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.

March 17, 2021 Board Meeting
1 Commerce Street
Montgomery, AL

Agenda

Introduction

- ❖ Call to Order
- ❖ Roll Call
- ❖ Agenda Approval (Tab 1)
- ❖ Minutes Approvals (Tabs 2 - 3)
- ❖ Guest Recognition

Reports

- ❖ Committee Reports (Tabs 4 - 6)
- ❖ Staff Reports (Tabs 7 - 12)
  - • Director's Report
  - • GIS Report
  - • LMS/Training Report
  - • ANGEN Report
  - • Financial Report
  - • Legal Report

Closing

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

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

Committee Reports

(Tabs 4 - 6)

Finance Committee Meeting Agenda (Tab 4)

February 3, 2021 Montgomery, AL

Board's Independent Audit Review

<u>Recommendation:</u>

To acknowledge and accept the 2020 audit report as presented.

Governance Committee Meeting Agenda (Tab 5)

February 3, 2021 Montgomery, AL

Grant Program Administrative Rule Amendment

Recommendation:

To adopt the draft amendments made to the Grant Program Administrative Rule of the Alabama 9-1-1 Board and proceed with the rules amendment process.

Technical Committee Meeting Agenda (Tab 6)

March 9, 2021 Montgomery, AL

GIS/Federal Grant Project Funding

Recommendation:

To grant staff the authority under the advice of General Counsel to amend the existing contract with DATAMARK to offer additional services to Districts to advance the GIS project with remaining grant dollars within the performance period.

Staff Reports

(Tabs 7 - 12)

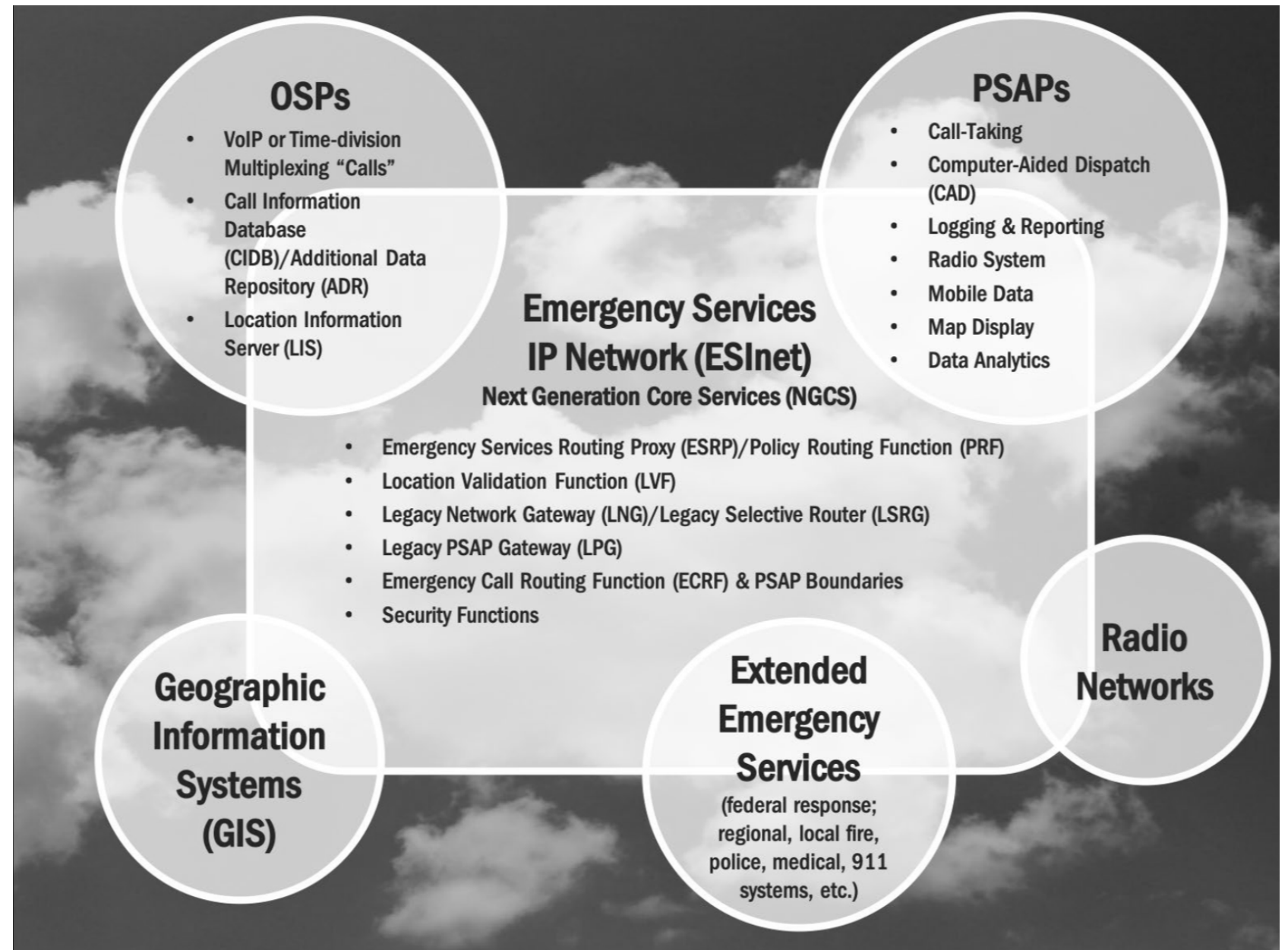# Director's Report

(Tab 7)

MS. LEAH MISSILDINE

Updates and Considerations

a. **NG911 Status Check**

b. **ECD Annual Certification (due January 31, 2021)**

c. **Q1 Legacy 911 Costs Reimbursement for February 2021**

d. **FCC's NPRM on Fee Diversion**

e. **NG911-LIFT America Act**

End State NG911 Capabilities

OSPs
- VoIP or Time-division Multiplexing "Calls"
- Call Information Database (CIDB)/Additional Data Repository (ADR)
- Location Information Server (LIS)

PSAPs
- Call-Taking
- Computer-Aided Dispatch (CAD)
- Logging & Reporting
- Radio System
- Mobile Data
- Map Display
- Data Analytics

Emergency Services IP Network (ESInet)
Next Generation Core Services (NGCS)
- Emergency Services Routing Proxy (ESRP)/Policy Routing Function (PRF)
- Location Validation Function (LVF)
- Legacy Network Gateway (LNG)/Legacy Selective Router (LSRG)
- Legacy PSAP Gateway (LPG)
- Emergency Call Routing Function (ECRF) & PSAP Boundaries
- Security Functions

Geographic Information Systems (GIS)

Extended Emergency Services
(federal response; regional, local fire, police, medical, 911 systems, etc.)

Radio Networks

Source: www.911.gov NG911 Roadmap

ESInet Deployment

- Statewide ESInet deployment with INdigital
- Integrated technology supporting multiple PSAPs
- Based upon NENA i3 standards

NG9-1-1 Core Services

- ESRP
- ECRF
- PRF
- LVF
- Based upon NENA i3 standards

GIS Data

- Statewide GIS repository for LVF & ECRF
- NG911 GIS database created
- Based upon NENA i3 standards

Training

- Establish minimum training standards/recommendations for all 911 professionals
- Ensure all 911 professionals are provided a foundational level of training

Security

- Security plan implemented
- Cybersecurity best practices integrated into state plan
- Based upon NENA i3 standards

Applications

- Identify and deploy enhanced applications
- Integrate NG911, PSAP, and other operating environments
- Based upon NENA i3 standards

Number of Annual Certifications not filed by ECD
Due January 31st

2017	2018	2019	2020	2021
3	5	2	7	0
		6 delinquent as of 2/19/2019	*29 delinquent as of 05/20/2020*	*Not filed as 02/28/2021*

2021 Q1 Legacy Costs Reimbursements

	January	February	March
Number of ECDs Submitted	18	19	6
Total Reimbursement Amount	$304,950.54	$202,449.38	$ 42,545.07
Deficiencies	15	13	2
Types of Deficiencies	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment

Updates and Considerations

a. **NG911 Status Check**

b. **ECD Annual Certification (due January 31, 2021)**

c. **Q1 Legacy 911 Costs Reimbursement for February 2021**

d. **FCC's NPRM on Fee Diversion**

e. **NG911-LIFT America Act**

Recent, Ongoing, and Upcoming Deadlines/Activities

a. **Recent**
   i. Ongoing PSAP Outreach for ANGEN Deployment and Services & the GIS Project

b. **Ongoing**
   i. Meetings with other States and Entities about GIS and ESInet interoperability
   ii. Meeting with Department of Defense on ESInet interoperability
   iii. Discovery and Workflow Meetings with DATAMARK
   iv. Statewide Notification System Workgroup Kickoff Meeting

c. **Upcoming**
   i. Meetings (Committees & Board) Scheduled through December 2021
      1. Board (3rd Wednesday of odd months)
      2. Education & Outreach (1st Tuesday afternoon of even months)
      3. Finance (1st Wednesday morning of even months)
      4. Governance (1st Wednesday afternoon of even months)
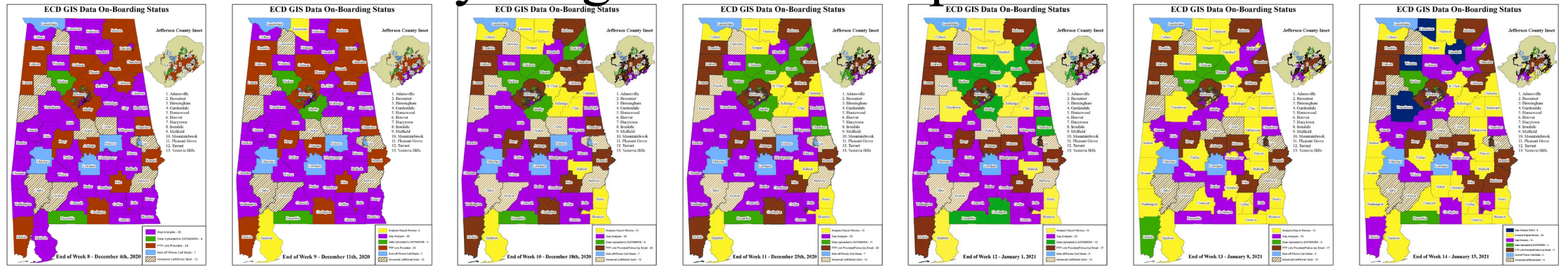   5. Technical (1st Tuesday morning of even months)

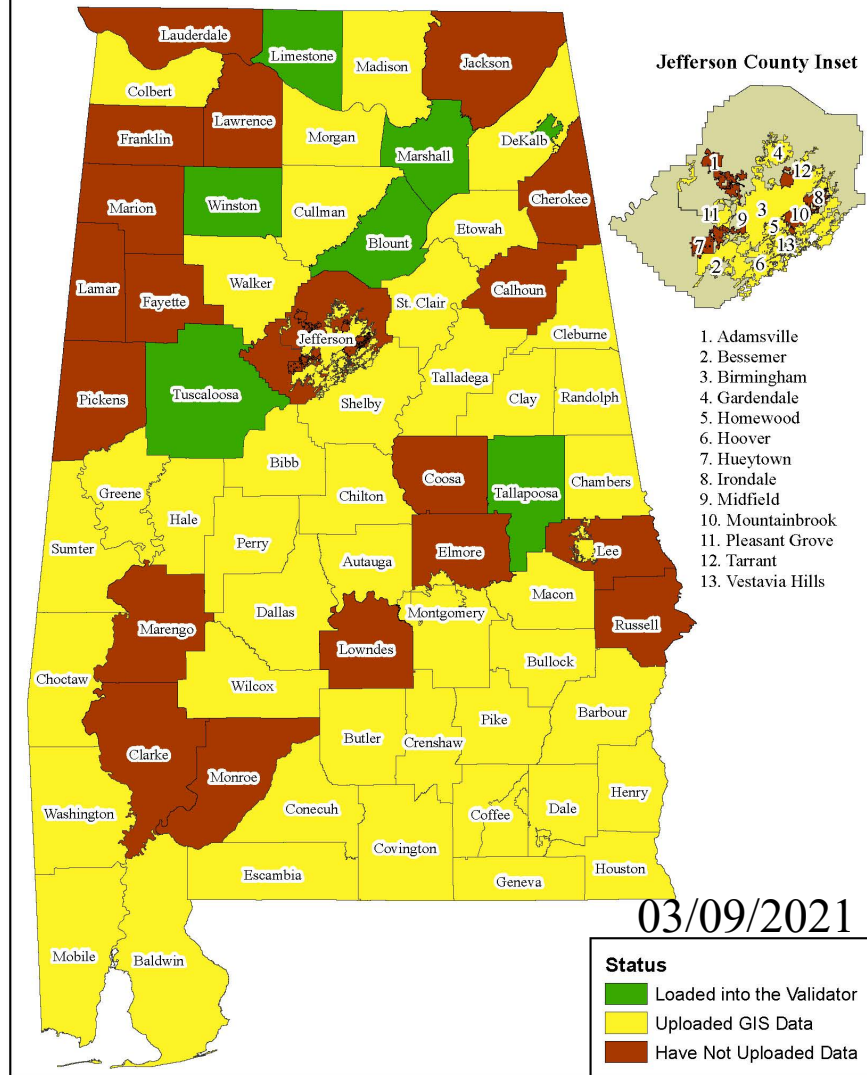# GIS Report

(Tab 8)

GIS TEAM
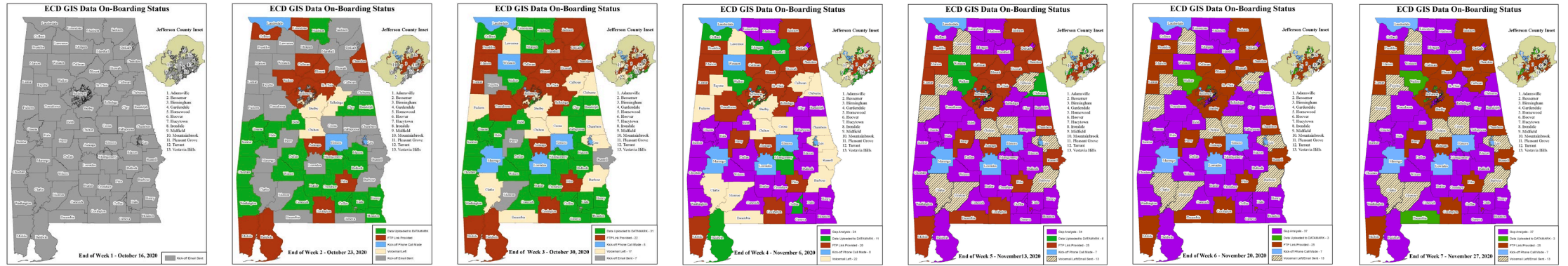
Weekly Progress over the past 5 months
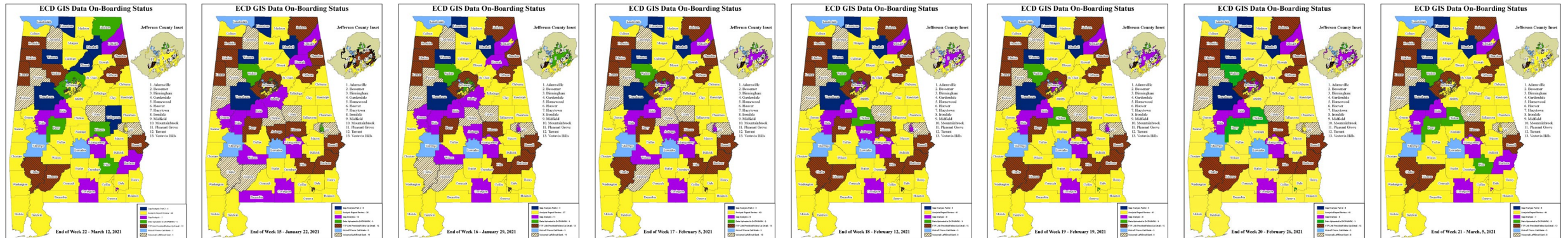
ECD GIS Data On-Boarding Status — 03/09/2021 and 03/15/2021. Two maps of Alabama counties showing GIS data on-boarding status with Jefferson County insets.

Jefferson County Inset Legend:
1. Adamsville
2. Bessemer
3. Birmingham
4. Gardendale
5. Homewood
6. Hoover
7. Hueytown
8. Irondale
9. Midfield
10. Mountainbrook
11. Pleasant Grove
12. Tarrant
13. Vestavia Hills

Status (03/09/2021):
- Loaded into the Validator
- Uploaded GIS Data
- Have Not Uploaded Data

Status (03/15/2021):
- Provisioned to the Validator - 7
- Uploaded GIS Data - 56
- Have Not Uploaded Data - 22

LMS/Training Report

(Tab 9)

STAFF

Alabama 9-1-1 Board's Second Annual Training Report to the Legislature: *Training During a Pandemic* ❀

FEBRUARY 1, 2021

Submitted on behalf of the Alabama 9-1-1 Board by Leah Missildine, Executive Director

Alabama 9-1-1 Board's Second Annual Training Report to Legislative Leadership

Senate Bill 138 – Amendment to 11-98-4.1

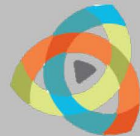*Section 2. The Executive Director of the statewide 911 Board shall prepare an annual report detailing the training provided and administered by the 911 Board for 911 dispatchers. The report shall be submitted to the President Pro Tempore of the Senate and the Speaker of the House of Representatives on February 1, 2020, and by February 1 each year thereafter.*

Virtual Academy LMS Phased Rollout Plan

Date	Onboarding Group	# of users
3/19/2021	1st Group Webinar (NENA Committee Group)	99
3/31/2021	EMD Instructor Group	83
4/7/2021	EMD Practitioners Group	727
4/8/2021-4/22/2021	Region 1 and 2	502
4/23/2021-5/7/2021	Region 3 and 4	346
5/10/2021-5/24/2021	Region 5 and 6	620

9-1-1 Training Regions
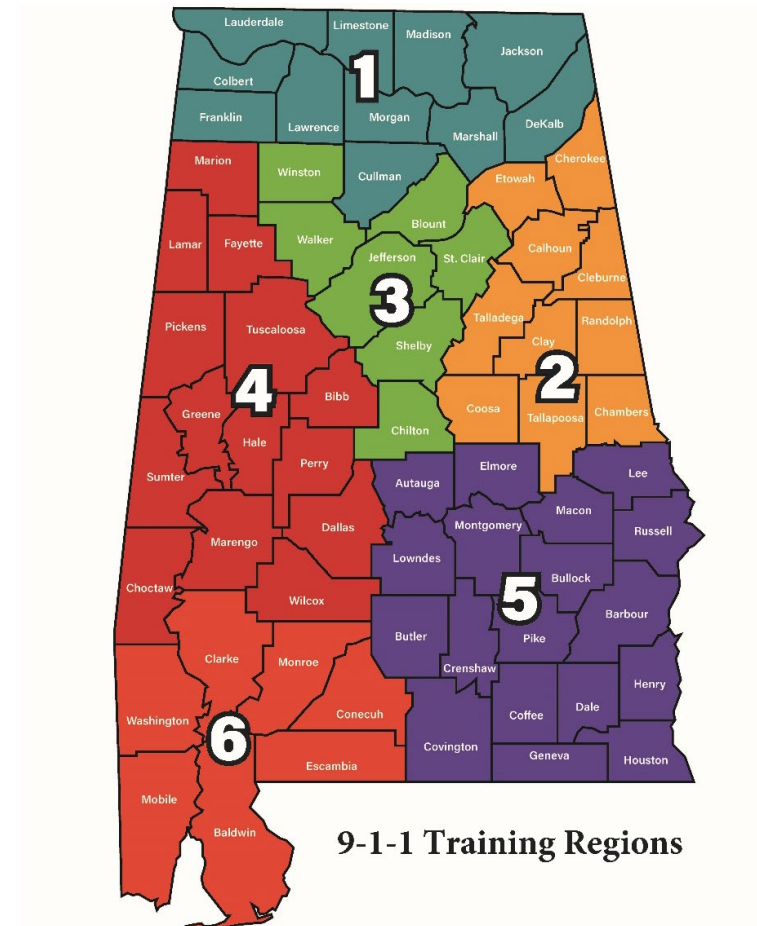
When	What	Where	Who	# of attendees	Hours
1/4-1/6/2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-001	Bessemer PD	Alabama 9-1-1 Board	3	24
1/11-1/13/2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-002	Adamsville PD	Alabama 9-1-1 Board	2	24
1/13-1/15/2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-003	St. Clair County	Alabama 9-1-1 Board	3	24
1/18-1/19/2021	ALEMD Phase 1 Practitioner Course - 21-P1-EMD-001	Birmingham 9-1-1	Alabama 9-1-1 Board	15	16
1/19-1/20/2021	ALEMD Phase 1 Practitioner Course - 21-P1-EMD-002	Birmingham 9-1-1	Alabama 9-1-1 Board	5	16
1/20-1/21/2021	ALEMD Phase 1 Practitioner Course - 21-P1-EMD-003	Birmingham 9-1-1	Alabama 9-1-1 Board	5	16
1/22-1/23/2021	ALEMD Phase 1 Practitioner Course - 21-P1-EMD-004	Birmingham 9-1-1	Alabama 9-1-1 Board	10	16
1/25-1/29/2021	NENA Center Manager Certification Program (CMCP)	Birmingham, AL	Alabama 9-1-1 Board	27	40
2/16-2/18/2021	ALEMD Phase 2 Practitioner Course – 21-P2-EMD-004	Birmingham 9-1-1	Alabama 9-1-1 Board	6	24

ANGEN Report

(Tab 10)

ANGEN TEAM

ANGEN January 2021 – March 2021 Project Review

Presented March 17, 2021

911 Authority

Past Months' Activity

- ANGEN Planning and support with INdigital

- Ongoing technical and project management support

- GIS Project participation

- Ongoing CPE project support

- Federal Grant report filing

Action Items

- Continue with action items previously reviewed

- GIS project support

- CPE contract support

- Federal Grant quarterly reporting

- Independent Validation and Verification (IVV) test planning with INdigital has begun and reflects new May dates

Independent Validation and Verification (ANGEN IVV)

- ANGEN initial deployment is almost complete, time to verify and validate what has been implemented by INdigital.
- IV&V will include reviews of the hardware, software, networks, applications, security, information assurance…….all the components of ANGEN.
- Testing of i3 features and functions.
- IV&V testing is planned for May 2021 to align with the final PSAP cutover to ANGEN.
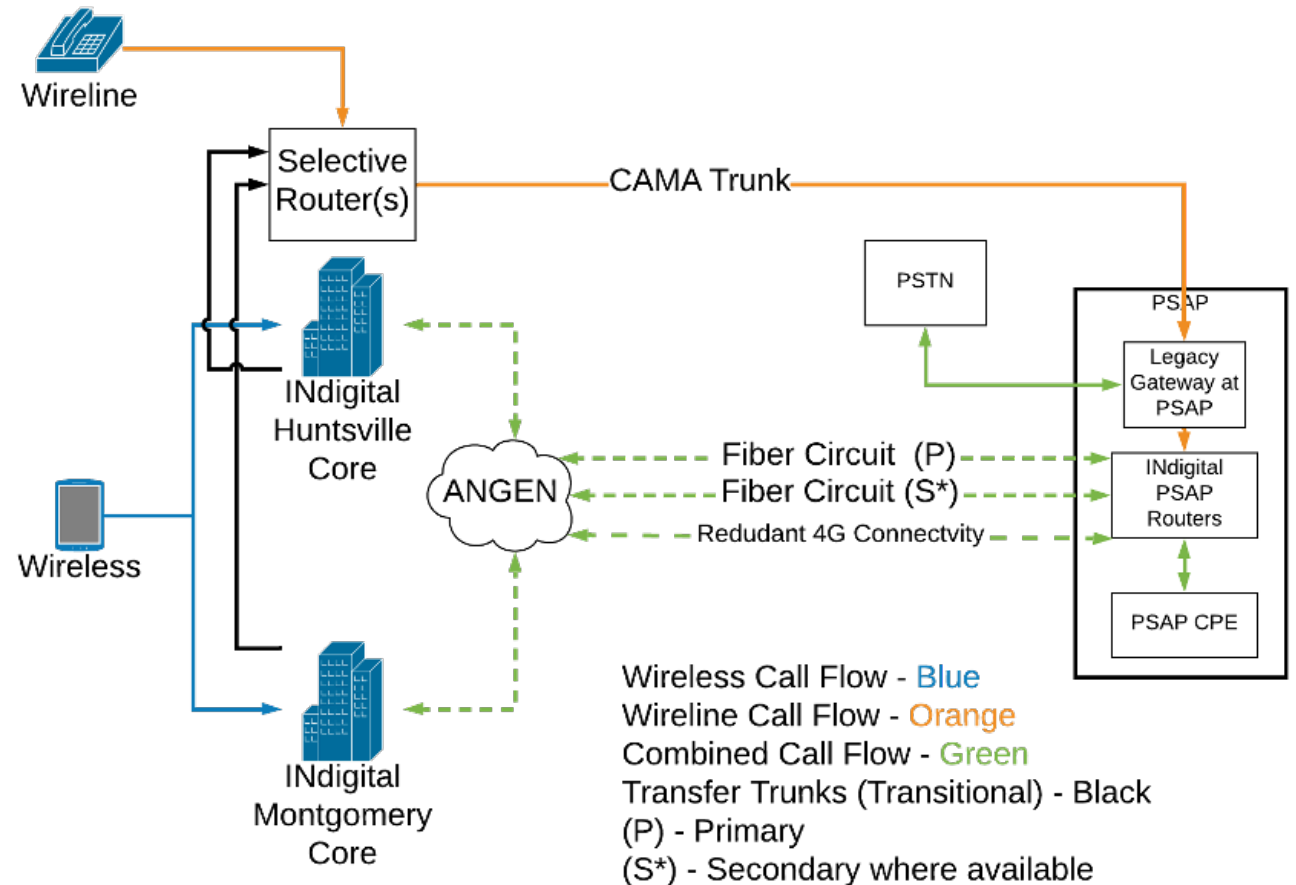
Alabama Next Generation Emergency Network

ANGEN 2.0
Report for Jan. 1 - Feb. 28, 2021

STAGE 2
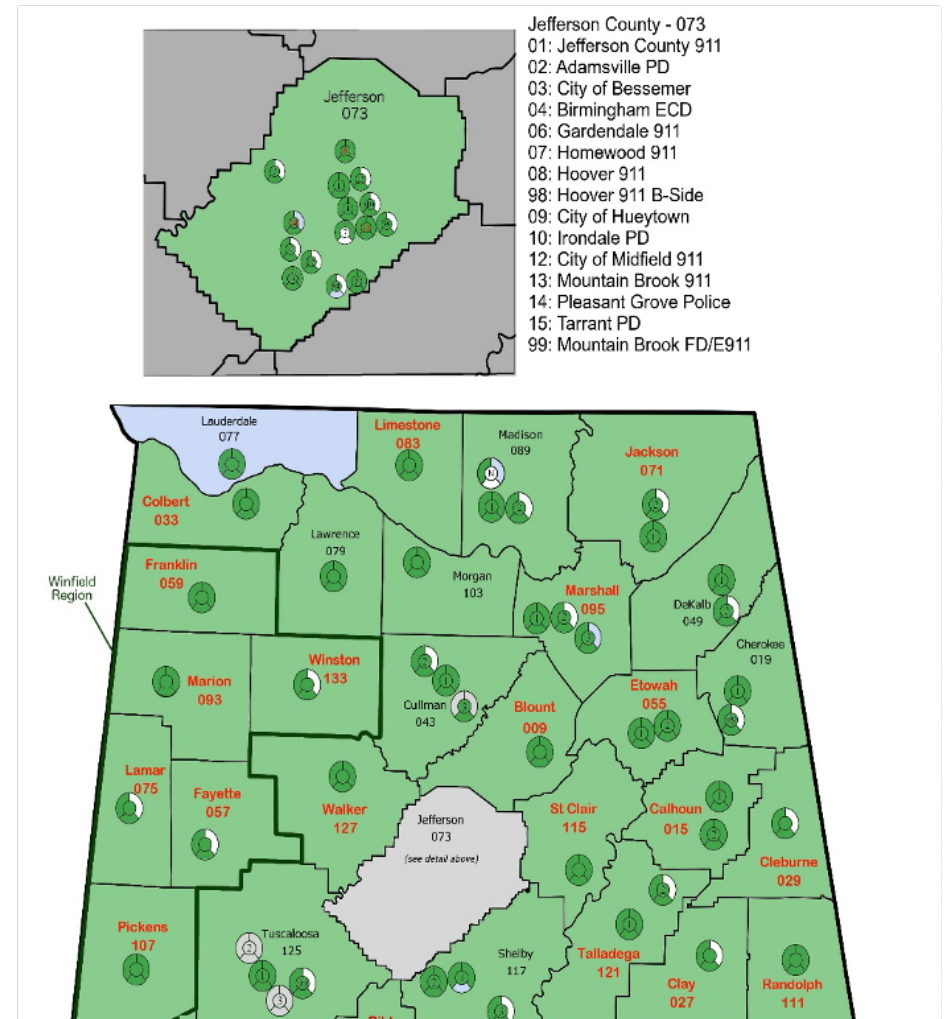# Deliver all 911 calls directly to the PSAP over ANGEN

- 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 4,779,892 or 98% of the state's population**.

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

INdigital Montgomery Core

PSAP CPE

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

INdigital

STAGE 2
Deliver all 911 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.

STAGE 2
Deliver all 911 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.

INdigital

PSAPs Not On ANGEN

The only PSAP not currently on ANGEN is Lauderdale and they are scheduled to come on the network the last week of April.

Lauderdale's placement on the network will complete Phases 1 and 2 of the ANGEN project.

INdigital

STAGE 3.A
Deliver wireline 911 calls directly to PSAP instead of picking up wireline CAMA at PSAP

When Lauderdale comes on the network at the end of April, stage 3.a will be complete.

This will also complete our planned work with AT&T for wireline conversion.
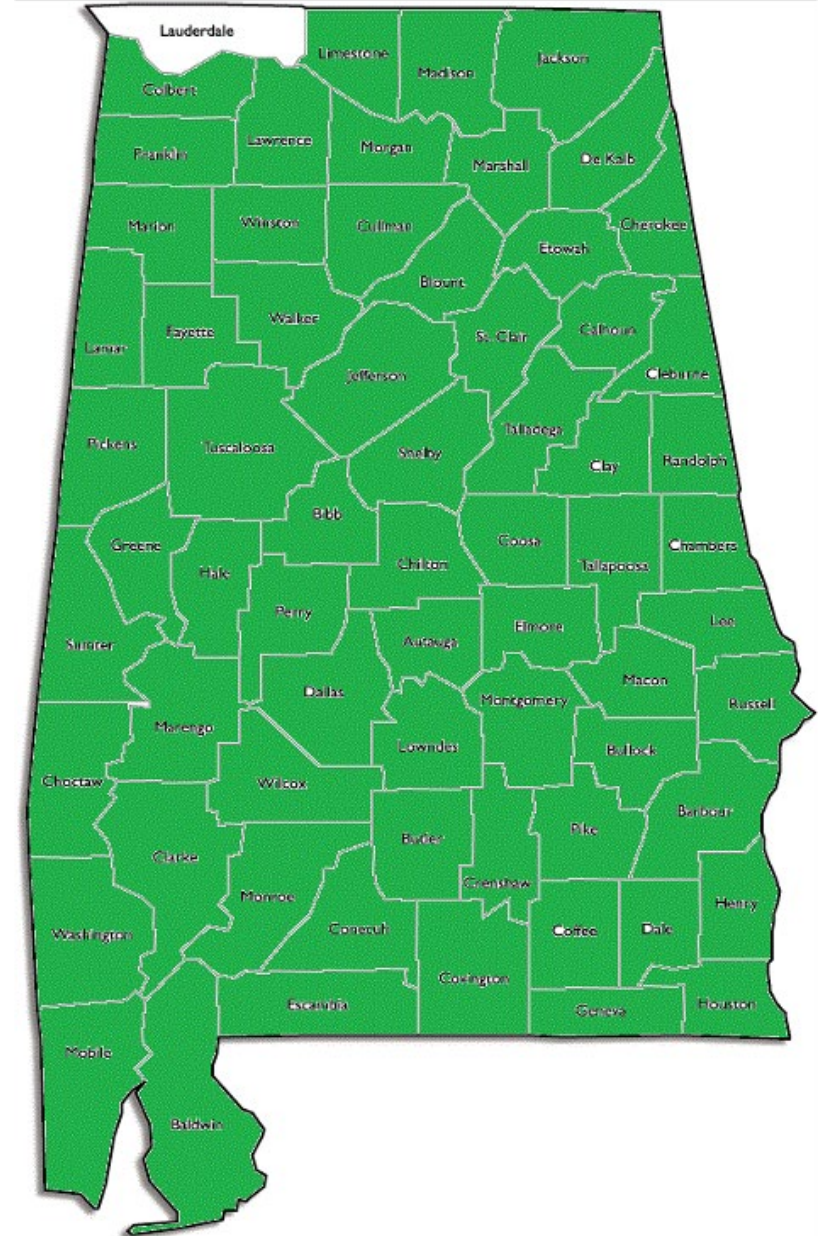
INdigital

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.

Wireless Call Flow - Blue
Wireline Call Flow - Orange
Combined Call Flow - Green
(P) - Primary
(S*) - Secondary where available
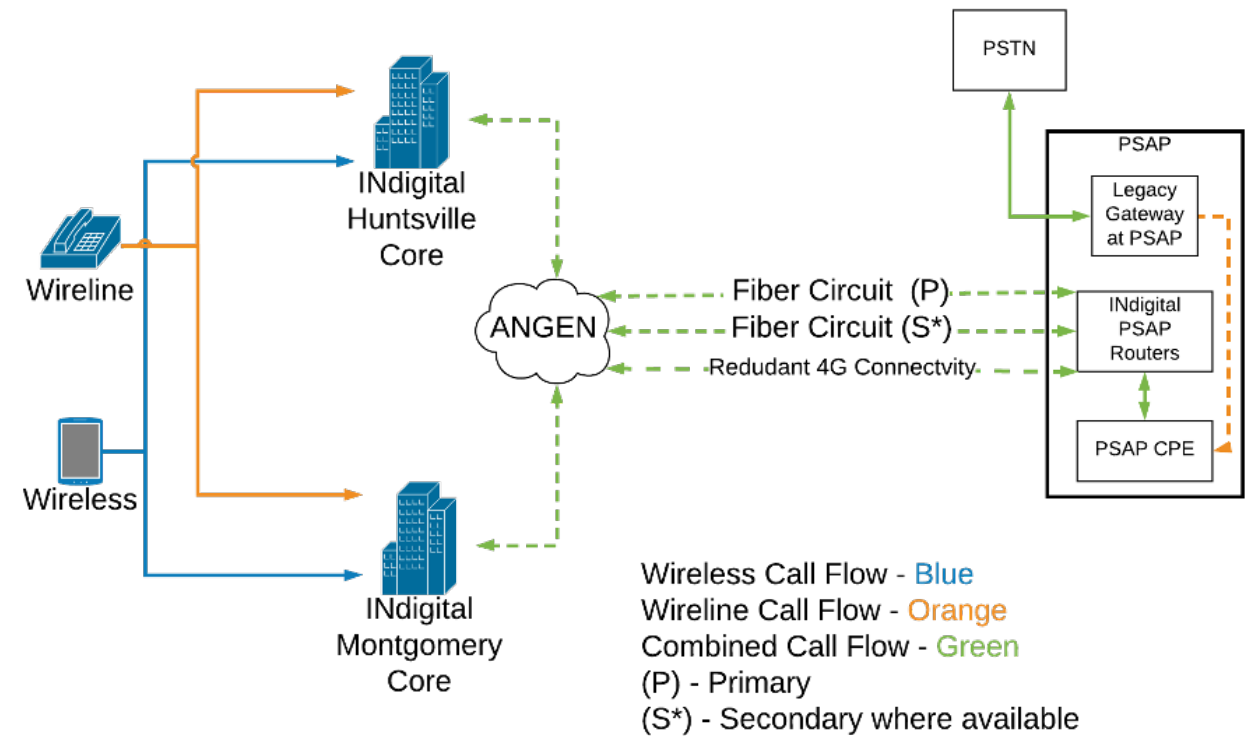
STAGE 3.B
Directly receive and selectively route wireline calls

- 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 scheduled site work in the next month (yellow).
- Wireline carrier conversion is done by legacy selective router, moving from South to North.

All PSAPs must be on ANGEN in order to move forward with this stage with any reasonable pace.

INdigital ALI Conversion as of 3/2/21
Green - Complete
Yellow - Scheduled in next 30 days

INdigital
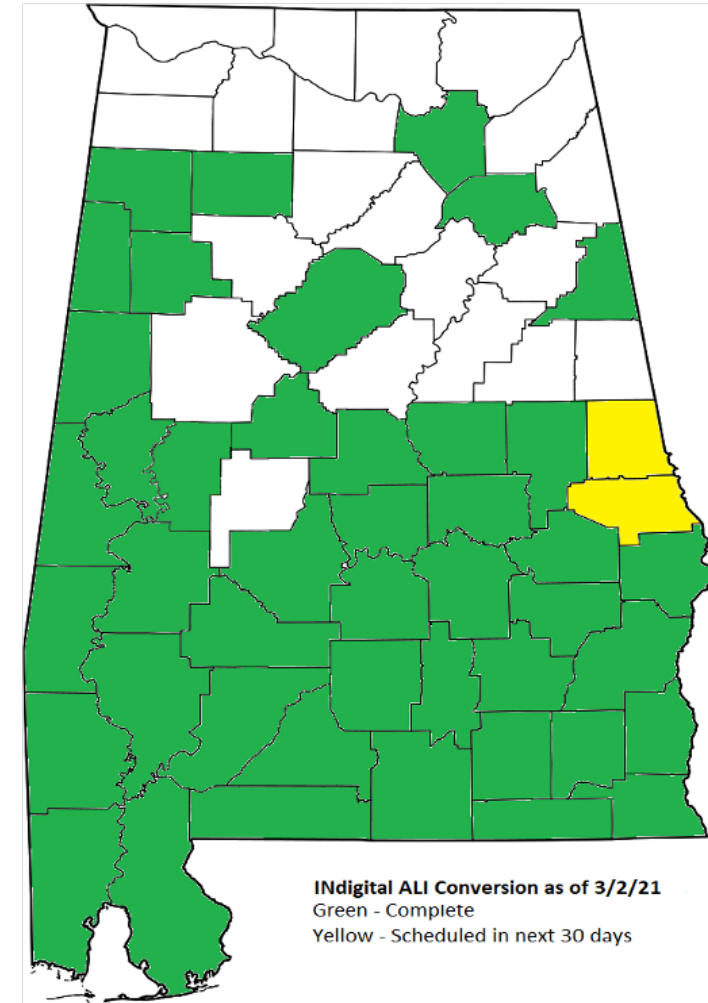
STAGE 3.B
Directly receive and selectively route wireline calls - Wiregrass

Have Been Migrated	To be Migrated
AT&T Mobility	Bright house
Level 3	Verizon Business
Comcast	Bandwidth
Intrado/West	AT&T CLEC
Verizon Wireless	Century Link (Last to Move)
Southern Link	Frontier
Sprint	TDS
TCS	
T-Mobile	
Intelloquent	
Troy Cable	
AT&T ILEC	

INdigital

STAGE 3.B
Directly receive and selectively route wireline calls - Mobile Legacy Selective Route

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

INdigital

Texty

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

INdigital

STAGE 4
Install and enable Texty in the PSAP

- 98% of the population is currently served by outbound Texty.
- 98% 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: 2/11/2021
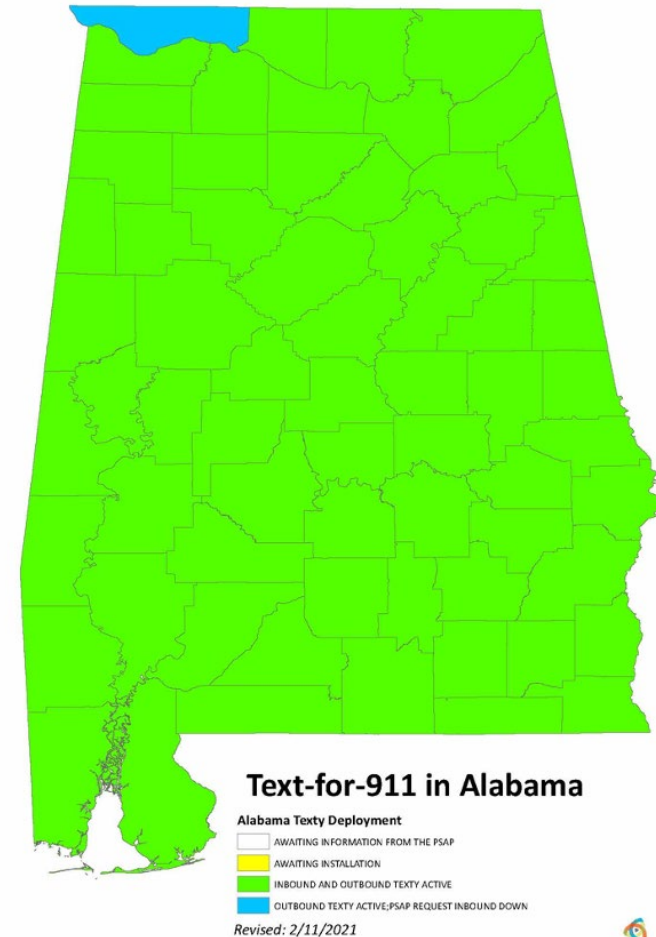
PSAP	Status	Inbound Text Availability
Hueytown	No response to correspondence	Answered by Jefferson 911
Irondale	No response to correspondence	Answered by Jefferson 911
Lauderdale	9-1-1 board would like to wait until after the ANGEN cut to turn up Texty inbound	None
Lee	The 9-1-1 board voted to not go forward with text-for-911 implementation	Answered by Auburn
Tarrant	No response to correspondence	None
Midfield	No response to correspondence	Answered by Jefferson 911
Pleasant Grove	Texty to be installed on 3/16/21	Answered by Jefferson 911

There were a total of 1,667 inbound and 2,307 outbound text sessions for the reporting period – 58% of all text messages were PSAP initiated.

Please note that Baldwin County starts a text for every open line or hang-up. Calhoun County performs inbound testing multiple times a day.

TOP FIVE TEXT FOR 9-1-1 PSAPS
JANUARY 1 - FEBRUARY 28, 2021

	Calhoun	Baldwin	Mobile	Morgan	Birmingham
Outbound	0	256	290	224	246
Inbound	493	163	22	67	39

INdigital
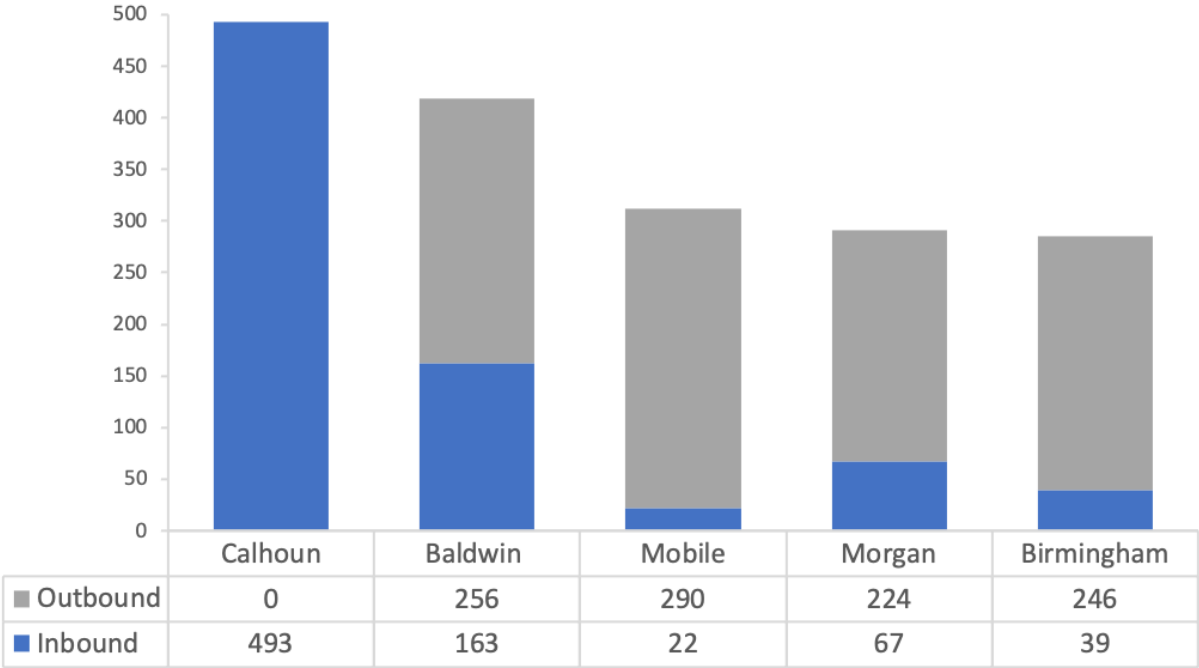
Border Connectivity

Georgia

- West Point, Polk, Heard, Harris and Seminole are now connected.
- Awaiting dates from the CPE provider for Walker County.
- Circuits have been ordered for Walker and SOWEGA 911 (Early/Stewart/Randolph).

INdigital

Border Connectivity

Florida

- Circuits have been ordered for all border counties in Florida.
- Santa Rosa is now connected for transfers.
- Escambia, Jackson, and Walton are scheduled to be complete by the end of March.

INdigital

Border Connectivity

Mississippi

We have completed the necessary interconnection agreements to connect to the AT&T legacy selective routers in Mississippi. We are now in the process of ordering trunks into the three Mississippi Selective Routers.

INdigital

Border Connectivity

Tennessee

The Tennessee ESInet plans to move to AT&T's national ESInet by the end of Q1 2021. We already have connectivity in place to the national ESInet and will coordinate with Board staff and 9-1-1 Authority to leverage this connectivity for border transfers.

INdigital

ESInet Trends

The busiest day during the period was New Year's Eve – 13,701 calls were processed. The second busiest day was December 30 – 12,715 calls were processed.

The average call volume per day was 11,120 which is up from 9,769 in the previous reporting period—total calls since the last report were 667,188.

Call Counts
January 1 - February 28, 2021
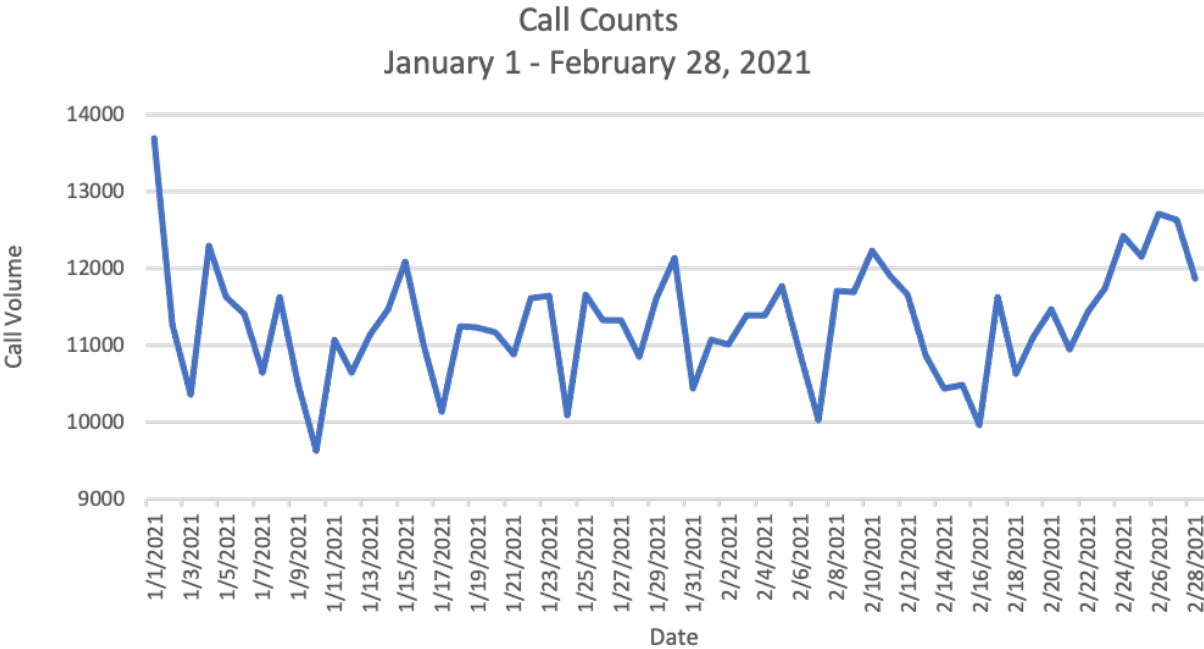
Average Number of Calls by Hour
January 1 - February 28, 2021
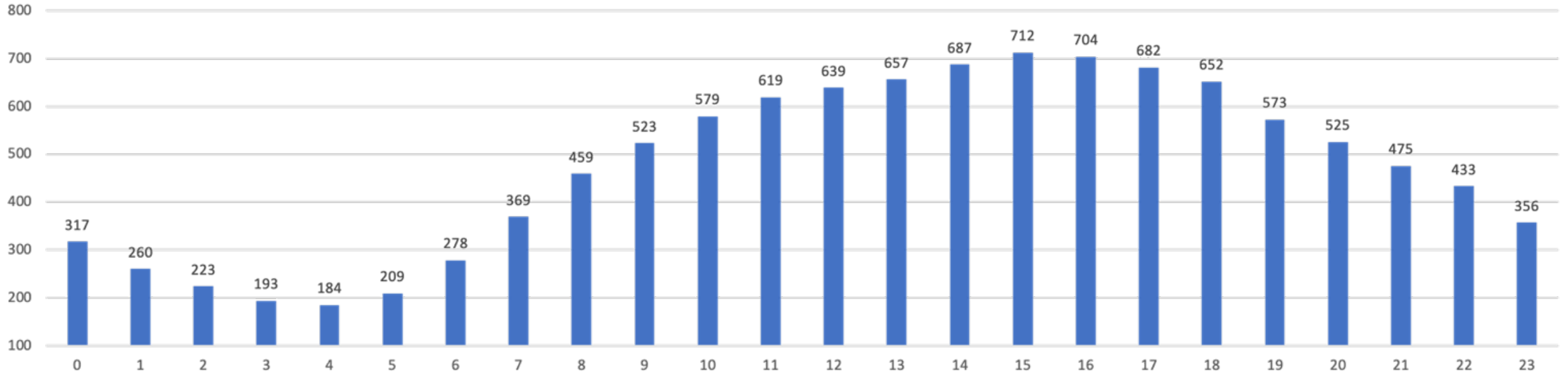
The 4:00 a.m. hour has been the least busy hour across the network this year.

The 3:00 p.m. hour was the most active hour for this reporting period.
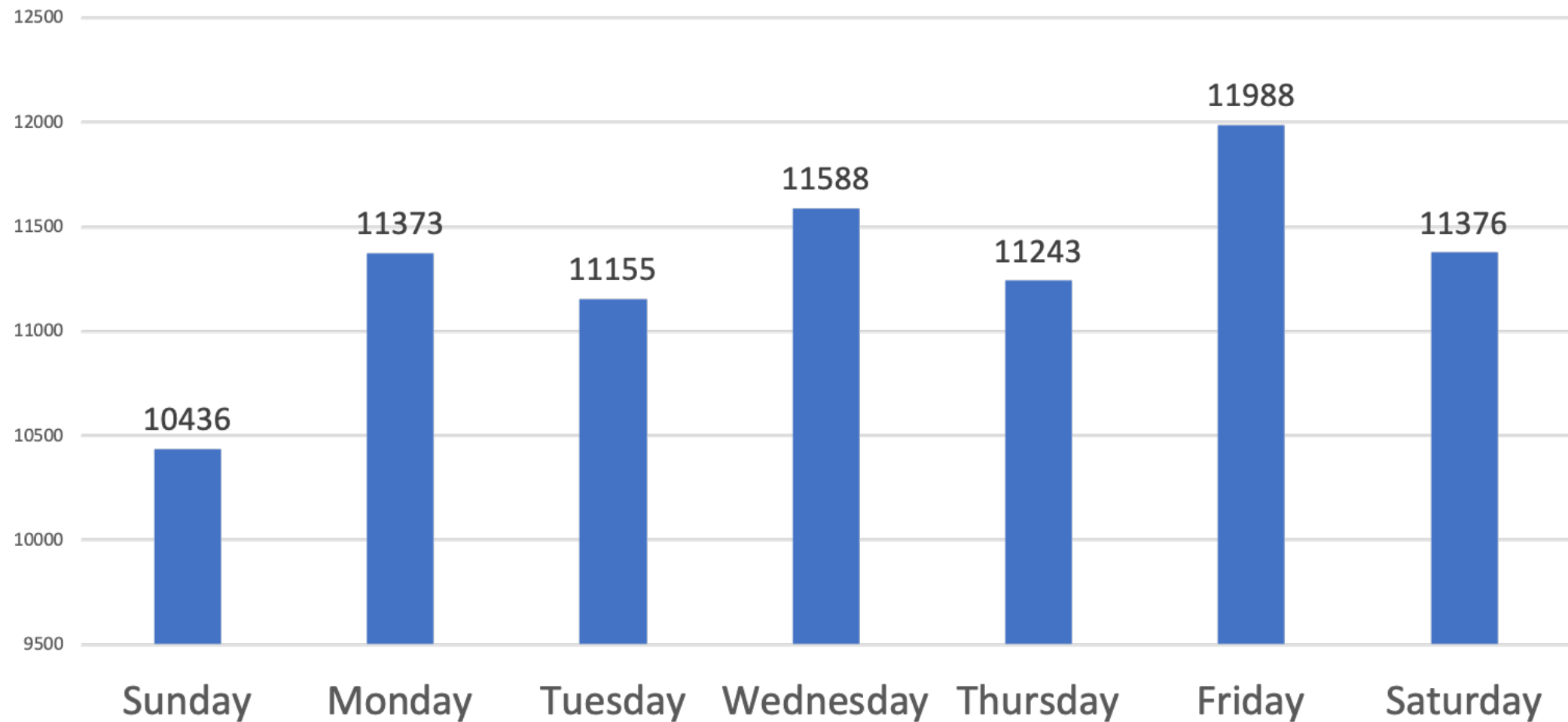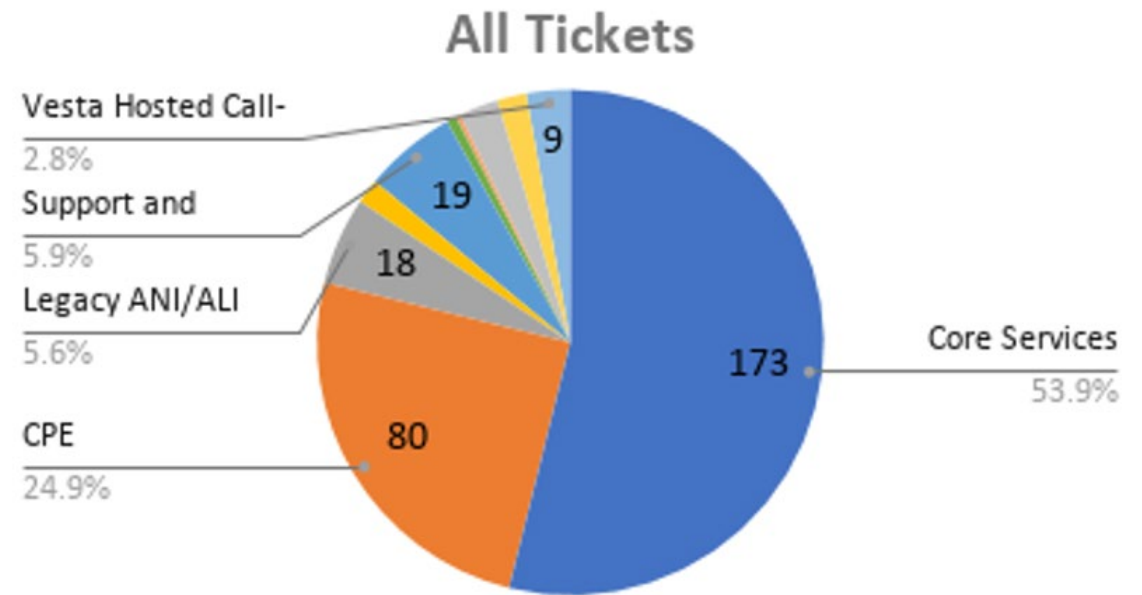
ANGEN Total Call Count
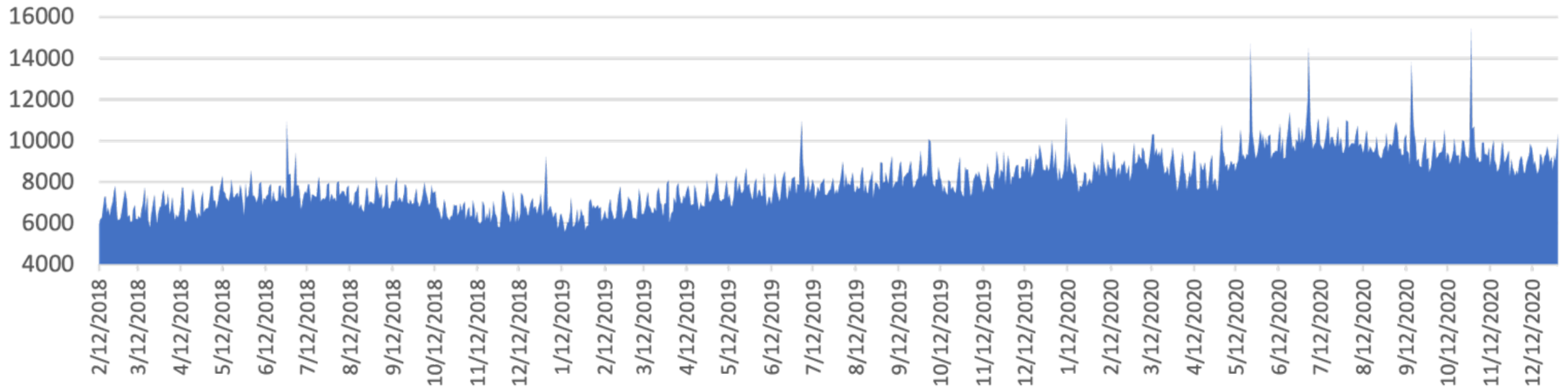
Average call volume per day: 8,432

Total Call Volume Feb 12, 2018 through February 28, 2020: 9,032,261

Trouble Ticket Analysis

A total of 323 tickets have been created since the last report.

53.9% of those tickets were network-related.

All Tickets

- Vesta Hosted Call- 2.8%
- Support and 5.9%
- Legacy ANI/ALI 5.6%
- CPE 24.9% — 80
- Core Services 53.9% — 173
- 9
- 19
- 18

Core Services Tickets

- One Way Audio 3.5%
- Call Misroute 2.9% — 17
- MEVO 9.8%
- User Account 2.3%
- MSAG 41.6% — 72
- Texty 9.8% — 17
- Database 2.9% — 8
- Call Transfer 4.6%
- Leased Circuit 16.8% — 29
- 4G Connectvity 0.6%
- 6
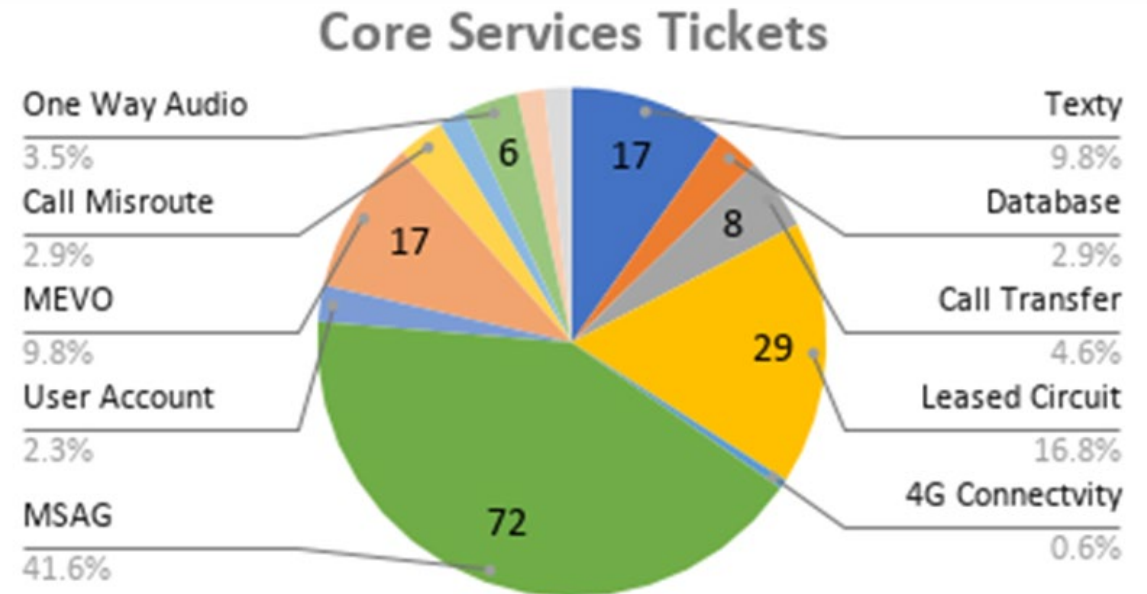
INdigital

The NSOC is staffed 24/7/365.

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.

INdigital

Significant Event Analysis

Fultondale EF-3 Tornado

An EF-3 tornado touched down in Fultondale on January 25th, killing a 14-year-old boy and damaging many homes and hotels. This map highlights our call data coupled with Jefferson County's CAD data for a more comprehensive look at the event. A blog post that was written about the event can be found here.

Fultondale EF-3 Tornado

Legend

911 Calls
- 🟢 911 Calls
- ▬ Tornado Path

CAD Incidents
- 🔺 Police Dispatch
- 🔺 Fire Dispatch
- 🔺 Medical Dispatch
- 🔺 Other

Sources: Esri, HERE, Garmin, USGS, Inter... (Hong Kong), Esri Korea, Esri(Thailand), N... Community

ALABAMA 911 BOARD

INdigital
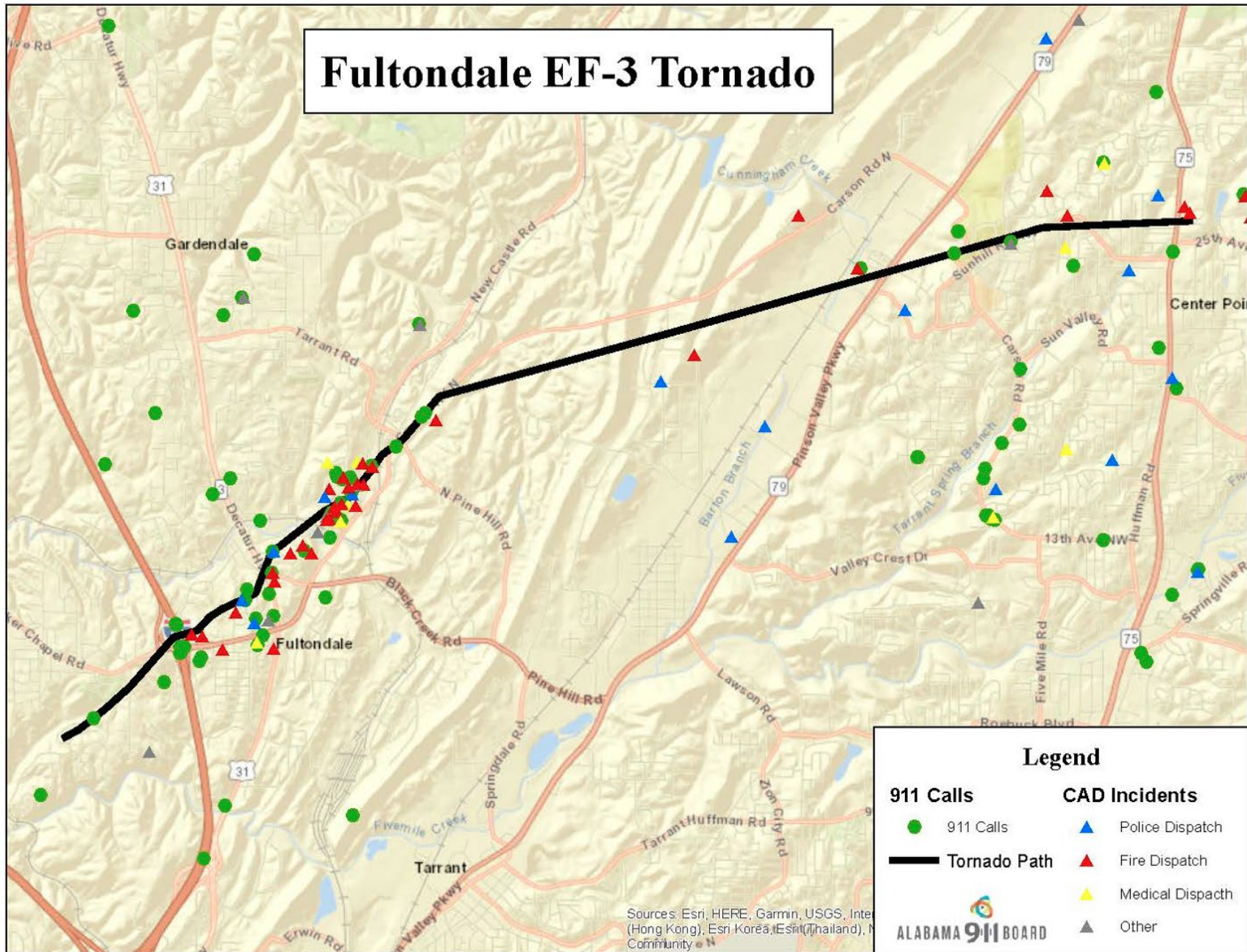
Significant Event Analysis

Jefferson PSAP Bug-Out

On March 2, Jefferson County and the City of Birmingham conducted a drill in which each PSAP used their MEVO abandon button to send all 9-1-1 calls to the alternate PSAP. The entire staff was then relocated with a police escort to the other PSAP, and continued operations from there. The goal of this drill was to ensure that the third and fourth most active PSAPs in the state could operate under one roof simultaneously.

Significant Event Analysis

Lumen Circuit Outage

On March 3rd, Lumen had a widespread outage, with a total of 40 circuits being unusable for call delivery. The ANGEN network is redundant, so 9-1-1 service wasn't impacted. The only PSAPs currently receiving calls on MEVO instead of the regular call-handling platform are Pleasant Grove, Greene, Cleburne, and Phenix City - three of which use hosted call-handling systems.

This level of redundancy is one of the benefits of an NG 9-1-1 network, as, three years ago, 9-1-1 would have been interrupted for many PSAPs in the state.

Questions?

Caleb Branch
cbranch@indigital.net
256.276.6854

INdigital
877.469.2010
1616 Directors Row,
Fort Wayne, IN 46808

INdigital

Financial Report February 28, 2021 YTD

(Tab 11)

MR. RON COOLEY

	FY2021	FY2020
ASSETS		
Current Assets	$ **36,262,122.63**	**$31,478,786.70**
Net Property and Equipment	**84,873.71**	**111,405.17**
Total Assets	$ **36,346,996.34**	**$31,590,191.87**
LIABILITIES AND NET POSITION		
Current Liabilities	$ **3,009.93**	$ **3,448.86**
Fund Equity	**36,343,986.41**	**31,586,743.01**
Total Liabilities & Net Position	$ **36,346,996.34**	**$31,590,191.87**

YTD REVENUES

Months	FY 2021	FY 2020	FY 2019
Oct	$ 10,733,014.07	$ 10,220,982.74	$ 9,454,486.64
Nov	$ 10,365,470.68	$ 10,418,140.87	$ 9,835,591.85
Dec	$ 10,429,770.07	$ 10,196,946.48	$ 9,647,082.50
Jan	$ 10,575,435.60	$ 10,482,666.36	$ 9,535,902.90
Feb	$ 10,701,678.25	$ 10,488,836.47	$ 10,291,855.65
Total	**$ 52,805,368.67**	**$ 51,807,572.92**	**$ 48,764,919.54**
Average	**$ 10,561,073.73**	**$ 10,361,514.58**	**$ 9,752,983.91**
Baseline	**$ 10,441,979.04**	**$ 10,441,979.04**	**$ 10,409,325.98**

FY2020 Revenues
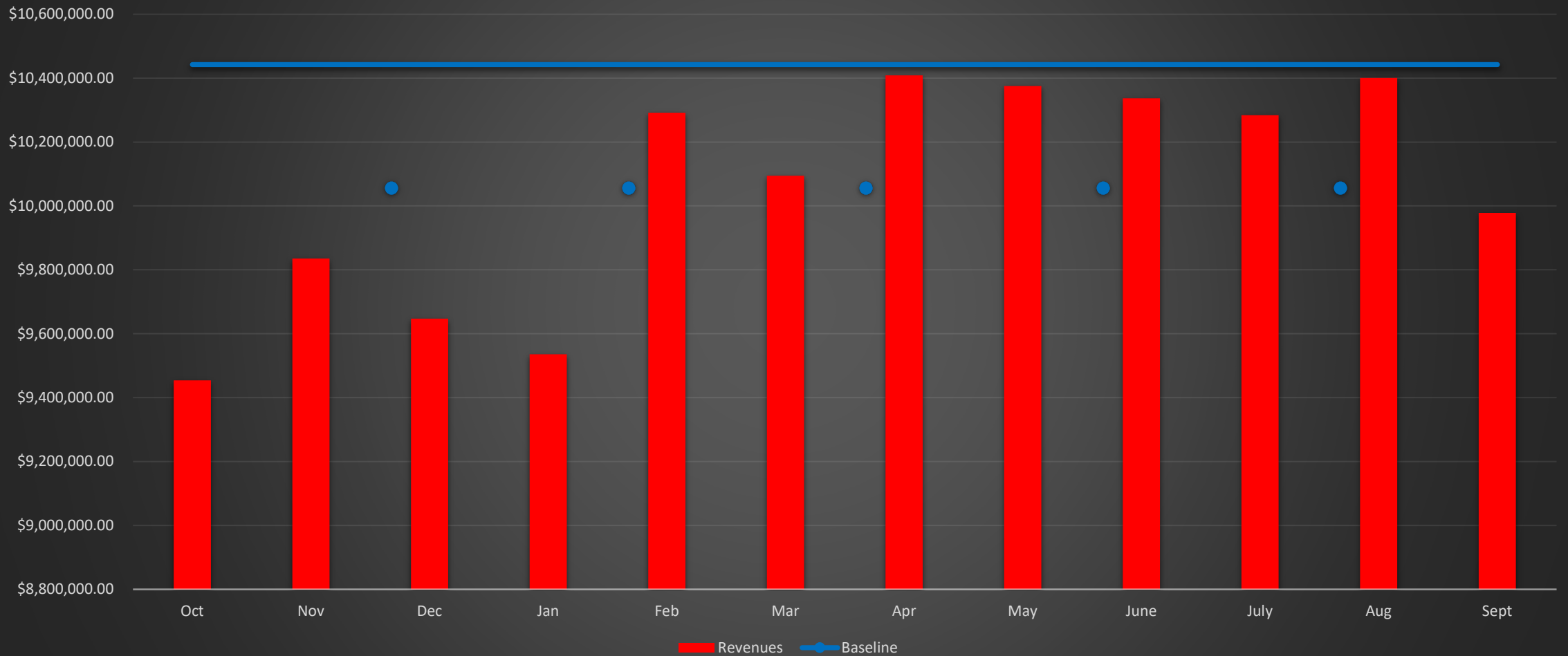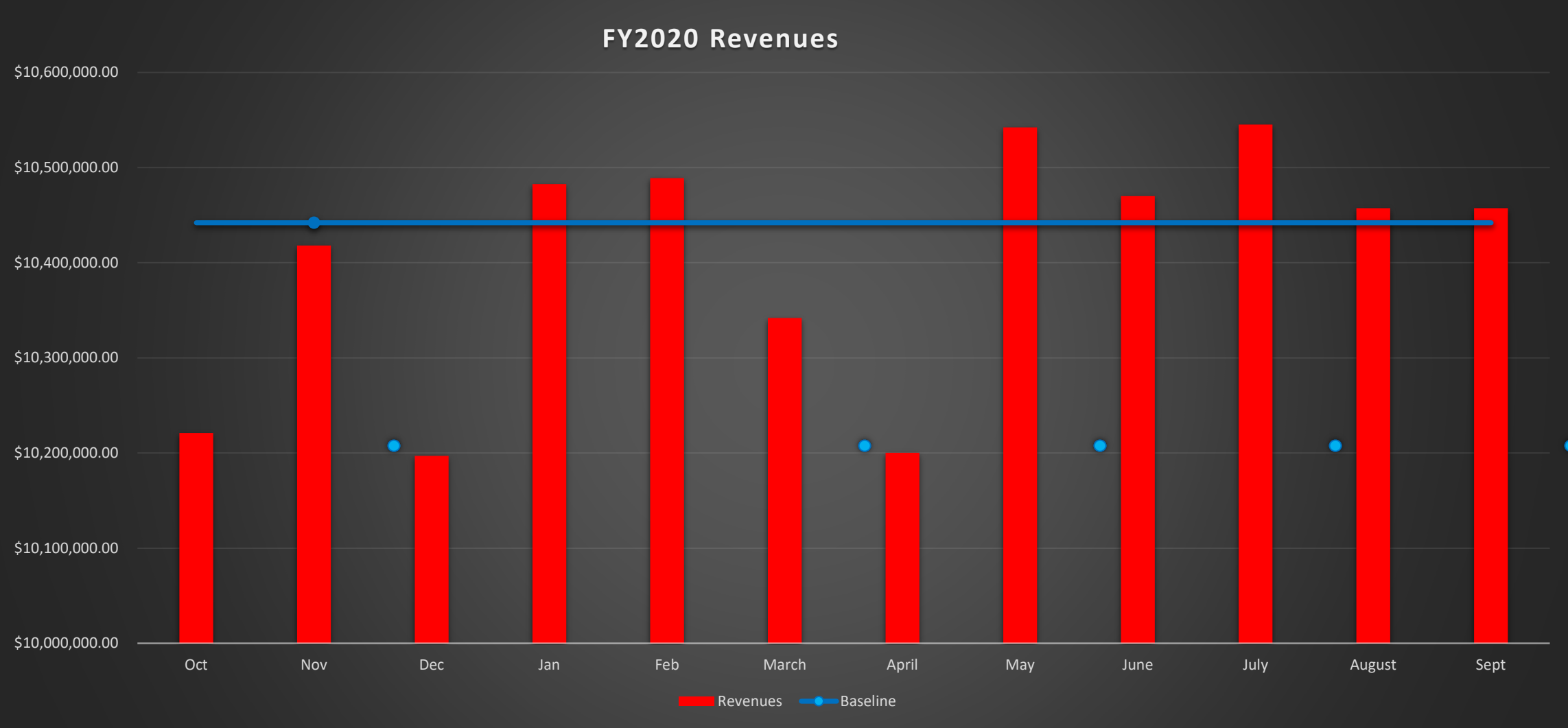
Allocation of 9-1-1 Fund
FY 2021

Distributions to ECDs, $43,675,408.35 85%

Administrative Allowance, $522,098.95 1%

Reserve for CMRS Providers, $8,196,953.55 13%

Reserve for Examiners, $416,000 .07%

Total Funds YTD

Operations, $94,761.73

Revenue, $600,565.67

Examiners, $311,855.82

Cost Recovery/Angen, $610,248.80

Federal Grant Match, $(851,576.08)
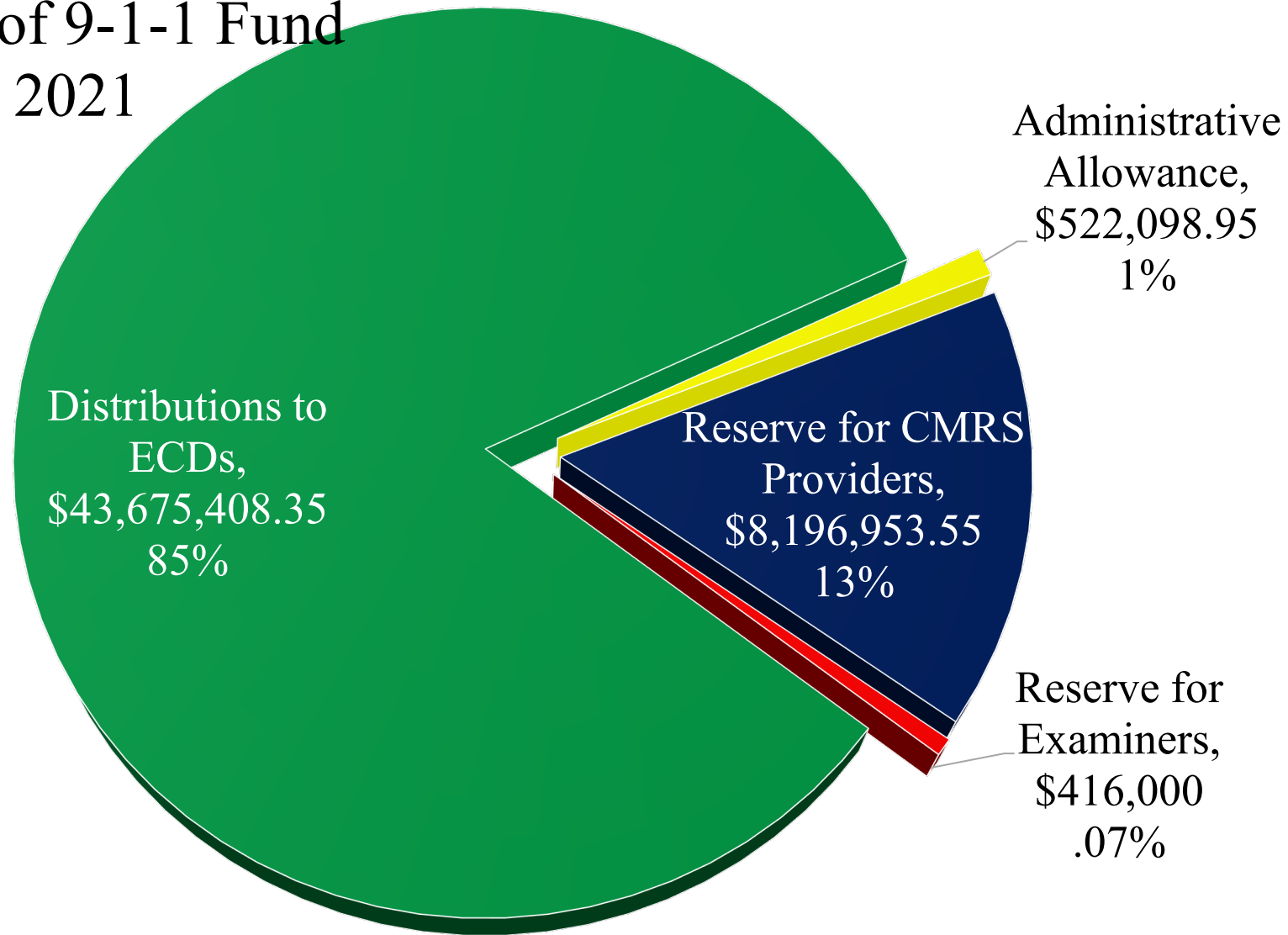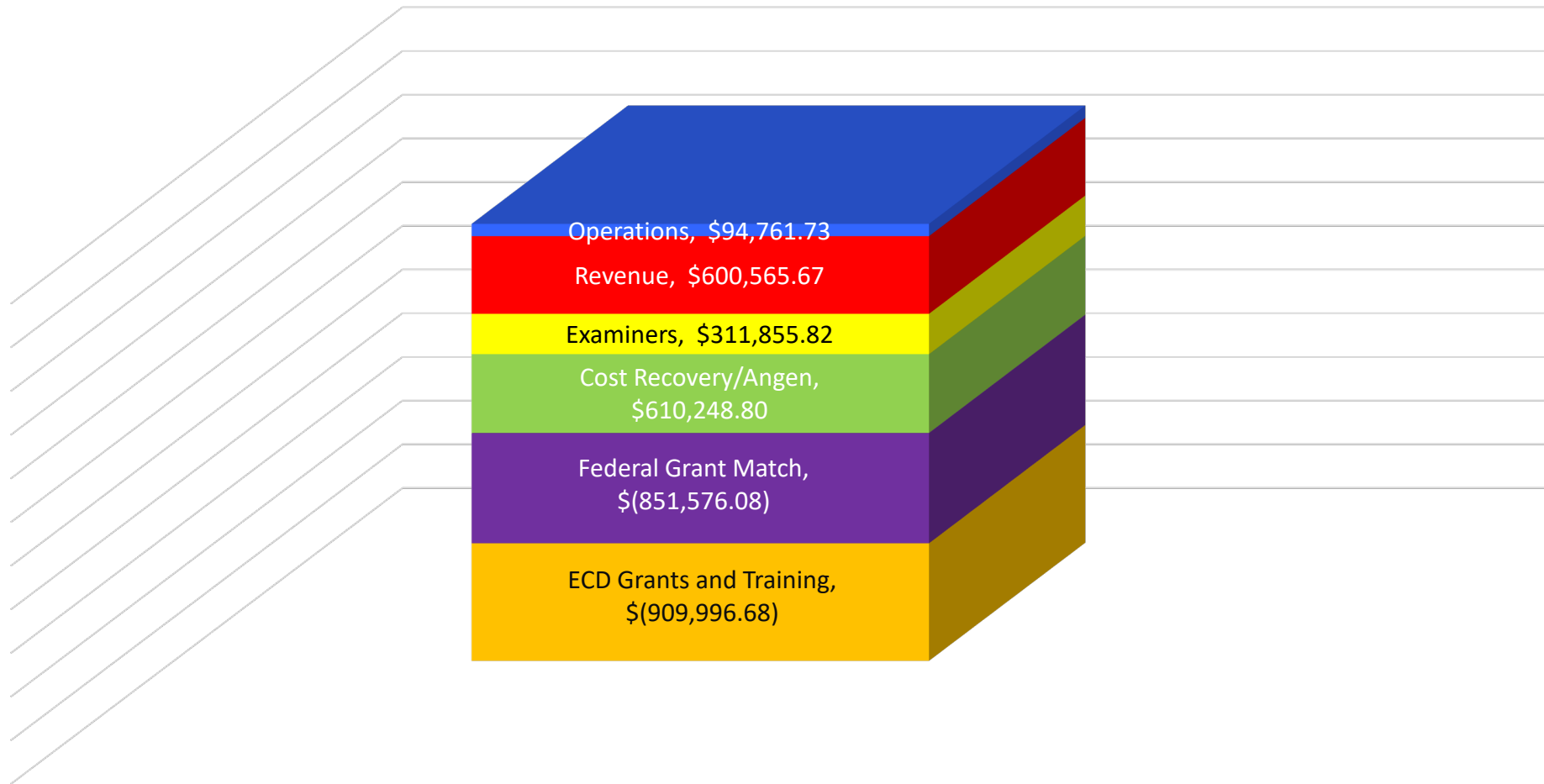
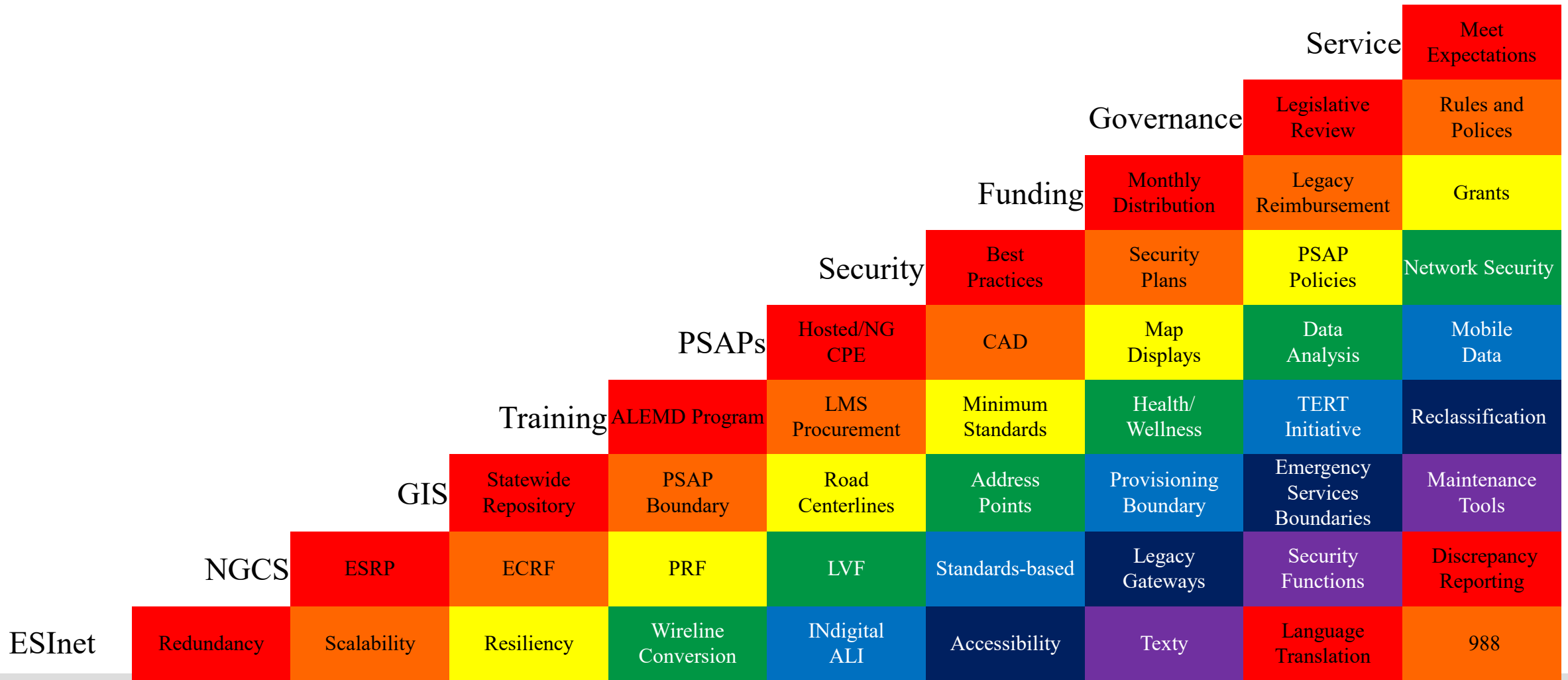ECD Grants and Training, $(909,996.68)

Legal Report

(Tab 12)

BRUNSON, BARNETT, & SHERRER, P.C.

Legal Report

1) Updated Lease

2) Administrative Rule Amendment Support

3) Morgan County Filing

4) Ongoing Correspondence with Carriers re: remittance portal compliance

5) Discussion with Staff re: Examiners ECD audit process and Legacy 911 costs/Blount County 911

Building Blocks of Alabama 911

Mission: *To work in partnership with Emergency Communication Districts of Alabama to facilitate and promote effective, efficient, and reliable 9-1-1 service statewide to the residents and visitors of Alabama.*

Old Business

BOARD MEMBERS

New Business

BOARD MEMBERS

Public Comments

OPEN FORUM

Next Board Meeting

MAY 19, 2021

10AM

TBD

MONTGOMERY, AL

Adjournment