

ALABAMA 9-1-1 BOARD MEETING
1 Commerce Street
Montgomery, AL 36104
 Minutes of 9/18/2019

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 minutes were recorded by Mrs. Dana Grubbs, Program Coordinator.

A quorum was established. Mrs. Evelyn Causey, Chair of the Board, called the meeting to order at 10:00 a.m.

The roll was called as follows by Mr. Larry Fisher, Secretary/Treasurer of the Board:

Alan Campbell, Vice Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Evelyn Causey, Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Melissa Dove	<input checked="" type="checkbox"/> Present <input 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 type="checkbox"/> Present <input checked="" 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 type="checkbox"/> Present <input checked="" type="checkbox"/> Absent

Mrs. Leah Missildine, Executive Director for the Board, requested Mr. James Sasser, Legal Counsel, to begin the Public Hearing.

A Public Hearing was held for two proposed rules. Rule 585-X-2-.07 Advisory Services and Training for Districts, and Rule 585-X-2-.08 Alabama 9-1-1 Board Grant Program. Mr. Jim Sasser began the public hearing by explaining Rules 585-X-4-.07 and 585-X-4-.08, which were to be considered. There was no public comment on either rule, nor were there any written comments submitted by the public. A transcript of the hearing is available by request to the Board's attorney Jim Sasser.

Mr. Robert Smith made the motion to permanently adopt for certification Rule 585-X-4-.07 and Mr. Fred Johnson seconded. There was no discussion and the motion carried unanimously. Mr. Alan Campbell made the motion to permanently adopt for certification Rule 585-X-4-.08 and Mr. Larry Fisher seconded. There was no discussion and the motion carried unanimously.

The Public Hearing was concluded at 10:10 a.m., Mrs. Evelyn Causey, Chairwoman, then resumed the regular Board meeting. The hearing transcript is Attachment A of this document.

Mrs. Missildine made a recommendation to the Board to amend the agenda and move Board Officer Elections to the November Board meeting.

Mr. Larry Fisher made a motion to table the Board Officer Elections until the November Board meeting; Mr. Alan Campbell seconded. There were no objections, and the adoption of the agenda, as amended, was so ordered.

Mrs. Causey called for the unanimous consent for the approval of the minutes from the July 17, 2019, Board meeting. Mrs. Missildine informed the Board there is a handwritten edit in the hard copies circulated today, on page 17 in the first paragraph under Financial Report; “Mr. Ron Cooley, the Financial Analyst for the Board, provided the Board with the monthly interim financial statements for the month and seven months ending June 30, 2019.” The word seven was corrected to read nine. The correction has been made in type for the approved minutes. There were no objections, and the adoption of the minutes was so ordered. Mrs. Melissa Dove abstained.

Mrs. Causey continued by asking for guest introductions from the audience.

ANGEN Report:

Mrs. 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 July and August.

Mrs. Weston began her report with a review and explanation of the Federal Grant Project planning process. Mrs. Weston also reported on the CPE RFP Release, and she reported on the prebid meeting and the vendor Q&A sessions. Mrs. Weston shared that six proposals have been submitted, and the proposal review and evaluation process will begin and will be occurring in October.

Mrs. Weston also provided a summary of the GIS RFP procurement process, and she reported that 9-1-1 Authority worked with staff to draft and develop the technical requirements, terms and conditions, proposal instructions, and supporting attachments to facilitate the RFP process. She then turned the floor over to Mr. Jim Lockard of 9-1-1 Authority.

Mr. Jim Lockard, Consultant to the Board, presented the components and requirements of the GIS RFP. Mr. Lockard summarized three primary components: normalization, synchronization, and management, explaining the importance of each component and how it applies to a statewide GIS project.

Mr. Fred Johnson presented the question about longitude and latitude coordinates and the process that occurs when the national standards on addressing are not met. Mr. Lockard explained the

normalization process and the work that goes into determining the data. Mr. Lockard also emphasized the importance of establishing baseline data to determine future needs and the difference in actions between the legacy and next-generation environments.

Mr. Alan Campbell asked for clarification of the information received by the PSAP and wanted to confirm that the PSAP will receive a dispatchable address. Mr. Lockard explained the process of information exchange and confirmed that the PSAP would receive a dispatchable address.

Mr. Jeremy Williams presented a question regarding INdigital's process of scrubbing the wiregrass MSAG. Mr. Caleb Branch, Market Manager for INdigital, explained the process of verifying the uniqueness of all MSAG information on the network.

Mrs. Weston then continued her report and stated that it is crucial to keep all of these processes and projects moving forward as the Federal Grant funds will expire on March 31, 2021. She concluded her report with review of ANGEN items to come, which included continued work with INdigital for ANGEN cutovers, the review of the CPE proposals, release of the GIS RFP, GIS Procurement activities, and the beginning of Federal Grant tracking.

Mrs. Leah Missildine made a recommendation to the Board to authorize the release of the GIS RFP after it has been reviewed by the Technical Committee.

Mr. Jeremy Williams made a motion to authorize the Board staff to release the GIS RFP after being reviewed by the Technical Committee, Mr. Tim Webb seconded. There were no objections; therefore, the motion carries.

Mr. Caleb Branch, Market Manager for INdigital, continued the ANGEN report with a progress report of the current activities through the different phases of the project, including ESInet deployment, network buildout, and circuit conversion. Mr. Branch offered a detailed explanation of each of the phases of the project and discussed the current activity, progress, and barriers for each phase. Mr. Branch also presented database statistics and the status of records that have been received from records requests that were sent to providers, carriers, and PSAPs.

Mrs. Missildine addressed the Board for consideration at some point in the future, if necessary. She stated there is a mechanism in the rules of the Board that require the carrier, the provider, and the PSAP, to provide the requested information and that requests left unanswered could be assessed a penalty.

Mr. Branch continued his report with a review of Texty status maps. He stated Texty 17.3 is being installed across Alabama now. He also noted that the Texty team's goal is to complete the install of Texty for both inbound and outbound services by the end of the first quarter of 2020.

Mr. Jeremy Williams stated that the nine counties of the Wiregrass would be announcing their enabling of Texty during the first week of October.

Mr. Branch also reported that he will be coordinating some additional AL911.net Training sessions with Mrs. Dana Grubbs, Program Coordinator for the Board.

Mr. Branch then presented a series of graphs indicating call counts, trouble ticket comparisons, and call service level metrics.

Mr. Branch concluded his report by providing the NOC information and explained that the most efficient way to report a problem is to call the NOC at 1-877-469-2010 or email support@indigital.net, as the NOC is fully staffed by Tier 1 technicians 24/7/365.

Legal Report:

Mr. James Sasser, General Counsel for the Board, reported that there was no threatened or pending litigation. He also stated that he and Mrs. Missildine had briefly discussed the need to engage the Governance Committee to review and revamp the Administrative Rules and definitions.

Financial Report:

Mr. Ron Cooley, the Financial Analyst for the Board, provided the Board with the monthly interim financial statements for the month and eleven months ending August 31, 2019.

Mr. Cooley reported on the positive changes he has seen with the banking changes and moving accounts to Servis 1st Bank. He also reported there are two remaining accounts at Wells Fargo, and those accounts will remain there until the agreement is finalized with Alabama Interactive to minimize the number of changes and notifications that will be required.

There was a discussion regarding the increase in invoicing for Districts Audits by the Examiners and the concern over inconsistent invoicing and costs.

Mr. Cooley continued presenting the Financial Report with a series of financial statements that included a summary of all accounts as well as individual accounts.

Mrs. Leah Missildine made a recommendation to the Board to accept the Financial Statements as presented.

Mr. Larry Fisher made a motion to accept the Financial Statements as presented; Mr. Fred Johnson seconded. There were no objections; therefore, the motion carried.

Director's Report:

Mrs. Leah Missildine, Executive Director for the Board, began the Director's report with an update on the Alabama EMD Program. She reported that the Program continues to grow across the State. She also stated that there are now 38 agencies across the State and 70 instructors, and

she encouraged Districts and agencies to work with their neighbors in coordinating classes and hosting training.

Mrs. Missildine then revisited the topic of current Examiner’s fees and presented the Board with a graph displaying the variance in Examiner’s fees.

Mrs. Missildine then discussed the findings from the Sunset Review. She reported three findings reported by the Examiner’s office. The three findings are listed in the table below.

<p>Significant Issue</p> <ul style="list-style-type: none"> • <i>Significant Issue 2019-01 – The Board did not submit a legal services contract to the Contract Review Oversight Committee. The Board is currently retaining legal counsel services on a month to month basis with the terms based on the attorney’s last contract that expired December 31, 2018.</i>
<p>Unresolved Prior Finding</p> <ul style="list-style-type: none"> • <i>Prior Finding 2015-13 – During the period examined, the Board paid \$1,107.46 in sales tax for items purchased, although state agencies are made exempt by state law from payment of sales taxes.</i> • <i>Current Status 2019 – Unresolved. During this examination period, the Board paid \$170.43 in sales tax in fiscal year 2018 and \$74.32 in sales tax in fiscal year 2019 (as of April 2019) for a total of \$244.75 in sales tax paid.</i>
<p>Remaining Significant Concern</p> <ul style="list-style-type: none"> • <i>Prior Significant Issue 2015-01 – In response to survey questions, several respondents indicated funding was a significant concern.</i> • <i>Current Status 2019 – According to responses received from the Emergency Communication Districts a lack of adequate funding remains to be a major concern. The ECDs stated that a lack of funding affects their ability to hire, train, and retain qualified dispatchers due to low pay and lack of financial incentives to encourage longevity. Also, the lack of funding also affects ECDs ability to keep up with technological advances.</i>

Mrs. Missildine discussed each of the findings in detail. She also presented the response required by the Examiners to the Board regarding each finding.

Mrs. Causey presented the question about the remedies to these findings not being notated in the report. Mrs. Missildine reported that when she asked a similar question about findings that were in the process of being resolved, she was offered the explanation that if the offense occurred during the audit period, then it is reported as a finding.

Mrs. Missildine also discussed the Remaining Significant Concern and expressed that the District’s concerns might not be completely representative as there was a less than 50% response to the surveys sent out. She also reported on all the efforts the Board is making to address funding concerns for Districts.

Mrs. Missildine then reminded the Board of the Sunset Review Committee meeting on Thursday, October 17, 2019, at 11:00 a.m. at the State House.

Mrs. Missildine continued her report with a discussion about the Federal Grant Program and

recapped the grant award. She reported to the Board that the actual amount of 911 Grant Program funds awarded to Alabama is \$2,544,360, and with the required 60/40 match of \$1,696,240, previously approved by the Board, the total Grant amount will now be \$4,240,600.

Mrs. Missildine reported that there were six proposals received in response to the CPE RFP. She stated that proposals were received by Motorola, AT&T, Zetron, Carbyne, Solacom, and RPSS. She reported that on key dates from the RFP, specifically October 21-24, that there are vendor demonstrations tentatively planned for the Tuesday and Wednesday of that week to be hosted at the Board office. She also stated that interested parties would be welcome to attend.

Mrs. Missildine also offered an update on the 911 Saves Act, which is the reclassification movement for telecommunicators. She shared that the Act passed the House back in May, and it is now in the Senate with 23 co-sponsors.

Mr. Sasser left the meeting at 11:23 a.m.

Mrs. Missildine reported that the Board's D&O Insurance is up for renewal and that she has submitted the application for renewal with the same company that has provided coverage previously. She also presented the coverages and deductibles to the Board.

Mrs. Missildine continued her report with a discussion regarding the ANGEN Refund and Letter to ECDs. She explained the projected expenses that were withheld for ANGEN during FYE2019 up to the effective date of Act 2019-70 (or through June 30, 2019) totaled \$7,125,000.00, but actual expenses totaled \$6,253,362.27. She also explained that a recap of ECD Funding has been requested by Districts and will be included in the refund letter.

Mrs. Missildine made the recommendation to the Board to refund to the Districts, at the rate that it was withheld, the ANGEN funds available for refund totaling \$871,637.73.

Mr. Alan Campbell made a motion to refund Districts, at the rate that it was withheld, the ANGEN funds available for refund totaling \$871,637.73, Mr. Larry Fisher seconded. There were no objections; therefore, the motion carries.

Mrs. Missildine continued her report with a review of some upcoming events:

- **10.14.19** **Columbus Day Holiday**
- **10.13-16.19** **Gulf Coast ALNENA Conference**
- **10.17.19** **Sunset Review**
- **10.29-30.19** **Interim NASNA Meeting**
- **11.11.19** **Veteran's Day Holiday**
- **11.20.19** **Board Meeting**
- **11.28-29.19** **Thanksgiving Holidays**

Mrs. Missildine concluded the Director’s report by presenting the current Board sponsored training calendar:

Date	Course	Location(s)	Status
September 17, 2019	NENA QA/QI	Alexander City, AL	Confirmed
September 20, 2019	NENA Tactical Dispatch	Auburn, AL	Confirmed/Full
September 26, 2019	APCO Active Shooter	Florence, AL	Confirmed/Full
September 27, 2019	APCO Active Shooter	Andalusia, AL	Confirmed/Full
October 16-18, 2019	NENA Adv. Telecom. Courses	Orange Beach, AL	Confirmed/Full
November 18, 2019	NENA 911 Center Culture	Birmingham, AL	Confirmed
January 6-8, 2020	NENA Adv. Telecom. Courses	Enterprise, AL	Confirmed
February 4, 2020	NENA 911 Center Culture	Montgomery, AL	Confirmed
March 9-11, 2020	NENA 9-1-1 Supervisor Course	Florence, AL	Waiting on facility
March 24, 2020	NENA Tactical Dispatch	Huntsville, AL	Confirmed
April 6-8, 2020	NENA Adv. Telecom. Courses	Tuscaloosa, AL	Confirmed
May 2020	NENA CTO	Auburn, AL	Venue Selection
July 27-29, 2020	NENA Adv. Telecom. Courses	Montgomery, AL	Confirmed
September 28- October 2, 2020	CMCP	Birmingham, AL	Venue Selection
October 5-7, 2020	NENA Adv. Telecom. Courses	Huntsville, AL	Confirmed
October 15, 2020	NENA Customer Service Post-Conference Course	Orange Beach, AL	Venue Selection
December 2020	NENA Customer Service	North AL Middle AL South AL	Venue/Dates

Mr. Sasser reentered the meeting at 11:28 a.m.

Committee Reports:

Mrs. Missildine reported that the Finance Committee report includes three recommendations from the committee. The three recommendations are:

- To authorize the services of Alabama Interactive for carrier remittance payment portal.
- To approve the Proposed Budget for FY2020.
- To authorize a professional services agreement with Warren Averett CPAs and Advisors for 2020-2022 and then rebid these services at the end of that agreement.

Mr. Larry Fisher reported that the Finance Committee recommends the approval of all three recommendations.

Mr. Larry Fisher made a motion to accept the Finance Committee report and recommendations listed; Mr. Wayne Hutchens seconded. There were no objections; therefore, the motion carries.

Old Business:

There was no old business to be brought before the Board for consideration.

New Business:

Mrs. Missildine presented several new topics that she would like the Board to consider moving forward. She stated, as mentioned by Mr. Sasser earlier in the meeting, she would like to conduct a complete and thorough review of the administrative rules to modernize definitions and edit typographic errors. She also stated the Board would need to revisit the Cost Recovery rule that was passed last year and that she would like the Board to consider a set percentage or amount of funds directed for training or grants on behalf of the Districts.

Mrs. Missildine requested that Mr. Sasser offer an opinion on the legality of amending or adding to the Cost Recovery rule.

Mrs. Missildine reported that she plans to explore renting versus purchasing to accommodate any future growth and stated that the current lease expires in September 2020. She explained that with rental costs being near \$100,000 annually and having no more offices available in the existing lease, it is prudent of the staff to ensure the best use of the Board's Operating budget.

Mrs. Missildine also reported that the ACCA Legislative Committee met yesterday and adopted two points on their County platform. She then asked Mr. Charlie McNichol, current AAND President, to speak on those points.

Mr. McNichol reported that one item that will be on the county platform would be a training curriculum. He stated that the ACCA endorses and supports a training curriculum developed by 9-1-1 personnel. The second item will be the Open Records Act, and that we should oppose any law that would supersede our current law that protects recordings.

Mrs. Missildine also reported that the curriculum is currently being worked on by a NENA appointed committee that has AAND, APCO, NENA, and Board Staff representation.

Mr. Fred Johnson expressed his gratitude for the work that is being done in 9-1-1 and the efforts of the stakeholders, community, and staff, and he stated that it is worth noting that we all have a lot to be thankful for.

Mrs. Missildine also reported that there had been a conditional job offer extended to fill the front office position.

Public Comments:

There were no public comments.

Adjournment:

The next scheduled meeting will be held on November 20, 2019, at 10:00 a.m.

The meeting was adjourned by Mrs. Evelyn Causey at 11:43 a.m.

Amended
Approved this 20th day of May 2020
2019.

Larry J. Fisher
SECRETARY/TREASURER

J. D. Campbell
CHAIR