ALABAMA 911 BOARD

Alabama 9-1-1 Board Meeting

- **ENTER YOUR NAME** WHEN YOU ENTER THE CONFERENCE ROOM.

- **ALL VIRTUAL ATTENDEES ARE MUTED** BY THE MEETING HOST FROM THE BEGINNING.

- IF YOU ARE A **BOARD MEMBER** JOINING BY BOTH PHONE AND COMPUTER, PLEASE LET ADAM KNOW WHAT PHONE NUMBER YOU USED TO DIAL IN SO YOU CAN BE UN-MUTED.

- IF YOU ARE **JOINING BY COMPUTER**, THE CHAT FEATURE IS AVAILABLE TO ALL ATTENDEES AND PARTICIPANTS.

- IF YOU ARE **JOINING USING BOTH**, TURN AUDIO OFF ON THE COMPUTER TO PREVENT FEEDBACK.

September 16, 2020 Board Meeting
1 Commerce Street
Montgomery, AL

Agenda

Introduction

- ❖ Call to Order
- ❖ Roll Call
- ❖ Agenda Approval (Tab 1)
- ❖ Minutes Approvals (Tab 2)
- ❖ Guest Introductions

Reports

- ❖ Committee Reports (Tabs 3 - 4)
- ❖ Staff Reports (Tabs 5 – 8)
  - • Director's Report
  - • Financial Report
  - • Legal Report
  - • ANGEN Report

Closing

- ❖ Old Business
- ❖ New Business
- ❖ Public Comments
- ❖ Next Meeting
- ❖ Adjournment

If you haven't done so, please sign in.

Committee Reports

(Tabs 3-4)

Finance Committee Meeting Agenda (Tab 3)

August 19, 2020
Montgomery, AL

FY21 Budget

Technical Committee Meeting Agenda (Tab 4)

**August 12, 2020
Pelham, AL**

GIS Services Contract
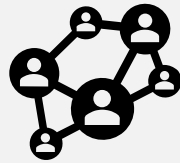
ANGEN Buildout

Staff Reports

(Tabs 5-8)

Director's Report

(Tab 5)

MS. LEAH MISSILDINE

Board Nominations

Primary Nominations

- District 1: Charlie McNichol, Mobile County

- District 3: Melinda Shonk, City of Montgomery

- District 5: Brandon Wallace, Limestone County

- District 7: Greg Silas, City of Birmingham

Secondary Nominations

- District 1: Joby Smith, Baldwin County

- District 3: Victor Kennedy, Talladega County

- District 5: Jeannie Pharis, Morgan County

- District 7: Melissa Dove, Wilcox County

Meeting Schedules & Committee Assignments

2021 BOARD MEETINGS

Third Wednesday of Odd Months
- 1/20/2021
- 3/17/2021
- 5/19/2021
- 7/21/2021
- 9/15/2021
- 11/17/2021

COMMITTEE MEETINGS

Even Months Rotation

- 1st Tuesday afternoon of even months
- 1st Wednesday morning of even months
- 4th Tuesday afternoon of even months
- 4th Wednesday morning of even months
- other suggestion--_____
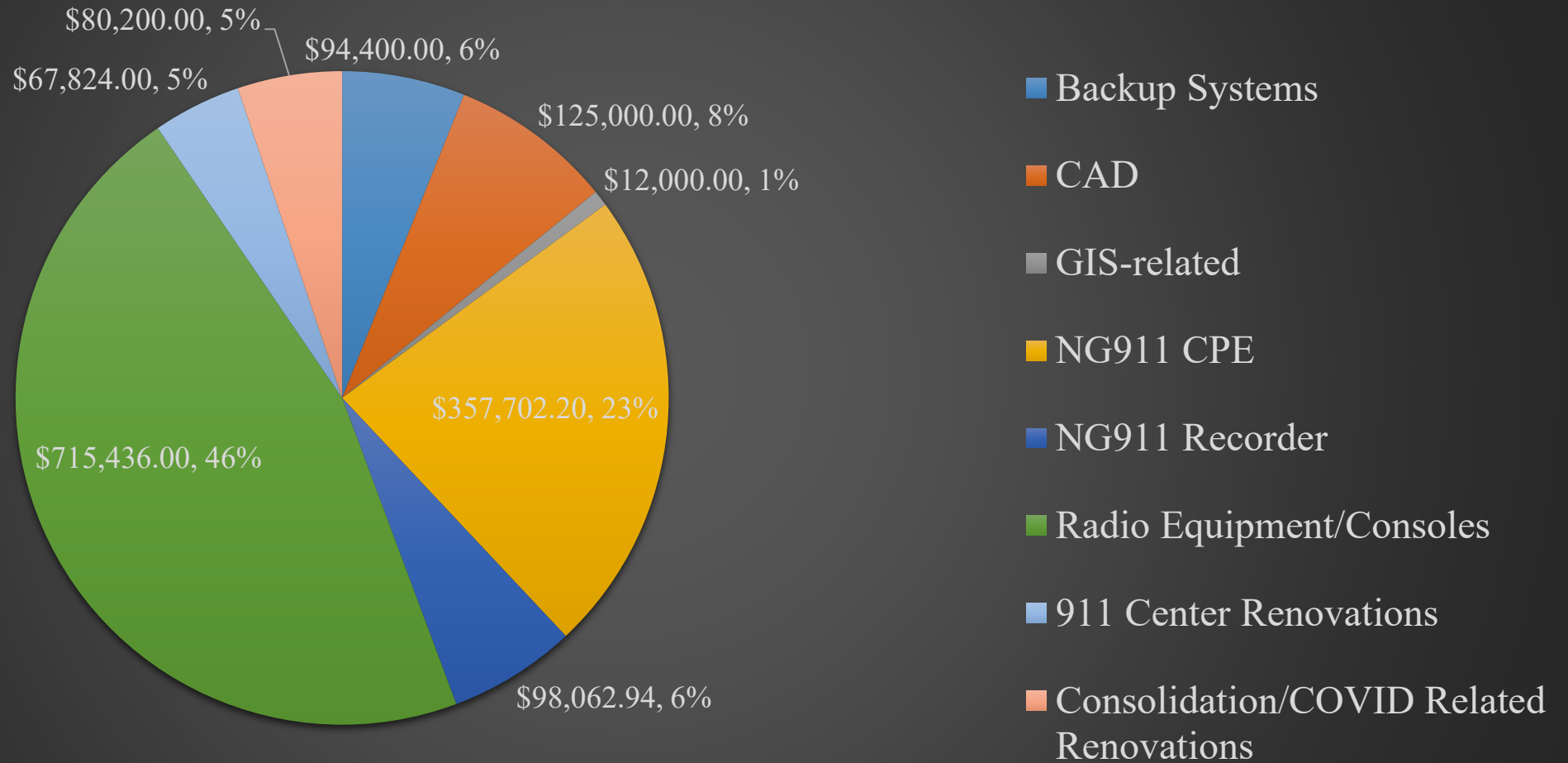
Existing Committee Assignments

Committee	Members
Governance	Tim Webb Wayne Hutchins vacancy
Education & Outreach	Fred Johnson Jeremy Williams Melissa Dove
Finance	Robert Smith Terry Womack vacancy
Technical	Alan Campbell Brandon Wallace John Nettles

GIS Project Progress

Date	Activity
November 22, 2019	Issue of RFP
December 3, 2019	Pre-Proposal Conference
December 13, 2019	Deadline to Submit Written Questions
December 20, 2019	Response to Written Questions/RFP Amendments
February 14, 2020	Submission of Proposals
February 24, 2020 – May 14, 2020	Proposal Evaluation
April 29, 2020 - April 30, 2020	Oral Presentations and Demonstrations
May 13, 2020	Written Questions for System Service Provider
May 13, 2020 to Current	River Region GIS Data Project
May 14, 2020	Proposal Clarification Questions to Vendors
May 20, 2020	RFP Award Recommendation
June 2, 2020	Technical Committee Proposal Review
June 15, 2020-September 1, 2020	Contract Negotiation
July 1, 2020 to Current	Wiregrass Region GIS Data Project
August 12, 2020	Technical Committee Contract Review/Approval
August 21, 2020	Preparing Your Data for Initial Validation Submission Webinar
September 4, 2020	Contract Submission to Governor's Office for Approval

Grant Cycle 5 Summary

Legend:
- Backup Systems
- CAD
- GIS-related
- NG911 CPE
- NG911 Recorder
- Radio Equipment/Consoles
- 911 Center Renovations
- Consolidation/COVID Related Renovations

Pie chart values:
- $80,200.00, 5%
- $94,400.00, 6%
- $67,824.00, 5%
- $125,000.00, 8%
- $12,000.00, 1%
- $357,702.20, 23%
- $715,436.00, 46%
- $98,062.94, 6%

Applicants = 12
Total requested = $1,550,625.14

Learning Management System Project

✓ Written Q&A Review – 08/31/2020

✓ Written Q&A Response – 09/01/2020

✓ Proposals due – 09/14/2020

   ✓ 3 proposals received

o Proposal review – 09/17/2020-09/23/2020

o Clarifications – 10/01/2020-10/08/2020

o Presentation/Demo – 10/19/2020-10/21/2020

o Meeting with Ed & Outreach Committee -- 11/4/2020 or 11/10/2020 TBD

o Recommendation to Board – 11/19/2020

o Contract Review Deadline – TBD/2021
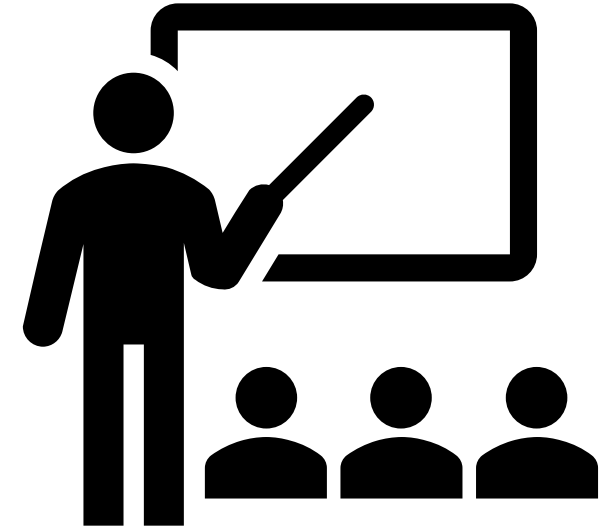
Board's Legal Compliance Audit

✓ Audit Period October 1, 2017 – September 30, 2019

✓ Examination Completed

✓ Audit Supervisor's Review

✓ Exit Conference

✓ Report Publication -- Current Findings
- 2019-01 Relates to the Board granting employees holidays that are not authorized by law.
- 2019-02 Relates to the Board not granting employees a personal leave day.
- 2019-03 Relates to the Board not executing contracts for professional services.

❑ Take any corrective action necessary

Analysis of ECD Audits

Four Rounds

1) Round 1 – spanned one- and two-year periods under two distinctly different statutes

2) Round 2 – 46 findings, $66,417.43 non-compliant expenditures

3) Round 3 – 33 findings, $1,856.14 non-compliant expenditures

4) Round 4 – not completed

Based on Annual Averages
Compliance versus Non-compliance

Compliant Expenditures 99.98%

Non-compliant Expenditures 0.02%
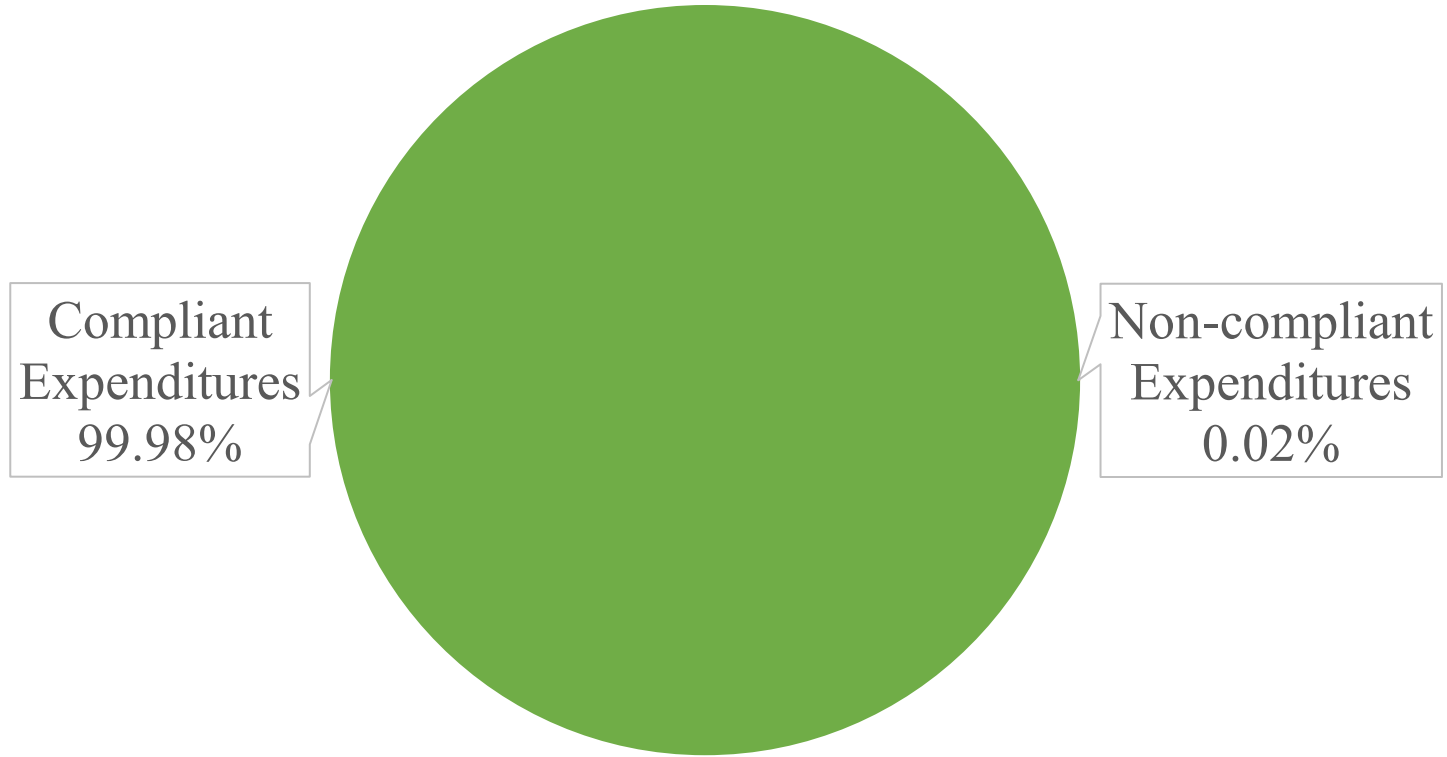
■ Non-compliant Expenditures   ■ Compliant Expenditures

Analysis of ECD Audits

Payments to Examiners

FY14	FY15	FY16	FY17	FY18	FY19
$699,108.20	$425,764.50	$865,579.50	$572,437.50	$641,346.00	$668,278.80

ECD Annual Certification

In accordance with Act 2012-293, the Alabama 9-1-1 Board is directed to make disbursements out of funds collected by the "Board" to each participating Emergency Communications District (the "ECDs") in accordance with the distribution formula to be used by the "ECDs" to establish, operate, maintain, and replace an emergency communication system as outlined under § 11-98-6, Code of Alabama 1975.

The undersigned "Authorized Officials" do hereby affirm and attest that the _____ "ECD" has been and will be operated in compliance with the Code of Alabama, and that the ECD is a valid organization authorized to receive distributions from the "Board".

ECD Annual Certification

Number of Outstanding Certifications			
2017	**2018**	**2019**	**2020**
3	5	2	7

➢ Lack of responsiveness
➢ Unaware of changes in key leadership positions
➢ Too many surveys throughout the year

Proposed Additions to ECD Annual Certification

- Initial Certification statement
- Director's name and contact information
- Names of Board Members and Term Dates
- Appointing Authority
- Board meeting dates/frequency
- Verification of continuity of service disclosure requirement
- Verification of requirement to notify 9-1-1 Board of changes (director, address, etc.) within 14 days)
- Total number of telecommunicators on staff
- Operations Manager's contact information
- Public Non-emergency number
- Public Addressing number
- Financial Officer contact information (or person who is to receive distribution notification)
- GIS Professional (In-house, other county employee, or third-party contractor) contact information
- CPE, recorder, and CAD vendor
- Items we have surveyed the ECDs about for the annual FCC and 911 Profile Database

Proposed Timeline to Expand ECD Annual Certification

- September 2020 Board Meeting – review proposed content and timeline
- November 2020 Board Meeting – approve final form and any consequence(s)
- December 1, 2020 – email ECDs the form (this is our traditional target date to send it out)
- December 31, 2020 – send certified letter to any ECD still outstanding as a reminder; request the assistance of representative from the Board (this is our usual reminder target date)
- January 31, 2021 – due date; send certified letter with delinquency notice and consequences, if any, if not returned by February 28th

Director's Report – Alabama Interactive (General Update)

- 22 checks (down from ~120)
- 7 ACHs (down from ~130)
- Certified letters sent to noncompliant

Upcoming Events

➢ **Upcoming Board Meetings**

- September 16, 2020   Board Meeting

- October 11-14, 2020   ALNENA Gulf Coast Conference

- October 26-28, 2020   Fall NASNA Meeting (virtual)

- November 19, 2020*   Board Meeting

    *(3rd Thursday due to GIS conference, Nov. 16-18)

➢ **Training Activity**

- ALEMD Alabama Career Tech CTE – CCRI approval

Financial Report- August 2020 YTD
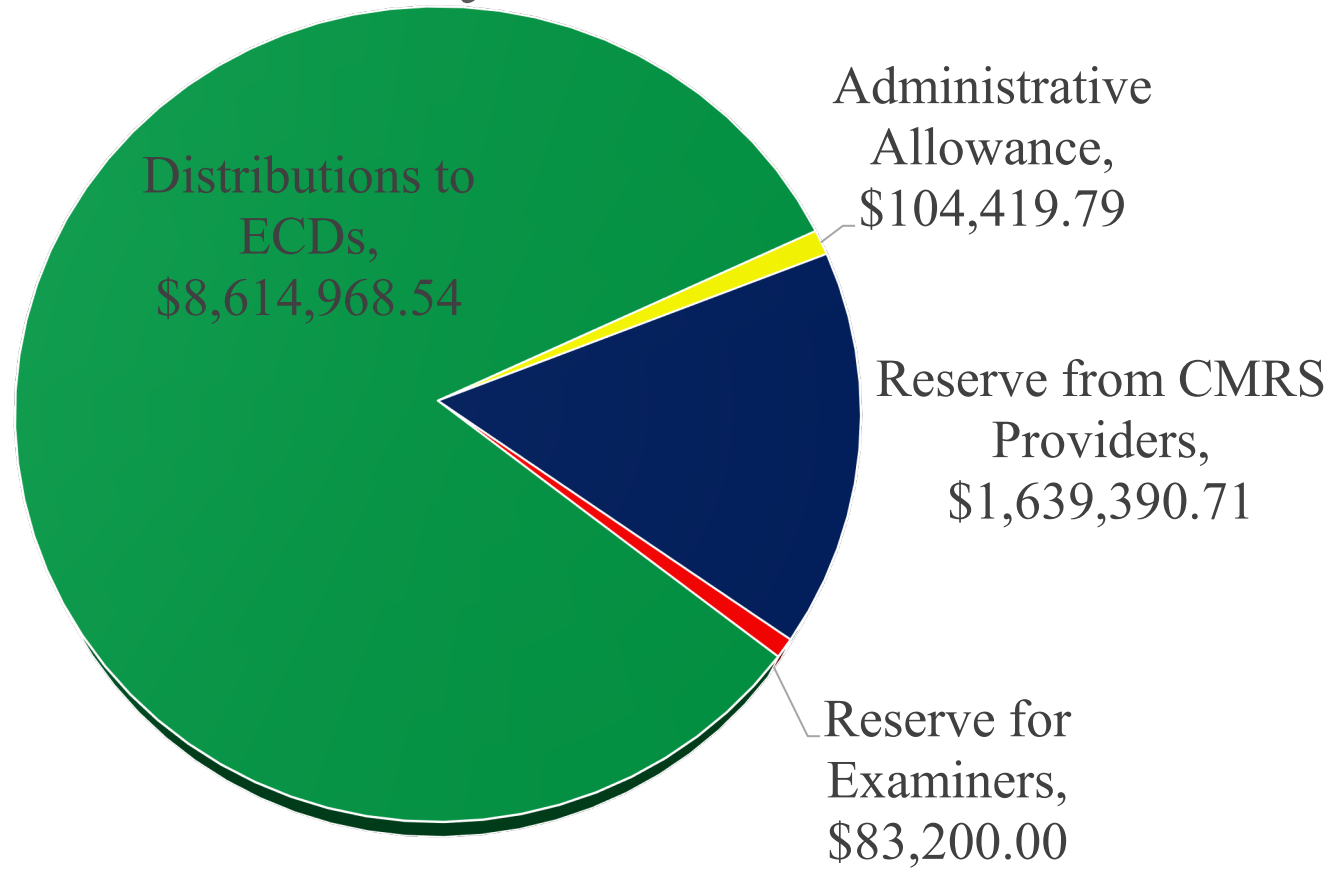
(Tab 6)

MR. RON COOLEY

	FY2020	FY2019	FY2018
ASSETS			
Current Assets	**$ 35,968,446.52**	**$ 33,631,128.78**	**$ 33,588,916.62**
Net Property and Equipment	**98,369.81**	**91,725.65**	**121,487.00**
Total Assets	**$ 36,066,816.33**	**$ 33,722,854.43**	**$ 33,710,403.62**
LIABILITIES AND FUND EQUITY			
Current Liabilities	**$ 5,354.80**	**$ 4,585.94**	**$ 1,079.41**
Fund Equity	**36,061,461.53**	**33,718,268.49**	**33,709,324.21**
Total Liabilities & Fund Equity	**$ 36,066,816.33**	**$ 33,722,854.43**	**$ 33,710,403.62**

YTD REVENUES

Months	FY 2020	FY 2019	FY2018
Oct	$ 10,230,821.59	$ 9,454,486.64	$ 9,475,419.23
Nov	$ 10,418,140.89	$ 9,835,591.85	$ 9,508,715.17
Dec	$ 10,196,946.49	$ 9,647,082.50	$ 10,278,398.92
Jan	$ 10,482,947.23	$ 9,535,902.90	$ 9,476,413.08
Feb	$ 10,488,889.88	$ 10,291,855.65	$ 9,929,951.38
Mar	$ 10,304,690.65	$ 10,094,536.78	$ 9,374,450.91
Apr	$ 10,201,616.81	$ 10,408,761.65	$ 9,374,450.91
May	$ 10,603,450.97	$ 10,375,489.55	$ 9,870,562.32
June	$ 10,470,060.39	$ 10,336,416.18	$ 9,906,646.93
July	$ 10,470,060.39	$ 10,284,158.81	$ 9,584,555.05
Aug	$ 10,470,060.39	$ 10,400,181.66	$ 9,721,868.97
Total	**$ 114,337,685.68**	**$ 110,664,464.17**	**$ 106,501,432.87**
Average	**$ 10,394,335.06**	**$ 10,060,405.83**	**$ 9,681,948.44**
Baseline	**$ 10,441,979.04**	**$ 10,409,325.98**	**$ 10,409,325.98**
ECD Distributions	**90.42%**	**90.09%**	**87.10%**

Allocation of 9-1-1 Fund Monthly 2020

Distributions to ECDs, $8,614,968.54

Administrative Allowance, $104,419.79

Reserve from CMRS Providers, $1,639,390.71

Reserve for Examiners, $83,200.00

(Tab 5, pages 64 – 67)

Allocation of 9-1-1 Fund
YTD August 2020

Distributions to ECDs, $94,789,349.12

Administrative Allowance, $1,137,785.86

Reserve for CMRS Providers, $17,863,237.97

Reserve for Examiners, $697,600.00
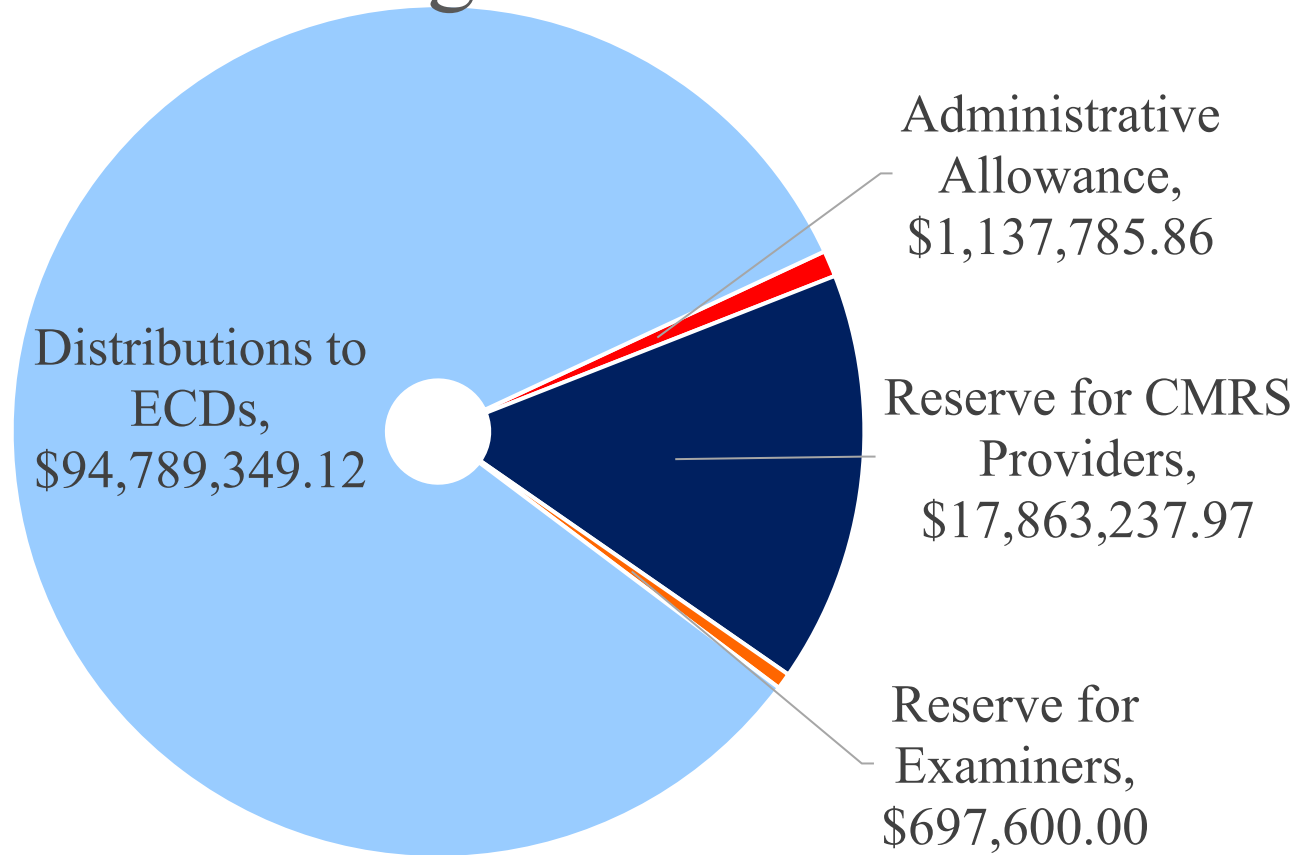
YTD Expenses Operation Fund

- Travel- Instate, $11,627.31 , 1%
- Board Audit, $11,000.00 , 1%
- Advertising & Marketing, $13,753.70 , 2%
- Copier Lease-Wells, $11,489.14 , 1%
- Travel-Out of State, $14,076.67 , 2%
- Legal, $25,917.00 , 3%
- Depreciation, $30,950.26 , 4%
- Payroll Taxes, $31,767.87 , 4%
- Health Insurance, $44,582.50 , 5%
- Insurance, $45,615.00 , 5%
- Salaries, $437,996.02 , 53%
- Retirement Expense, $62,652.35 , 8%
- Rent, $92,308.55 , 11%
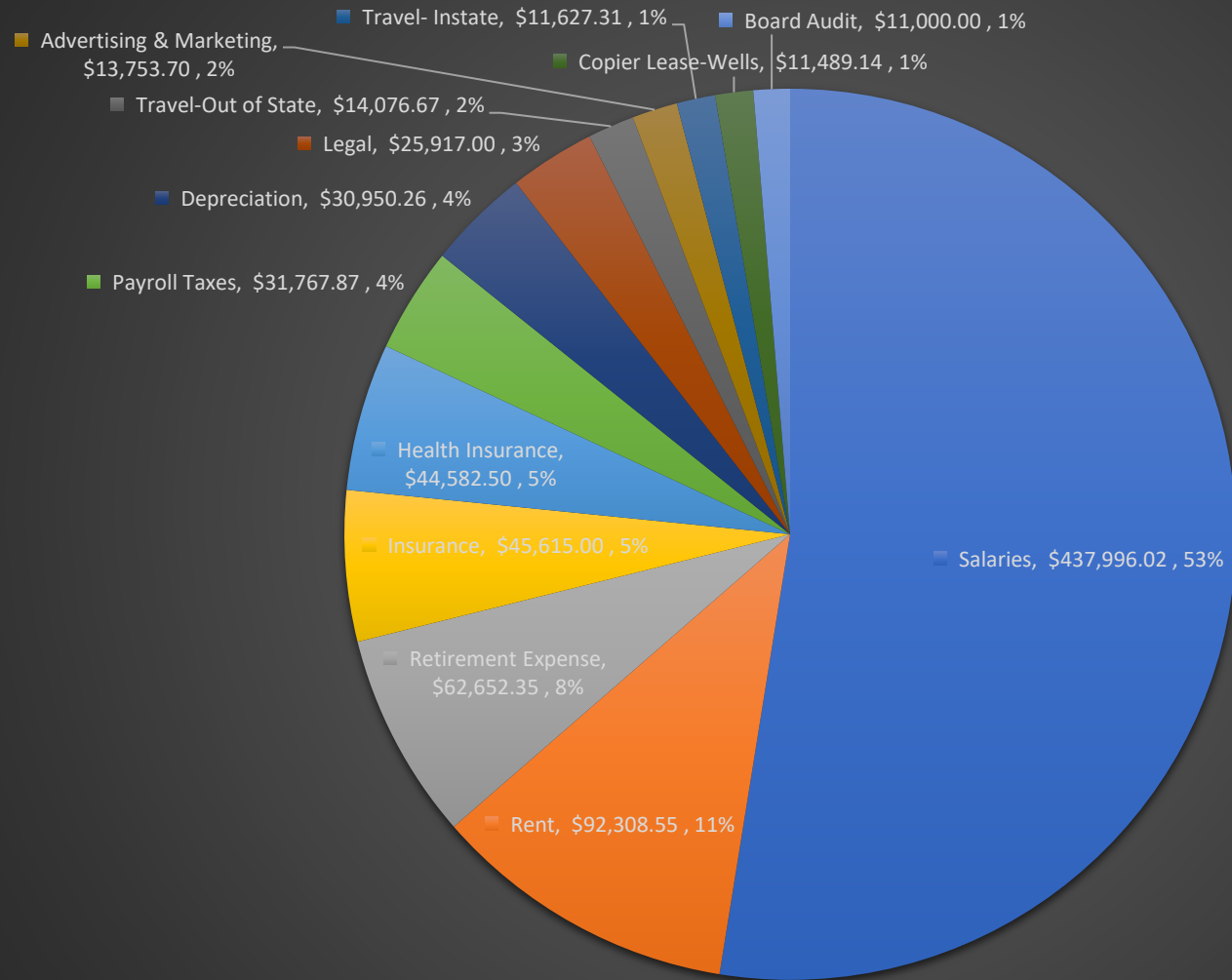
Total Funds YTD August 31, 2020

Professional & Contr Ser Angen, 402,299.18

Salaries, 437,996.02

Audits, 192,701.20

Consulting Contract-Angen, 160,416.45

Cost Recovery Payments, 1,557,409.34

Other ECD Distributions, 5,000,000.00

Recurring Network Charge-Angen, 8,751,210.40

ECD Distributions, 94,789,349.12

■ ECD Distributions   ■ Recurring Network Charge-Angen   ■ Other ECD Distributions   ■ Cost Recovery Payments   ■ Salaries   ■ Professional & Contr Ser Angen   ■ Audits   ■ Consulting Contract-Angen

Total Funds YTD

Federal Grant Match, $12,010.43

Operations, $238,548.09

Revenue, $407,337.87

Examiners, $506,449.37

Cost Recovery/Angen, $1,548,655.79

ECD Grants and Training, $(58,147.19)

Legal Report

(Tab 7)

BRUNSON, BARNETT, & SHERRER, P.C.

Legal Report

➢ D&O Coverage

➢ Overview of the key issues of the DATAMARK negotiations.

➢ Governor's "Safer at Home" Proclamation

➢ Personnel Handbook

Legal Services Contract

2019 - 2020

12/10/2019 - RFP Released

Evaluation

05/20/2020 - Committee Recommendation to the Board

05/21/2020 - Contract Review Submission

06/04/2020 - Contract Review Meeting

------45-day Hold------

07/20/2020 - Contract Effective

09/30/2020 - Contract Expires

2020 - 2021

09/16/2020 - Board Meeting

09/17/2020 - Contract Review Deadline

10/01/2020 - Contract Review Meeting

09/30/2021 - Contract Expires

ANGEN Report

(Tab 8)

ANGEN TEAM

ANGEN July – September Project Review

Presented September 14, 2020

911 Authority

911 Authority

Connecting Public Safety with Technology

Past Months' Activity

- ANGEN Planning and support with INdigital

- Ongoing technical and project management support

- Ongoing CPE project support

- GIS contract negotiation Support
  - Questions on draft contract/ contract finalization

- Federal Grant support

Action Items

- Continue with action items previously reviewed

- GIS Questions Contract Support

- GIS project support

- CPE contract negotiation support

- Federal Grant Spending Plan

- Federal Grant quarterly and annual reporting

911 Authority
Connecting Public Safety with Technology

Federal Grant Spending Plan

- The purpose of the spending plan is to assign money from the awarded funds into the eligible cost categories.
- This serves as Alabama's grant project budget for the purposes of submitting vouchers.
  - AL must spend the money and then apply for reimbursement.
- The Spending plan shows the project funds and eligible use categories.
- The Spending plan must be entered into the Grants Tracking System (GTS).
- The GTS ensures that all money is being spent on eligible costs and that the proper 60/40 match is being applied.
- The National 911 Program Office reviews and approves the Spending Plan.
- We will create vouchers from this spending plan in the GTS.

Alabama Next Generation Emergency Network (ANGEN) 2.0

Report for July 1 – August 31, 2020

ANGEN Project Stages

Stage 0 – Replace the Bandwidth Wireless Network

Wireline

INdigital Huntsville Core

INdigital Montgomery Core

ANGEN

Selective Router(s)

CAMA Trunk

PSAP CPE

Wireless

Wireless Call Flow - **Blue**
Wireline Call Flow - **Orange**
Combined Call Flow - **Green**
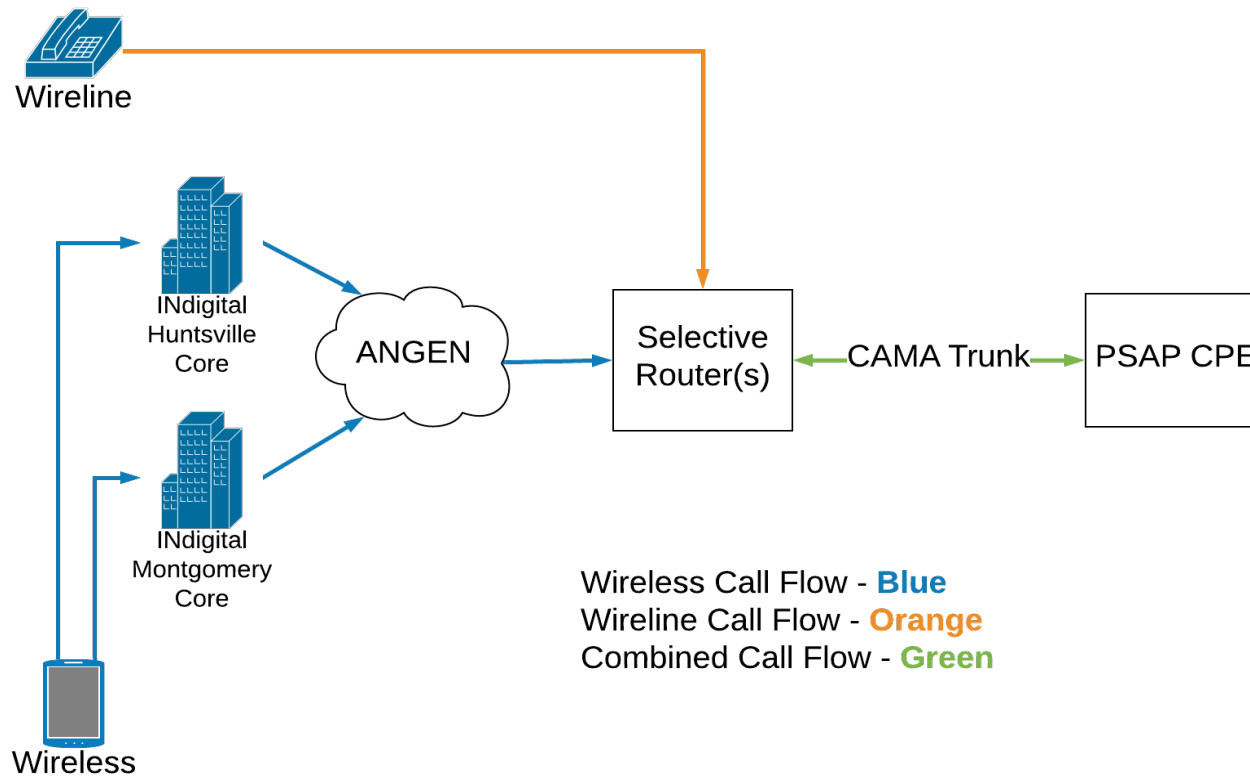
Completed in 2018. Work included a data center move

Stage 1 – Build the ESInet to the PSAPs

Alabama PSAP Rack Mount Space Standard

If any equipment is not needed for your install (i.e. SD/CDR/GW), adjust equipment so rack is full from top down

101-XXX-XXXXAL-PR01

101-XXX-XXXXAL-PR02
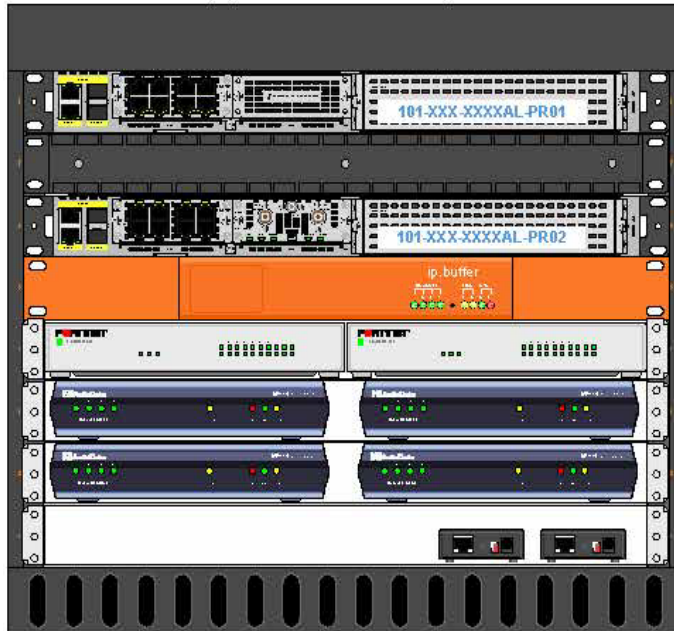
ip.buffer

PR01 (Cisco 4331 PSAP Router)

Cable Management 1RMS

PR02 (Cisco 4331 PSAP Router)

SD01/SD02 (Fortigate Security Device)

CDR (ip.buffer)

Rack Space for Audiocodes Gateways, Perles and other equipment as needed

Perles can also be mounted directly to rack/wall/ double sided velcro to rack/routers as needed

- The diagram above is the standard rack configuration for all PSAP installs in Alabama
- For larger centers with more than eight MEVOs, two switches are added for MEVO deployment.
- Centers using Solacom CPE are equipped with a silver CDR box rather than an orange IP buffer.

Stage 2 – Deliver all 9-1-1 calls directly to the PSAP over ANGEN

Wireline

Selective Router(s)

CAMA Trunk

PSTN

PSAP

Legacy Gateway at PSAP

INdigital Huntsville Core

ANGEN

Fiber Circuit (P)
Fiber Circuit (S*)
Redudant 4G Connectvity

INdigital PSAP Routers

Wireless

PSAP CPE

INdigital Montgomery Core

Wireless Call Flow - Blue
Wireline Call Flow - Orange
Combined Call Flow - Green
Transfer Trunks (Transitional) - Black
(P) - Primary
(S*) - Secondary where available
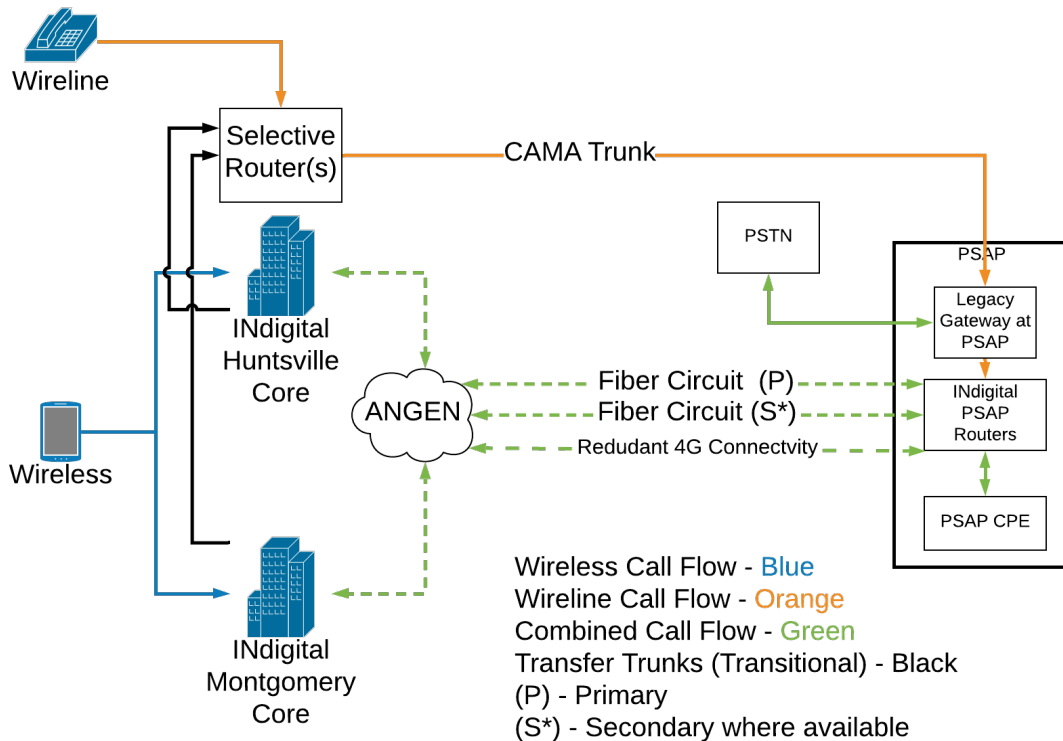
- Stage 2 (PSAPs in counties in green on next slide) is now complete for 74 PSAPs, including geo-diverse B sides.
- PSAPs that have completed Stage 2 are now receiving all calls over ANGEN, with wireline injected into the network at the PSAP.
- **Current population served by ANGEN is 4,496,018 or 96% of the state's population.**

Stage 2 – Deliver all 9-1-1 calls directly to the PSAP over ANGEN
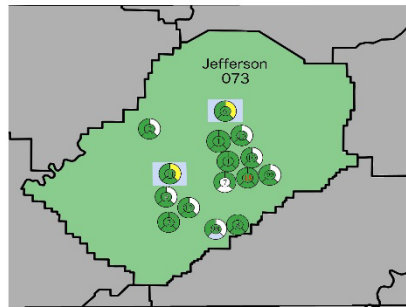
Jefferson County - 073
01: Jefferson County 911
02: Adamsville PD
03: City of Bessemer
04: Birmingham ECD
06: Gardendale 911
07: Homewood 911
08: Hoover 911
98: Hoover 911 B-Side
09: City of Hueytown
10: Irondale PD
12: City of Midfield 911
13: Mountain Brook 911
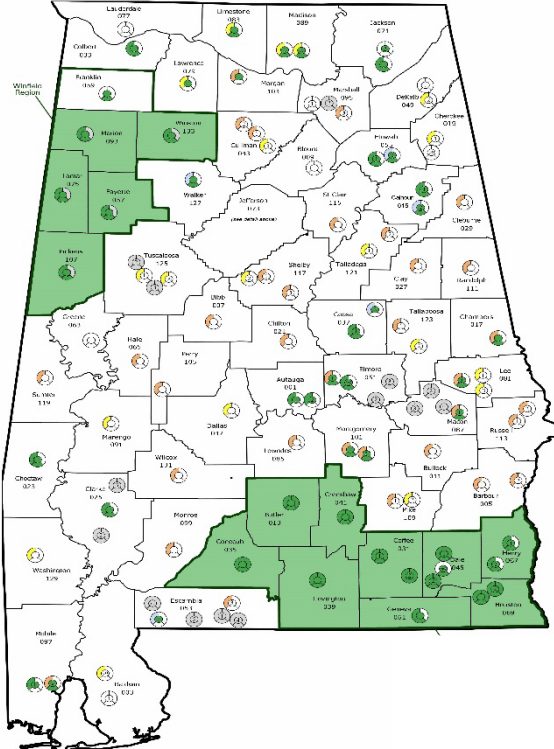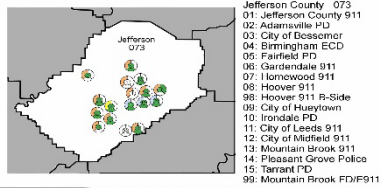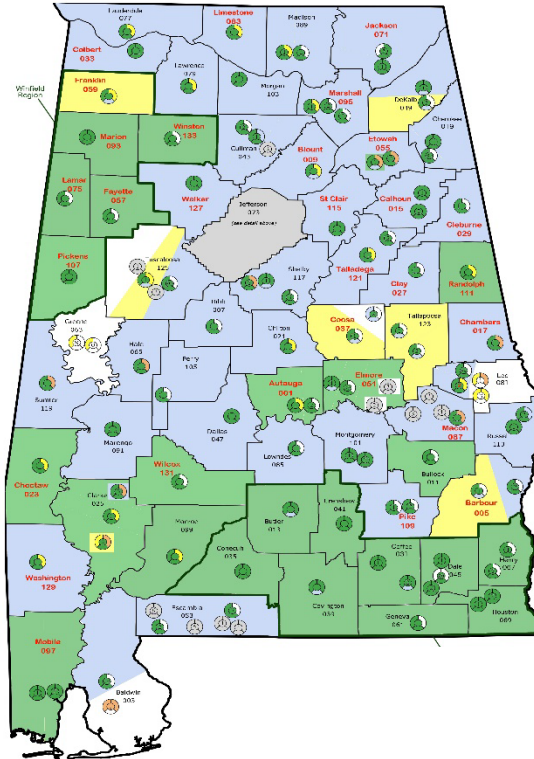14: Pleasant Grove Police
15: Tarrant PD
99: Mountain Brook FD/E911
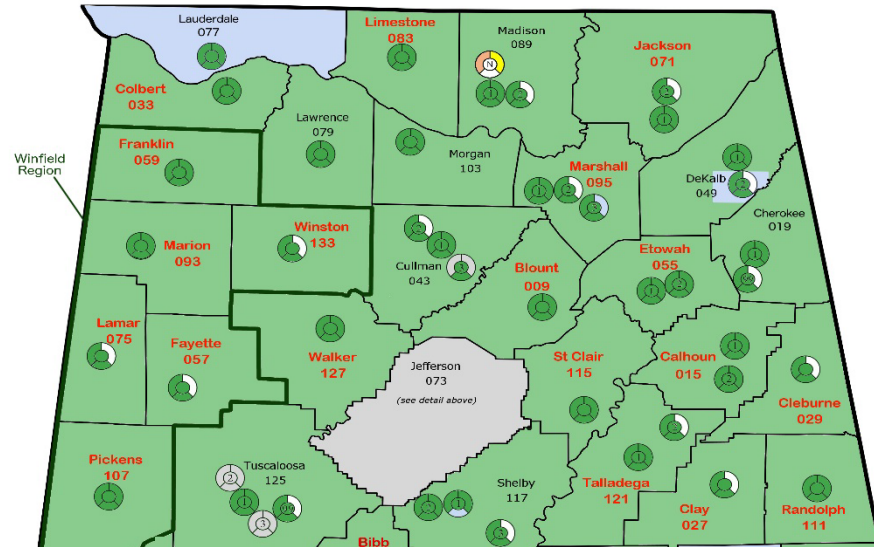
Stage 1 (denoted in blue on the map) is now complete for all PSAPs. Stage 2 is complete for counties in green.

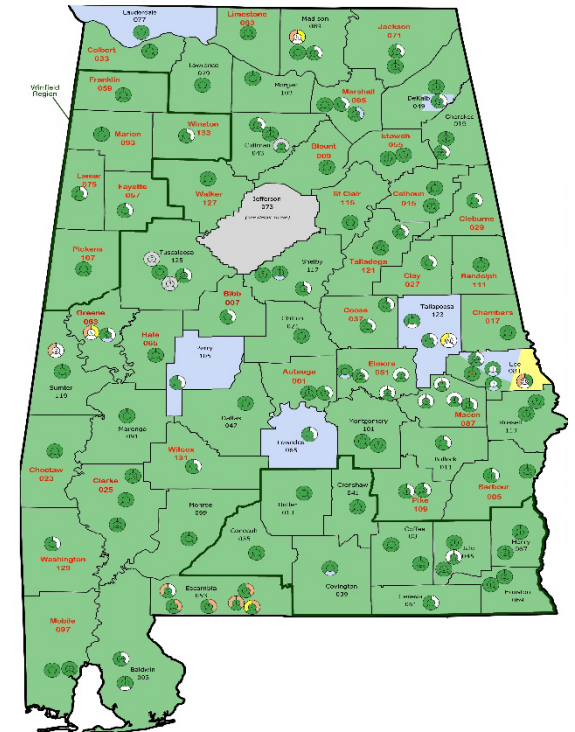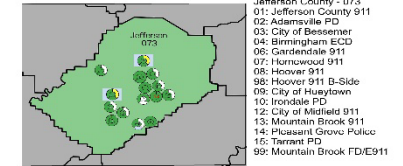# Stage 2 – Deliver all 9-1-1 calls directly to the PSAP over ANGEN
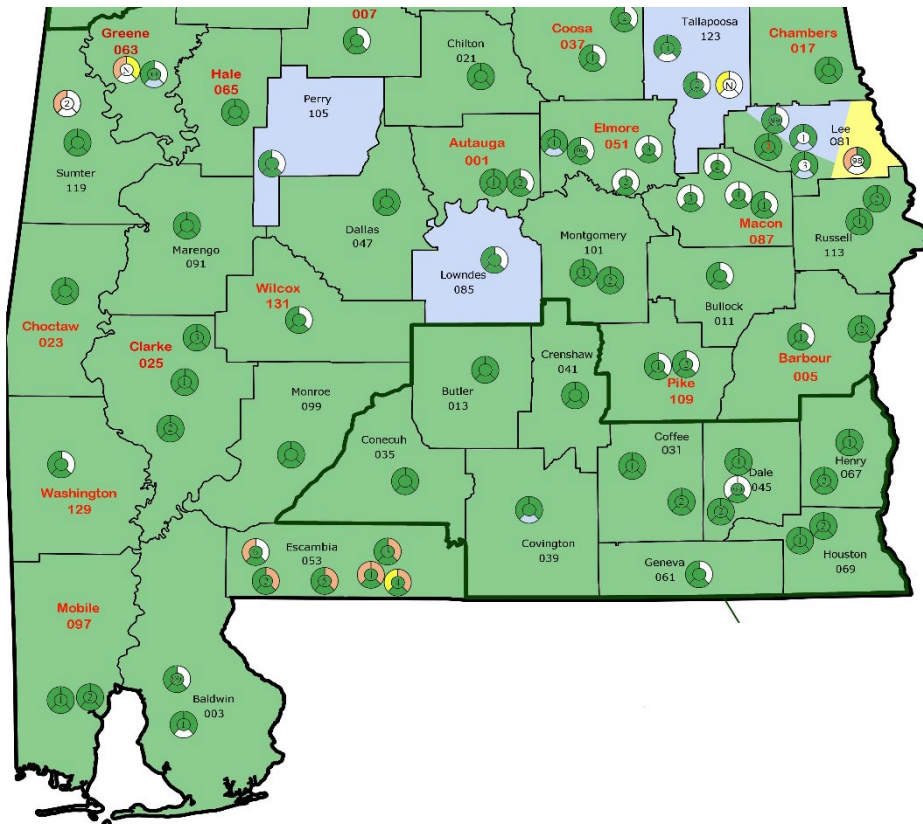
Stage 1 (denoted in blue on the map) is now complete for all PSAPs. Stage 2 is complete for counties in green.
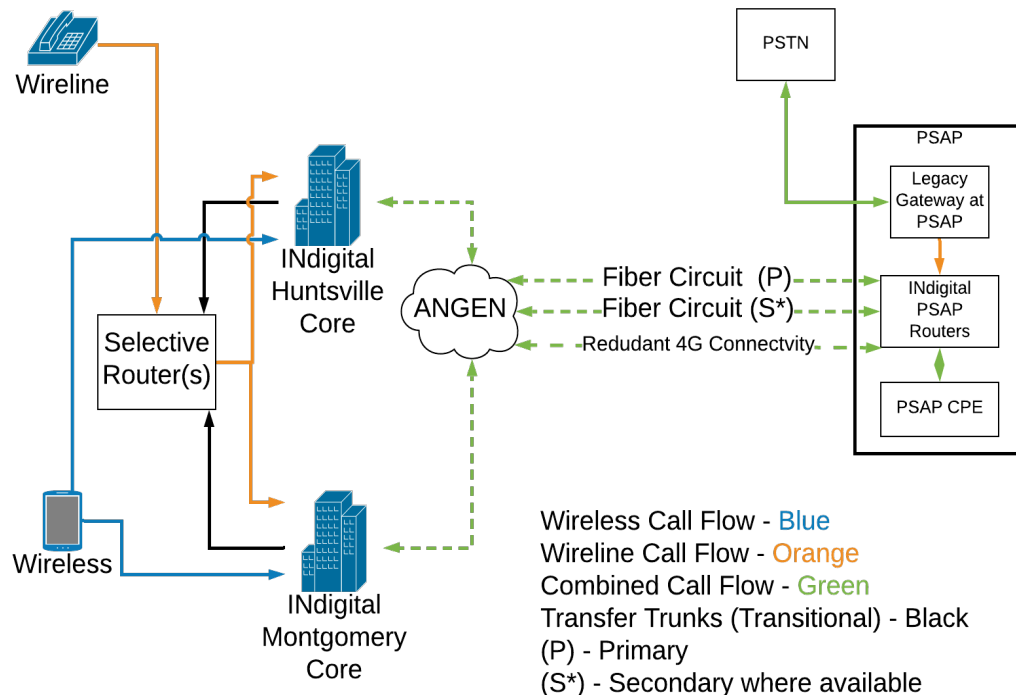
July 2018
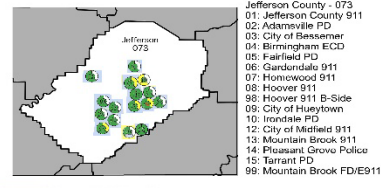
July 2019

September 2020

Alabama Next Generation Emergency Network (ANGEN) 2.0 | www.indigital.net

| PSAP	Stage 2 Completion Status
Alexander City	Awaiting November building move
EAMC EMS (ETS)	Scheduled to be placed on ANGEN on 09/28
Fort Payne	Awaiting CPE vendor travel ban to be lifted
Gardendale	Vesta hosted contract signed 08/18
Lauderdale	9/13 - hopes to finalize CPE purchase soon
Lee Co SO	Scheduled to be placed on ANGEN on 10/01
Lowndes	Vesta hosted contract signed 09/08
Opelika	Scheduled to be placed on ANGEN on 10/05
Perry	Zetron needs an upgrade to be placed on the network
Plesant Grove	Vesta hosted contract signed on 08/17
Tallapoosa SO	Gateway handoff issue; CPE team is working to correct

PSAPs not on ANGEN

Stage 3.a – Deliver wireline 9-1-1 calls directly to the PSAP instead of picking up wireline CAMA at the PSAP

Wireline

PSTN

INdigital
Huntsville
Core

ANGEN

Selective
Router(s)

PSAP

Legacy
Gateway at
PSAP

Fiber Circuit (P)
Fiber Circuit (S*)
Redudant 4G Connectvity

INdigital
PSAP
Routers

PSAP CPE

Wireless

INdigital
Montgomery
Core

Wireless Call Flow - Blue
Wireline Call Flow - Orange
Combined Call Flow - Green
Transfer Trunks (Transitional) - Black
(P) - Primary
(S*) - Secondary where available

Stage 3.a consists of having the selective router send 9-1-1 calls directly to INdigital's data centers over an SS7 trunk instead of having to pick up wireline calls at the PSAP and then deliver it into the network.

Stage 3.a – Deliver wireline 9-1-1 calls directly to the PSAP instead of picking up wireline CAMA at the PSAP
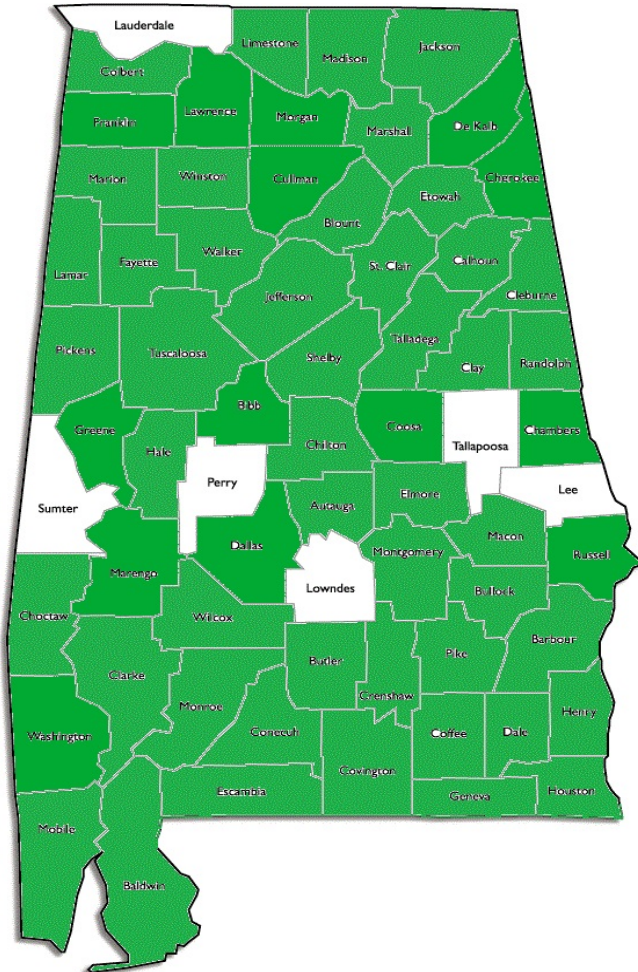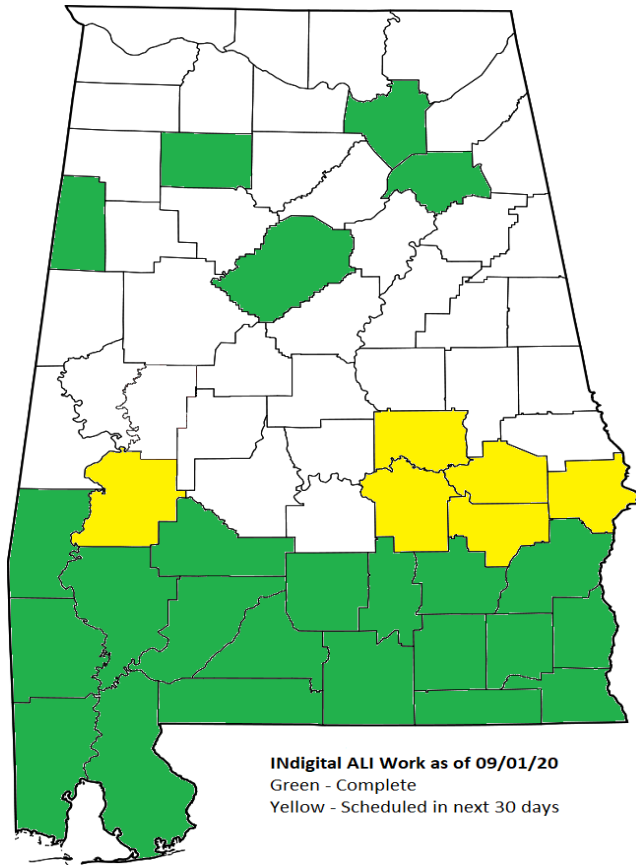
Counties in green have completed
Stage 3.a.

Stage 3.b – Directly receive and selectively route wireline calls
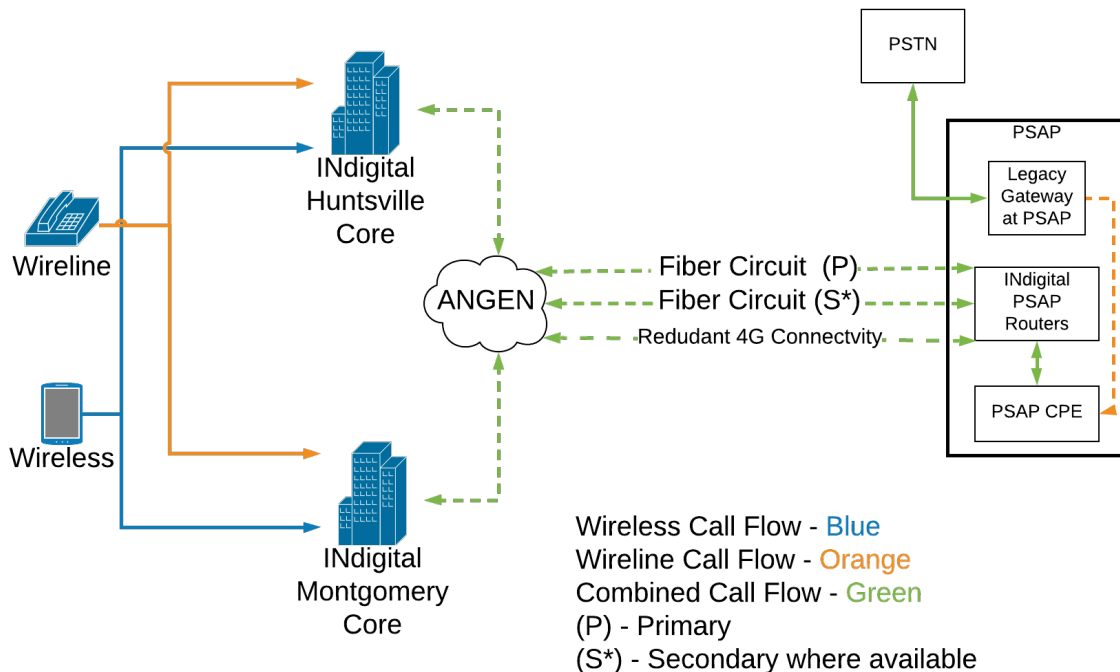
Stage 3.b consists of wireline carriers sending calls directly to our data centers and bypassing the legacy selective router. INdigital would then take over the selective routing of those wireline calls.

PSTN

PSAP

Legacy Gateway at PSAP

INdigital PSAP Routers

PSAP CPE

INdigital Huntsville Core

Wireline

Wireless

INdigital Montgomery Core

ANGEN

Fiber Circuit (P)
Fiber Circuit (S*)
Redudant 4G Connectvity

Wireless Call Flow - Blue
Wireline Call Flow - Orange
Combined Call Flow - Green
(P) - Primary
(S*) - Secondary where available

Stage 3.b – Directly receive and selectively route wireline calls

INdigital ALI Work as of 09/01/20
Green - Complete
Yellow - Scheduled in next 30 days

- The first step to complete step 3.b is for the PSAP to use Indigital ALI. The above map highlights where Indigital ALI is currently set-up (green) and the schedule site work in the next month (yellow).

- Wireline carrier conversion is done by legacy selective router, moving from South to North.

- **All PSAP MSAGs are now complete as of 08/25/20.**

All PSAPs must be on ANGEN in order to move forward with this stage quickly.

Stage 3.b – Directly receive and selectively route wireline calls - Wiregrass

Have Been Migrated	To be Migrated
AT&T Mobility	Bright house (Network not ready)
Level 3	Verizon Business
Comcast	Troy Cable (Moves 09/08)
Intrado/West	AT&T CLEC
Verizon Wireless	Century Link (Last to Move)
Southern Link	Frontier
Sprint	TDS
TCS	
T-Mobile	
Intelloquent	
Bandwith	
AT&T ILEC	

Wiregrass carrier conversion is scheduled to be finished by the end of the middle of October

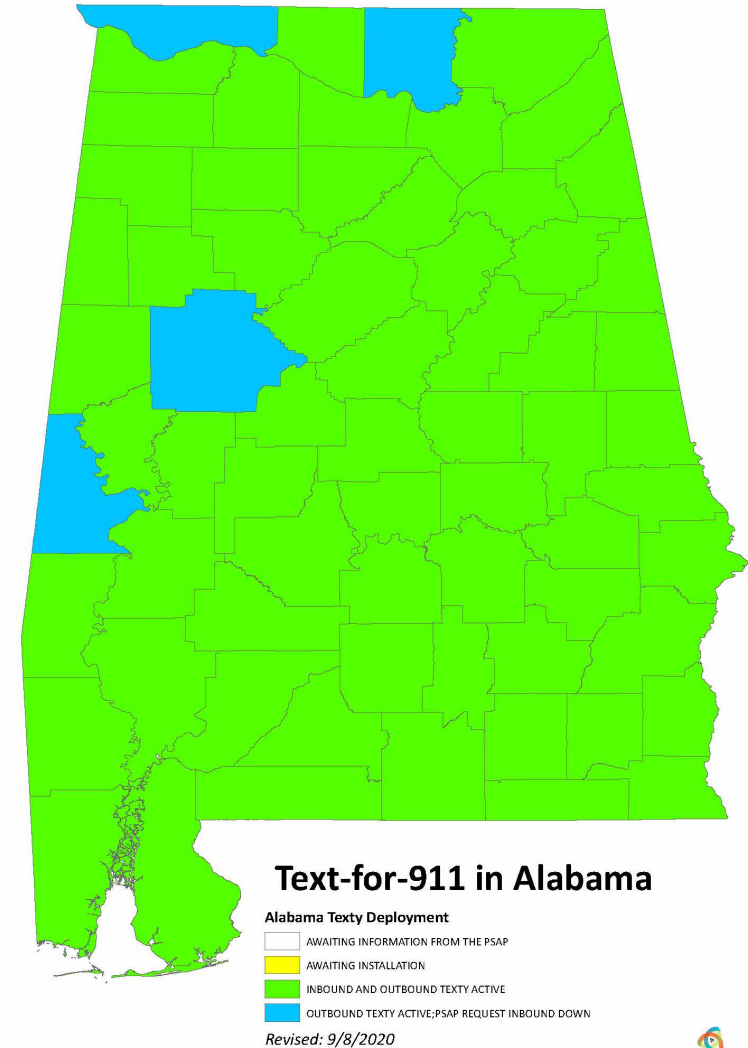# Stage 3.b – Directly receive and selectively route wireline calls – Mobile Legacy Selective Router

As of 08/31/20, Mobile INdigital ALI work is complete and carrier conversions can now begin.

Have Been Migrated	To be Migrated
AT&T Mobility	Brighthouse
Level 3	Verizon Business
Verizon Wireless	AT&T ILEC
Southern Link	AT&T CLEC
Sprint	Comcast
TCS	Frontier
T-Mobile	TDS
Century Link	Intrado/West
	Intelloquent
	Bandwith

Stage 4 – Install and enable Texty in the PSAP

- 99% of the population is currently served by outbound Texty.
- 94% of the population is currently served by inbound Texty.

Text-for-911 in Alabama

Alabama Texty Deployment

☐ AWAITING INFORMATION FROM THE PSAP
☐ AWAITING INSTALLATION
☐ INBOUND AND OUTBOUND TEXTY ACTIVE
☐ OUTBOUND TEXTY ACTIVE;PSAP REQUEST INBOUND DOWN

Revised: 9/8/2020

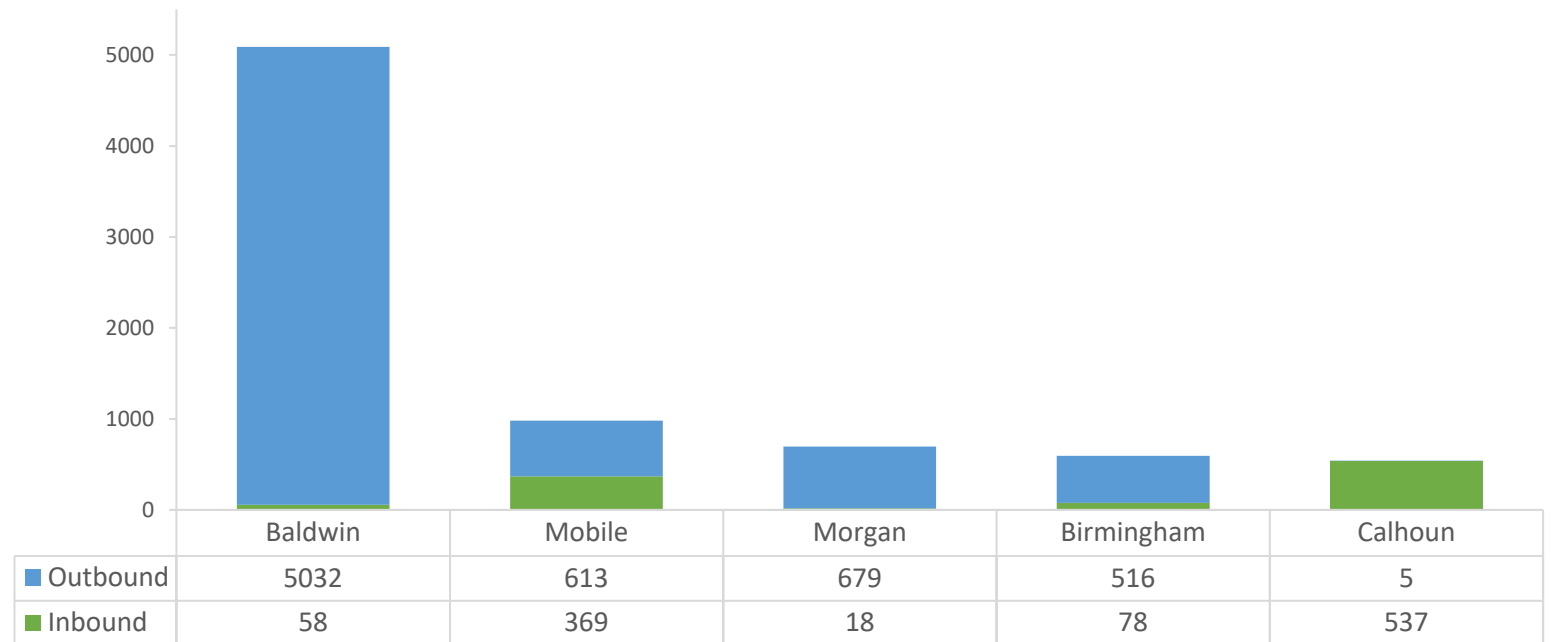| PSAP	Status	Inbound Text Availability
Bessemer	Outbound Texty to be installed on 09/10/20	Answered by Jefferson 911
Hueytown	No response to my July 27th correspondence	Answered by Jefferson 911
Irondale	No response to my July 27th correspondence	Answered by Jefferson 911
Lauderdale	As of 08/31, awaiting site to install computers for Texty	None
Lee	Lee Co Board voted to not go forward with Text	Answered by Auburn
Madison	Inbound to be turned up on 11/10/20	None
Midfield	No response to my July 27th correspondence	Answered by Jefferson 911
Opelika	Lee Co Board voted to not go forward with Text	Answered by Auburn
Pleasant Grove	No response to my July 27th correspondence	Answered by Jefferson 911
Sumter	Attempted to install on 08/25 - customer lost the install pack. New install date of 09/08/20	None
Tarrant	No response to my July 27th correspondence	Answered by Jefferson 911
Tuscaloosa	PSAP changed mind about text-flow; awaiting new shapefile to be built	None

There was a total of 1,736 inbound and 9,487 outbound text sessions for the reporting period – 82% of all text messages were PSAP initiated.

Please note that Baldwin County starts a text for every open line, or hang-up.

Also, Calhoun County does many inbound test texts, which reflects in the above chart.

TOP FIVE TEXT FOR 9-1-1 PSAPS
JULY 1 - AUGUST 31, 2020

	Baldwin	Mobile	Morgan	Birmingham	Calhoun
Outbound	5032	613	679	516	5
Inbound	58	369	18	78	537

Be sure to log out and log back in at the beginning of every shift!

WHAT

Friday Webinar Series

1-hour webinar hosted on Fridays to cover the topics, tools, and resources available to maximize your use of the unique features of ANGEN and other programs.

WHEN

June 5 or **August 7**
Legacy versus NG911

June 12 or **August 14**
Texty

June 19 or **September 25**
Logix

June 26 or **August 28**
MEVO

July 10 or **September 11**
AL911.net/Database

July 24 or **August 21**
Getting the most from your
data using Excel

July 31 or **September 18**
Maximizing your support request
with INdigital

WHO SHOULD ATTEND

Telecommunicators, Admin Personnel, Training Officers, Line-level and Center Supervisors, Operations Managers, & Database Administrators

REGISTRATION

Click Here to Register

FOR MORE INFORMATION

Dana Grubbs – dana@al911board.com
Office: 334-440-7911
1 Commerce Street, Ste 620
Montgomery, AL 36104

ALABAMA 911 BOARD

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INdigital

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Alabama N

**Each session will be presented twice to provide better opportunity for participation.

Border Connectivity

Georgia:

- Connectivity packets have been sent to all counties
- Polk County: Equipment installed on 7/14
- West Point: Equipment installed on 7/21
- Heard County: Equipment installed 7/28
- SOWEGA 911 (Early/Stewart/Randolph): Equipment Installed
- Seminole County: Permission to proceed

Border Connectivity

Florida:

- Connectivity packets have been sent to all counties.
- Awaiting MOUs from Escambia and Santa Rosa.
- The panhandle of Florida has received grant money to stand-up an ESI-net, it may be best to connect to their ESI-net whenever it is established.
- There is a meeting being coordinated for the Florida border counties toward the end of September.

Border Connectivity

Mississippi:

- Due to a lack of engagement from the Mississippi PSAPs, we have elected to connect to their legacy selective routers. This project began on August 25th.

Border Connectivity

Tennessee

- INdigital has recently became aware that the Tennessee ESInet plans to move to AT&T's national ESI-net by the end of Q1 2021. We already have connectivity in place to the national ESI-net and will coordinate with Board staff and 9-1-1 Authority to leverage this connectivity.

ESiNet Trends

Call Counts
July 1 - August 30, 2020
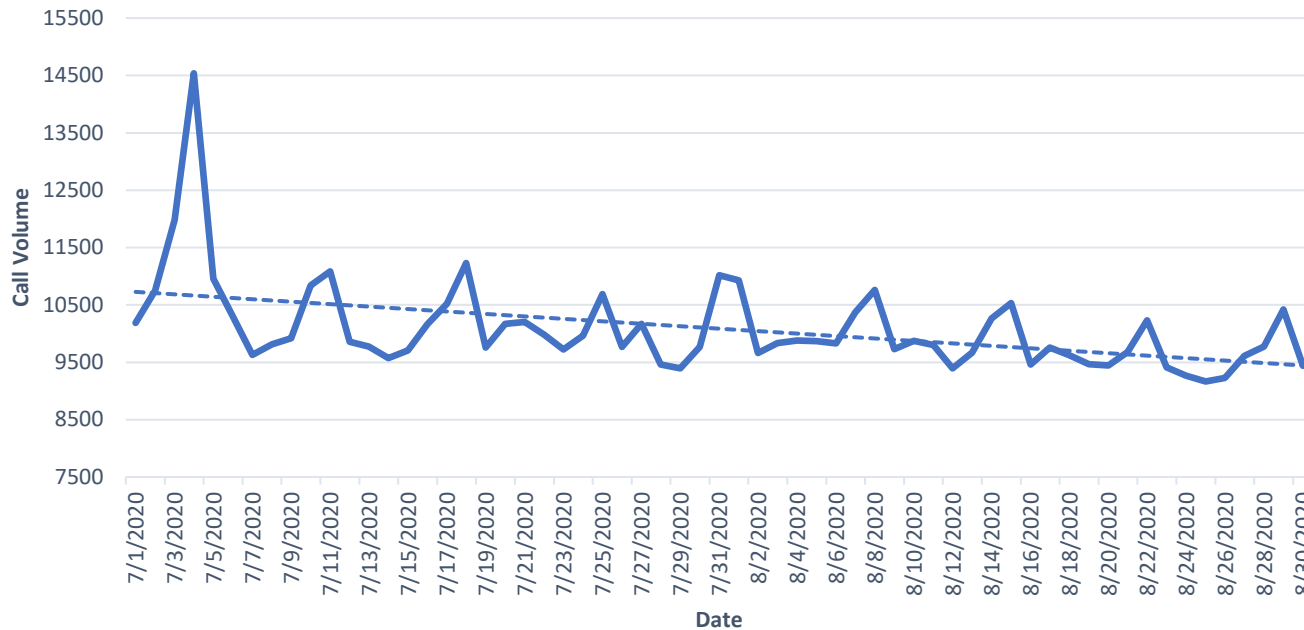
The busiest day during the period was July 4th – 14,536 calls were processed. The second busiest day was July 3rd – 11,983 calls were processed.

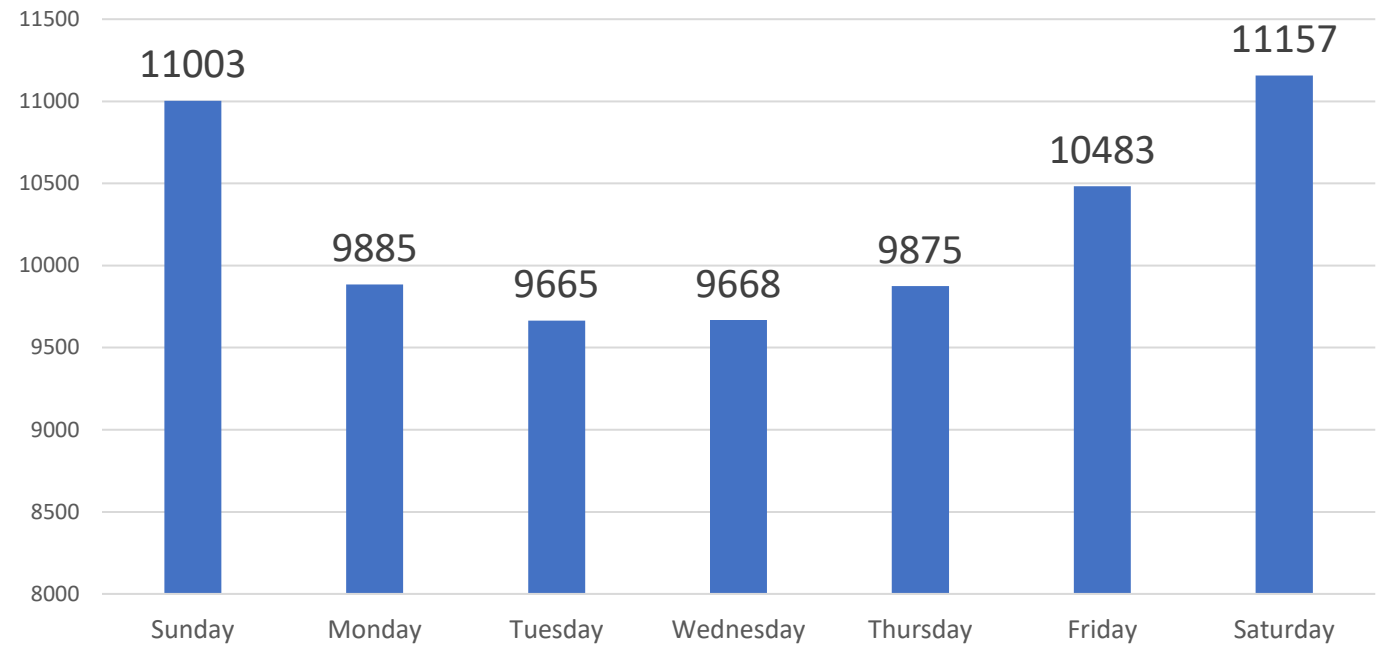The average call volume per day was 10,082 which is up from 9,787 in the previous reporting period—total calls since the last report was 625,099.
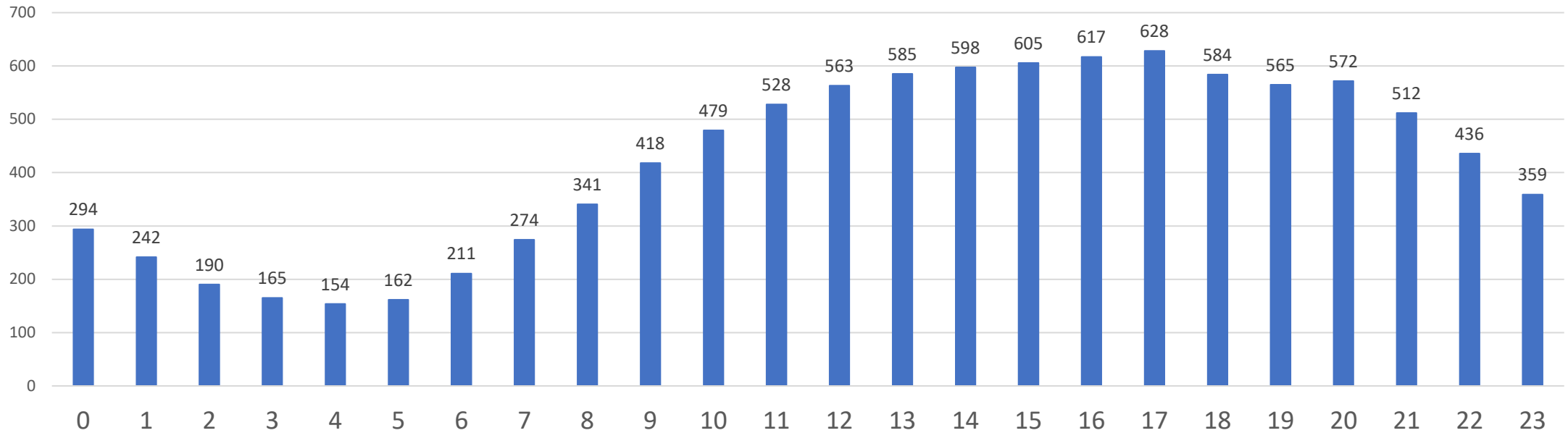
The 4:00 a.m. hour has been the least busy hour across the network in the last year. The 5:00 p.m. hour was the busiest hour for this reporting period.
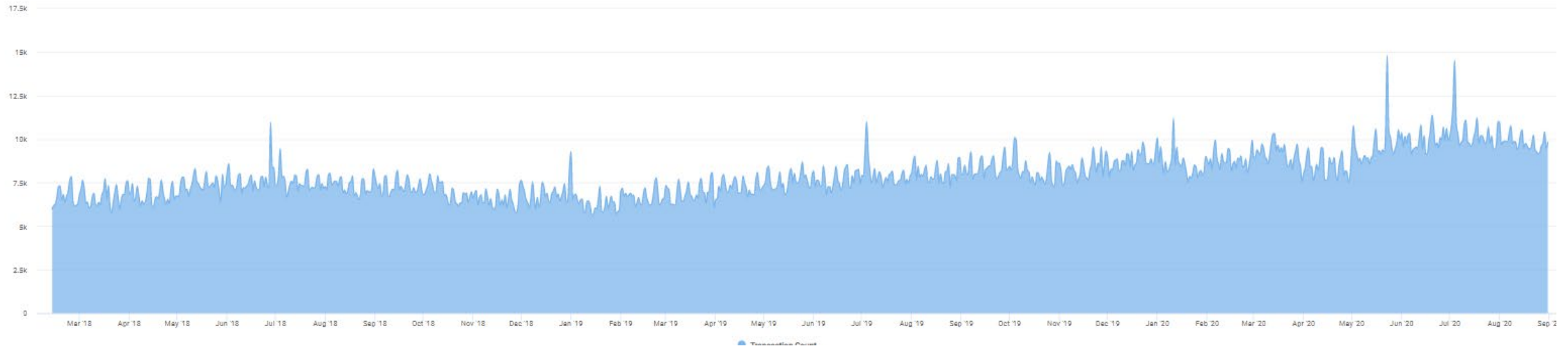
ANGEN 2.0 has now processed over 7.3 million calls!

Average call volume per day: 7,742

Total Call Volume Feb 12, 2018, to August 31, 2020: 7,360,948

Alabama Next Generation Emergency Network (ANGEN) 2.0 | www.indigital.net

Trouble Ticket Analysis
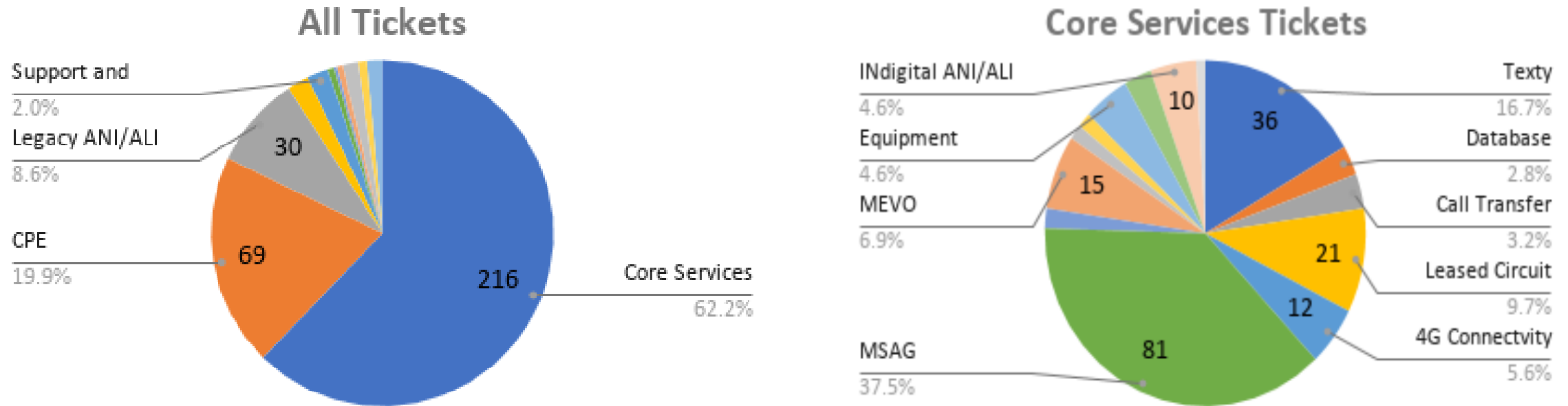
A total of 346 tickets have been created since the last report.
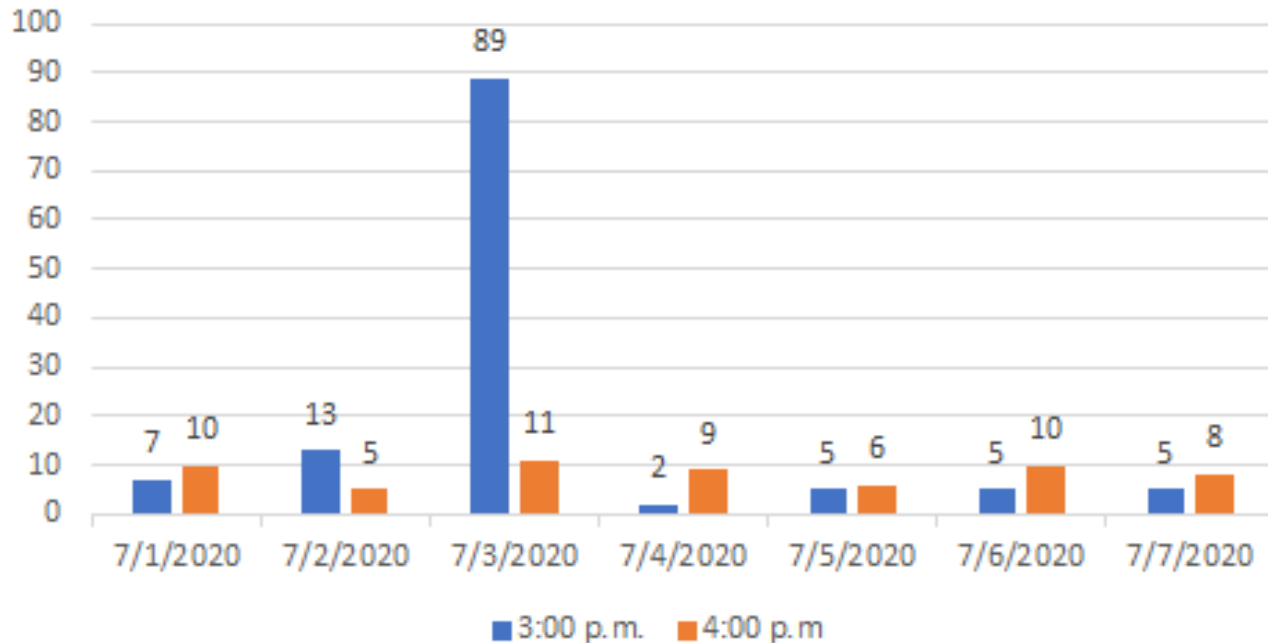64% of those tickets were network-related

The easiest and most efficient way to notify INdigital of trouble or to report a problem is to call the NSOC (National Service Operations Center) at (877)469-2010 or email support@indigital.net.
The NSOC is staffed 24/7/365.

Significant Event Analysis

Hoover 9-1-1 Calls by Hour

A July 3rd [shooting](#) at the Riverchase Galleria left an 8-year-old bystander dead and three others injured.

Hoover's call volume was up by 86% (89 vs. 13) for the 15:00 hour from the same period on the previous day.
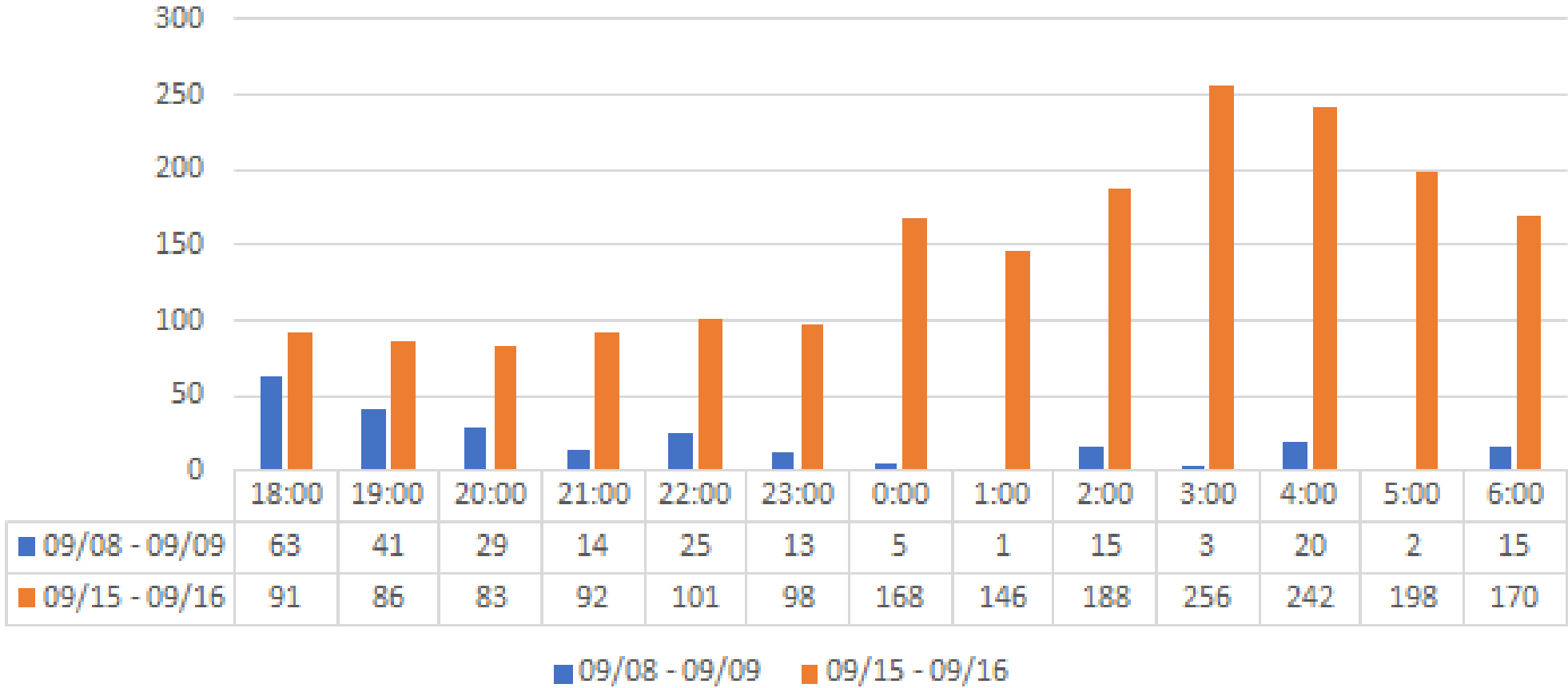
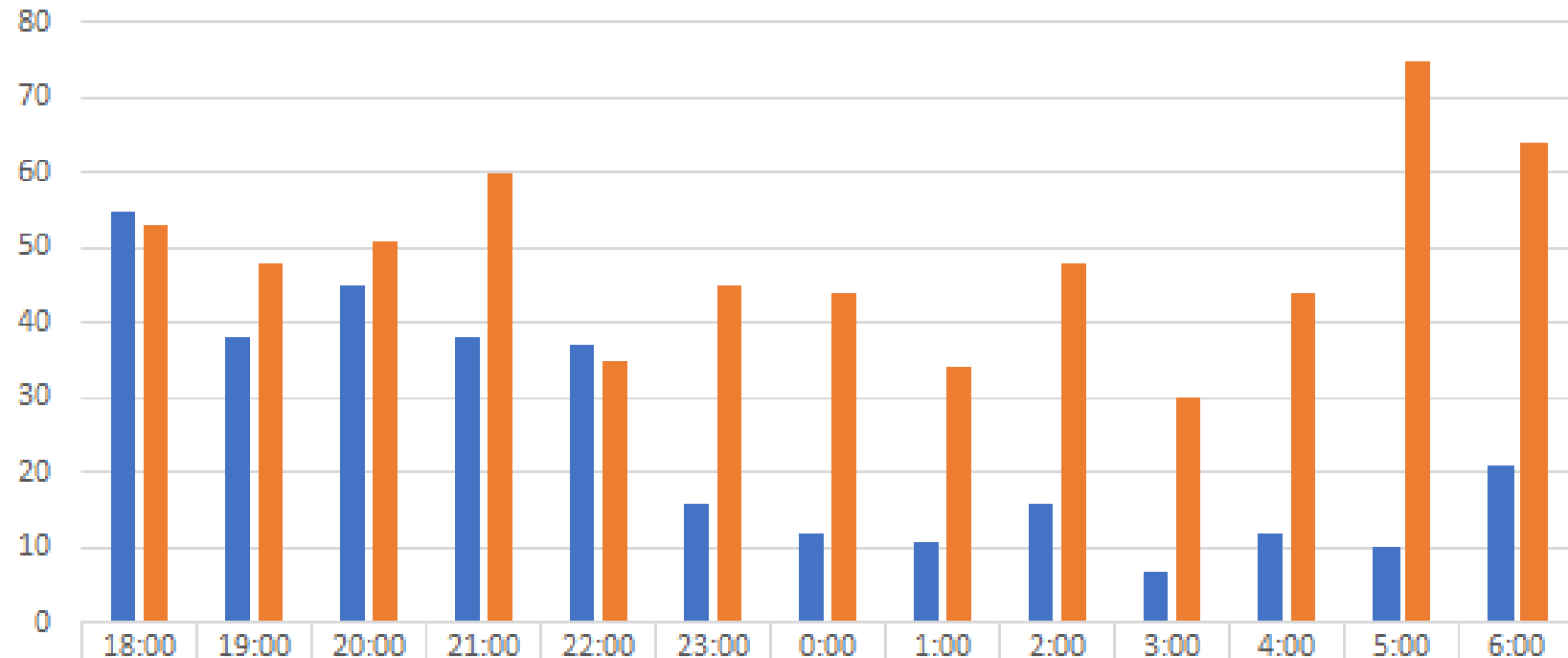**Riverchase Galleria Shooting 9-1-1 Calls**

Legend

✚ Incident Location

● Wireline Call

● Wireless Phase 1

● Wireless Phase 2

All mapped 9-1-1 calls were placed on 07/03/2020 between the hours of 15:00 and 16:30.

ALABAMA 9·1·1 BOARD

Source: Esri, Maxar, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community

Baldwin 9-1-1 Call Volume
Hurricane Sally vs. Previous Week

	18:00	19:00	20:00	21:00	22:00	23:00	0:00	1:00	2:00	3:00	4:00	5:00	6:00
09/08 - 09/09	63	41	29	14	25	13	5	1	15	3	20	2	15
09/15 - 09/16	91	86	83	92	101	98	168	146	188	256	242	198	170

Mobile 9-1-1 Call Volume
Hurricane Sally vs. Previous Week

	18:00	19:00	20:00	21:00	22:00	23:00	0:00	1:00	2:00	3:00	4:00	5:00	6:00
09/08 - 09/09	55	38	45	38	37	16	12	11	16	7	12	10	21
09/15 - 09/16	53	48	51	60	35	45	44	34	48	30	44	75	64

Baldwin 9-1-1 Alternately Routed Calls
Hurricane Sally
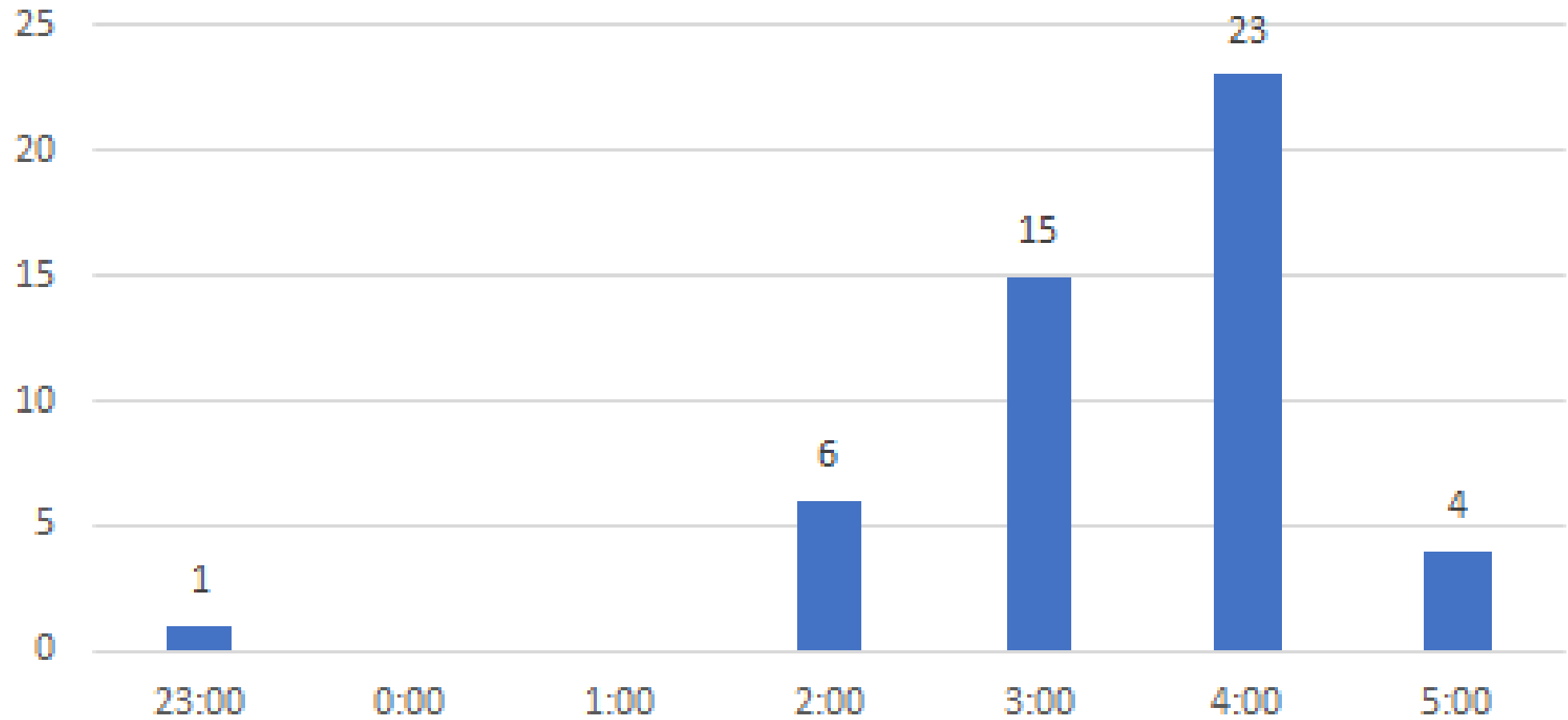
Questions?

Contact Us

🏠 1616 Directors Row
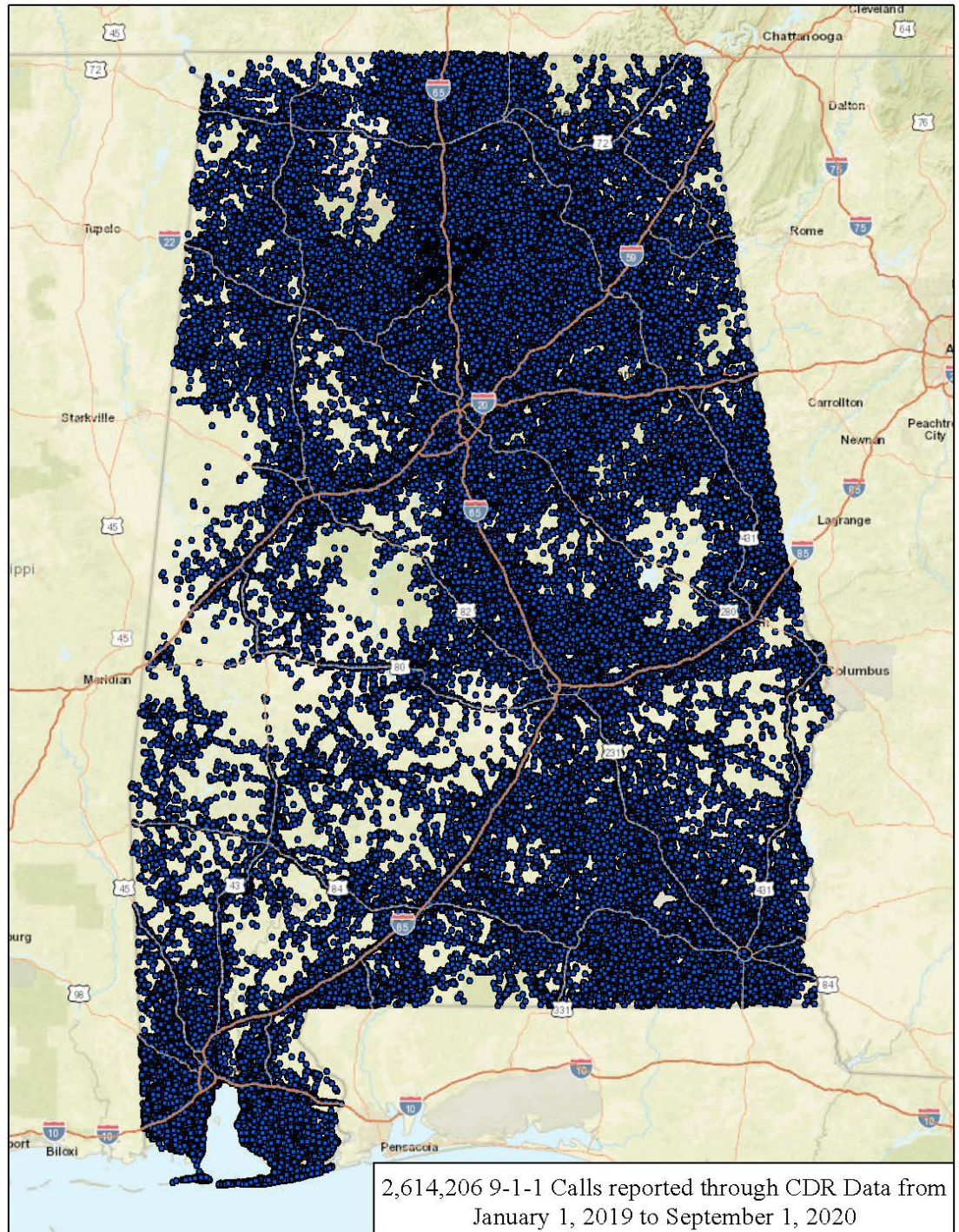Fort Wayne, IN 46808

📞 877.469.2010
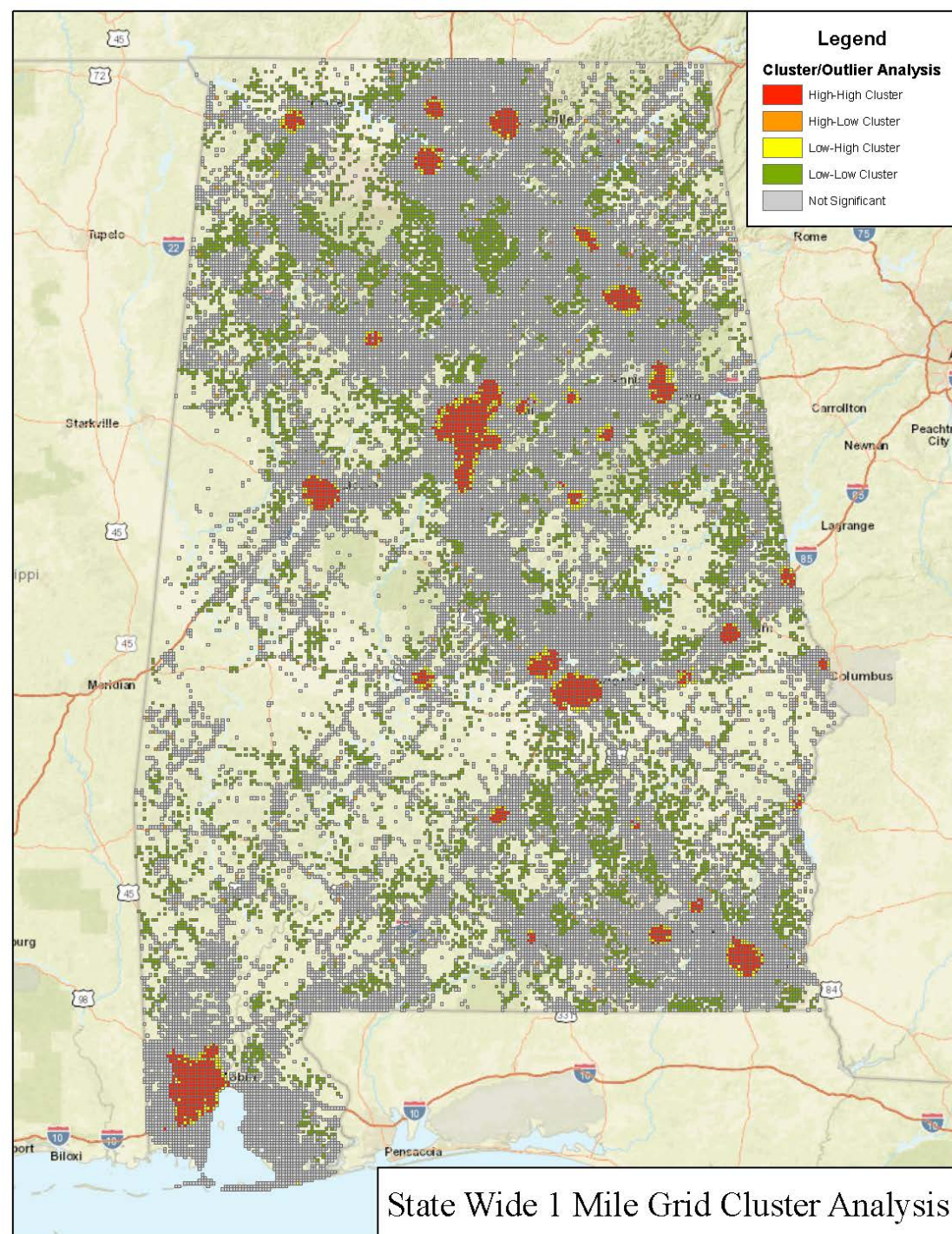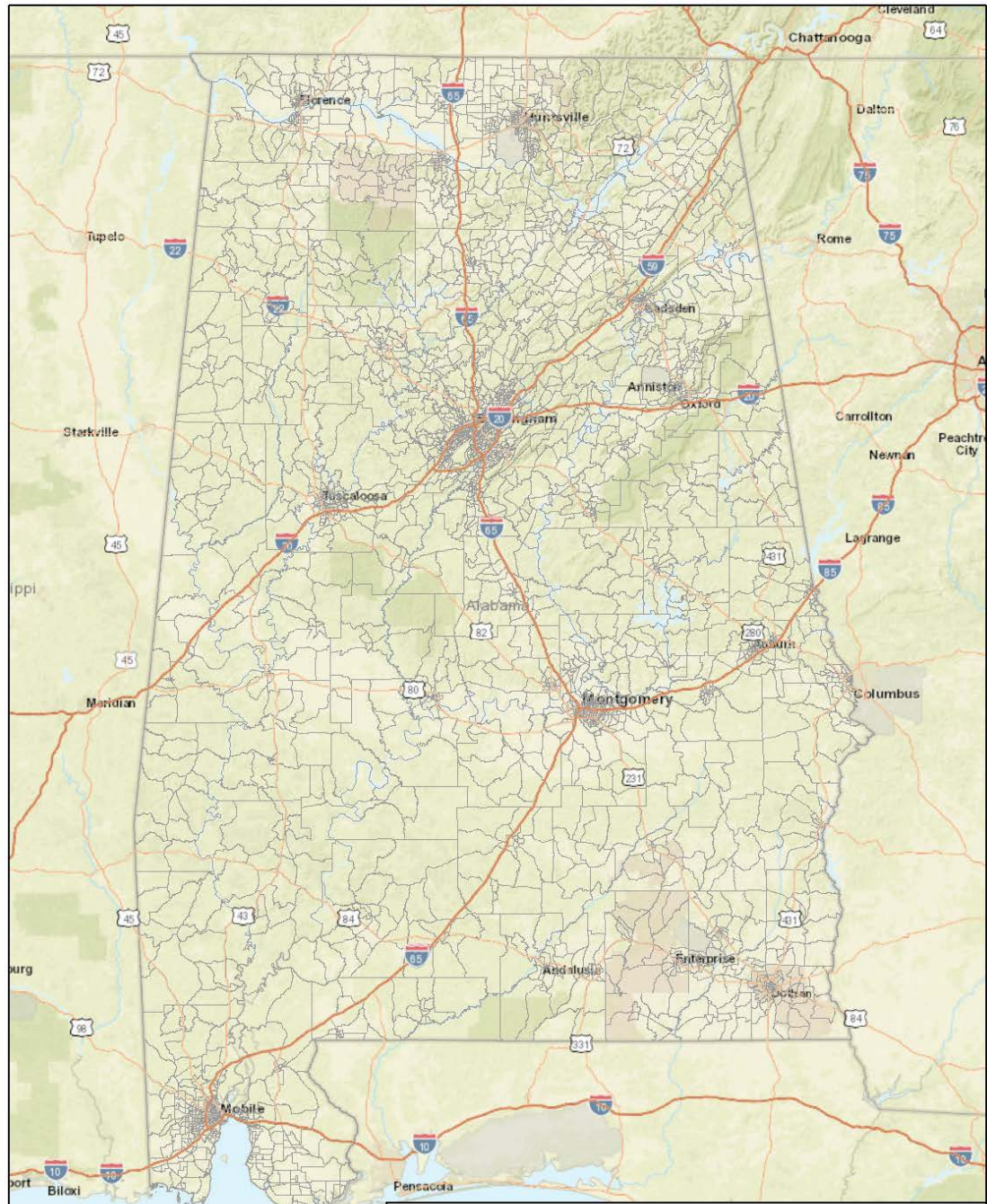256.276.6854

✉ cbranch@indigital.net
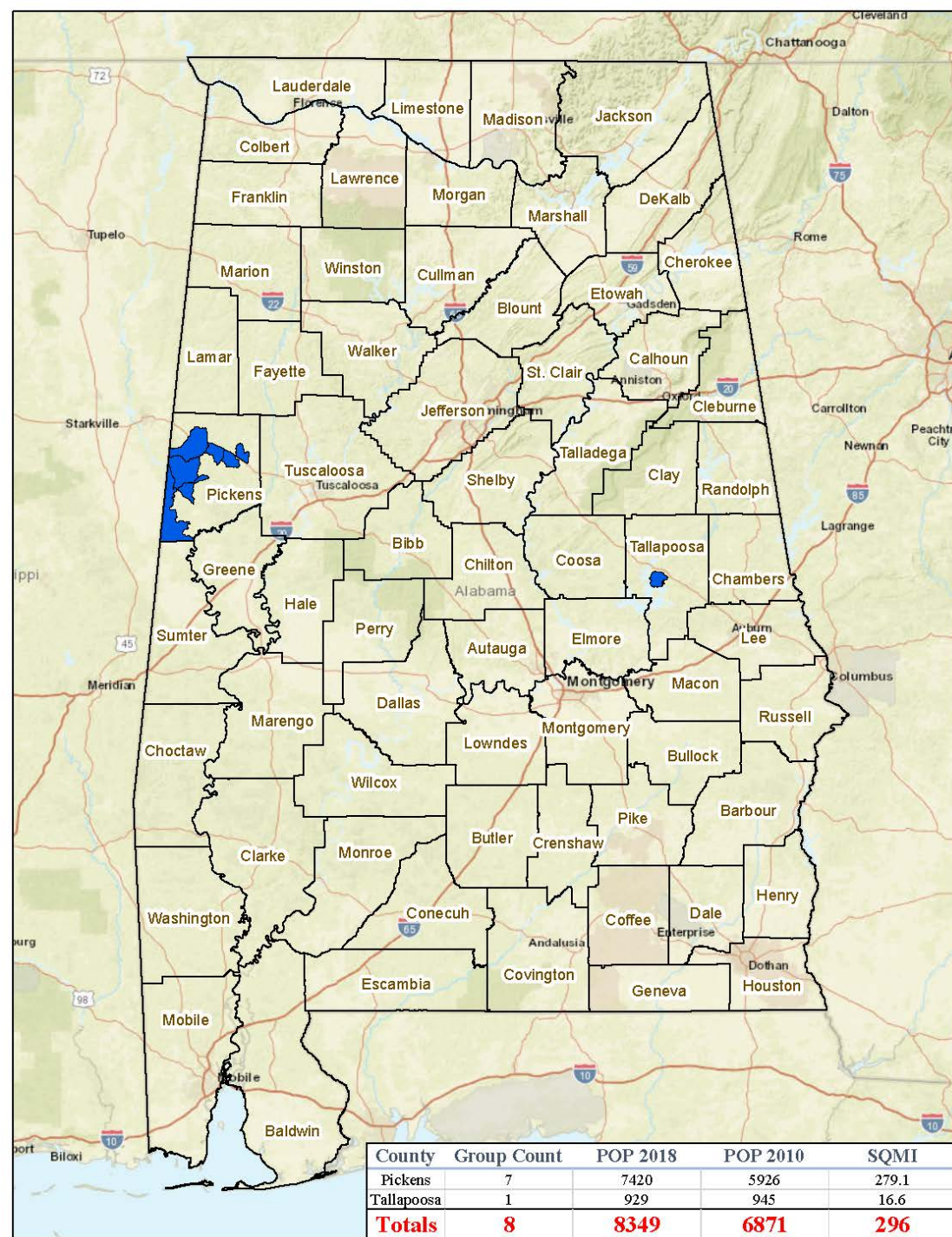
Old Business

BOARD MEMBERS

2,614,206 9-1-1 Calls reported through CDR Data from January 1, 2019 to September 1, 2020

Legend

Cluster/Outlier Analysis
- High-High Cluster
- High-Low Cluster
- Low-High Cluster
- Low-Low Cluster
- Not Significant

State Wide 1 Mile Grid Cluster Analysis

State Wide Census Block Groups

County	Group Count	POP 2018	POP 2010	SQMI
Pickens	7	7420	5926	279.1
Tallapoosa	1	929	945	16.6
Totals	**8**	**8349**	**6871**	**296**

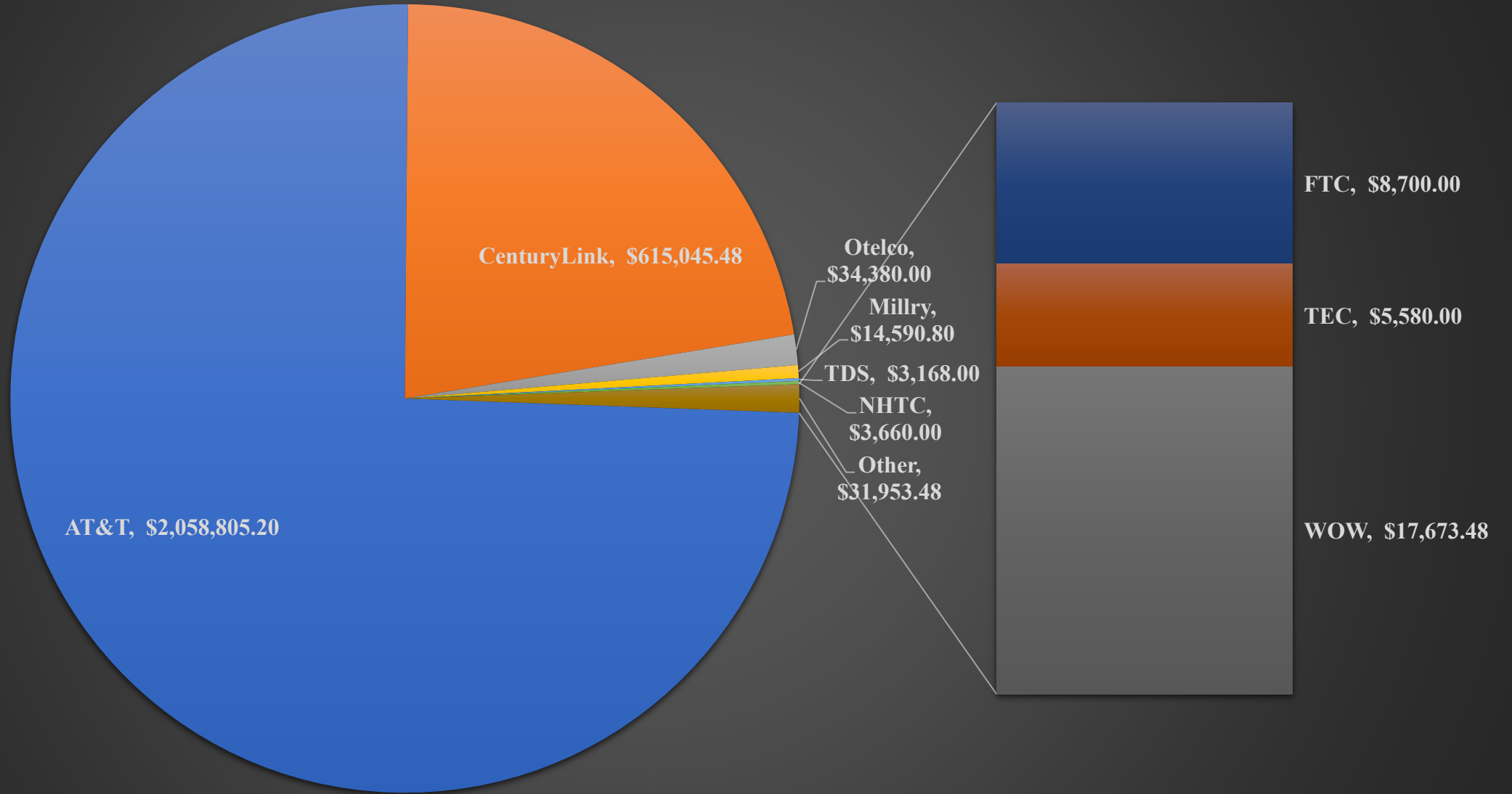| County	Group Count	POP 2018	POP 2010	SQMI
Lauderdale	4	2767	2837	9.21
Marengo	4	3375	3535	147.05
Perry	1	486	516	26.53
Pickens	9	9966	8594	334.25
Sumter	1	878	894	82.73
Tallapoosa	1	929	945	16.60
Totals	**20**	**18401**	**17321**	**616.37**
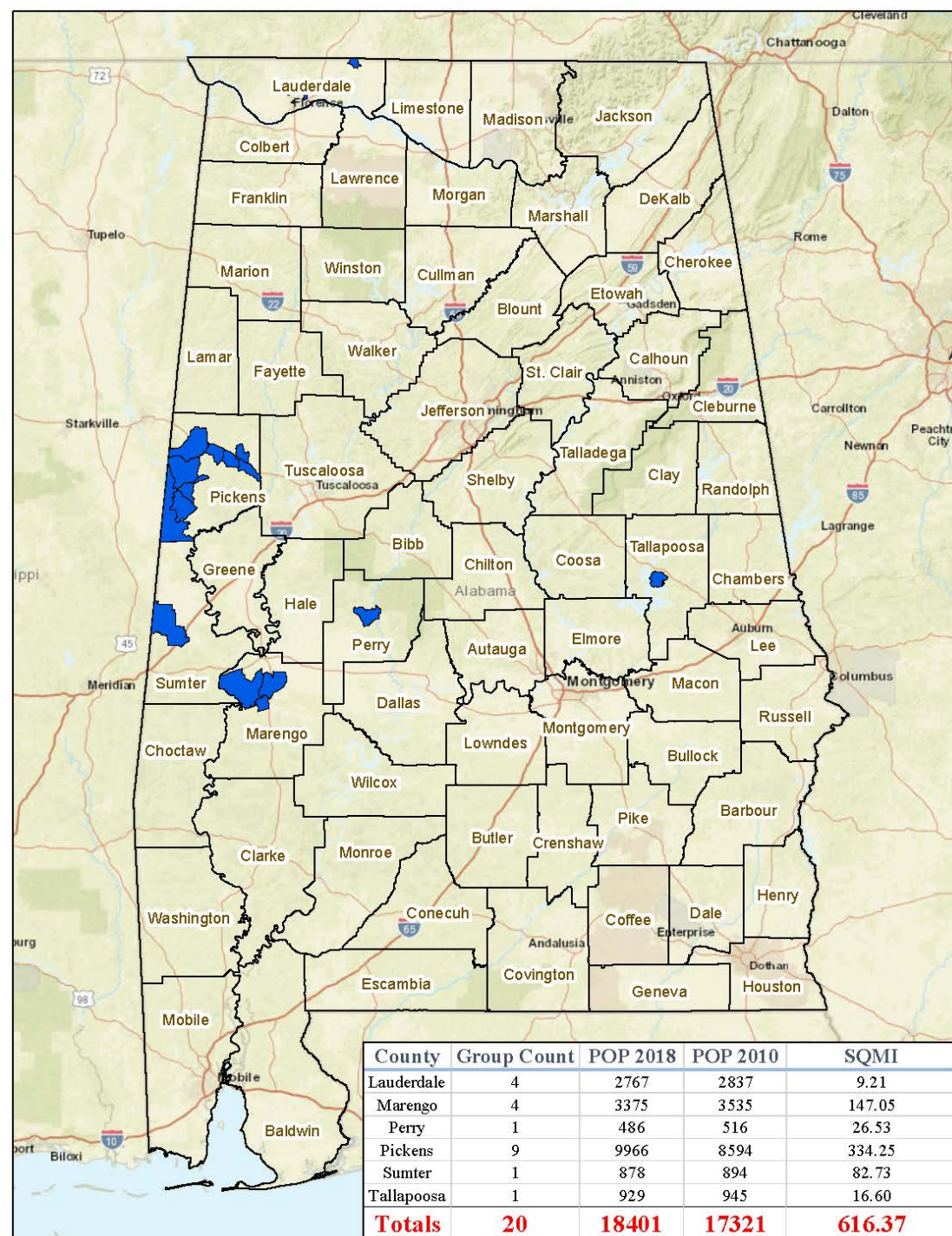
Collection of Phone Bills

➢ Bills from 79 ECDs collected

➢ Nine different carriers charging legacy 9-1-1 costs

➢ Total, of those collected, $2,799,723.30 annually

Annual Legacy 9-1-1 Costs by Carrier

AT&T, $2,058,805.20

CenturyLink, $615,045.48

Otelco, $34,380.00

Millry, $14,590.80

TDS, $3,168.00

NHTC, $3,660.00

Other, $31,953.48

FTC, $8,700.00

TEC, $5,580.00

WOW, $17,673.48

AT&T **CenturyLink** **Otelco** **Millry** **TDS** **NHTC** **FTC** **TEC** **WOW**

Legacy 9-1-1 Costs Options during Transition

- ➤ No action

- ➤ Attempt to negotiate directly with carrier during carrier conversion on behalf of the PSAPs

- ➤ Approve a reimbursement process for ECDs to request reimbursement on a quarterly basis

New Business

BOARD MEMBERS

Public Comments

OPEN FORUM

Next Board Meeting

NOVEMBER 19, 2020

10AM

TBD

MONTGOMERY, AL

Adjournment