

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.





May 19, 2021
Public Hearing & Board Meeting
1 Commerce Street
Montgomery, AL

Public Hearing Agenda

Proposed Rule 585-X-2-.08, Alabama 9-1-1 Board Grant Program

http://www.alabamaadministrativecode.state.al.us/UpdatedMonthly/AAM-FEB-21/AAM-FEB-21.htm



Proposed Rule 585-X-2-.08 Alabama 9-1-1 Board Grant Program

The Alabama 9-1-1 Board proposes to amend this administrative rule to provide the Board with discretion regarding grant cycle scheduling and to allow for hardship grants to emergency communication districts, within the confines of the statute.



Administrative Rules Amendment – Next Steps

- ✓ Publish in Administrative Monthly, February 26th
- □Public Hearing, May 19th (between April 2nd and May 27th)
- □ Final draft rules adoption, May 19th
- □Certification following final adoption, May 19th
- □Rules Effective, July 12th



Agenda

Introduction

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

Reports

- Committee Reports (Tab 4)
- Staff Reports (Tabs 5 - 10)
 - Director's Report
 - GIS Report
 - LMS/Training Report
 - ANGEN Report
 - Financial Report
 - Legal Report

Closing

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



Committee Reports

(Tab 4)



Finance
Committee
Meeting
Agenda
(Tab 4)

May 12, 2021 Montgomery, AL



Board's Financial Statements

Recommendation:

To accept the financial statements as presented.



Staff Reports

(Tabs 5 - 10)



Director's Report

(Tab 5)

MS. LEAH MISSILDINE



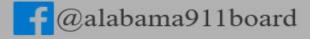
Updates and Considerations

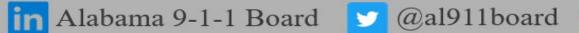
- a. ANGEN Reimbursements
- b. Legacy Reimbursements
- c. ALI Circuit Disconnection
- d. Telecommunicator Reclassification
- e. Telecommunicator Outreach Packets

ANGEN Reimbursement

Final Deadline – September 30, 2021

ECD	Amount
Athens/Limestone County 911	\$3,000.00
Autauga County 911	3,000.00
Birmingham ECD	3,000.00
Blount County 9-1-1	3,000.00
Chambers County 911	2,075.00
Cherokee County Communications	3,000.00
Clarke County ECD	2,156.00
Clay County E911	3,000.00
Colbert County E911	3,000.00
Cullman County 911	1,819.25
Geneva County ECD	3,000.00
Jefferson County E911 ECD	3,000.00
Lamar County 911	518.00
Lee County 911	3,000.00
Lauderdale County 911	2,607.75
Marengo County ECD	3,000.00
Marshall County 911	3,000.00
Monroe County	1,155.00
Monroe County 911	1,375.00
Russell County	3,000.00
Walker County 911	3,000.00
То	









2021 Q1 – Q2 Legacy Costs Reimbursements

	January	February	March	April	May
Number of ECDs Submitted	18	19	6	23	15
Total Reimbursement Amount	\$304,950.54	\$202,449.38	\$ 42,545.07	\$308,113.98	\$200,485.56
Deficiencies	15	13	2	7	6
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	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment







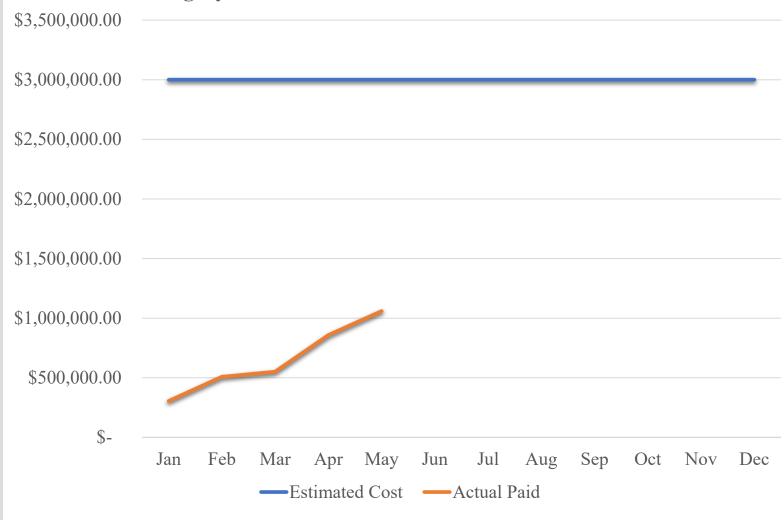


Legacy Reimbursement

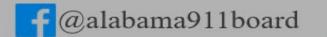
Final Deadline – December 10, 2021

	Q1 ECDs	Q2 ECDs
Jan	18	
Feb	19	
Mar	5	2
Apr	2	23
May	3	15
	47	40

Legacy Cost Reimbursement: Estimated vs Actual















ALI Circuit Disconnection Process

- ➤ Once your PSAP is on INdigital ALI, begin a new email to <u>leah@al911board.com</u>
- Email Subject Line: PSAP Name, AL (Authorization to disconnect AT&T ALI circuits)

 Body of email must contain: I Authorize AT&T to disconnect AT&T ALI circuits for the below PSAP as our PSAP is no longer bidding AT&T for ALI.

Account Number (if available):

ALI Circuit info (if available):

PSAP Name:

PSAP Address:

PSAP contact name authorizing disconnect:

PSAP Contact Title:

PSAP Contact Office Number:

PSAP Contact Cell Number:

> Send the completed email to <u>leah@al911board.com</u>. Confirmation that the PSAP is ready for disconnect will be provided by INdigital and the request will be submitted to AT&T.

Updates and Considerations

- a. ANGEN Reimbursements
- b. Legacy Reimbursements
- c. ALI Circuit Disconnection
- d. Telecommunicator Reclassification
- e. Telecommunicator Outreach Packets

Recent, Ongoing, and Upcoming Deadlines/Activities

Recent

Ongoing PSAP Outreach for ANGEN Deployment and Services & the GIS Project

b. Ongoing

- 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

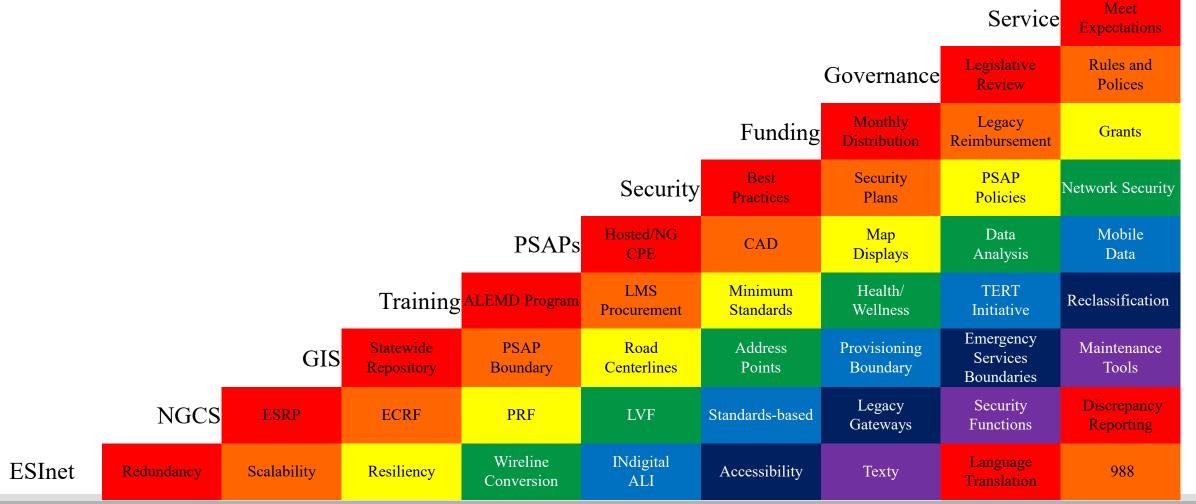
- Meetings (Committees & Board) Scheduled through December 2021
 - Board (3rd Wednesday of odd months)
 - 2. Education & Outreach (1st Tuesday afternoon of even months)
 - 3. Finance (1st Wednesday morning of even months)
 - 4. Governance (1st Wednesday afternoon of even months)
 - 5. Technical (1st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











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.

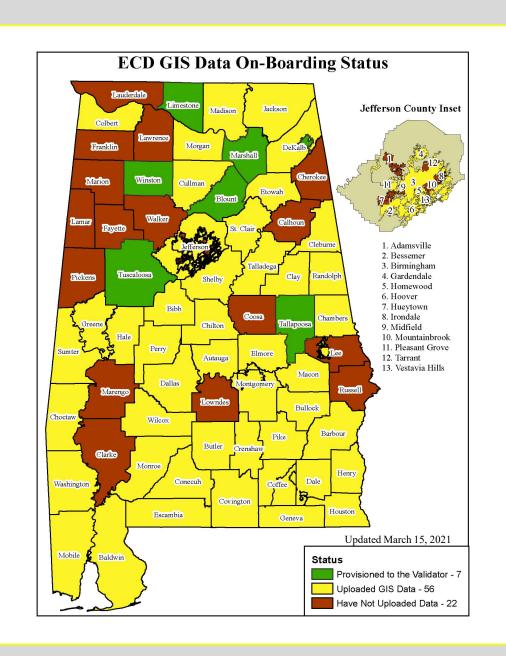


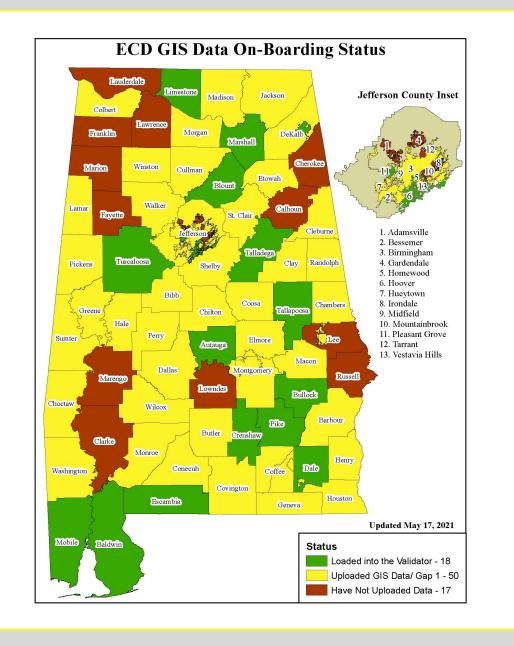
GIS Report

(Tab 6)

GIS TEAM







LMS/Training Report

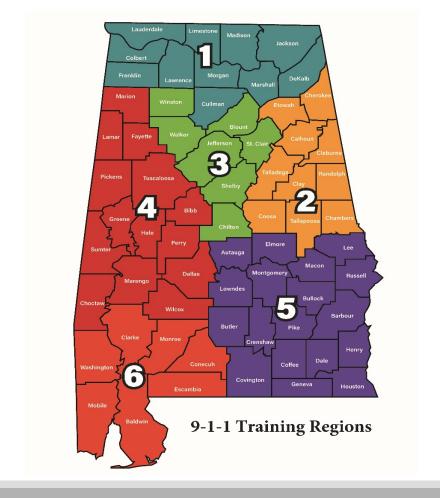
(Tab 7)

STAFF



Virtual Academy Rollout & 9-1-1 Training Regions

<u>Date</u>	Group
3/19/2021	1 st User Group Webinar (NENA Education Committee Group)
4/20/2021	ALEMD Instructor Group Webinar
5/3 - 5/14/2021	ALEMD Practitioner Group
5/10 - 5/21/2021	Region 1 and 2
5/10 - 5/21/2021	Region 3 and 4
5/17 - 5/28/2021	Region 5 and 6





When	What	Where	Who	# of attendees	<u>Hours</u>
March 1-3, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-005	Advantage EMS	Alabama 9-1-1 Board		24
March 2-4, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-006	Cullman Fire Rescue	Alabama 9-1-1 Board	16	24
March 10-12, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-007	Pleasant Grove Fire	Alabama 9-1-1 Board	2	24
March 10-12, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-008	Randolph County	Alabama 9-1-1 Board	1	24
March 10-12, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-009	Haynes Ambulance	Alabama 9-1-1 Board	4	24
March 22-26, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-010	Athens-Limestone County	Alabama 9-1-1 Board	1	24
March 29-31, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-0011	Colbert County	Alabama 9-1-1 Board	5	24
March 31, 2021	AL911.net User Training	Baldwin County 9-1-1	INdigital with Alabama 9-1- 1 Board	19	4
April 5-7, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-012	Randolph County	Alabama 9-1-1 Board	1	24
April 26-28, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-013	Colbert County	Alabama 9-1-1 Board	3	24



Alabama 9-1-1 Academy

June 14-25, 2021

Alabama 9-1-1 Academy

June 14-25, 2021 Monday-Friday 0800-1700

Location: Troy University Campus



ALABAMA 9:1:1 BOARD

80-hour Telecommunicator Academy covering:

- **☎** 9-1-1 in Alabama
- Alabama Emergency Medical Dispatch
- PSAP Tour
- Public Safety Demonstrations
- Scenario-Based Training
- Final Exam
- Graduation

Housing provided by Troy University.

Course materials and Instructors provided by Alabama 9-1-1 Board.

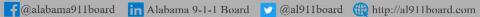
Cost to the District:

- Wages
- Transportation Costs
- Meal Ticket



For more information: Dana Nation, Program Coordinator dana@al911board.com 334-440-7911

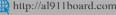
Partnership between Alabama 9-1-1 Board, Pike County 9-1-1, and Troy University













ANGEN Report

(Tab 8)

ANGEN TEAM



ANGEN March 2021 – May 2021 Project Review

Presented May 19, 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
- Independent Validation and Verification (IVV) test planning with INdigital has begun and initial connectivity has been established



Independent Validation and Verification (ANGEN IVV)

- ANGEN initial deployment is 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.

Date	Project Activity or Milestone
4/15/2021	Kick off IVV Testing Project
4/15/2021 – 5/20/2021	Test preparation, planning and coordination
5/24/2021 - 5/28/2021	Conduct IVV Testing
6/21/2021	Deliver draft findings report to Executive Director
7/14/2021	Deliver Final IVV Findings Report to Executive Director, prep for July 21 Board Meeting presentation

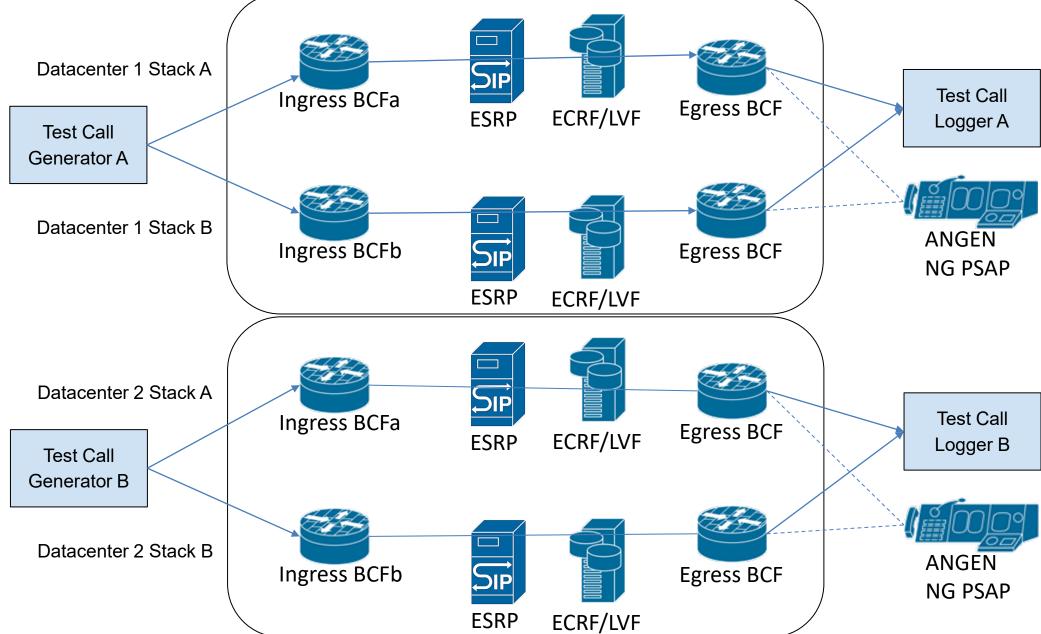
Independent Validation and Verification (ANGEN IVV)

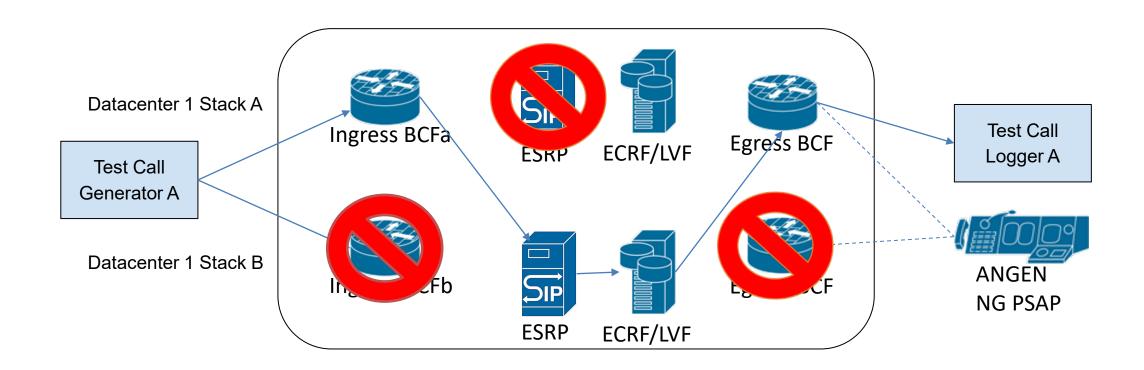
The INdigital Contract Requirements

The following requirements will be tested, validated and verified as part of this project. The requirements of the INdigital system as established by contract and found in **Exhibit 1: AL-NG9-1-1-RFP-16-001 – Attachment D Technical Specifications** are:

- Section 2 (ANGEN ESINet Requirements),
- Section 3 (ANGEN Specific Requirements),
- Section 4 (ANGEN/i3/NG Core Services Requirements) and
- Section 5 (System Reporting and i3 Logging Requirements)

Basic IVV Testing Methodology for ANGEN





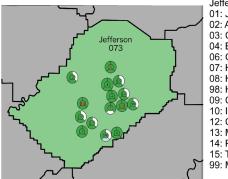
Alabama Next Generation Emergency Network

ANGEN 2.0 Report for March 1 – April 30, 2021



ALL 9-1-1 Calls in Alabama are now delivered over **ANGEN!**

As of May 4th, all PSAPs in Alabama are complete with Phase 2 and are receiving calls 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

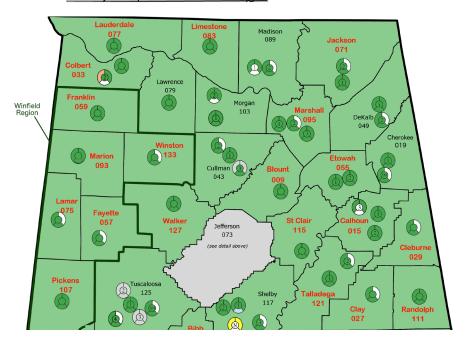
12: City of Midfield 911

13: Mountain Brook 911

14: Pleasant Grove Police

15: Tarrant PD

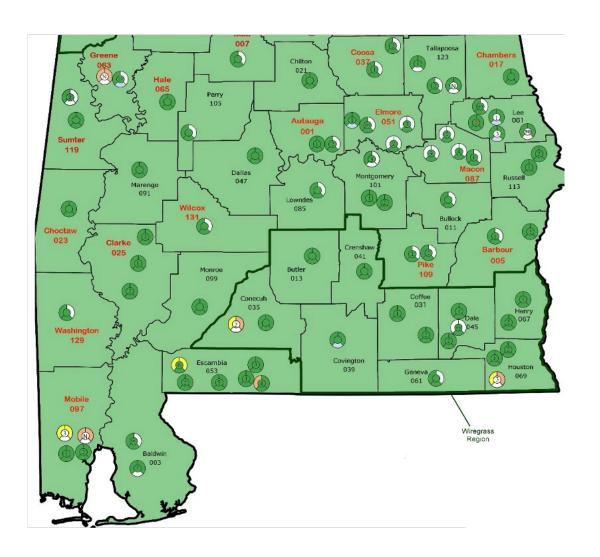
99: Mountain Brook FD/E911





With Lauderdale's cut, INdigital is no longer sending any call traffic to AT&T or Lumen to be delivered to any PSAP in the state.

INdigital will now begin the process of disconnecting the ANGEN 1.0 wireless outbound trunks and T1s





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

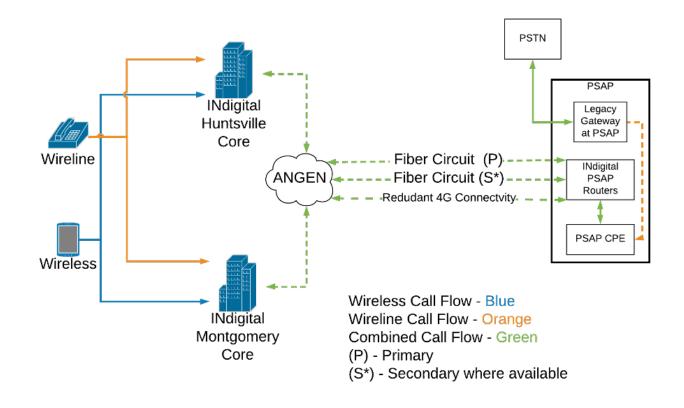
- This stage will complete on May 18th
- This will complete our planned work with AT&T for wireline conversion





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.





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





Information About ALI Formats

- All ALI Information comes from the carrier.
- As technology has changed, more information has been provided from carriers than what can be contained in standard ALI format configuration - 528 characters.
- INdigital provides a format that is roughly equivalent to double the character count of previous formats - 1010 versus 528.
- Vesta is character limited to 800 characters, and INdigital also has a format that can accommodate this limitation.



Legacy ALI Format

Wireless

(205) 511-2256 11:17 10/20 WIRELESS 911 CAL

LER

WALKER COUNTY AL 134 WPH2

AT&T MOBILITY

2055223923 P# 511-2256

ALT# 205-522-3923 LEC:ATTMO

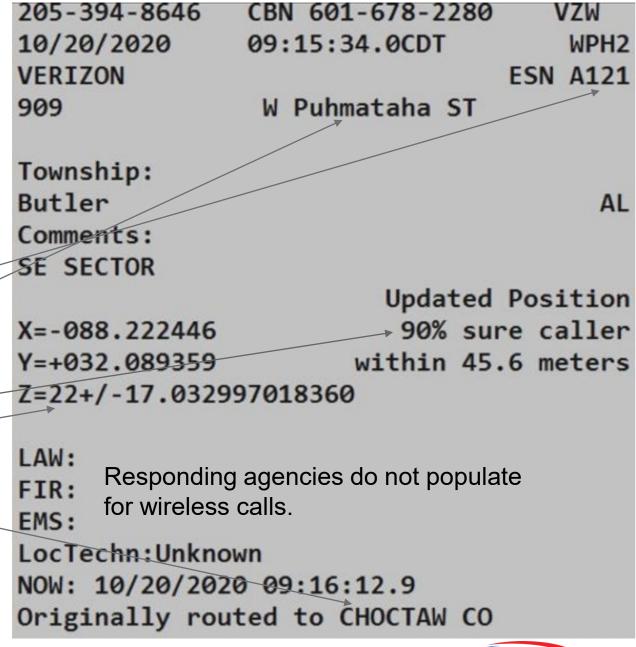
-087.307878 +33.851945



INdigital ALI Format

Wireless

- Routing ESN
- Tower information
- Position Certainty
- Z (altitude) info
- Shows original call destination





Legacy ALI Format

Wireline





INdigital ALI Format

Wireline

- Physical Address and name of business (if applicable)
- Responding ESN
- Responding agencies

```
251-847-2911
                CBN 251-847-2911
                                     MILRY
10/20
                12:42
                                      BUSN
WASHINGTON CO E911 SERVICE
                                  ESN 266
435
                HEARN DR
Township:
CHATOM
                                        AL
Comments:
    No lat/longs are given
    for wireline calls
LAW: CHATOM
FIR: CHATOM
EMS: AMSTAR
LocTechn:
NOW: 10/20/2020 12:42:27.442
Originally routed to
```





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



STAGE 4 Install and enable Texty in the PSAP

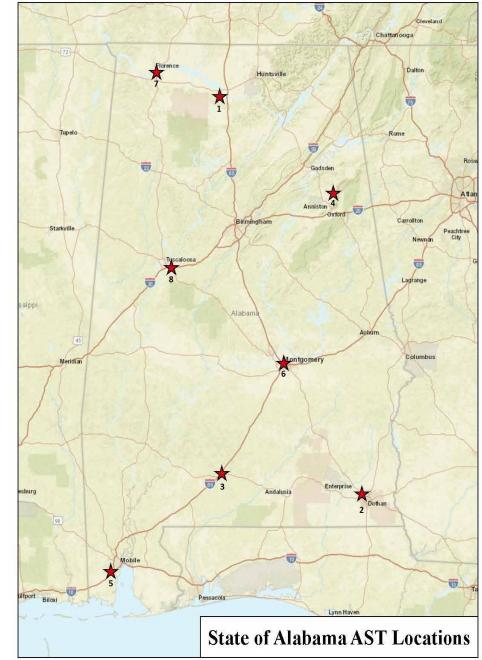
- 98% of the population is currently served by outbound Texty.
- 98% of the population is currently served by inbound Texty.





Alabama State Trooper's Connectivity

Map ID	Post	ANGEN Cut		
1	Decatur	Complete		
2	Dothan	5/13/21		
3	Evergreen	5/27/21		
4	Jacksonville	Complete		
5	Mobile	Complete		
6	Montgomery	5/20/21		
7	Quad Cities	Complete		
8	Tuscaloosa	Complete		





Georgia

- West Point, Polk, Heard, Harris and Seminole are now connected.
- Awaiting dates from the CPE provider for Walker County
- We are awaiting CPE provider coordination with Walker and SOWEGA 911 (Early/Stewart/Randolph).
- The other PSAPs have not expressed a desire to have a direct connection, so we are providing them with 8XX numbers for transfer.



Florida

- Circuits have been ordered for all border counties in Florida.
- 8XX numbers have also been distributed for all Florida PSAPs.



Mississippi

- It has been 45 days since we last heard from AT&T's regulatory department regarding interconnection with Mississippi Selective Routers.
- 8XX numbers have also been distributed to all Mississippi border PSAPs.



Tennessee

- Tennessee is in an RFP process for replacement of their current ESInet. We will await word on the outcome of that process to further determine if a network-to-network connection is needed or if direct circuitry into the PSAP is preferred.
- 8XX numbers have also been distributed to all Tennessee border PSAPs.



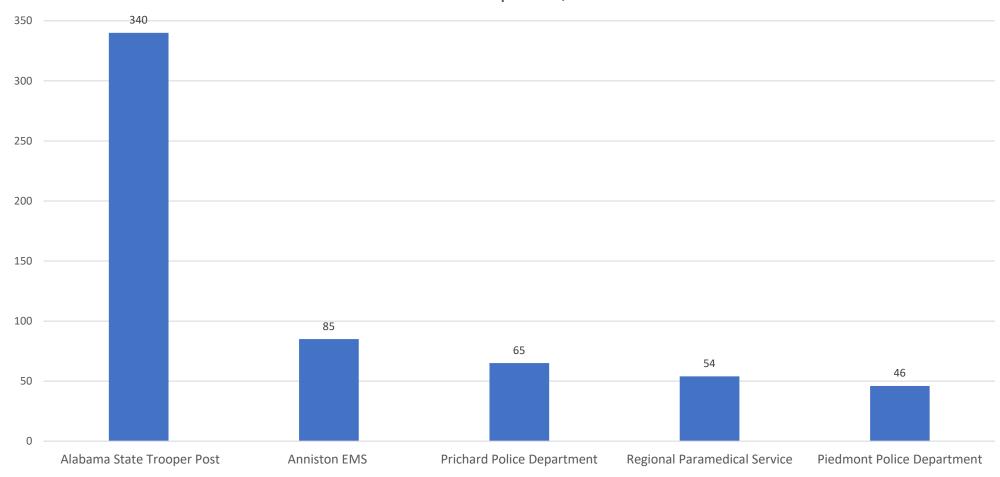
ESiNet Trends



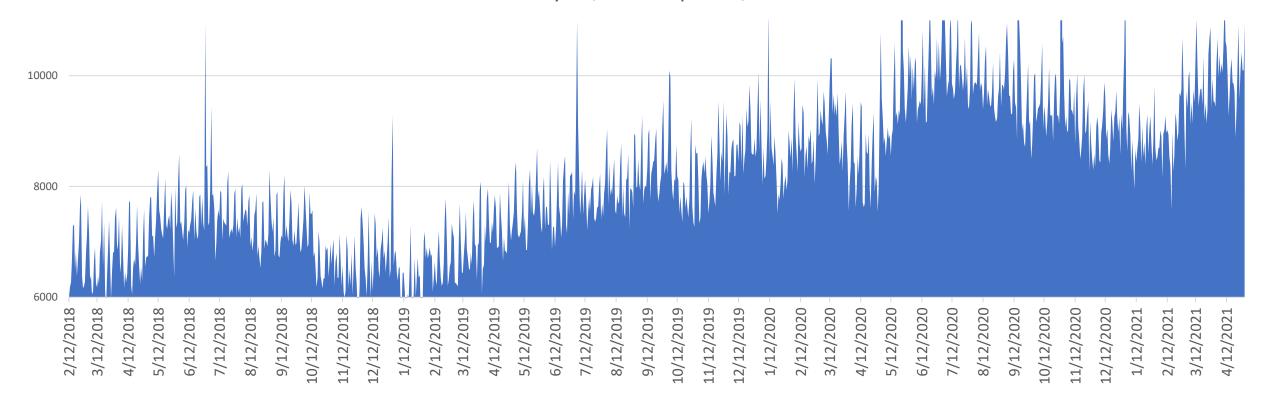
The busiest day during the period was April 10 -11,358 calls were processed. The second busiest day was March 13 - 11,027 calls were processed. These were both the second Saturday in the month.



Top Five Secondary PSAP Transfers March 1 -April 30, 2021



ANGEN Total Call Count February 12, 2018- April 30, 2021

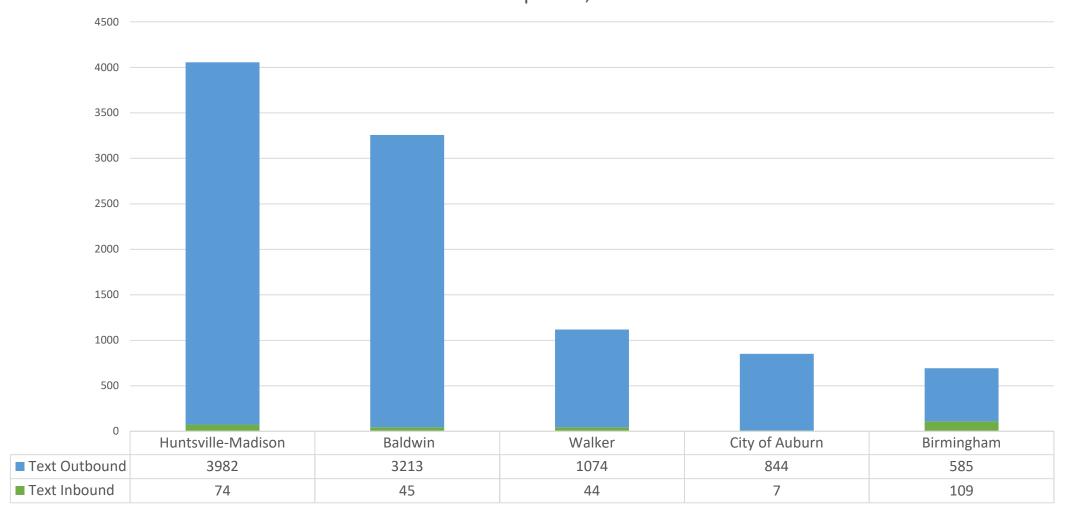


ANGEN has now processed over 9.6 million calls!

Average call volume per day: 8,217

Total Call Volume Feb 12, 2018, April 30, 2021: 9,646,779

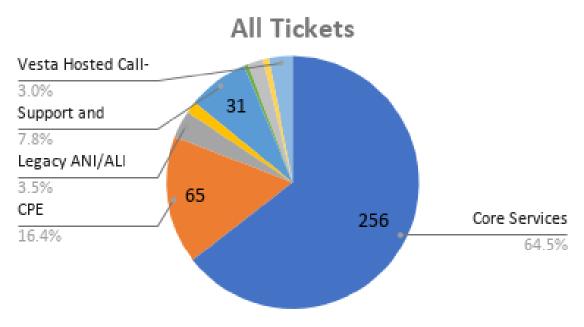
Top Five Text for 9-1-1 PSAPs March 1 - April 30, 2021



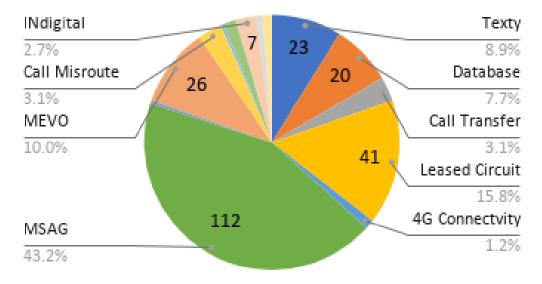
Trouble Ticket Analysis

A total of 408 tickets have been created since the last report.

64.5% of those tickets were network-related









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.

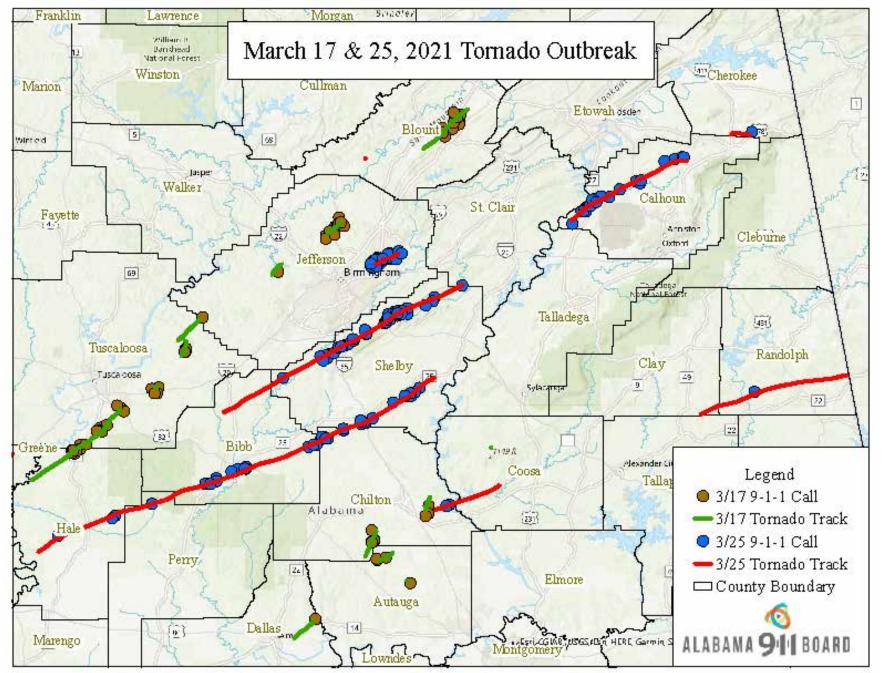


Significant Event Analysis

March Tornado Comparison

This map is a comparison of the tornado events from March 17 and March 25, 2021. The March 25th tornadoes killed five in Calhoun County, while no one was killed because of the March 17th outbreak.







Significant Event Analysis

Albertville Taser Incident

On April 6th, local media outlets reported that there was a shooting at Hobby Lobby in Albertville. What actually happened is that an unruly man was <u>tased</u>, and when the taser deployed, it sounded like a gun shot. There were only two 9-1-1 calls associated with the event. They are highlighted on the map.

This is an example of an incorrect media report.







Questions?

Caleb Branch

cbranch@indigital.net 256.276.6854

INdigital

877.469.2010 1616 Directors Row, Fort Wayne, IN 46808



Financial Report April 30, 2020 YTD

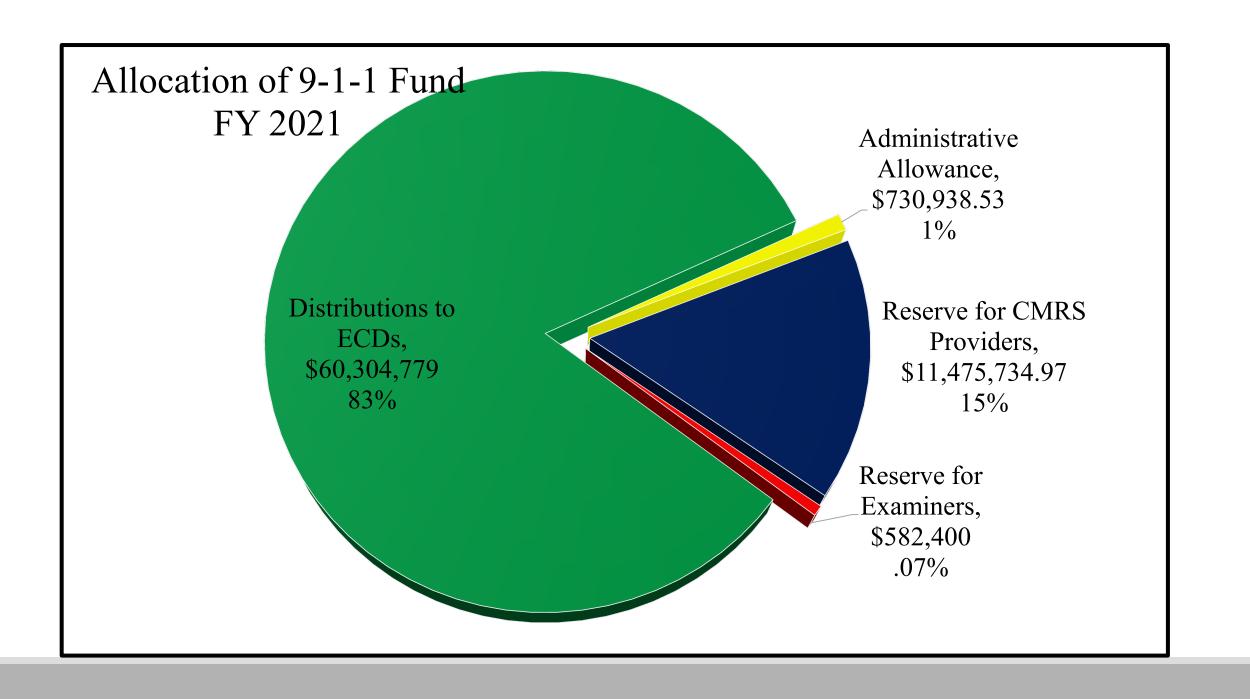
MR. RON COOLEY

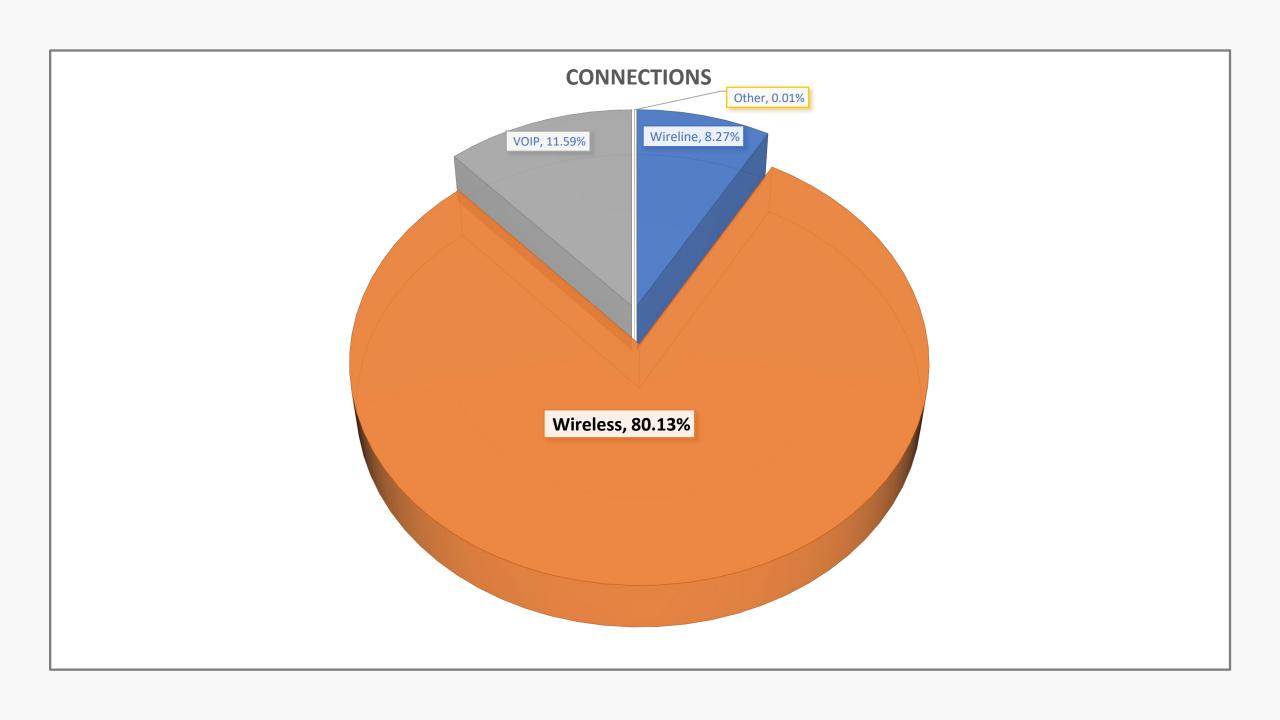


\$ 37,189,274.41	\$32,898,516.98
79,576.15	105,777.85
\$ 37,268,850.56	\$33,004,294.83
\$ 2,913.21	\$ 8,357.14
37,265,937.35	32,995,937.69
\$ 37,268,850.56	\$33,004,294.83
\$ \$	79,576.15 \$ 37,268,850.56 \$ 2,913.21 37,265,937.35

YTD REVENUES

Months	FY	2021	•	FY	2020	¥	FY 2019	_
Oct	\$	10,733,014.0	7	\$	10,220,982.7	4	\$	9,454,486.64
Nov	\$	10,365,470.6	8	\$	10,418,140.8	7	\$	9,835,591.85
Dec	\$	10,429,770.0	7	\$	10,196,946.4	8	\$	9,647,082.50
Jan	\$	10,575,435.6	0	\$	10,482,666.3	6	\$	9,535,902.90
Feb	\$	10,701,678.2	5	\$	10,488,836.4	7	\$	10,291,855.65
Mar	\$	10,306,700.0	1	\$	10,341,881.7	8	\$	10,094,536.78
Apr	\$	10,775,524.8	5	\$	10,200,364.8	8	\$	10,408,761.65
Total	\$	73,887,593.5	3	\$	72,349,819.5	8	\$	69,268,217.97
Average	\$	10,555,370.5	0	\$	10,335,688.5	1	\$	9,895,459.71
							_	
Baseline	\$	10,441,979.0	4	\$	10,441,979.0	4	\$	10,409,325.98





	Revenue	Examiners	ECD Grants & Training	Federal Grant Match	Cost Recovery/Angen	Operations	Total
Receipts	\$61,105,207.70	\$582,759.45	\$ 493.16	\$ 1,710.23	\$ 11,501,568.58	\$ 745,152.26	\$ 73,936,891.38
Expenses	\$60,304,779.76	\$104,346.00	\$ 910,405.90	\$ 1,085,201.33	\$ 10,120,254.47	\$ 634,063.72	\$ 73,164,459.18
Net	\$ 800,427.94	\$478,413.45	\$ (909,912.74)	\$(1,083,491.10)	\$ 1,381,314.11	\$ 111,088.54	\$ 772,432.20

Legal Report

(Tab 10)

BRUNSON, BARNETT, & SHERRER, P.C.



Legal Report

- 1) Continued Office Lease Support
- 2) Various Contract Documents Review
- 3) State of Emergency Review
- 4) Administrative Rule Amendment Support
- 5) Morgan County/TVM Filing
- 6) Ongoing Correspondence with Carriers re: remittance portal compliance



Old Business

BOARD MEMBERS



New Business

BOARD MEMBERS



Public Comments

OPEN FORUM



Next Board Meeting

JULY 21, 2021

10AM

TBD

MONTGOMERY, AL



Adjournment









