

## ALABAMA 9-1-1 BOARD MEETING

Minutes of 7/21/2021

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 Ms. Michelle Peel, Program Coordinator.

Mr. Alan Campbell, Vice-Chair for the Board, called the meeting to order at 10:01 a.m.

The roll was called as follows by Ms. Peel:

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

A quorum was established.

Mr. Campbell called for the unanimous consent for the approval of the agenda for the meeting. The agenda was unanimously approved with no objections. He then called for the unanimous consent for approval of the minutes from the May 19, 2021 Board meeting. There were no changes or objections, and the approval of the minutes was ordered. Guest introductions were made.

### Staff Reports

#### Director's Report

Ms. Leah Missildine, Executive Director, reported on the ANGEN Reimbursement program the Board authorized two years ago. To date, 29% of districts have requested reimbursement. She reminded the Board that the program is coming to a close. Requests for reimbursement are due August 31, 2021 with payout on or before September 30, 2021.

Ms. Missildine continued with a report of the legacy cost reimbursement program authorized by the Board last fall. Thus far, just under \$1,400,000 has been paid out. The deadline for this fiscal year's submissions is December 10, 2021.

Next, Ms. Missildine described the process for requesting ALI circuit disconnect from AT&T. Twenty-two PSAPs have requested ALI disconnection, 19 requests have been forwarded to AT&T, of which 14 of those have been acknowledged by AT&T. There have been four phone bill reductions reported.

Ms. Missildine reported that Mr. Adam Brown is a part of a 988 coalition. He provided an update on the progress. A grant has been secured by the Alabama Department of Mental Health for 9-8-8 implementation. Stakeholders include those from mental health, crisis centers, and academia. He is representing 9-1-1.

Ms. Missildine reminded the Board that she had been nominated to the 9-1-1 Strikeforce. The purpose of the 9-1-1 Strikeforce is to study how the federal government can end diversion by a state or taxing jurisdiction of 9-1-1 fees or charges. She discussed the different working groups and their purposes. She presented how any Strikeforce recommendations might affect Alabama. She stated that she probably would not have a draft report for the September board meeting but should by the Gulf Coast Conference. Depending on the final report, legislative change may be needed.

Ms. Missildine reported on the building blocks and next steps of NG911. There is a working group for a statewide notification system. A mandate came from the legislature with funding, but no appropriation was made. She is a part of the working group in an advisory capacity.

Ms. Missildine informed the Board of efforts to have telecommunicators reclassified as first responders. A guidance document has been posted to the Board's website. A few districts have been successful in getting their governing body to make the reclassification.

Ms. Missildine continued her report with a discussion of language translation services. Board staff conducted a survey late last year to determine which districts used translations services and who they used. Voiance is on state contract. They provide translation in over 200 languages. Ms. Missildine provided projections to the Board for what Voiance might cost if the Board contracted with them to provide language translation services statewide to the Districts that chose to participate. She made the recommendation to the Board to offer language translation services through Voiance on state contract with no procurement process and make it available to those Districts that want to use it. Ms. Melissa Dove made the motion with Mr. Robert Smith seconding. Mr. Alan Campbell commented that Shelby County uses Voiance and is happy with their service. They answer quickly. Motion passed with no opposition.

Ms. Missildine discussed recent and upcoming events. She informed the Board that the regularly scheduled meeting in November conflicts with the GISA conference. She recommended that meeting be moved to the next day, Thursday, November 18, 2021. Mr. Fred Johnson made the motion to move the November board meeting from November 17 to November 18. Mr. Robert Smith seconded the motion. There was no discussion. Motion passed unanimously.

## **GIS Report**

Ms. Missildine moved on to the GIS report. Mr. Anderson Brooms introduced two of the DATAMARK team in attendance, Mr. Jon Greene and Mr. Brian McMurdo. He explained the Gap 1 process to field map data to the NENA data model. He stated a deadline of August 4 has been set to get through Gap 1. There are benchmarks that need to be hit in September and October to make the federal grant deadline next spring. He also highlighted the new dashboard for the validation process.

## **LMS/Training Report**

Ms. Missildine moved on to the training report. She gave an update on the LMS rollout to the training districts. There have been 971 users enrolled with 21 different training courses completed for a total of 219 hour. She reviewed the recent in person classes, upcoming training opportunities, and the delay of the first 9-1-1 Academy. The timeline for the 9-1-1 Academy was too abbreviated to pull it together. It is now planned for some time later in the year or early next year. Ms. Missildine reported that Board staff will be holding a quarterly education review meeting virtually starting at the end of August.

### **ANGEN Report**

Mr. Joel McCamley reported on 911 Authority's activities over the previous two months. He provided an in-depth report on the IV&V testing that was conducted at the end of May. He began the report with a discussion of the confidentiality of the report and the support the Board's legal counsel was providing. The report contains sensitive information on critical infrastructure. Any release of the complete IV&V testing report would be redacted. He reported that the test platform acts like a telco and a PSAP to fully test network operations. The testing assessed ANGEN against contract requirements from the RFP in 2016. Mr. McCamley presented testing assumptions, caveats, and points of consideration. During testing, the system was still processing live 9-1-1 calls. Multiple requirements were validated and verified. The reports and analysis show how the INdigital system operated during the testing. He also expressed that the testing, results, and reporting were no guarantee of future system operation. He continued by explaining the testing methodology. He concluded with a summary of the testing results. The testing found the system to be compliant to contract specifications. The system will continually evolve and should be tested as components and applications are added. Mr. Fred Johnson asked when the final report would be presented to the Board. Mr. Scott Barnett explained that because of the nature of the content there may need to be an executive session at the next Board meeting.

Mr. Caleb Branch then presented the report for INdigital. He explained that work is being completed to move all PSAPs to INdigital ALI. Most of the state is complete with many others scheduled for the next month. Wireline carrier conversion is continuing. He reported that INdigital is in the process of moving wireless carrier's connectivity from one data center in Huntsville to the data center that houses INdigital's stack of equipment. This move will remove the Bandwidth connectivity from ANGEN 1.0. He provided updates on Texty, Alabama State Trooper connectivity, border state connectivity, as well as statistics from Logix. He concluded with an updated trouble ticket analysis and significant event analysis of two different events in June.

### **Financial Report**

Mr. Ron Cooley then presented a high-level financial report for the Board. He provided a comparison of FY2021 and FY2020, the fund balances, and an operations budget comparison. He discussed the reserves and how they were helpful during the pandemic. Mr. Fred Johnson made a motion to accept the financial report as presented. Mr. Jeremy Williams seconded the motion. There were no objections, motion passed unanimously.

### **Legal Report**

General Counsel then presented the legal report. Mr. Scott Barnett provided an update on the lease for the Board's administrative offices. The lease is in the Governor's office for her signature. Mr. Jeff Sherrer then reported on the status of the Morgan County litigation regarding records release. Motions for summary judgment had been ruled on in Morgan County's favor. An appeal was expected. Mr. Sherrer would keep the Board apprised of the case.

**Old Business:**

There was no old business for discussion.

**New Business:**

There was no new business for discussion.

**Public Comments:**

There were no public comments.

**Adjournment:**

Meeting was adjourned at 11:59 a.m.

Approved this 15th day of September.

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SECRETARY/TREASURER



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CHAIR-Vice