

ALABAMA 9-1-1 BOARD MEETING
1 Commerce Street
Montgomery, AL 36104
Minutes of 4/8/2020

Prior notice of this regularly scheduled meeting of the Alabama 9-1-1 Board was given in accordance with the Alabama Open Meetings Act. The meeting was held on April 8, 2020 at 10:00 a.m. by video teleconference. The minutes were prepared by Mrs. Michelle Peel, Administrative Assistant.

A quorum was established. Mr. Alan Campbell, Vice-Chair of the Board, called the meeting to order at 10:00 a.m.

The roll was called as follows by Mrs. Leah Missildine, Executive Director of the Board:

Alan Campbell, Vice Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Evelyn Causey, Chair	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent
Melissa Dove	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent
Larry Fisher, Secretary/Treasurer	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Wayne Hutchens	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Fred Johnson	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
John Nettles	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Robert Smith	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Brandon Wallace	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Tim Webb	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Jeremy Williams	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Terry Womack	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent

Mr. Campbell proceeded with approval of the agenda by unanimous consent. The agenda was on screen, as well as in the previous packet. Mr. Campbell asked for any objections. There were none. The agenda was adopted by unanimous consent. Mr. Campbell then asked for approval of the minutes. The minutes were distributed in the previous packet as well.

Mr. James Sasser, Board legal counsel, interjected to remind the Board that Governor Ivey's March 18, 2020 Executive Order that allows some relaxing of the rules around the Open Meetings Act specifically says, and he quoted, "any deliberation conducted, or action taken, during the meeting is limited to matters within the governmental body's statutory authority that is (a) necessary to respond to COVID-19 or (b) necessary to

perform essential minimum functions of the governmental body.” He cautioned that anything done in today’s meeting needs to keep that provision in mind.

Mr. Campbell asked Mr. Sasser if adoption of the minutes would be contrary to minimum function. Mr. Sasser stated adopting the minutes from the previous board meeting is okay, but all new business needs to bear in mind what is essential to the minimum function of the governmental body.

Mr. Campbell asked if there are any corrections or amendments to the minutes. None were heard. The minutes were approved.

Staff Reports

ANGEN Report

Ms. Sara Weston of 9-1-1 Authority, Consultant to the Board, presented the ANGEN Monthly Project Reviews. The reviews included a summary of deliverables, activities, and action items for January and February 2020.

Ms. Weston began her report with GIS RFP updates. The RFP went out at the end of November. In the month of December, there was a mandatory pre-proposal meeting. There have been fourteen questions come in and they have been returned to the vendors in writing. Six letters of intent to propose have been received. Four proposals have been submitted and evaluations with oral presentations are scheduled late in April via video conference with those four vendors. The plan is to make the award recommendation in May 2020.

Ms. Weston provided a grant update. Laurie Flaherty with the National 911 program office sets up calls with all of the grant recipients. These are standard throughout the grant period, so Alabama had done nothing wrong and this was part of the process. They check in and answer questions. They expressed Alabama is a shining example of what other states should be doing in terms of next gen projects and the grant.

Ms. Weston stated that 911 Authority will continue implementation support, CPE vendor qualifications activities, the GIS proposal review, and recommendations after the presentations. They will also continue with grant tracking activities.

Mr. Caleb Branch, Market Manager for INdigital, continued the ANGEN report with a progress report of the current activities. Mr. Branch jumped right into the ESInet build out report. The majority of north Alabama is on the network. Some of the work not complete is delayed due to COVID-19. He reported that south Alabama is delayed, mostly due to working with CPE vendors to make the transition. 89% of the state’s population is served by ANGEN. Carrier conversion dates are changing because of the

pandemic, but the work is basically 90-days out. ALI forwarding has to be available at these PSAPs.

Melissa Dove joined the meeting at 10:24 a.m.

Mr. Branch continued his report with an update on Texty. 98% of the state's population is served by outbound with 90% of its population served by inbound texts. He stressed the importance of the inbound text component.

Ms. Missildine expressed the need for the Board to consider a final deadline for having inbound and outbound text available to the whole state. The Board pays for these services and accessibility for Alabamians and visitors.

Mr. Branch continued that with the remaining counties not utilizing Texty, INdigital is waiting for the authorization from those directors to implement it. It is ready for deployment as soon as those PSAPs or ECDs are.

Mr. Branch next discussed adjacent state connectivity – transfer of 9-1-1 calls without leaving the network preserving ANI and ALI functionality. Work is being done to make this functional both directions – into Alabama from adjacent states and out of Alabama into adjacent states.

During this pandemic, webinars have continued. Two separate webinars were conducted -- one on Logix, which is the data piece of the ANGEN network, and another webinar, held on the 20th of March, for maximizing support requests with INdigital through trouble ticketing, team support, and the network service operations center. Any on-site training planned has been postponed.

Mr. Branch reported on some of the statistics from Logix. Saturday continues to be the busiest day across the network. When we think about across state connectivity we think of Florida, Georgia, Mississippi, or Tennessee connectivity. However, we also have connectivity to secondary PSAP transfers in Alabama. Across the state, the agency that received the most 9-1-1 transfers across an administrative line in Alabama were the State Trooper posts.

Mr. Branch relayed more statistics available from the network. Mobile County Communication District (MCCD) is the most active inbound and outbound texter in the state for the reporting period of January 1st through February 29th. Morgan County is the second busiest; Birmingham third; Chilton fourth; and Blount County is the fifth. Data shows that twice as many outbound texts are initiated as inbound texts. This indicates the dispatch centers, the PSAPs, are using Texty as a product to maximize efficiency, and limit outbound voice calls from their facilities.

Mr. Branch next reported on trouble ticket analysis. For the period of January 1 through February 29, 54% of the tickets that came into the network service operation center were actually network or service related for the service the Alabama State Board contracts INdigital for. The National Service Operation Center contact information, 877-469-2010, or support@indigital.net.

One final item Mr. Branch addressed was the implementation of MEVO phones set up around the state to handle calls from a PSAP were the volume of calls related to COVID-19 to be more than the center could handle, especially if they experience personnel shortages. A PSAP would call the National Service Operations Center and tell them to lower their concurrent SIP call counts. That lowers the number of calls that can be received. That would cause MEVO to come into play. Calls would roll through MEVO and could be answered in a center by a firefighter, an EMT or paramedic, a police officer, someone that may not be comfortable with the call handling solution that is on premise in a center. These people could be trained very quickly and easily to use MEVO through the training video and through the supplemental materials INdigital provides. INdigital has 24 MEVOs staged throughout the state that are installed. Mr. Branch discussed the disaster recovery kits in north Alabama and the state board's office in central Alabama. There are plans to stage one in south Alabama, as well.

Mr. Branch talked about call volume related to the pandemic. Network call volume has decreased, especially over the last three weeks. March 8 was the peak for the last six weeks. Call volume has decreased every week since.

Mr. Fred Johnson asked Mr. Branch if he could give a general idea of when approximately all providers, both wireline and wireless will effectively be delivering traffic to the network as opposed to traditionally. Mr. Branch responded that it would have been by the end of 2020, but with the work stoppage, maybe the middle part of 2021.

Legal Report:

Mr. James Sasser, General Counsel for the Board, advised nothing to report.

Financial Report:

Mr. Ron Cooley, the Board's Financial Analyst, provided the Board with the financial reports for month ending February 29, 2020. Mr. Cooley presented the Board with a series of financial statements that included all accounts as well as individual accounts. The budget comparison showed the projected versus the actual. Mr. Cooley discussed that they Examiner's had increased their fee for the district audits by 21%. The fund will be short, and he stated that the Board will need to consider increasing funding to have enough in the account to pay for the audits. We have received 38 of 44 audits. They have not started on the next round yet.

Ms. Leah Missildine made a recommendation to the Board to accept the Financial Statements as presented. Mr. Jeremy Williams made the motion; Ms. Terry Womack seconded. There were no objections; therefore, the motion carried.

Ms. Missildine recommended that the Board increase the amount set aside to pay the Examiners for the ECD biennial audits from \$56,000 per month to \$63,225 per month.

Mr. John Nettles questioned as to whether that was essential business for the minimum function of the Board. Ms. Missildine expressed that she felt it was essential to the operations of the Board as the audits were required by statute. Mr. Sasser stated it could be deemed as necessary, but questioned as to whether it was essential to the minimum functions of the governmental body. Ms. Missildine declared she felt it was essential for the Board to pay its bills within the timeframe required by the State Code of Alabama. Mr. Sasser questioned if the Examiners were conducting audits to bill for.

Mr. Cooley stated that longer the increase was delayed, the higher the increase would need to be. Mr. Sasser stated we should address the issue of the increase with the Examiner's office. Mr. Cooley answered that it had been addressed with them and we were informed it costs more to complete the audits. Mr. Sasser says the Legislature needs to be asked about that.

Mr. Campbell asked does the Board wish to correct this now or move all the money at once. No motion was made.

Director's Report:

Ms. Missildine discussed the annual report on training that is now required to be submitted to legislative leadership. It was submitted on time and electronic copies are available for those interested. The front page included statistics about all the training conducted by the Board. It was designed that way so as to get the most pertinent information front and center.

Ms. Missildine continued with recapping the Boards and Commissions Training held in January. It was important to have a good showing. The entire slideshow was circulated in the meeting packet. She reported that it was very similar to the last training most of the Board attended. The noteworthy items were: quorum requirements, notice requirements, e-communications overview, and executive session requirements. The overview of the e-communications verified who qualifies to use telephone or video conferencing, verified that all persons participating must be able to hear each other at the same time, and that a quorum must be established in person, not by those attending electronically. If the Board had seven of the 13 present in person, the others could participate by electronic means if necessary.

Ms. Missildine reported that 38 of the audit reports from the Examiner's office have been received. The Board staff is tracking the receipt of the reports as well as the invoices.

Ms. Missildine reminded the Board that last fall she went before the Sunset Review Committee. The legislation to continue the operations of the Board passed and was delivered to the Governor's desk for signing on March 12. A copy of that piece of legislation is in the board packet. She advised the Board that there is an interesting piece of legislation pending, specific to future sunset reviews. It would allow for fees to be charged for Sunset Review. The legislation is pending a third reading in committee.

Ms. Missildine reported on a requirement that came after sunset review. The Board must submit a corrective action plan to the committee based on the findings that were in the report. The first quarter report was circulated in the January board meeting packet. Another one is due for the second quarter by Friday at noon. It is, with the exception of one statement that needs to be added, complete and ready to be submitted. After the January report was submitted, the Board received an additional reporting requirement. It does not appear to be specific to just the Alabama 9-1-1 Board but is an additional reporting requirement for all boards and commissions. Ms. Missildine read the verbiage that was in the letter: "to provide the number of minority serving on the board. And, if none, provide a plan of action to ensure membership reflect minority representation as well as geographical representation." So that will be an additional portion that will be added to the report for submission Friday.

Ms. Missildine reported on exchanges of information, policies, and recommended practices, between Alabama Department of Public Health and the Board, that was disseminated on their behalf to 9-1-1 centers as recommended best practice of call-taking to identify those that may have had some sort of exposure to COVID-19.

Ms. Missildine summarized what Mr. Branch conveyed earlier about some of the things that are already being done to prepare for the worst case scenario, if COVID-19 were to infiltrate a PSAP. Call volumes are being monitored every day to see what that trend looks like. Reiterating that the call volume for 9-1-1 has declined for now.

Ms. Missildine discussed what is being done regarding COVID-19 for the PSAP to help them identify staffing issues ahead of time. It is through the Alabama Geohub. A survey was set up to collect current staffing levels and, if someone's staffing level is on the decline, we will see that coming before a situation develops where a PSAP is significantly under-staffed.

Ms. Missildine reported she was approached a little over two weeks ago to play a supporting role to the Alabama Department of Public Health and the Governor's office as a conduit for COVID-19 positive addresses in the State of Alabama. If someone tests positive, the testing facility reports that back to the Alabama Department of Health. The ADPH uses our office as a pass through to our major stakeholders, which are Emergency Communication District Directors. The COVID-19 positive case addresses are passed to them so that they can flag these addresses within their CAD systems. This allows them to notify first responders that are dispatched to a positive address that they might come in contact with a COVID-19 positive patient. Ms. Missildine communicated that is the role

the Board was requested to play and that request is being honored to the best of our available resources.

Ms. Missildine reviewed the Board's need for Worker's Compensation insurance and the quotes Mr. Cooley had obtained. She then recommended for the Board to authorize her as the Executive Director, under the advice of Ron Cooley, its chief financial agent, to execute a worker's compensation policy for Board staff.

Mr. Fred Johnson made the motion and Mr. Jeremy Williams seconded it. There was no discussion and no opposition. The motion passed unanimously.

Ms. Missildine moved on to discussion of the Alabama Interactive 9-1-1 Fee Remittance Portal. Alabama Interactive provides the e-government services for entities inside of Alabama. The Board has been working with them on a portal through which carriers will remit the 9-1-1 surcharge rather than by mail via check or ACH. Currently, carriers remit several different ways. This new portal collects all the data as well as the money. The Board staff is in the final stages of approval and analysis of the data collection. However, because of the COVID-19 pandemic several carriers have asked for an alternative way to remit money that is not via paper or via check as they do their work from home. Mr. Alan Campbell asked if they were able to submit electronically currently. Ms. Missildine stated that they are but not via this portal. Ms. Missildine recommended the Board allow carriers to voluntarily remit 9-1-1 service charge fees via Alabama Interactive portal prior to the required start date of August 1, 2020, as stated in the proposed Administrative Rules 585-X-4-.02. The motion was made by Mr. Jeremy Williams and seconded by Ms. Melissa Dove. There was no discussion. The motion passed unanimously.

Ms. Missildine reminded the Board that they authorized her to take action on researching the viability of the purchase of a building to house the board operations. The Board's staff has since been advised that the Board is not statutorily authorized to purchase property. Ms. Missildine stated that legal counsel, Mr. James Sasser had discussed this with the Attorney General's office and she had consulted the Examiner's legal counsel. Both parties indicated a legislative change would be needed to authorize the Board to purchase property.

Ms. Missildine explained that means other options need to be explored because, most notably, there are six employees now and only four offices. While noting that the Board offices are quite nice, she stated there is simply not an office for everyone. She reported that Aronov (who the Board currently rents from) had been contacted and some other properties had been looked at. Unfortunately, renting and leasing space is more expensive than purchasing. There is some vacant office space adjacent to the Board's current space. The tenants have moved out and Aronov has offered the Board a first option of expanding into that space. They are putting together a proposal for the Board. Ms. Missildine made the recommendation to the Board to authorize her in conjunction with the Finance Committee, to renegotiate the existing lease with Aronov to include an expansion of office space. Mr. Jeremy Williams made the motion with Melissa Dove second. There was no discussion and the motion passed with no opposition.

To conclude her director's report, Ms. Missildine discussed the grant funding adding to Ms. Weston's report on CPE vendors and GIS proposals. She also discussed upcoming training, the May board meeting date, and other items on the calendar.

Upcoming events:

- May 20, 2020 Board Meeting
- July 15, 2020 Board Meeting
- July 15-17, 2020 9-1-1 Summit
- September 16, 2020 Board Meeting
- November 19, 2020* Board Meeting (*3rd Thursday due to GIS Conference)

Committee Reports

Ms. Missildine reminded the Board that two committee reports had not yet been accepted because the previous meeting was an emergency meeting and they were not on the agenda. The evaluation committee unanimously voted to recommend the firm of Brunson, Barnett, & Sherrer for the Board's general legal services and directed her to initiate the contract negotiation process. Contract negotiation was initiated in conjunction with the general counsel for the Examiners that conducts contract reviews in support of the Contract Review Committee. The Examiner's general counsel was consulted because of the concern about deadlines for contract review. A contract was negotiated based largely on previous contacts for general legal services as well as recommendations from previous compliance audit reports. Ms. Missildine recommended that the Board, accept the report of the evaluation committee as presented.

Mr. James Sasser advised the Board that this did not fall in the category of essential minimum function of a governmental body. Mr. Sasser continued with stating his displeasure of the lack of work offered him by the Board over the last few months. He stated he was not consulted on the Rule Amendments that have been proposed. Ms. Missildine reminded him that he was in attendance at the Governance Committee meeting in January. Mr. Sasser agreed that he was at that meeting, but he has not been tasked with anything relating to the Rules Amendments since, even though they have been approved by the Board and filed with Legislative Services Agency. He declared the Board is not without a lawyer but have chosen not to use him. In his opinion this does not fall in the category of essential minimum functions of the governmental body.

Ms. Missildine stated these are actions being taken by the board and the committee report that is outstanding and not been accepted by the Board. She recommended that the Board accept the evaluation committee's report as presented in March.

Mr. John Nettles expressed that he has the same concerns about this action not being essential to the minimum function of the Board.

Mr. Alan Campbell asked the Board how they would like to proceed. Mr. Fred Johnson responded that this should not be done under questionable circumstances. Mr. Campbell tabled the discussion until a meeting can be held in person.

Ms. Missildine gave a synopsis of the legal services contract that was negotiated with Brunson, Barnett, & Sherrer. The contract spans the remaining fiscal year instead of the calendar year. It is capped at \$96K for services and \$6K for actual expenses, not including mileage. The rate of pay is \$195/hour for an attorney and \$60/hour for other staff.

There was no action taken on the Finance Committee report.

Old Business:

Ms. Missildine reported that the Board did file a notice of intended action to amend the Administrative Rules. In the beginning of March there was a question as to how the pandemic that has ascended upon us, would affect the publishing of those in the Administrative Monthly on March 31, 2020. They were published on that date by LSA. By statute, that starts a ticker with the process of amending the administrative rules. Ms. Missildine conveyed that assuming there is no guidance issued about a public hearing during this pandemic, a public hearing will be held May 20 at our next regularly scheduled board meeting followed with the final draft rules being entertained for adoption by the Board. The rules certification and effective date would follow thereafter.

Ms. Missildine stated new business could not be discussed and turned the meeting over to Mr. Campbell. He asked for public comments. There were none.

Public Comments:

There were no public comments.

Adjournment:

Mr. Jeremy Williams moved to adjourn. Ms. Terry Womack seconded. The meeting was adjourned at 11:59 a.m.

Approved this 20th day of May 2020.



SECRETARY/TREASURER



CHAIR