

**ALABAMA 9-1-1 BOARD MEETING**

Minutes of 11/15/2023

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 Mr. Adam Brown, Deputy Director for the Board.

Mr. Jeremy Williams, Chair for the Board, called the meeting to order at 10:02 a.m.

The roll was called as follows by Mr. Brown:

Brandon Broadhead	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent	<input type="checkbox"/> Virtual
Evelyn Causey	<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
Greg Silas	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent	<input type="checkbox"/> Virtual
Joby Smith	<input type="checkbox"/> Present	<input checked="" type="checkbox"/> Absent	<input type="checkbox"/> Virtual
Robert Smith, Secretary/Treasurer	<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, Vice Chair	<input type="checkbox"/> Present	<input type="checkbox"/> Absent	<input checked="" type="checkbox"/> Virtual
Jeremy Williams, Chair	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent	<input type="checkbox"/> Virtual

A quorum was established.

Mr. Williams welcomed everyone to the meeting and guest introductions were made.

Mr. Williams called for unanimous consent for the approval of the agenda. It was unanimously approved with no objections. He then called for approval of the minutes from the September 20, 2023 Board Meeting. Mr. Robert Smith made the motion and Mr. Greg Silas seconded it. There were no changes or objections and a roll call vote was taken.

Brandon Broadhead	<input checked="" type="checkbox"/> Yay	<input type="checkbox"/> Nay	<input type="checkbox"/> Abstain
Fred Johnson	<input checked="" type="checkbox"/> Yay	<input type="checkbox"/> Nay	<input type="checkbox"/> Abstain
Greg Silas	<input checked="" type="checkbox"/> Yay	<input type="checkbox"/> Nay	<input type="checkbox"/> Abstain
Robert Smith	<input checked="" type="checkbox"/> Yay	<input type="checkbox"/> Nay	<input type="checkbox"/> Abstain
Brandon Wallace	<input checked="" type="checkbox"/> Yay	<input type="checkbox"/> Nay	<input type="checkbox"/> Abstain
Tim Webb	<input checked="" type="checkbox"/> Yay	<input type="checkbox"/> Nay	<input type="checkbox"/> Abstain
Jeremy Williams	<input checked="" type="checkbox"/> Yay	<input type="checkbox"/> Nay	<input type="checkbox"/> Abstain

The motion passed and the minutes were approved.

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

## Programmatic Reports

### Finance Report

Ms. Missildine started the programmatic reports with the presentation of the financial statements for October 2023 and September 2023. She presented a graph illustrating that the majority of the 911 Fund in FY2023 was either directly distributed to the emergency communication districts (ECDs) or was utilized for call delivery to the ECDs. She explained a difference in the October 2023 financial statements that separately categorizes the portion of the Fund that is distributed by population. This population distribution is being sent out as a separate transaction from the baseline distribution and Ms. Missildine informed the Board of multiple inquiries made by district representatives that had been received by staff about these extra transactions, noting that district's finance staff are acting with due diligence with regards to monitoring their bank accounts even when communications from the Board and not properly passed to the appropriate personnel within.

Mr. John Nettles joined the meeting virtually at 10:08 a.m.

Ms. Missildine continued to report on the financial statements. She highlighted the decrease in net position due to the FY2021 and FY2022 population distributions that were sent to the districts after approval of the Board at the previous meeting. These distributions were recommended to resolve significant issues listed in the Sunset Review report. Additionally, the population distribution for FY2023 has been calculated and will be made by the end of this month. She stated that the swift action of making these distributions to the districts is necessary as part of the Sunset Review process to demonstrate the Board's desire to resolve significant issues once they have been identified and communicated to the Board. She continued to explain that another factor for the decrease in net position was the disbursement of Grant Cycle 8 funds in the past month. Grant Cycle 8 was the largest amount of grant funding the Board has ever awarded.

Ms. Missildine discussed the increase of participation in the Legacy 9-1-1 Reimbursement Program as the final deadline draws closer. Mr. Williams wanted to make certain that the final deadline of December 10, 2023 for this fiscal years' program was well communicated to those districts that have not yet made submissions. Ms. Missildine advised that Mr. Brown has been preparing those communications and would begin sending them out. She then discussed some reductions in legacy 9-1-1 charges that have either been observed by or that have been reported to staff over the past several months. Some of those will not be eligible for reimbursement until the next fiscal cycle of the Legacy 9-1-1 Reimbursement Program. Ms. Missildine has provided Brightspeed with the Board's tax exemption letter as part of the process to transition legacy 9-1-1 costs that are currently being charged directly to districts to be billed to the Board as post NG9-1-1 migration costs. These post NG9-1-1 migration costs will be a significant decrease of about ninety percent overall for the state.

One final factor mentioned by Ms. Missildine that has contributed to the decrease in net position for October was the payment of several annual licensing fees to several of our contracted vendors. She emphasized that there is no reason to be concerned about the net position presented in the financial statements but wanted to make certain she thoroughly explained the details to the Board.

Ms. Missildine presented the tables updating the project progress for Grant Cycles 5-7. She noted that most of the projects for Grant Cycles 5 & 6 have been completed and that the districts that were awarded funds have been responsive. She spoke about a potential change request for the Regional Connectivity Project in the Wiregrass region due to the unavailability of hardware. She also highlighted that one district awarded in Grant Cycle 7 had returned those awarded funds due to the project being canceled overall so that the district could pursue different CAD system that better fit their needs as part of the Grant Cycle 8 process. Mr. Brown added that as of the day prior, Colbert County had submitted their closeout report for the Grant Cycle 7 project.

Ms. Missildine discussed in greater detail the “show our work” monthly distribution process that the Board staff is now utilizing to show the difference in a district’s baseline distribution and the population distribution of monthly revenues. The staff believes that this distribution process more accurately conveys the way the Examiners have indicated the monthly distributions should be made. She mentioned again that the population distributions for FY2021 and FY2022 had been sent to the districts and spoke in greater detail about the calculation of the FY2023 population distribution of \$3,989,524.93 that will be sent to the districts by the end of November. She made note that the Board will not need to make a lump sum population distribution moving forward due to the changes in the monthly distribution process. Ms. Missildine informed the Board that she has been working on a look back calculation of FY2019 and FY2020 utilizing the same process the Examiners used when calculating FY2021 and FY2022. She reminded them that FY2019 was when the Board adopted a policy of leveled monthly funding due to the large swings in revenue that were anticipated after the initial CPI-U adjustment to ensure that districts were always made whole to their baseline. Ms. Missildine stated she continues to have conversations with the Sunset Review manager at the Examiners about this work. Based on the preliminary outcomes, the Board over distributed to the districts during this period and she does not believe there will be any other population distributions due to districts. She noted there is one month that she is having to recreate with the original paper records and that she is also having to manually confirm the data during the transition to paper form submission to the online portal.

Ms. Missildine then moved the discussion to the Excess Cost Recovery Declaration. It has been the Board’s policy in the past to declare any annual gains in the Cost Recovery/Reserve account as excess cost recovery and distribute that to districts. Since there are no gains in that account over the previous year, Ms. Missildine discussed with the Sunset Review manager at the Examiners and Mr. Jeremy Moreland of MST, the accounting firm of the Board, putting the 9-1-1 Fund annual interest and the overage paid to the Examiners account from the previous year into the Cost Recovery/Reserve account and declaring that amount of \$1,749,600.00 as excess. Ms. Missildine recommended to the Board that the actions previously mentioned be taken and that the amount of \$1,749,600.00 be declared excess and distributed according to Board administrative rule. Mr. Silas asked if these steps would put the Board in line with Sunset Review Committee regarding the reserve funding. Ms. Missildine replied that it brings us closer but that she still did not have a solid answer on what the appropriate amount of reserve funding should be. She reiterated that we do have commitments from the Sunset Review Committee members that they will support the Board in legislative change to improve and further clarify the existing law. Mr. Silas clarified that the Board could make an excess declaration at every meeting, not just once annually. Ms. Missildine confirmed that he was correct. As part of the discussion, Ms. Missildine directed the Board’s attention to the graph of Distributions over the

Baseline showing that \$15,721,750.00 had been sent out to districts over the previous 60-75 days, as they considered her previous recommendation. Mr. Silas asked what the balance of the Cost Recovery/ Reserve account was after all of those distributions and Ms. Missildine stated she was not certain of the exact number, but it was approximately \$20M or only about two months of our obligations. Mr. Johnson reviewed his understanding of what was reported in the Sunset Review regarding reserve funding and the period that was reviewed to ensure it was accurate. He asked if, based on the Board's approval at the last meeting, we had effectively distributed what the Examiners suggested we distribute. Ms. Missildine answered in the affirmative. He continued by asking if the Sunset Review report stated that all reserve funding should be distributed back out to the districts or did it allow for the ability to maintain a reasonable amount of reserves. Ms. Missildine stated that she interpreted the report to allow for a reasonable amount of reserve funding but that her question of what the reasonable amount should be was not directly answered. She did observe throughout this Sunset Review cycle that other organizations have put into statute what will be done with funds over a certain dollar amount and that she would like to see something similar enacted as part of the aforementioned legislative change. Mr. Silas addressed Mr. Moreland and asked if there were any general accounting rules or practices that would outline what a reasonable amount of reserve funding would be for organizations similar to the Board. Mr. Moreland replied that there is nothing specific, but he believed that two month's reserves previously mentioned is reasonable since the incoming revenue is consistent and does not highly fluctuate month to month. Mr. Silas stated that he has received several calls from those within his region that they would like to see as much of the reserves distributed to districts as possible, but he understands that there is a balance that has to be had so that the Board can still meet their financial obligations. Ms. Missildine reiterated that at the point where the Board can no longer pay the bills that have been contracted for services rendered to the districts, the responsibility was shift to the local level for all that the Board is currently doing on their behalf. Mr. Silas then asked how much the recommended cost recovery declaration of \$1,794,600.00 would increase if we were to add to it the difference of the current Cost Recovery/Reserve account balance and the amount needed for two months of Board obligations. Ms. Missildine stated that it would increase that number, but she would need to do those calculations to provide that exact amount. She did caution that with the upcoming CPI-U adjustment, she would recommend waiting at least six months before making any further excess cost recovery declarations beyond what she has recommended.

Mr. Nettles left the meeting at 10:30 a.m.

Mr. Johnson restated his uncertainty in fully understanding the position taken by the Examiners in the Sunset Review report regarding the ability to maintain reserve funding. Mr. Scott Barnett, General Counsel to the Board, responded that he believes they are trying to balance the Board's fiscal responsibilities with what is written in statute because the statute is not clear on this matter. Mr. Barnett continued by saying that because the statute is not clear, the Board must rely on professional advice like Mr. Moreland provided a few minutes earlier regarding the reasonableness of having two months funding in reserves. Mr. Johnson concurred by stating that in effect by the action of maintaining some level of reserve funding, the Board is demonstrating its efforts to meet our obligations to districts every month. Mr. Barnett stated he would take that a step further in that it is the Board's responsibility to do that regardless of what is or is not in the statute based on the fiscal responsibility to carry out the duties that have been assigned to the Board.

Mr. Johnson then asked if there had been any information received by Board staff about groups seeking to utilize 9-1-1 Funds for the implementation of 988. Ms. Missildine replied that she had not received any information of that nature.

Mr. Silas revised his question about whether the Board had the authority to maintain any reserve based on what the Sunset Review report stated. Ms. Missildine and Mr. Jeff Sherrer, General Counsel to the Board, responded that the report had not said the Board did not have the authority to maintain a reserve but that the Board did not have the authority to amass a reserve for the amount of time the rule stated. It was both Ms. Missildine’s and Mr. Sherrer’s opinion that the Sunset Review Committee thought it was appropriate for the Board to have reserve funds but did not state the amount of reserve funding that was appropriate. Mr. Johnson asked Ms. Missildine when she was before the members of the Legislature that make up the Sunset Review Committee, what was her perception of the tone and tenor of that group of Legislators towards this issue? Ms. Missildine responded that there was debate among the members on this particular issue and that there was understanding for the position the Board was in under the current statutory language. She explained to the committee members that day that the Board has been given additional responsibilities in law since the funding language was enacted and that the current funding statute is no longer practical for the authority and responsibilities that the Board has now. After this explanation, the Sunset Review Committee stated they agreed and that they would welcome the Board to come to them for assistance with finding a more workable solution through legislative change. Mr. Johnson asked if Ms. Missildine felt as if a majority of the members thought the Board might be negligent in its responsibilities. To that, Ms. Missildine stated no, the discussion ran over its allotted time and that it ended with glowing remarks about the Board’s accomplishments. Mr. Johnson finished his comments advising Ms. Missildine to be very vigilant to listen for any trade associations that may be advocating for any diversion of 9-1-1 funds to pay for 988 or any other type initiative.

Ms. Missildine reminded the Board that she had a recommendation for an excess cost recovery declaration. Mr. Williams restated that the recommendation was to declare the overage paid in the Examiners account and the previous years 9-1-1 Fund interest in the amount of \$1,749,000.00 as excess cost recovery and distribute those funds according to Board administrative rule. The motion was made by Mr. Johnson and seconded by Mr. Robert Smith. A roll call vote was taken:

- |                   |   |
|-------------------|---|
| Brandon Broadhead | <input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain |
| Fred Johnson      | <input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain |
| Greg Silas        | <input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain |
| Robert Smith      | <input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain |
| Brandon Wallace   | <input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain |
| Tim Webb          | <input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain |
| Jeremy Williams   | <input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain |

The motion was approved and the distribution will be made by the end of the month.

Ms. Missildine then moved on to her next recommendation to the Board that they establish a special grant cycle for the specific purpose of hardship on the district’s behalf and ECD consolidations that might be proposed to the Board. She explained that this type of grant cycle

would look a bit different from what we are normally used to. We have had several districts approach the Board staff about grants that could be used for operational costs such as personnel costs. In addition to the districts that have approached the Board, there were also several responses provided by districts during the survey portion of the Sunset Review that indicated funding and staffing were two significant issues currently facing 9-1-1. Establishing a grant cycle dedicated to hardships and any plan that might maximize efficiencies in operations would be another opportunity for districts to receive funding beyond the monthly distributions and would allow the Board to gain valuable information on what the real funding need is beyond just equipment replacement that is generally contemplated in the Board’s normal grant cycles. The information on real funding needs at the local level gained during this process would allow the Board to be better prepared for any future inquiry such as the past Sunset Review and to speak to the Legislature about necessary changes to the law. Mr. Silas provided some discussion about consolidation and wanted to make certain that co-location of operations was also a consideration in a grant cycle such as the one recommended. Ms. Missildine agreed and stated that we would want to consider all proposals based on the merits and contents within. Mr. Johnson asked what the source of funds for this grant cycle would be and Ms. Missildine stated it would be the Reserve account funds. Mr. Broadhead moved to establish a special grant cycle focusing on hardships and maximizing efficiencies in districts. Mr. Silas seconded the motion. A roll call vote was taken:

Brandon Broadhead	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Fred Johnson	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Greg Silas	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Robert Smith	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Brandon Wallace	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Tim Webb	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Jeremy Williams	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain

The motion was approved.

Ms. Missildine presented information to summarize what has been done and what we will be doing as a follow-up to the Sunset Review. She reiterated that the review was for FY2019 through FY2022 and that all that is being done in FY2023 was not included in the review but that as soon as she was made aware that changes were needed, she acted immediately. She spoke about the preparations that will be needed as we move towards seeking legislative change to streamline certain funding processes that currently exist in the law. She emphasized the desire for all stakeholders to be included in the process and have their thoughts heard and contributions to this effort accepted. All of this information will be utilized by the Board staff, Board committees, and legal counsel to draft language that can be submitted to the Legislative Services Agency and Sunset Review Committee members for consideration. Ms. Missildine then discussed an additional action that the Board staff and her especially will be taking as a follow-up to the Sunset Review is to prepare a written plan to show the use of the funds that are in the Reserve account. She outlined many of the existing programs and initiatives such as RapidSOS, GIS services, Prepared Live and Texty interoperability, PST Certification, the ALEMD Program, and cybersecurity; as well as potential future initiatives such as additional ESInet analytics, RFQ for call handling solutions, and CAD interoperability that may all be needed to continue to achieve the best possible service level across the state. She emphasized that all of these

programs and tools do require time and funding to ensure they are properly implemented and utilized. She recommended to the Board that they authorize her by motion to continue to advance 9-1-1 in the state of Alabama by utilizing the funds available to the Board to do so. Mr. Johnson expressed his strong opinion that this Board needs to be very prudent with the “what and how” of a request to the Legislature for change. With the collective technical expertise contained on this Board and within its staff, he believes that we are the best source of design for what needs to happen. He strongly encouraged that we construct a legislative brief outlining the identified problems, our proposed solutions and why we believe the solution is necessary, and a request for certain legislative authorities to continue to advance 9-1-1 in Alabama. Additionally, Mr. Johnson strongly recommended that this Board adopt and approve this brief and include it with a draft of precise legislation that will then be reviewed by the Legislative Services Agency. He believes that the power of the Board making a recommendation to the Legislature is the best path forward for achieving the changes that are necessary. Mr. Silas made a motion to authorize the Executive Director to prepare a written plan to show how funds in the Reserve account will be utilized to advance 9-1-1 in Alabama as well as to prepare a legislative brief and draft legislative language to present to the Legislature in the upcoming session. Mr. Broadhead clarified that this information would be brought back to the Board for discussion after it was prepared, to which Ms. Missildine advised it would. Mr. Broadhead seconded the motion. A roll call vote was taken:

Brandon Broadhead	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Fred Johnson	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Greg Silas	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Robert Smith	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Brandon Wallace	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Tim Webb	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Jeremy Williams	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain

The motion was approved.

Ms. Missildine reminded the Board that they needed to approve the financial statement as presented earlier in the meeting. Mr. Robert Smith made the motion and Mr. Silas seconded. A roll call vote was taken:

Brandon Broadhead	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Fred Johnson	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Greg Silas	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Robert Smith	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Brandon Wallace	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Tim Webb	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Jeremy Williams	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain

The motion was approved.

## Education and Outreach Report

Ms. Missildine opened the Education and Outreach Report by explaining to the Board that the staff will be presenting their report by video due to them supporting the Cybersecurity Standards and Policy Workshop and the APCO Fall Workshop in south Alabama. Ms. Laura Ehrhart, Education and Outreach Program Manager for the Board, began the report with an update on the Public Safety Telecommunicator (PST) Certification Program. She stated that the Program is moving from the implementation phase into the maintenance phase and that she has been focusing her time on educating the districts and the individual PSAPs about what is necessary to maintain compliance with the rule. She detailed how the Board staff will be determining the required amount of CEU for this first year of program implementation. The number of CEUs required for each PST is calculated starting from the first full month after the PST is certified until the end of the calendar year, with one hour of CEUs required for each month the PST is certified. She discussed the detailed instructional information she has been sharing with ECDs and PSAPs about how to upload CEUs from external training and how to properly maintain training records in Virtual Academy in the coming year. Ms. Ehrhart then reported on her visits to PSAPs across the state. She stated the reasoning behind the visits was to better engage with the stakeholders served by her Program and to gain knowledge on the types of training most desired by those that work the frontline. She has taken the list of requested training and has begun to reach out to various training providers in order to secure courses for the next year. Ms. Ehrhart then provided an update on the review of the Alabama Emergency Medical Dispatch (ALEMD) program. She has compiled all of the input that has been gathered from the various meetings that have been held across the state. This information will be used during upcoming meetings with the Office of EMS and the ALEMD program's medical director to recommend changes to the guide cards and policies. Additionally, she announced a new digital guide card application that will be available for use by ALEMD agencies in the upcoming new year. She also reported on the changes that will be made to the training materials and curriculum for the ALEMD program that include the addition of call recordings and creating another tier of training for instructors. Ms. Ehrhart informed the Board that they were very close to securing a location for the 2024 User Conference and would have more to report on that event soon.

Ms. Ehrhart then officially introduced Mr. Daniel Hipps, the Board staff's newest team member servicing as the Education and Outreach Technical Specialist. She turned it over to Mr. Hipps for a more in-depth introduction of his background and his mission and goals as a member of the Board's staff.

After the video presentation had concluded, Mr. Robert Smith asked Ms. Missildine several questions related to mental health crisis and 988 training for telecommunicators. There was a brief discussion surrounding 988 technology, staffing retention and wellness in both 9-1-1 and 988, and training.

Leah then directed the Board's attention to a map representing PSAP compliance for the PST Certification Program. She explained that the Marshall County ECD had contacted the office requesting that a letter be sent to Albertville 911, a primary PSAP within that district, requesting engagement in the PST Certification Program so that the compliance rate in the district would no longer suffer from Albertville 911's lack of participation. Ms. Missildine reported that since that letter was received, Albertville 911 is now on track to have their telecommunicators certified by the end of the calendar year.



## Technology Report

Mr. Caleb Branch provided the report for INdigital. He advised the Board members and the guests in the gallery that the INdigital Board Report is available to all and a copy could be requested by contacting Ms. Melissa Carpenter or himself. Mr. Branch began the report by celebrating the successful completion of geospatial call routing of wireless calls statewide. The last area went live on September 27. The completion of this project is a major milestone for both the state and INdigital in highlighting the priority of evolving next generation 9-1-1 technology to better the service in Alabama. They will continue to work with the Board's GIS staff to refine that functionality for additional improvements in the operation and maintenance of the GIS data that drives geospatial call routing. Mr. Branch then reported on ongoing activities that they are undertaking at the network level regarding cybersecurity and network monitoring. They have partnered with OTM Cyber to some additional monitoring devices at the ANGEN data centers to provide real-time cybersecurity reporting to INdigital. Mr. Branch provided an update on the Board's actions in previous meetings to allow the use of anonymized 9-1-1 call data to study predictive modeling for mass casualty events. The first of many stages ensued the previous week with the occurrence of a workshop at the University of California, San Diego Synthesis Center. This workshop brought together experts in 9-1-1, supercomputer engineering, data analytics, and healthcare to discuss how machine learning could be used in new and innovative ways to aid and provide early detection of mass casualty events. Mr. Branch expressed his appreciation to the Board for engaging in this effort and noted that the achievements made in Alabama are being showcased at the national level and that should be celebrated by the Board. He advised he would provide updates about the progress. Ms. Missildine concurred with Mr. Branch that we should all be proud of our accomplishments and emphasized that our state is truly shaping the 9-1-1 industry in our nation.

Mr. Williams then called from a meeting recess at 11:31 a.m.

The meeting reconvened at 11:41 a.m.

Mr. Anderson Brooms presented the GIS report. He started his report with a map of all the PSAPs he has visited, including two new PSAPs and a revisit of five others since his last report to the Board. Mr. Brooms reported on the work that staff had completed in updating several district boundaries that were causing issues as part of the geospatial call routing after the areas had been turned up. Mr. Williams asked if it were possible to geospatially route calls that occur in states that border Alabama to the correct PSAP in that state. Mr. Brooms and Mr. Brown replied that staff and INdigital would investigate whether that was possible if specific call data could be provided to study. Mr. Brooms then presented a map indicating that there were six districts that have yet to aggregate their GIS datasets to the statewide instance for utilization in NG9-1-1 processes. He explained the simple process that is required for these datasets to be aggregated and reported on the ongoing education and communication he has had with these districts about aggregation. Because the statewide aggregated dataset in the DATAMARK VEP is not complete, there is currently not a manner that can allow for direct integration from VEP to the INdigital ANGEN core services. Mr. Williams asked if the six districts had been sent a certified letter requesting that their datasets be aggregated to the statewide instance. To which Mr. Brooms replied we had not. Mr. Williams asked if we were ready to take that action. Mr. Brooms answered that he would recommend sending those letters. Mr. Silas made the motion to send a certified letter to the six districts that have not yet aggregated their GIS datasets to the

statewide instance for use in NG9-1-1 call delivery. Mr. Robert Smith seconded the motion. A roll call vote was taken:

Brandon Broadhead	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Fred Johnson	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Greg Silas	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Robert Smith	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Brandon Wallace	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Tim Webb	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Jeremy Williams	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain

The motion was approved.

Mr. Brooms reiterated the iterative process of GIS data maintenance, upload amended data, run validations, and aggregate the validated data to the statewide instance. He presented the results of a new reporting feature from VEP that shows the time duration between district data aggregation. He noted improvements in the results showing more frequent aggregations from his presentation at ALNENA Gulf Coast Conference and now. He emphasized that the reason this report information is important is because of the RapidSOS Premium implementation and that application’s use of the dynamic GIS base map and geo-coder. He then provided an update on the RapidSOS Premium implementation, stating that they are currently able to onboard five PSAPs per week. Mr. Brooms then reported on a presentation that he was invited to participate in by DATAMARK at the National States Geographic Information Council. He recounted his response to being asked about Alabama’s NG9-1-1 readiness and received a round of applause from all of the attendees when he informed them of our successful geospatial wireless call routing implementation. Mr. Williams asked if there were any other states providing geospatial call routing services, to which Mr. Branch replied we are the first to be utilizing the type of technology implemented but the definition of geospatial call routing varies wildly across the industry.

**Governance Report:**

Ms. Missildine moved on to the Governance Report. She updated the Board on the surcharge adjustment. All of the letters have been sent to the carriers and we have had a good response to those. Ms. Michelle Peel conducted a webinar for the carriers to discuss the changes and timeline. Due to the use of the Alabama Interactive portal, we do not anticipate any major issues with carrier remittance of the new surcharge rate. She reported that we had engaged Alabama Interactive about making changes to the remittance portal and that the project was on track to go live on or about January 1.

Ms. Missildine stated the need to have a Governance Committee meeting and a Finance Committee meeting with legal counsel prior to the January Board meeting.

**Old Business**

Mr. Jeremy Williams stated that the Executive Committee had conducted the Executive Director’s evaluation. Based on her accomplishments and performance, the recommendation of the committee is to grant Ms. Missildine a one-step pay increase retroactively effective October 1, 2023. Mr. Silas made the motion. Mr. Johnson seconded the motion. A roll call vote was taken:

Brandon Broadhead	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Fred Johnson	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Greg Silas	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Robert Smith	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Brandon Wallace	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Tim Webb	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Jeremy Williams	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain

The motion was approved.

**New Business**

Mr. Williams then informed the Board that he had adjusted several committee appointments due to vacancies on the Board that have left some committees needing additional members. On the Education and Outreach Committee, he has assigned Mr. Johnson, Mr. Broadhead, and Mr. Wallace; on the Governance Committee, he has assigned Ms. Causey, Mr. Robert Smith, Mr. Webb, Mr. Silas, and Mr. Broadhead; on the Finance Committee, he has assigned Ms. Causey, Mr. Robert Smith, and Mr. Silas; and on the Technical Committee, he has assigned Mr. Johnson, Mr. Nettles, and Mr. Wallace.

Mr. Williams then gave the floor to Mr. Silas who had some questions regarding specific members of the Board and inquired as to whether an executive session would be proper. Mr. Barnett declared that it would be a proper exception to the Open Meetings Act to go into executive session, citing Section 36-25A-7(a)(1) of the Code of Alabama 1975, as amended. Mr. Silas made a motion to go into executive session for fifteen minutes with potential action to follow at the reconvening of the meeting. Mr. Johnson seconded the motion. A roll call vote was taken:

Brandon Broadhead	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Fred Johnson	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Greg Silas	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Robert Smith	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Brandon Wallace	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Tim Webb	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Jeremy Williams	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain

The motion was approved at 12:05 p.m.

Mr. Williams advised the public in the gallery that the meeting would reconvene at 12:20 p.m.

The meeting was called back to order at 12:32 p.m. by Mr. Williams. Mr. Wallace was unable to rejoin virtually.

Mr. Williams stated that Mr. Webb of Winston County has announced that he plans to retire February 2024. On advice of the Board’s legal counsel, Mr. Webb and Mr. Joby Smith can continue to serve on the Board, if they wish to, until they choose to resign their position or until the Governor appoints a replacement for their representative district after the term expiration.

The next item for New Business was officer elections.

The first officer position for consideration was Secretary/Treasurer. Mr. Johnson nominated Mr. Robert Smith for reelection. Mr. Silas seconded the nomination. A roll call vote was taken:

Brandon Broadhead	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Fred Johnson	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Greg Silas	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Robert Smith	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Tim Webb	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Jeremy Williams	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain

Mr. Robert Smith was reelected for the position of Secretary/Treasurer.

The next officer position for consideration was Vice Chair. Mr. Williams nominated Mr. Johnson for the position. Mr. Silas seconded the nomination. A roll call vote was taken:

Brandon Broadhead	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Fred Johnson	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Greg Silas	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Robert Smith	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Tim Webb	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Jeremy Williams	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain

Mr. Johnson was elected for the position of Vice Chair.

The final officer position for consideration was Chair. Mr. Silas nominated Mr. Williams for reelection. Mr. Johnson seconded the nomination. A roll call vote was taken:

Brandon Broadhead	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Fred Johnson	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Greg Silas	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Robert Smith	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Tim Webb	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain
Jeremy Williams	<input checked="" type="checkbox"/> Yay <input type="checkbox"/> Nay <input type="checkbox"/> Abstain

Mr. Williams was reelected for the position of Chair.

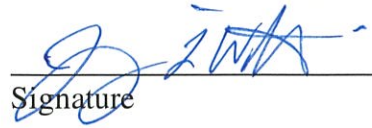
**Public Comments:**

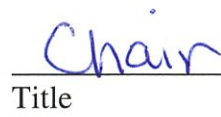
There were no public comments made.

**Adjournment:**

The meeting was adjourned at 12:35 p.m.

Approved this 17th day of January, 2024.

  
\_\_\_\_\_  
Signature

  
\_\_\_\_\_  
Title

## MEETING SIGN-IN SHEET

**Agency:** *Alabama 9-1-1 Board*


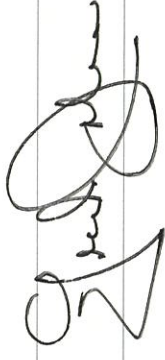

**Date/Time:** *November 15, 2023 @ 10:00am*

**Chair:** *Jeremy Williams*

**Location:** *1 Commerce Street, Suite 620  
Montgomery, AL 36104*


**Type:** *Regular*

**Purpose:** *Board Meeting*

Name	Title	Agency/Company	E-Mail	Signature
Broadhead, Brandon	Director	Homewood 9-1-1	<a href="mailto:brandon.broadhead@homewoodal.org">brandon.broadhead@homewoodal.org</a>	
Causey, Evelyn	President/COO	Hayneville Telephone	<a href="mailto:ecausey@htcnet.net">ecausey@htcnet.net</a>	
Johnson, Fred	CEO	Farmers Telecommunications	<a href="mailto:fjohnson@staff.farmerstel.com">fjohnson@staff.farmerstel.com</a>	
Nettles, John	President	Pine Belt Telephone	<a href="mailto:john@pinebelt.net">john@pinebelt.net</a>	
Silas, Greg	Director	City of Birmingham 9-1-1	<a href="mailto:Greg.silas@birminghamal.gov">Greg.silas@birminghamal.gov</a>	
Smith, Joby	Director	Baldwin County 9-1-1	<a href="mailto:jsmith@baldwin911.org">jsmith@baldwin911.org</a>	
Smith, Robert	Sr. Manager	Charter Communications	<a href="mailto:Robert.smith9@charter.com">Robert.smith9@charter.com</a>	
Wallace, Brandon	Director	Limestone County 9-1-1	<a href="mailto:brandon@alc911.org">brandon@alc911.org</a>	
Webb, Tim	Director	Winston County 9-1-1	<a href="mailto:Winston008@centurytel.net">Winston008@centurytel.net</a>	
Williams, Jeremy	Director	Geneva County 9-1-1	<a href="mailto:jwilliams@34central.com">jwilliams@34central.com</a>	






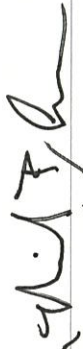

## MEETING SIGN-IN SHEET

**Agency:** *Alabama 9-1-1 Board*      **Date/Time:** *November 15, 2023 @ 10:00am*  
**Chair:** *Jeremy Williams*      **Location:** *1 Commerce Street, Suite 620  
Montgomery, AL 36104*  
**Type:** *Regular*      **Purpose:** *Board Meeting*

Name	Title	Agency/Company	E-Mail	Signature
Anderson, Michael	Senior Project Manager	DATAMARK	<a href="mailto:manderson@mbakerintl.com">manderson@mbakerintl.com</a>	
Barnett, Scott	Partner	Brunson, Barnett, & Sherrer, P.C.	<a href="mailto:sbarnett@bbslawoffices.com">sbarnett@bbslawoffices.com</a>	
Branch, Caleb	VP of Market Management	INdigital	<a href="mailto:cbranch@indigital.net">cbranch@indigital.net</a>	
Brunson, Johnny	Partner	Brunson, Barnett, & Sherrer, P.C.	<a href="mailto:jbrunson@bbslawoffices.com">jbrunson@bbslawoffices.com</a>	
Carpenter, Melissa	Market Manager	INdigital	<a href="mailto:Mcarpenter@indigital.net">Mcarpenter@indigital.net</a>	<i>Melissa Carpenter</i>
Moreland, Jeremy	Partner	MST	<a href="mailto:jmoreland@mstcpa.com">jmoreland@mstcpa.com</a>	
Murphree, Andi	Inside Sales and Support Manager	INdigital	<a href="mailto:amurphree@indigital.net">amurphree@indigital.net</a>	
Murphy, Robert	Associate VP & Director of Business Development	DATAMARK	<a href="mailto:Robert.Murphy@mbakerintl.com">Robert.Murphy@mbakerintl.com</a>	
Sherrer, Jeff	Partner	Brunson, Barnett, & Sherrer, P.C.	<a href="mailto:jsherrer@bbslawoffices.com">jsherrer@bbslawoffices.com</a>	

# MEETING SIGN-IN SHEET

Agency: Alabama 9-1-1 Board  
 Date/Time: November 15, 2023 @ 10:00am  
 Chair: Jeremy Williams  
 Location: 1 Commerce Street, Suite 620  
 Montgomery, AL 36104  
 Type: Regular  
 Purpose: Board Meeting

Name	Title	Agency/Company	E-Mail	Signature
Mark Fortner	EUP	Ryzant	Mark.Fortner@Ryzant.com	
Mike Muskovin	Head of Strategic Sales Prepared	Montgomery 9-1-1	muskovin@prepared911.com	
Dana Nation	Training Mgr.	Montgomery 9-1-1	dnation@montgomeryal.gov	
Rob Fortner	Director	Montgomery 9-1-1	fortner@montgomeryal.gov	
Mutae Smith	Director	Corbett Co	msmith@corbett911.org	
Mike Anderson	Project Mgr	DATA MARK	mpanderson@mbakerintl.com	
Eric Hartman		INDIGITAL	ehartman@indigital.net	
Scott Steiblich	Director	Chesham Co. 911	es911@tracycable.net	