

ALABAMA 9-1-1 BOARD MEETING

Minutes of 1/19/2022

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 for the Board.

Mr. Jeremy Williams, Chair for the Board, called the meeting to order at 10:00 a.m.

The roll was called as follows by Ms. Peel:

Alan Campbell, Vice Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Evelyn Causey	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent
Wayne Hutchens	<input type="checkbox"/> Present <input checked="" 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
Melinda Shonk	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Greg Silas	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Joby Smith	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Robert Smith, Secretary/Treasurer	<input type="checkbox"/> Present <input checked="" 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, Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent

A quorum was established.

Mr. Williams called for the unanimous consent for the approval of the agenda. It was unanimously approved with no objections. He then called for the unanimous consent for approval of the minutes from the November 18, 2021 Board meeting. There were no changes or objections, and the approval of the minutes was ordered. Guest introductions were made.

Mr. Williams turned the meeting over to Ms. Leah Missildine, Executive Director for the Board for staff reports.

Staff Reports

Director's Report

Ms. Missildine began the director's report by updating the Board on the Board appointments. She welcomed the three new members to the Board. She told the Board she would provide them with a state of the state address.

Ms. Missildine continued her report by providing the Board with an update on the Legacy 9-1-1 Cost reimbursement program. The total reimbursement for fiscal year 2021 was \$2,594,101.10, approximately 86% of the originally estimated \$3,000,000. District participation was: 84% of districts fully participated, 3% partially participated, and 13% did not participate. She told the Board that some of that 13% may not have had any legacy costs eligible for reimbursement.

Ms. Missildine explained the AT&T ALI disconnect process. She also announced that several of the contacts at AT&T retired at the end of 2021. She stated that if you had a contact at AT&T that was helping you and are not getting responses or getting bounce backs on email, you may need to find another contact.

Ms. Missildine moved on to carrier cost recovery plans. She provided the Board with an overview of the fiscal year 2021 plans comparing approved amounts to actual reimbursements. She also discussed the actual reimbursements for fiscal year 2021 versus the fiscal year 2022 plans. Ms. Missildine recommended to the Board they approve the plans as submitted in the amount of \$1,434,000. Mr. Greg Silas made the motion, Mr. Fred Johnson seconded. Mr. Alan Campbell questioned why SouthernLinc's was higher than the previous year. Ms. Missildine responded that it is a pass-through cost from Intrado. There was no further discussion. There were no objections. Motion passed unanimously.

Ms. Missildine continued her report with the building blocks and next steps in Next Generation 9-1-1. She started with an update on the use of the language translation service provided by the Board. The districts utilizing the service as well as the top five languages translated were highlighted. She also discussed the number of calls, number of minutes, call length, answer time, and cost. Ms. Missildine next discussed telecommunicator reclassification. Many districts have passed resolutions at the local level reclassifying telecommunicators as first responders. She showed the map staff has put together showing which districts have passed those resolutions, including links to the resolutions. Those resolutions are available to be used as a template in other districts. She also discussed other resources available on the Board's website and nationally for telecommunicator reclassification. Ms. Missildine continued with a discussion of the building blocks of Next Generation 9-1-1. She stressed that next generation is not next but is going on now and we need to prepare for what is to come. She discussed the three categories of focus – workforce development, safety and security, and policy. She encouraged board members to bring their initiatives to staff and meetings. She expressed she would like to see Alabama remain a leader in the industry and build for the future.

Ms. Missildine finished her report with a review of the past and upcoming activities and a review of the calendar.

GIS Report

Ms. Missildine presented the GIS report to the Board. She discussed upcoming deadlines to keep the GIS project moving forward. Mr. Fred Johnson had some questions about the process, specifically related to addressing best practices. Representatives from DATAMARK as well as Ms. Missildine answered those questions.

Education Report

Ms. Missildine moved on to the Education report. She presented a recap of the education provided by the Board over the last calendar year. She reminded the Board that the annual education report to the legislature is due at the end of the month. Moving back to in-person classes has been challenging due to instructor availability. There is a waiting list for many classes. She updated the Board on the use of Virtual Academy. She highlighted the Talk About it Tuesday webinars and training being offered in the next couple of months.

ANGEN Report

Mr. Caleb Branch presented the report of INdigital. He provided an update on the ALI deployment across the state. He informed the Board that statewide, all centers had been upgraded to Texty 17.5. Lauderdale County is the only county where text to 911 is not available. Lauderdale County is willing to move forward with Texty deployments but there are some training issues. Mr. Branch continued with providing an update on the efforts by INdigital to replace the circuits they buy from Lumen with other providers due to the outages Lumen has experienced recently. He discussed a geo-routing project with Jefferson County with data provided by Mr. Anderson Brooms, the Board's GIS Program Manager, and DATAMARK. He continued his report with some statistics from the network. ANGEN has processed over 12.7 million calls since February 2018. Over the last two months, Madison County has processed the most text sessions. The vast majority of the text sessions across the state are outbound from a PSAP. On average, there are three text sessions a day across the state that are not PSAP-initiated. He then provided a review of trouble tickets and how to reach the SNOG for troubleshooting. Mr. Branch then introduced Ms. Melissa Carpenter, INdigital's new service manager for Alabama.

Mr. Alan Campbell asked Mr. Branch why Verizon only provides phase 1 data and not phase 2. Mr. Branch explained the issue. Mr. Campbell questioned whether the Board should take action on the issue. Mr. Branch said he does not have a contact as he has been working with a switch engineer but he will attempt to get contact information. Ms. Missildine said the Board should reach out to Verizon first.

Financial Report

Mr. Ron Cooley, the Financial Manager for the Board, provided the Board with the monthly financial statements for the two months ending November 30 and December 31, 2021. He highlighted asset comparison from FY2021 and FY2022 as well as year-to-date revenues. He showed that the fund is staying ahead of baseline by a small margin. He reported that the new portal used by carriers makes monthly reconciliation much easier. He then reviewed the allocation of the funds and the balances in the funds. He reported on the audit process with WarrenAverett. Ms. Leah Missildine made a recommendation to the Board to accept the Financial Statements as presented. Mr. Alan Campbell made a motion to accept the Financial Statements as presented; Mr. Brandon Wallace seconded the motion. There were no objections, motion carried unanimously.

Ms. Elizabeth Davis with WarrenAverett provided the Board with a review of the draft independent third-party audit WarrenAverett had just finished. She provided the verbal

recommendation to implement a written IT security policy as the Board did not currently have one. She reviewed the statements and notes and summarized operations of the Board with receipts and disbursements. Ms. Missildine made the recommendation to accept the draft report along with the policy recommendation. Mr. Fred Johnson moved to accept the draft report of the independent auditors with the policy recommendation provided the final report is in the form of the draft. Mr. Alan Campbell seconded. There were no objections. Motion passed unanimously.

Legal Report:

Mr. Scott Barnett welcomed the new board members. He and Mr. Jeff Sherrer provided the Board with a recap of accomplishments as well as ongoing and pending work. They plan to increase their presence in the Board office to twice a month to better support the Board. Ms. Missildine requested Mr. Barnett provide information on the upcoming Senate confirmation of the three new board members.

Old Business

Ms. Missildine updated the board on open positions as well as positions coming open in the near future.

New Business

Mr. Jeremy Williams, Chair of the Board, made committee appointments. The Governance committee will be Tim Webb, Wayne Hutchens, and Greg Silas. The Education and Outreach committee will be Fred Johnson and Joby Smith. The Finance committee will be Robert Smith and Melinda Shonk. Finally, the Technical committee will be Alan Campbell, Brandon Wallace, and John Nettles. Two committees needed additional members. Ms. Melinda Shonk volunteered for Education and Outreach committee. Mr. Greg Silas volunteered for the Finance Committee. Mr. Williams then advised the Board that non-board members with expertise can serve as an advisor, not a voting member, on committees. He asked that if a Board member knew of someone in the industry that could provide expertise to one of the committees, to let the Board know and the addition of that person as an advisor to that committee would be considered.

Mr. Joby Smith asked if the Board needed to vote on any action needed in the earlier discussion of Verizon. Ms. Missildine said at this time, she could perform the outreach and if any action were needed, she would bring it before the Board. Mr. Scott Barnett advised that anytime a letter or other communication with the Chair signature is needed, it would be his recommendation to have that voted on by the Board.

Mr. Williams expressed that he would like different committees to consider lingering issues with districts and ANGEN. Ms. Missildine stated she would like to have the Board consider some deadlines for the GIS project. Several board members discussed deadlines and recourse options for non-compliance. Ms. Missildine stressed that there are resources available to districts to help them complete the work required if they would use them. Ms. Missildine stated that in the past, deadlines from the board have helped get things done. Mr. Williams said that the Board would consider letters to the Boards of those Districts that are still not participating in the GIS program

at the March Board meeting. Mr. Adam Brown reminded the Board that the GIS program extends much further than ANGEN.

Public Comments:

There were no public comments.

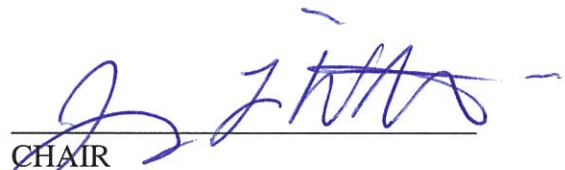
Adjournment:

Meeting was adjourned at 12:14 p.m.

Approved this 9th day of March, 2022.



SECRETARY/TREASURER



CHAIR