and their definitions, and then the last tab is just species-specific fact sheets, and these ones are specifically -- You can see the ones that we don't have federally-managed, and we didn't really know where to house the non-federally-managed species that we had created fact sheets for, and so that's where this information is going to live.

I guess, from there, I can quickly pause and sort of give you guys an opportunity to give us any feedback that you might have on these pages before we move on to going into those recreational data collection infographics that you haven't seen yet.

**CHAIRMAN DYSKOW:** Emily, I don't see any hands up, and so why don't you move on. We have a hand, just as I said that. Dr. 46 Stunz.

DR. STUNZ: Mr. Chair, this is my comment, but, Emily, sorry,

that was just a little bit fast, and I was trying to follow it on my own online, and so part of what you just showed for those species -- Remember how you and others had developed sort of the species profile, or just the general information about let's say cobia or amberjack, and it was just when they spawn, their life history, just general useful information, and is that -- Did I miss it? Are those still there as well?

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MS. MUEHLSTEIN: If you look at all the way to the right, on top, those are them, and so they're right there, the ones that we have managed and unmanaged.

DR. STUNZ: Those are very useful, and a lot of people have given me feedback, by the way, and I use it, as a council member, all the time, just because I forget when the amberjack spawn or whatever, and you can quickly go look at that, and I just wanted to make sure those were sort of front-and-center, but, yes, that looks good.

MS. MUEHLSTEIN: One other thing that I can say, Greg, in knowing that this stuff is pretty important, in our fishing regulations that are on our website, each one of the species is clickable, and we have sort of transferred a lot of the information from those fact sheet folders to the species pages that we have that are contained within our regulations as well, and so you can always access that type of information there as well.

DR. STUNZ: That's good, because a lot of questions that I get from the general public are phone calls, and it's there and summarized really well, and so it's very useful to have those be easily accessible.

MS. MUEHLSTEIN: Thanks for the feedback.

CHAIRMAN DYSKOW: Thank you, Greg. Our next question is from Leann Bosarge.

MS. BOSARGE: Thanks, Mr. Chairman. Emily, I'm glad you took the time to show us where these are going to be, because I'm like Greg, and I do actually use them a lot, and so thanks for that, and just a general comment, while we're talking about the website.

Just food for thought for the future, maybe an improvement we can make to our website, is I quite often go to the council meeting archives and then click on a meeting, and it shows me the whole agenda for that meeting, and I click on whatever

document I want, and I'm hoping that, one day in the future, we can have our SSC meeting archives maybe set up that same way, as opposed to, right now, you have to click on the meeting date, and then you have to download all the files for that meeting and then go through it file-by-file, whereas, if you had that agenda up there with all the links, I think it would make the navigation a little more streamlined, and so just a thought, if we ever have time to look into something like that. Thanks.

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MS. MUEHLSTEIN: Leann, I am getting real-time feedback from the communications team extraordinaries, and they said that that will be effective next meeting, as per your request, and so we can go ahead and do that. Ask, and you shall receive.

CHAIRMAN DYSKOW: Thank you for your comments, Leann. Do we have any other questions on this topic? I don't see any listed. If not, why don't we go on to the next item on the agenda, which is the next outreach and education projects, and, not surprisingly --

MS. MUEHLSTEIN: Actually, Phil, we haven't given Carly her chance to go over these infographics.

CHAIRMAN DYSKOW: I am terribly sorry. I forgot. After you gave her that great buildup, too. Carly, you're up.

#### STATE DATA COLLECTION INFOGRAPHICS

MS. CARLY SOMERSET: Thank you, Mr. Chair. Thanks, Emily. I am going to go through these infographics, briefly, on the recreational data collection tab. I will just go through these quickly, and, once I finish, if any of you have any questions or feedback, we would love to hear it.

Just to note, before I go through these, that this is definitely, as Emily stated, a collaborative effort, and it took a lot of work with everyone involved working hard to get these finished, and that includes the outreach team of the council staff, but also Gulf States and Greg Gray and the FIN Committee provided a lot of information, as well as state agency colleagues, and so we really appreciate that communication and everything that they provided. We wouldn't have been able to do it otherwise.

 Then, also, just to note that we recognize that these aren't static infographics, and so we will work to update them, as the surveys and programs change, so that we can keep all of that information up-to-date. Just for example, if any of the

programs expand to accommodate additional species, and then, also, you may notice that the Southeast For-Hire Electronic Reporting Program is not on here currently, and so we will get that updated, as captains have started to report in January.

With that, I will start with this first one, and so it goes from the simplest to the most complex, and so this is the table showing species and areas. On the left, you have the programs, and this includes the federal programs, such as the MRIP surveys, and then also the state programs.

It shows that species that are collected for each program, as well as whether they are voluntary or mandatory, and this is landings and discards, and so it just gives you an idea of the species that each program collects, and, obviously, this isn't an exhaustive list, as far as species, and we wanted to have as many as possible without overcrowding the table and making it difficult to read.

This is the -- It's basically an overview of the same programs, as far as when they started, and we wanted to make sure that we included when the programs were initially created and when they began producing estimates, all the way to some of the most recent state programs and calibration years, and you can see how long the programs have been active, and so it gives you a high-level view of how many survey programs we have and how long they have been collecting recreational data.

If we go to the last one, this one, just to note, and I know it's cut off a little bit on the side, but you can download the PDF of these, and you'll be able to zoom in, as the text is definitely fairly small, and it may be difficult to read.

This one is an overview mostly of the methods for each program, and you can see that this red area of the pie is the legend, and so it goes over to reports, the data collected, the general method of the data collection, frequency of sampling and reporting, and then any validation of the survey, and so, just as an example, we can look to the right, and LA Creel collects data from private recreational and the state and federal forhire charter vessels.

 They collect landings, effort, and discards. The methods are through random angler intercepts, and then there's also phone calls and emails that go out to specific captains, and then they do it weekly and by wave, and then validation is through angler intercepts. That's just to give you an overall idea of how this wheel works, and I will stop for any questions or comments.

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CHAIRMAN DYSKOW: I see that Ed Swindell has his hand up. Ed, do you have a question?

MR. ED SWINDELL: Yes, Mr. Chairman, and it was really more on the presentation she had made earlier to this, and so, if someone wants to make a presentation on this, they can, but I was looking for something else to talk to her about.

CHAIRMAN DYSKOW: Okay. Perhaps you could just talk to her about that electronically, via email, at a future time. I see Susan Boggs has her hand up.

MS. BOGGS: I just wanted to make a quick comment, to Carly and Emily both. I found it very useful, these infographics that we just went through, because I am constantly trying to remember what state is collecting what, and this is very helpful, and I do appreciate it. Thank you.

MS. SOMERSET: Thank you, Susan. Yes, I hope that this is a useful tool for everyone to use, from this point forward, in that gives everyone a chance to look at how much all of these surveys may collect and the effort that is taken by everyone to gather this information.

CHAIRMAN DYSKOW: Do we have any other questions? I don't see any hands up right now. If not, now we will go on to the next outreach and education projects, and, once again, we're going to hear from Emily Muehlstein.

# PRESENTATION: NEXT O&E PROJECTS

MS. MUEHLSTEIN: Okay. Let me just pull back my action schedule here. At its October 2019 meeting, the committee directed staff to poll council members, SSC members, and advisory panel members regarding potential projects or communication topics that the O&E Technical Committee could focus their efforts on next.

I am going to go ahead and present the results of that poll and also the recommendations from the Outreach & Education Technical Committee, and then I would like for you all to recommend any communications priorities that we should focus on or suggestions for the next projects that the Outreach & Education Technical Committee might want to take on. With that, if we can bring up the presentation.

We did go ahead and collect feedback on how we were doing and also gathered some information on some project suggestions from

sort of what I consider our internal audience, and so we sent this around to all of our council members and advisory panel members and our SSC members.

We got twenty responses, and, as you can see, we had nine fishermen respond, nine folks from state and federal agencies respond, one NGO, and then one person that identified as an academic.

The first thing that we did is sort of ask them to rank how we were doing based on the charge of the Outreach & Education Technical Committee, and so the first thing that the -- The first of three parts of the charge to the O&E is to improve awareness and understanding of management goals, strategies, activities, and process, and, as you can see here, most of the respondents gave us a four out of five, and so that was actually 50 percent of the people said that we were doing a reasonable job, and a couple of people said that we were doing an exceptional job, and then some people felt -- Some folks ranked it that we could probably improve a little in this category.

The next goal of the Outreach & Education Technical Committee is to improve public participation in the fishery management process, and, as you can see here, most people responded as either a three or a four, zero being the worst and five being the best, and so it looks like we're doing an okay job with this, but, of course, there's always a little room for improvement.

Then the third sort of goal of the Outreach & Education Technical Committee is to improve communication between the public and the council, and, again, here, most of those responses are trending towards threes or fours out of five.

Next, we asked how the committee can improve current communications to accomplish those above goals that we have just outlined, and the first one, to increase communication with the public, it was suggested that we could talk more to fishers and commercial crew directly about proposed actions, and then we could communicate the work of the council and how it uses recreational angler input specifically.

On increasing education, we heard that the following topics could be focused on, and first is a history of fisheries, to lend a little bit of perspective to our current day difficulties, and the next is fishing down the food chain, and so this idea that we could sort of talk about, over time, how we started fishing predators, and then we sort of moved down to

target sort of different species as time as progressed, and then, also, talking about future fisheries, which includes mariculture or offshore aquaculture.

We also heard that we could communicate with the following goals, which would be to improve public participation of the fishery management process, and then we had a number of communications tactics that were suggested through the survey tool too, like more info on the webpage, developing new ways to engage anglers, using an app to access meetings, and meeting materials specifically, hosting classroom meetings during council meetings that would sort of focus on some sort of fishery or academic topic, as well as continuing our social media effort.

We also asked if there were any specific council communications efforts that worked particularly well to accomplish the goals above, and so there was twenty respondents, and so we heard that pretty much everything that we're doing -- At least one person liked it. We also had suggestions that we could consider starting a podcast and that we should also look into presenting at schools.

Next, we asked what specific council-related topics or issues the O&E should work to better communicate to the public, and we heard that we needed more communications about the fishery management process, about how legislative actions affect the council, about aquaculture, about barotrauma and best fishing including discard mortality, practices, about regulations changes, how the science works, the timeliness of science and management, the council process, and bringing together commercial, recreational, and for-hire sectors, more information about how the state management system works would be as well as displaying more data that folks mentioned that calibration management. Also, integration of state data and FES were important topics to communicate, as well as enforcement regulations and how that works.

 Next, we asked for folks to suggest any new communication goals that the O&E Technical Committee should work towards on behalf of the council, and we heard that we should create more public involvement by better informing the public and making them part of the process.

 We should inform and improve public perception of aquaculture, that we should show the public the positive value of the Magnuson-Stevens Act and show any additional publications or

final rules or management plans, increase the Marine Resource Education Program, set an annual goal to reach and educate a targeted group of the public each year that is actively engaged in fishing, and to reduce conflict and misunderstanding between sectors, and, also, to take a species or two that are in danger and follow the population growth since the council started regulating them.

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We also have some other suggestions, which were to somehow bolster cross-committee interaction, and so make sure that the different council committees, as well as advisory committees, had a greater number of interaction, and we also heard a request for roll call votes in votes that are not attributed to individual council members, and I think, generally speaking, this last one has been taken care of through our online meeting format, because we have sort of reverted to online roll calls in a lot of instances.

Outreach Education Technical Committee & made some suggestions to focus efforts on decreasing conflicts misunderstanding between stakeholders, to produce communications that explain economic drivers of the industry, and to focus some communications specifically on calibration issues of both the state and the new FES survey, and then, finally, the Outreach & Education Technical Committee suggested that we communicate about depredation and encourage boaters specifically not to feed dolphins.

 That brings us to our last slide and just sort of my appeal for your feedback on what the council's Outreach & Education Technical Committee should work on next. If you remember, they were a big part of that release mortality symposium, and I think the committee itself sort of liked the work in project form, and so, if there's anything that you think we should focus on, we would be happy for that guidance.

**CHAIRMAN DYSKOW:** Does anybody have any suggestions they would like to bring up? Susan Boggs.

MS. BOGGS: Thanks, Mr. Chair. Emily, I don't have a suggestion, and I don't know if this is the right time to interject this, but one of the things that I would be curious, and I am guessing this is this committee's work, with regard to the SEFHIER program, is my husband and I, for instance, still have not received the packet for SEFHIER.

I have talked to other captains, a couple of other captains, that have not received their SEFHIER packets, and I'm wondering

what do we do, as far as outreach, to make sure that information is getting into the hands of those that really need it, and I know that's kind of a broad-spectrum question, and I don't expect you to answer it now, but I would like to put it on the committee's radar, that somehow there is a little bit of a disconnect when it comes to things of such. Thank you.

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CHAIRMAN DYSKOW: Thank you, Ms. Boggs. Do we have any other suggestions? I don't see any hands up, Emily, and so I think we can go on to an update on the commercial Fish Rules.

# UPDATE ON COMMERCIAL FISH RULES

MS. MUEHLSTEIN: Thank you. Just to sort of wrap up, by responding to Susan, Susan, I'm going to go ahead and reach out to you offline, and we'll work with you, and I will connect you with our outreach group for SEFHIER that is comprised of council staff as well as the NOAA folks, and maybe we can have a conversation about where the gaps are and work towards making sure that all the captains are getting up-to-speed, because it's certainly a huge program and a big change, and, if there is a giant communication gap, that's not going to help anybody. It's not going to help the agency or the fishermen, and so I will follow-up with you on that.

Fish Rules commercial, and so this is just an update, and I don't have anything to show you yet, but, last year, we entered into a contract with the South Atlantic Fishery Management Council and with the Fish Rules app developer to develop a commercial-specific regulations app, and we have been working really hard, and this is the last task of 2020, to populate that app and build the structure of the app and make sure that all the regulations are in there, and, currently, we're sort of in our final internal review phases before we take that app out to beta testing.

Just to sort of dial-back and let you know, the app is designed to host regulations for commercial fishermen, and it is going to do so based on permits, and so, if you guys have the Fish Rules recreational app, it's based on your location, and it will populate regulations based on where you are fishing from, state or federal waters or what state you're in, and so this is going to be structured a little bit differently.

Rather than being location-based, when you open the app as a commercial angler, you will be able to select what permits you have, and then the regulations will populate based on permits, and so, for example, if you select that you have a reef fish

permit, and you look up spiny lobster regulations, it's going to tell you that you can harvest your recreational bag limit of spiny lobster, but you cannot sell it, and it's going to not let you know that you can do anything else, and so we sort of found that that logic stream is going to be the most useful.

One of the pieces of information that's going to be updated in this app regularly is where the -- is relative to any sort of quota closure or anything like that, and we have actually engaged the Southeast Regional Office, and their staff there has committed to helping us update that and keep that updated, just like they do on their quota monitoring webpage, and so that's a really neat future, because, when we sort of whittled down to what commercial fishermen were asking, one of the most frequent phone calls that myself and Cameron, my counterpart at the South Atlantic, receive was when is amberjack -- How much amberjack has been caught, or how much amberjack is left over, and so we really want to make that a permanent feature of the app.

We will be going to sort of our first layer of beta testing in the next couple of weeks, and that will involve council staff members, mostly, people who are going to sort of proof to make sure that all of the information is correct, and, after we make the improvements that we receive from that round of beta testing, we are planning to open it up to sort of a small group of anglers, and we'll probably select from advisory panel members, as well as some graduates of the Marine Resource Education Program, to sort of help us with that next layer of beta testing.

We do anticipate that that app will be complete and ready in the app store for the general public for free sometime this spring, and so, with that, I am happy to answer any questions.

CHAIRMAN DYSKOW: I don't see any questions, Emily.

MS. MUEHLSTEIN: Great. Okay. Then we can move on.

CHAIRMAN DYSKOW: Let's move on to the remaining topic, which is the Outreach & Education Technical Committee Report, and I believe you are going to have Captain Dylan Hubbard assist with this, and is that correct?

MS. MUEHLSTEIN: Indeed. Dylan, if you're there, and you have anything to add, please feel free.

MR. DYLAN HUBBARD: Thank you, Emily.

#### REMAINING OUTREACH & EDUCATION TECHNICAL COMMITTEE REPORT

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MS. MUEHLSTEIN: I mostly covered most of the topics that the O&E discussed at its meeting in October, and sort of the big things that we did not cover so far were we did do an update on the for-hire electronic reporting outreach, and that's sort of to Susan's point, and the committee did discuss the importance of continuing to support anglers, especially as they get started with the program.

We have had a lot of conversation about that program, and sort of working, during the first half of this year, towards compliance rather than law enforcement action, and so the program, since I guess the O&E -- It sounds like a lot of people didn't get those toolkits, which is incredibly frustrating, but I can say that the outreach team on the Southeast For-Hire Reporting Outreach Program has really been working pretty tirelessly throughout the holidays.

What I would do is encourage anybody that's having any issues reporting or getting a landings location approved, or just doesn't even know what the heck they need to do to get started, to reach out to the NOAA folks or myself, and we can really walk you through what you need to do to start reporting.

We also had a report from the folks that are in charge of the Fish DESCEND Project, Dr. Jamie Reinhardt, and he engaged the Outreach Committee in both a discussion and sort of gave them an update on where they are with that Fish DESCEND Project, and he will be giving the Full Council a presentation on Wednesday, after lunchtime, and so you guys will sort of get caught up with that as well. Dylan, is there anything that I missed or anything that you would like to add?

MR. HUBBARD: Just to Susan's point earlier about the SEFHIER program, I would agree, and I think I'm seeing that here in our area a lot, and I've been very busy, since early January, with this program rollout, and a lot of people are just not really getting the package or the information, but a lot of that was really not anybody's fault, but just the dynamics of our industry.

 For example, a lot of people lease a permit from someone who is not actively engaged in the fishery, and they might even live up north or something and not be involved, and so that permit packet goes to the permit holder, and it never makes it to the actual operator of the vessel, and that, along with a lot of people in different parts of the Gulf, and especially in central

west Florida, aren't fishing right now, and a lot of people are still deer hunting and that kind of thing, and so they're not actively engaged, and so a lot of the guys haven't even signed up yet, and so the SEFHIER outreach I think is something that we definitely need to focus on. We discussed it a little bit at that meeting, but I would love to talk about it more and continue working on it.

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CHAIRMAN DYSKOW: Thank you, Dylan. I think you brought up an interesting point. We all think that we communicate adequately, and we all think that we communicate thoroughly, and I don't think there is any instance where it does any harm to overcommunicate, because I think the most common question we always hear is I didn't know about that, or nobody told me, or that came as a surprise to me, and I think this is a classic example where overcommunication is probably a good thing. If we even think there's the least change that we're undercommunicating, let's bury people, because this is an important issue.

MR. HUBBARD: I would agree, and using our state partners as well. We have all those port agents and dockside intercept people out there, and FWC, at least in Florida, does a great job interacting with the fishermen, and so we can use those resources as well.

Then the last thing that I wanted to add, Emily, and you've already touched on it, but renaming the Something's Fishy tool. We all want to work together to promote that tool and its use, but make sure you answer the Something's Fishy tool about gag grouper, because there's an assessment coming up, and instantly you're hit with -- You're very deep into reactions, and so I would encourage the council to definitely support that name change as soon as we can, and the naming contest is a great idea, Emily, to not only promote the tool, but also improve response.

## OTHER BUSINESS

 CHAIRMAN DYSKOW: Thank you, Dylan. I think it's appropriate now to move on to Other Business and to maybe have a final Q&A opportunity for people that didn't get their questions asked or addressed earlier, and so any other business that people would like to add to the agenda?

If not, are there any questions that anyone didn't get answered or you feel should get addressed at this time? I have one question, and I'm even hesitant to bring it up, because I don't

know if it's appropriate, but, when we talk about communication, particularly in the Gulf, we have three main pillars, or sectors. We have the commercial sector, and we have the recreational sector, and then, of course, we have aquaculture, and they're all three important, but there's one fourth piece that we don't talk about that certainly influences all of those others, and that's imports.

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We still import 80 percent of our seafood, and that has a huge impact. It has an impact on aquaculture, on commercial fishing, and recreational fishing, and do we want to, as we communicate information to stakeholders and interested parties, do we want to talk more about imports and the impact that they have on the overall fishery? I guess I'm addressing that to you, Emily.

MS. MUEHLSTEIN: Well, so I don't have an immediate response. I can say that certainly it's something that I can pull together some information on, and it's something that maybe you and I can go back and forth on and see if we can produce a product that sort of accomplishes the goal that you are trying to meet, and I would be happy to work on something like that.

CHAIRMAN DYSKOW: Thank you. I don't really have a goal, but it's just an observation. If it's inappropriate, I am happy to discard it, but it seems to me that, if we're going to talk about all these things, we should also talk about the 800-pound gorilla in the room, which is in fact imports. I see we have a couple of other comments. Leann, you're up.

MS. BOSARGE: Mr. Chairman, I think that's an outstanding idea, and I think you're right. I think that's a huge piece of fisheries, and so I would love to see something like that, and maybe if Emily could come back to us at a future meeting with some information on ideas that she has for pushing that sort of information out to the public, and I would love to hear it.

I will let you know, Emily, as far as imports go, shrimp are -That's one of the biggest imports into this country, as far as
seafood is concerned, and you wouldn't have to pull all of that
together on your own. The Southern Shrimp Alliance actually has
a good bit of that information compiled in a tabular format, and
so it could be things that you could borrow and it won't take a
lot of recreating the wheel and work on the Outreach & Education
Committee's time.

MS. MUEHLSTEIN: Okay. Great. I will be happy to dig into that, and understanding also that it's sort of a multifaceted issue, right, and it's not necessarily just economic

considerations, but also potential health considerations and -- Yes, I can see this being an issue that I can definitely get some good information out of.

CHAIRMAN DYSKOW: Thank you, Emily. We also have a question from Ed Swindell. Ed.

MR. SWINDELL: Thank you, Mr. Chairman. Emily, one of the things that I would like to see more of is a more complete list of all the resources that this council is involved with, to make certain that the public is aware of everything that we're doing and be prepared to answer their questions about it, for such things as hogfish and highly migratory species, and redfish even, and lionfish.

I think they need to be aware of -- And coral. They need to be aware of just what are we doing, and you need to have someone that is prepared to answer their questions and to be able to clearly respond to people and to let them know just what to expect and what is not legal and what are we doing to help control things, et cetera. It's a big job, but this is all part of what I would consider to be the Outreach Committee. Thank you, Mr. Chairman.

CHAIRMAN DYSKOW: Thank you, Ed. If we have no other questions, I would like to end this session by personally thanking Emily, Carly, Dylan, and everybody else that's doing a great job on this Outreach & Education Committee. I am absolutely amazed by the efforts and the output that you are bringing forth, and so thank you very much, and, with that, I will, I guess, end the meeting. Thank you.

(Whereupon, the meeting adjourned on January 25, 2021.)

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