

## ALABAMA 9-1-1 BOARD MEETING

Minutes of 3/19/2025

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 10:00 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, Vice Chair	<input type="checkbox"/> Present <input type="checkbox"/> Absent <input checked="" type="checkbox"/> Virtual
John Nettles	<input checked="" type="checkbox"/> Present <input 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 checked="" type="checkbox"/> Present <input 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 checked="" type="checkbox"/> Present <input type="checkbox"/> Absent <input type="checkbox"/> Virtual
Tim Webb,	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent <input type="checkbox"/> Virtual
Jeremy Williams, Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent <input type="checkbox"/> Virtual

A quorum was established. Guest introductions were made.

Mr. Williams turned the floor over to Mr. Robert Smith who announced to the Board that he would be retiring in June and that this meeting would be his next to last one as a member of the Alabama 9-1-1 Board. He told the members that it had been an honor to serve over the past ten years.

Mr. Williams called for approval of the agenda. Mr. Greg Silas made the motion. Mr. R. Smith seconded the motion. There were no objections, and the motion passed unanimously. Mr. Williams then called for approval of the minutes of the November 13, 2024 Board Meeting, as well as the transcript of the Public Hearing that was held on the same date. Mr. R. Smith made the motion, and Mr. Silas seconded it. There were no objections, and the motion passed unanimously.

### Programmatic Reports

#### Finance Report

Mr. Williams then turned the floor over to Ms. Leah Missildine, Executive Director for the Board, for the finance report. Ms. Missildine started the report with a discussion about the most recent independent audit that was conducted by Warren Averett. The audit report was completed in January and was reviewed by the Finance Committee. The report has been sent to the state Comptrollers office to fulfill our annual reporting requirements, but this meeting is the first opportunity to discuss the report with the full Board. Ms. Missildine then highlighted some

trends she observed when comparing the most recent report to past independent audit reports. She focused on the three main expenditure categories listed in the audit reports, Payments to ECDs, Payments to providers, and Operating expenses, as well as the Service charges collected. Ms. Missildine described some of the considerations the Board staff is required to factor into financial decisions that are presented to the Board that extend beyond looking at just the bottom line of any single fiscal year including revenue trends, long-term expenditure time periods, contract time periods, and even the statutorily mandated CPI adjustments. Ms. Missildine spoke in detail about all of the expenditure categories and Service charge information that was displayed on the graph that was being presented to the Board. While speaking about the Operating expenses category, she directed attention to the large increase from FY2023 to FY2024 and reiterated that these increases in costs, that included expenses such as NG911, training and certification, and other advisory services, were anticipated by the Board staff well prior to FY2024 and accounted for the larger bottom line balance that was at issue during the time the Board was most recently examined. Ms. Missildine then spoke in greater detail about Payments to ECDs category, presenting a detailed breakdown of FY2023 and FY2024. She highlighted the larger grant program in FY2024 and reminded the Board that it would have been even larger had Grant Cycle 10 not had to be tabled. Mr. Williams asked why there was such a decrease in the amount paid out for the Legacy 911 Cost Reimbursement Program from FY2023 to FY2024. Ms. Missildine explained that it was a result of work done by the Board staff in both monitoring ECDs bills to ensure certain legacy charges decreased as anticipated or certain charges dropped off the phone bills, as well as the agreement made with Brightspeed for the Board to be billed directly, resulting in a 90% reduction in costs from that carrier. It will be the goal of the Board staff moving forward to form similar agreements with other telecommunication providers for legacy 911 services, if the charges do not drop off the bills altogether.

Ms. Missildine then discussed revenue trends since the completed migration of the surcharge to \$2.23. She pointed out that for the first time ever, we are seeing a slight decreasing trend in collections that is due to the Point of Sale (POS) collection reductions from the Department of Revenue. She did emphasize that this is less than a year of data collection from the complete surcharge migration and that we would continue to watch this trend and make any recommendations that might be appropriate in the future. Ms. Missildine informed the Board of an issue that was detected in January, during the inclement winter weather, regarding the monthly deposit for POS collections not being received at the expected time during that month. She notified the Department of Revenue and it was discovered that due to human error, the deposit was not made. This mistake was corrected and the deposit was made prior to the February distribution to ECDs. She highlighted this, and other issues with carrier receipts in the last six months, as a priority reason why the Board needs legislative change that would allow the Board to make districts whole with funds available to the Board.

Ms. Missildine then communicated one change to the financial statements that were presented to the Board that she and Jeremy Moreland, the contracted accounting services provider to the Board, had discussed. The change will be for the population distribution portion to be broken out of the baseline ECD distribution on the financial statements. She recommended to the Board the approval of the financial statements, as presented, with the amendment of breaking apart the baseline distribution and population distribution into separate line items. Mr. Williams called for a motion from the Board. Mr. R. Smith made the motion and Mr. Brandon Broadhead seconded the motion. A roll call vote was taken by Mr. Brown.

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
John Nettles	<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
Joby Smith	<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
Jeremy Williams	<input checked="" type="checkbox"/> Yay	<input type="checkbox"/> Nay	<input type="checkbox"/> Abstain

There were no objections. The motion passed unanimously.

Ms. Missildine continued the report with updates on past grant cycles. She exclaimed that the Board staff is pleased to announce that all of the projects for Grant Cycles 5 & 6 are now complete and there is only one project outstanding for Grant Cycle 7 that involves some potential changes to the project related to CPE migration. She informed the Board that staff are participating in weekly calls regarding the migration for that ECD and is keeping abreast of the progress. There were six projects completed during the reporting period for Grant Cycle 8 and eight projects completed during the reporting period for Grant Cycle 9. Ms. Missildine reminded the Board that Grant Cycle 10 had been indefinitely suspended due to required legislative change to be able to fund the Board's Grant Program. She also stated that the key focus of Grant Cycle 10 had been CPE and Board staff had knowledge of applying ECDs that have already surpassed equipment renewal dates and that there were other ECDs that would have a pending CPE need. She conveyed to the Board statements Board staff had made to ECD stakeholders during the User Conference that if there is legislative change, it will be her recommendation that the application period for Grant Cycle 10 be reopened for current applications to be amended and to possibly add applicants to those already received. Mr. Broadhead shared some positive correspondence that he received from Chilton County, one of the ECDs represented in his district, about the Board's Grant Program: "Just in my short tenure, I can't begin to write out what they have allowed us to accomplish. The recorder grant freed up enough money for us to buy it and redo our center before the furniture arrived. Chilton County would not be where we are today without the help of the Alabama 9-1-1 Board and their Grant Program." Mr. Broadhead exclaimed that statements like these affirm that the programs of the Board are doing good things for the ECDs we represent. Ms. Missildine concurred.

Ms. Missildine then provided an update on the Legacy 911 Cost Reimbursement Program, reiterating discussions earlier in the meeting about the decrease in reimbursements for that program since its inception in FY2021. She also provided an update on the Cost Recovery Program for the previous year, stating that all of the plans had been completely paid out.

Ms. Missildine then began the discussion on a recommendation for an excess cost recovery declaration. She briefly recapped claims made during the Sunset Review about the Board's net position and delineated the purpose and current balance of each of the 911 fund accounts. She expressed that she would never feel comfortable not having enough in the Reserve account to cover at least one month of the Board's obligations. Ms. Missildine recommended to the Board that they declare four million dollars (\$4M) as excess cost recovery and distribute it to ECDs by

population, as directed by law. Mr. Williams called for a motion on the recommendation provided by Ms. Missildine. Mr. Broadhead made the motion and Mr. Silas seconded. A roll call vote was taken by Mr. Brown.

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
John Nettles	<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
Joby Smith	<input checked="" type="checkbox"/> Yay	<input type="checkbox"/> Nay	<input type="checkbox"/> Abstain
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Brandon Wallace	<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

There were no objections. Motion passed unanimously. Mr. Williams asked Ms. Missildine when that distribution would be made, to which she advised by the end of the month. There was some additional discussion about how HB263 would pertain to reserve funding. Ms. Missildine provided a summary of how the Board would need to conduct a rule-making process if the bill is made into law, based on the current proposed language. Mr. Williams asked if the bill does pass, if the Board staff was prepared to start the rules process at the May Board meeting. Ms. Missildine affirmed that we would be. There was some further discussion by Board members and staff about how the language in HB263 removes the dependance on the type of service, wireless and non-wireless, and how those service types dictate how 911 funds are appropriated. This is particularly important, as it removes uncontrollable variables in the funding formula. Mr. Broadhead inquired to Mr. Williams if it would be possible for the Board to have a work session if HB263 passes prior to the May Board meeting. Mr. Williams agreed that would be needed. Ms. Missildine recommended that at the very least, we would need to have a joint committee meeting involving the Finance and Governance Committees. The potential date range of early to mid-April was suggested as a timeframe for this meeting. There was some discussion between Ms. Missildine and the Board's general counsel about whether an administrative rules process could be started prior to a bill being passed. General counsel believed that was possible but wanted to confirm and follow up with Ms. Missildine.

The final item of discussion was two letters that were submitted to the Board from ECDs that missed the deadline for the FY2024 Legacy 911 Cost Reimbursement Program that requested approval for late submissions. The two ECDs were Clarke County and Calhoun County. Ms. Missildine recommended that the Board approve the request for late submission of FY2024 Legacy 911 Cost Reimbursement by these two ECDs. Mr. R. Smith made the motion and Mr. Brandon Wallace seconded the motion. A roll call vote was taken by Mr. Brown.

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
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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

Jeremy Williams

☒ Yay ☐ Nay ☐ Abstain

There were no objections. Motion passed unanimously.

### **Education and Outreach Report**

Ms. Missildine then turned the meeting over to Ms. Laura Ehrhart, Education and Outreach Program Manager for the Board. Ms. Ehrhart began her report with a review of the 2025 User Conference. She detailed all of the places in North America that speakers and panelists were from, including multiple states and even Canada. The Conference offered 24 hours of CEUs for the attendees, twice the requirement for the PST Certification Program. Ms. Ehrhart stated that in the weeks following the Conference, many vendors and speakers have reached out to her to be included in next year's User Conference. Many of the PSTs and other PSAP personnel that attended have sent her positive messages of all that they learned and examples of changes they have made to their organizations from the content learned at the 2025 User Conference.

Alabama was the first state to host the Cyber Resilient 911 course, provided by the federal Cybersecurity Infrastructure Security Agency and the reviews from those that attended were very positive. The total number of attendees, including PSTs and speakers, was 285. This is almost 100 more than in 2024. A recap video that was produced about the User Conference was played for the Board members. Ms. Ehrhart was excited to announce the 2026 User Conference that will be held in Huntsville, AL at the Space and Rocket Center on May 4-7, 2026. There was some joyful discussion about the casino night social event and everyone agreed that watching the attendees socialize with others from around the state was one of the most amazing things they have seen in all of their careers.

Ms. Ehrhart continued her report with an update on the Education and Outreach Department's efforts to ensure that all PSAPs were completely aware and understanding of the rule changes that became effective on January 11, 2025. They have conducted nine meetings, both in person and virtually, that reached 162 leadership employees around the state. They have followed up with written information via email and Ms. Ehrhart has met with many leaders one on one to answer specific questions about their agencies. There will be an audit of PST certifications in May to measure the 100% compliance rate that was included in the rule change. She detailed everything that was discussed during these meetings, including step by step instructions on utilizing the certification app and the consequences of not being compliant with the rules. Ms. Ehrhart then provided an overview of the PST certification weekly reports that will soon be available to leadership in the app. Ms. Missildine then asked Daniel Hipps, Education and Outreach Technical Specialist for the Board, if we could develop a Board member view that provided similar information. Mr. Hipps stated he would create that. Ms. Ehrhart then stated that the app metrics that measure compliance will be changed from 60% to 100% on June 1, 2025 to match the changes in the rule.

Ms. Ehrhart then reported on all of the training that the Board has offered in the previous months; 116 hours in eight different locations. She reiterated statements made earlier in the meeting encouraging participation in the PST Certification Course Reimbursement program. She also spoke about the importance of the Board being able to provide access to 40-hour basic PST courses through a contracted instructor. Because of the provision of this course, the Board was able to assist the Perry County ECD in giving basic training to several of their employees, getting them started on the journey to be compliant. Ms. Missildine added that Dallas 911 was

also instrumental in assisting with the success of this training by temporarily taking calls for Perry County during the overnight hours so more employees could attend the course. Ms. Ehrhart added that these courses are being scheduled months in advance using data from the app to determine locations and allowing for targeted notifications to be sent to those that show a need. Mr. Williams asked how many attendees were at the course in Dothan, AL held earlier in the week. Mr. Hipps responded that there were 49 in attendance. Ms. Ehrhart added that there were 30 signed up for the same course in Decatur, AL for the next day.

Ms. Ehrhart concluded her report by informing the Board of several outreach items. The Board staff have produced a Text for 911 video that will be used for a public education campaign that will be broadcast on several different media outlets across the state. She also reminded the Board that a recruitment video was also produced that can be used by any PSAP or ECD locally to drive career interest. Mr. Hipps reported that due to recent outreach efforts regarding training, we are seeing more courses being filled and having to utilize waitlists for many of them.

### **Technology Report**

Ms. Melissa Carpenter provided the report for INdigital. She started with an update on the MEVO Feature Roll Out progress, with only two PSAPs remaining that should be completed before the next Board meeting. She then provided several call statistics for the last two months. Ms. Carpenter stated that they have almost completed a project that will allow outbound texts from those that have migrated to Prepared to be included in consolidated text for 911 reports. She reported on several weather impacts that occurred over the reporting period, including the winter weather and recent tornados in several areas around the state. She highlighted the effectiveness of MEVO being available as a backup system that allowed several PSAPs to continue operating during these events. Ms. Carpenter reminded everyone in attendance that the phone and email contacts for RPSS are migrating to INdigital contact information and encouraged all to replace those contact methods in their PSAPs as soon as possible.

Ms. Carpenter applauded the work done by Mr. Michael David Smith as a recent hire as project manager for INdigital. Mr. Smith has successfully completed a multitude of projects around the state and they are so happy to have him on board. One specific project she highlighted was the upcoming consolidation of Homewood 911 into Shelby 911. Mr. Broadhead asked if Ms. Carpenter could speak in detail about some of the work involved in that project that will allow the agencies that contract with Shelby 911 to see their individual call statistics. Ms. Carpenter gave a brief overview of what that entails and what the output reports will look like. Mr. Broadhead praised INdigital for providing a solution to that problem to allow the consolidation project to occur.

Mr. Anderson Brooms presented the GIS report. He started his report with a map of all the PSAPs he has visited. He stated that the RapidSOS project deployment is down to its final stages and is still moving slowly with those PSAPs. One PSAP had gone live since the last report and several others are still in various steps of onboarding.

Mr. Brooms presented a map of the PSAP boundary anomalies and brought attention to the Jefferson County area. This area has many gaps and overlaps due to previous lack of communication about annexations between multiple government entities in the area and the absence of a practical workflow to provide timely updates. Mr. Brooms informed the Board that

Jefferson 911 and Birmingham 911 have contracted with DATAMARK independently of the Board's work to address some of these issues and provide solutions. He referred back to Ms. Carpenter's report on primary PSAP transfers and stated that five of the ten listed were in Jefferson County and stated that he believed that based on the work being done by Jefferson 911 and Birmingham 911, his projection was that those transfers would decline as solutions were implemented to update the PSAP boundaries in the areas in a timely manner.

He next provided an update on the statewide GIS data remediation project. He displayed a series of maps that highlighted the large amount of progress made in the improvement of NG911 GIS data readiness since November 2024. He reiterated the importance of having current data uploaded into VEP, reporting that for the first time since tracking this metric we have 67% of ECDs that have data that is three months or less in age in the VEP system. Mr. Brooms attributed these improvements to ECDs understanding the process and the recent VEP training the Board has started to offer for 911 GIS personnel. He presented the changes in several comparison metrics including MSAG to RCL, ALI to RCL, and ALI to AP.

## **Governance Report**

Ms. Missildine moved on to the Governance Report. She informed the Board that there was a copy of the recently certified PST Administrative rules, as they appear in the Alabama Administrative Code. These rules became effective on January 11, 2025.

She provided an update on current pending legislation being considered including HB25-the ECD services contracting bill and HB263-the bill addressing 911 funding remedies mentioned as part of the Board's Sunset Review. She informed the Board that staff is closely watching these bills and has been in attendance for committee meetings regarding the legislation.

## **Old Business**

Ms. Missildine reminded the Board and any others in the gallery or online that the Statement of Economic Interest (SEI) is due to the Ethics Commission on April 30, 2025 for those required to file.

## **New Business**

Ms. Missildine reminded the Board about upcoming changes to the state's telephone area codes, affecting the current 334 area code. These changes will occur in February 2026. She notified the Board about a new mileage rate of \$0.70 that went into effect on January 1, 2025. Ms. Missildine informed the Board on a letter she received from the mayor of Hanceville about the termination of their PSTs and rerouting of 911 calls to CullmanCo 911. She spoke with the director of Cullman ECD about the PST Certification Program and she informed him that we would not restrict PST access to their profile on myAlabama911 or Virtual Academy so they can keep their certification in compliance. She then advised the Board that she had added a quote for ECD Legal Compliance Examinations to their packets for the upcoming year. Mr. Wallace asked Ms. Missildine if there was a summary of findings from the ECD Legal Compliance Examinations that was compiled. She replied that the Board staff keeps a list, and the findings have lessened over time. There was some discussion about the amount of notification given to

an ECD prior to the Examination and the online portal for submitting documentation to the Examiners.

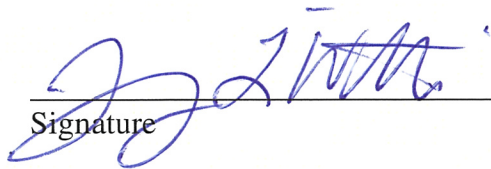
### Public Comments

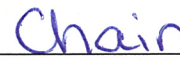
There were no public comments from the gallery. Mr. Broadhead announced that AAND will be hosting a '911 Goes to the Hill' event on April 1, 2025. He asked if the Board staff would be willing to create a one-page talking points document to go along with the one that was created by ACCA. Ms. Missildine replied that we would gladly do that.

### Adjournment

The meeting was adjourned at 11:40 a.m.

Approved this 21st day of May, 2025.

  
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Signature

  
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Title