

ALABAMA 9-1-1 BOARD MEETING
 Minutes of 7/27/2022

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 10:01 a.m.

The roll was called as follows by Ms. Peel:

Alan Campbell, Vice Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Evelyn Causey	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Wayne Hutchens	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Fred Johnson	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
John Nettles	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent
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 approval of the minutes from the May 18, 2022 Board meeting. Mr. Greg Silas made the motion and Mr. Alan Campbell seconded it. 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. Missildine, Executive Director for the Board, for committee reports.

Committee Reports

Governance Committee Work Session Report

Ms. Missildine began with the report of the meeting of the Governance Committee. The Governance Committee met on June 1, 2022. Due to illness and the inability to have a quorum, this was a work session. The staff provided the committee a summary of the legislative action that led to the passing of Act No. 22-387. Ms. Missildine began with an overview and progress report for proposed administrative rule chapter 585-X-5, the Certification Program Rule. She outlined the current progress of the outreach for initial data collection that is pending, discussed

staff actions for offering basic training courses, and reviewed the timeline for written comments about the proposed rule and when the public hearing would be conducted. She advised that staff would incorporate any changes to the draft rule, if needed, for the Board to adopt the final version at the July Board meeting. Also discussed was the amendment to the Open Meetings Act, formulating sample policy/resolution for districts to proclaim methods of transfer and methods of dispatch that were outlined in Act 2022-387, and recent reports of automated crash notifications. Ms. Missildine presented the draft submission of the 14th Annual Report to Congress. The last item of discussion was the recommendation that the Board begin drafting an administrative rules chapter to govern the deployment and operation of the statewide 9-1-1 voice and data system.

Technical Committee Meeting Report

Ms. Missildine moved on to the report of the Technical Committee Meeting held on June 24, 2022. During the meeting, there was discussion of about the need to initiate a rules-making process for an administrative rules chapter that would provide NG9-1-1 network and system requirements and guidance. The Committee had some concern about any potential Board rule conflicting with Public Service Commission rules. The Committee directed the Board staff to begin to draft some language for the rule and engage the Public Service Commission about this subject. Ms. Missildine introduced Nida Jackson as the Board's Senior GIS Specialist. She also provided an update on the current GIS related conversations between INdigital and DATAMARK about the usage of the NG9-1-1 GIS database within the ANGEN core services. The committee had a discussion of the automatic notification of 9-1-1, specifically related to reports by ECDs of various collision notification services provided by vehicle manufacturers. The staff will conduct additional research on how these systems operate and access the 9-1-1 system and provide that information to the Committee.

Ms. Missildine recommended the Board accept the report of the Technical Committee. Mr. Alan Campbell made the motion and Mr. Brandon Wallace seconded it. There were no objections. Motion passed unanimously.

Finance Committee Meeting Report

The Finance Committee met on July 20, 2022 to review the most recent financial statements and the 9-1-1 Fund outlook as FY2023 budgeting preparation begins. Mr. Ron Cooley reviewed the June 2022 financial statements with the Committee. The committee asked several questions about the CPI-U rate increase and what options were available to the Board to adjust the rate as well as the potential ramifications of doing so. There were many options discussed, one of which being consolidation. The committee expressed that this topic needed to be discussed with the entire Board. Ms. Missildine recommended the committee approve the financial statements. The motion was made, seconded, and passed unanimously. Ms. Missildine moved on to the discussion of the 9-1-1 Fund Outlook. As more duties have been assigned to the Board by the Legislature, staff recommended a budget for the Reserve Fund that could be approved by the Board. The budget would be separated out programmatically for easier tracking and reporting on each program. The motion was made to authorize staff to create additional funds for ANGEN and the Certification Program and supply corresponding budgets for each fund. The motion was seconded and passed unanimously.

Ms. Missildine recommended the Board accept the report of the Finance Committee including the recommendation to accept the financial statements as presented and to authorize staff to create additional funds for ANGEN and the Certification program and supply corresponding budget for each fund. Mr. Tim Webb made the motion and Ms. Evelyn Causey seconded the motion. There were no objections. Motion passed unanimously.

Staff Reports

Director's Report

Ms. Missildine provided the Director's Report. She began the report with a list of updates and considerations for the Board. She reported that the mileage rate for Board member travel had changed and had been updated on the reimbursement request form. Ms. Missildine continued the Director's report by providing the Board with an update on the Legacy 9-1-1 Cost reimbursement program. The participation for FY2022 is down from the same period for FY2021. To date, there have been 25% fewer submissions and 29% less money requested. She stated that the reduction in the money requested was due to a reduction in some of the bills due to ALI disconnects.

Ms. Missildine provided the Board with an update of the language translation services offered through the Board to PSAPs. There will be an open enrollment for the services from August 1 to August 31. She reported that one PSAP was experiencing a technical issue with their CPE vendor and transfers to Voiance. It appeared to be isolated and was being investigated.

Ms. Missildine explained that the process for requesting a planned event call routing service would be changing shortly. The Board in conjunction with INdigital was developing a submission form and approval process for these requests. There are considerations and testing that must be done for such events. This new process will ensure it works as designed.

Ms. Missildine reported that INdigital ALI had been deployed across the state. Board staff is monitoring phone bills as ALI disconnects are completed. She explained that a few PSAPs still received calls through a gateway instead of via SIP. There were different reasons for this, but many systems were not capable of SIP delivery and those systems are under contract. There was discussion about whether the Board should take any steps to get rid of the gateways in these PSAPs. One PSAP is having call duplication issues and because the call cannot be troubleshot once it hits the gateway, it has been difficult to diagnose the issue. Each has a timeline in place for moving to SIP.

Ms. Missildine provided the Board with the update on the Public Safety Telecommunicator Certification program. She explained that the Alabama NENA Appointed - Alabama 9-1-1 Education committee is working as an advisory panel to the Board. The minimum guidelines for the program come directly from the 9-1-1.gov minimum training guidelines. Outreach to districts and PSAPs has accomplished through email, phone calls, webinars, and social media posts. The data collection effort to establish a baseline of the current telecommunicators in the state was well received and successful.

Ms. Missildine concluded the Director's report with a discussion of the building blocks of Alabama 9-1-1 including the 988/9-1-1 Interoperability Standards, the potential to participate

with the GIO at ALEA for statewide aerial imagery, and a meeting with AL EMA, ALEA, and Board staff on interoperability during active school shooter incidents.

Mr. Tim Webb left the meeting at 11:10 a.m. and returned at 11:13 a.m.

Mr. Jeremy Williams, Chair, called for a break at 11:15 a.m. He called the meeting back to order at 11:25. Mr. Greg Silas and Mr. Alan Campbell returned at 11:27 a.m.

GIS Report

Mr. Anderson Brooms presented the GIS report to the Board. He introduced Nida Jackson, the Senior GIS Specialist recently hired. He reported on ECD engagement as Mr. Williams had requested. There is a lack of engagement and districts are not aggregating on a regular basis. Ms. Shonk stated that she had reached out to Mr. Brooms because she realized the importance of being engaged in the project. Mr. Brooms reminded everyone that Board staff is here to help in any way they can. A problem cannot be solved if we do not know one exists.

Education Report

Ms. Dana Nation provided the Education report. She presented a recap of the training provided by the Board over the last two months. She updated the Board on the use of Virtual Academy and the Talk About it Tuesday webinars. Ms. Nation also provided a list of training being offered in the next few months. She made the request to please let us know how we are doing – call, email, and provide any constructive criticism or feedback needed to improve the Board’s staff or programs.

ANGEN Report

Ms. Melissa Carpenter presented the report of INdigital. She provided an update on the stages of the project. Over the last two months, Baldwin County has processed the most text sessions. Most of the text sessions across the state are outbound from a PSAP. Ms. Carpenter continued with providing an update on the core services upgrades and changes including Lumen circuit replacement, Voiance language services deployment, and FirstNet conversion. She reported on ANGEN statistics. Over 14.9 million calls have been processed since February 2018. She then provided a review of trouble tickets and how to reach the NSOC for troubleshooting. Ms. Carpenter shared a significant event analysis of the success of Planned Event Call Routing at Hangout Fest in Baldwin County. She also provided information on testing and implementation of a robo-dial mitigator for calls to a PSAP’s ten-digit number. Ms. Carpenter also explained that OneCallNow is active on MEVOs for emergency notifications.

Legal Report:

Mr. Scott Barnett presented the legal report to the Board. He informed the Board that a recommendation was coming on virtual meeting attendance. The amendment to the Open Meetings Act allows ill members to participate by electronic means during discussion. It does not allow that person to be counted for a quorum. Mr. Jeff Sherrer discussed the lawsuit filed in Walker County. There is a residence on the Walker/Jefferson County line and there have been

problems of emergency service response to the residence. Mr. Sherrer will keep the Board informed as to the progression of the suit. There is a status hearing set in September.

Old Business

Ms. Missildine is due for a performance evaluation. Mr. Williams will schedule a meeting with the Executive committee.

New Business

Rule 585-X-5 presented this morning during the public hearing was submitted for adoption. It was noted that there were two grammatical errors that would not substantively change the rule. These are in 585-X-5.02(7)(d)(1) and 585-X-5.04(2) of the proposed rule. The changes need to be made for flow and grammar. The motion was made by Mr. Greg Silas and seconded by Mr. Fred Johnson to adopt for certification the rule 585-X-5 as discussed in the public hearing subject to the two grammatical and formatting corrections. There were no objections. Motion passed unanimously.

Mr. Williams expressed how thankful he was for all the people that worked hard on the legislation to get it passed. It has been needed for years and it is finally complete.

Mr. Greg Silas stated that this has been wanted for 30 years. It will make a difference for the state to have standards. He is looking forward to seeing how it grows.

Ms. Melinda Shonk talked about how Mr. Fisher, her predecessor, pressed upon her the importance of certification for telecommunicators. He has been made aware of the passage of the legislation. He was pleased. The hard work begins now. She stated she was pleased to be able to sit at the table when this new rule was passed.

Public Comments:

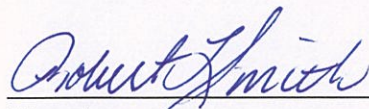
Ms. Holly Peacock reminded that on the Texty platform to stay logged in, it must be visible on your screen not hidden by other windows.

Mr. Johnny Hart praised Mr. Shawn Rogers for his efforts to get Act 2022-387 passed.

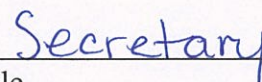
Adjournment:

Meeting was adjourned at 12:22 p.m.

Approved this 21st day of September, 2022.



Signature



Title