



ALABAMA 911 BOARD

**JULY 17, 2019 BOARD MEETING
1 COMMERCE STREET
MONTGOMERY, AL**

Agenda

Introduction

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

Reports

- ❖ Staff Reports (Tabs 4-7)
 - ANGEN Report
 - Legal Report
 - Financial Report
 - Director's Report

Closing

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



Staff Reports

(Tabs 4-7)



ANGEN Report

(Tab 4)

ANGEN TEAM



ANGEN May – June Project Review

Presented July 17, 2019

911 Authority

Past Months Activity

- Continued PSAP cutovers to ANGEN
- Grant application project planning
- CPE RFP Final
- GIS RFP Draft

CPE RFP – The Procurement Process

- Gather requirements
- Draft the RFP technical requirements
- Gather Feedback
- Finalize the technical requirements
- Compose the RFP document with proposal instructions and attachments
- Release the RFP

CPE RFP – the Procurement Process - Next Steps

- Pre-proposal Conference
- Vendors submit questions
- Compile and answer all vendor questions and release them to all interested vendors
- Proposals are submitted
- Determine which proposals pass and which fail to meet general requirements
- Review all proposals technical requirements
- Review all proposal costs

CPE RFP – Contract Award

- Evaluation team scores proposals based on pre-determined criteria
- Proposals are given a separate score based on cost
- Scores are added together to get final proposal ranking
- Recommendation comes to the Board to vote on contract award

CPE RFP Components

- General Requirements
 - Project Overview
- Alabama Background
- Applicable Standards
- Specific Call Handling and CPE Requirements
- CPE Reporting and Data Collection System Requirements
- System Service Provider Coordination Requirements
 - Connection with ANGEN

Action Items

- Continue ESInet planning with INdigital
- Continue PSAP cutovers (INdigital with details)
- Release CPE RFP
- CPE Procurement activities
- Complete GIS RFP (September)
- Begin Grant Tracking (hopefully)



ANGEN 2.0 Report

For the period ending June 30, 2019.

Section A: ANGEN 2.0 ESInet Overview

1. ANGEN 2.0 Network Buildout

- a. The network buildout to the PSAPs continues. We continue to work on getting the ESi-Net built to the PSAPs.
- b. Blue counties ready for conversion to ANGEN, green counties are on ANGEN, yellow counties have equipment partially installed, white counties are awaiting circuit and equipment installation.

Section A: ANGEN 2.0 ESInet Overview

1. ANGEN 2.0 Network Buildout

c. PSAPs are now being placed on ANGEN.

1. Thirty-four primary PSAPs are now processing calls over ANGEN.
2. Population served by ANGEN is 1,327,897
3. Percentage of the total population served by ANGEN is 28%.

d. Pike, Chilton, Barbour, Washington, Montgomery City, and Montgomery County are all scheduled to be placed on ANGEN before the end of July.

Section A: ANGEN 2.0 ESInet Overview

1. ANGEN 2.0 Network Buildout

e. AT&T Wireline Conversion has begun.

- i. This is the process of delivering wireline calls over SS7 trunks to the Montgomery and Huntsville data centers instead of to PSAPs over AT&T CAMA.
- ii. Wilcox, Bullock, Choctaw, Monroe, Randolph and Mobile's wireline traffic has been converted.
- iii. Clarke and Dallas are also scheduled to have their AT&T wireline converted in July.

2. Fifty-two CDR boxes are now online and reporting data to Logix.

ANGEN Project Steps

Stage 0 - Replace the Bandwidth wireless network

Completed in 2018. Work included a data center move.

Stage 1 - Build the ESInet to the PSAPs.

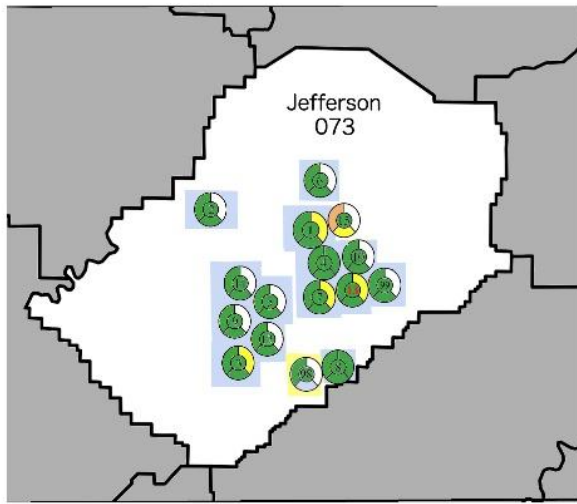
Stage 2 - Deliver 911 calls directly to PSAP.

Wireless is active now, the transition continues.

Stage 3 - Convert the legacy wireline service to ANGEN.

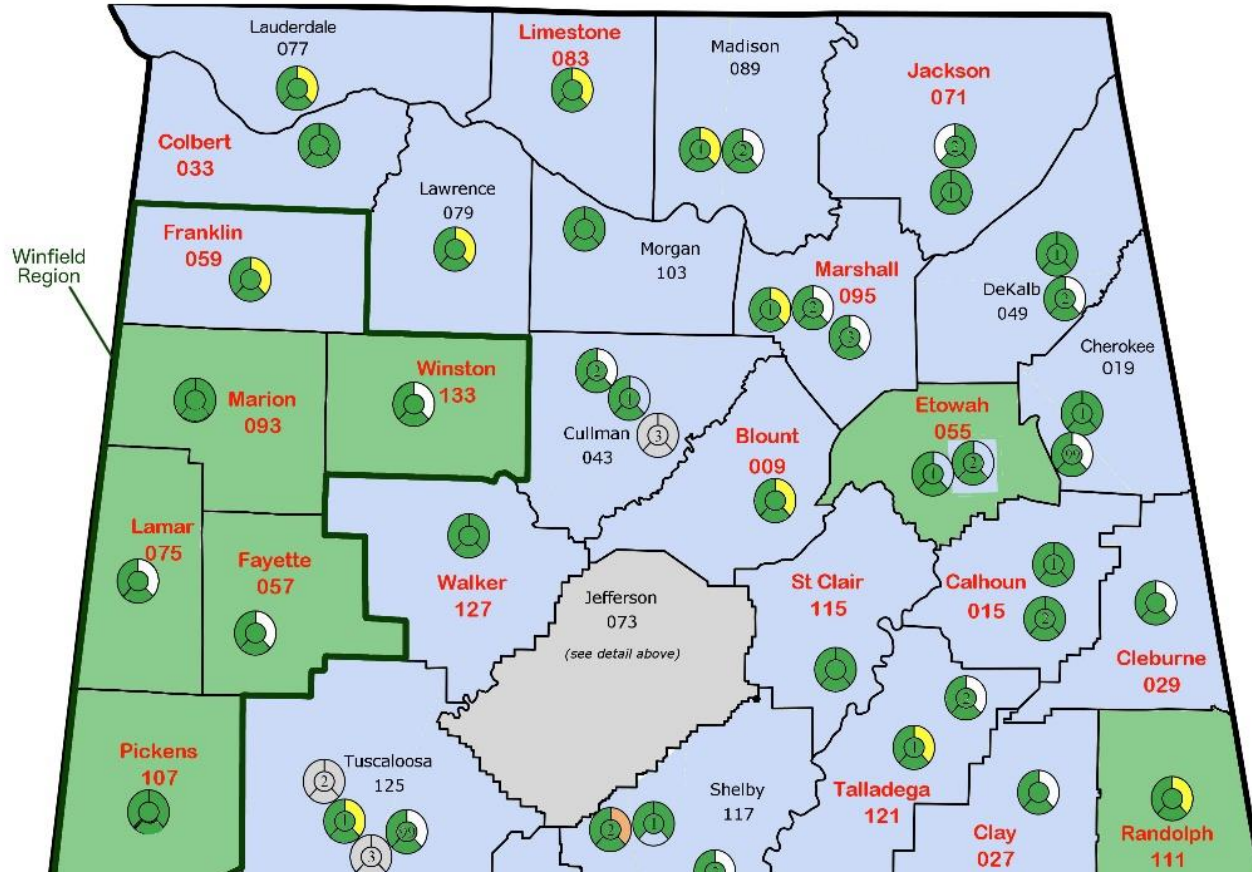
Stage 4 - Turnup Texty for non-voice text messaging with the PSAPs

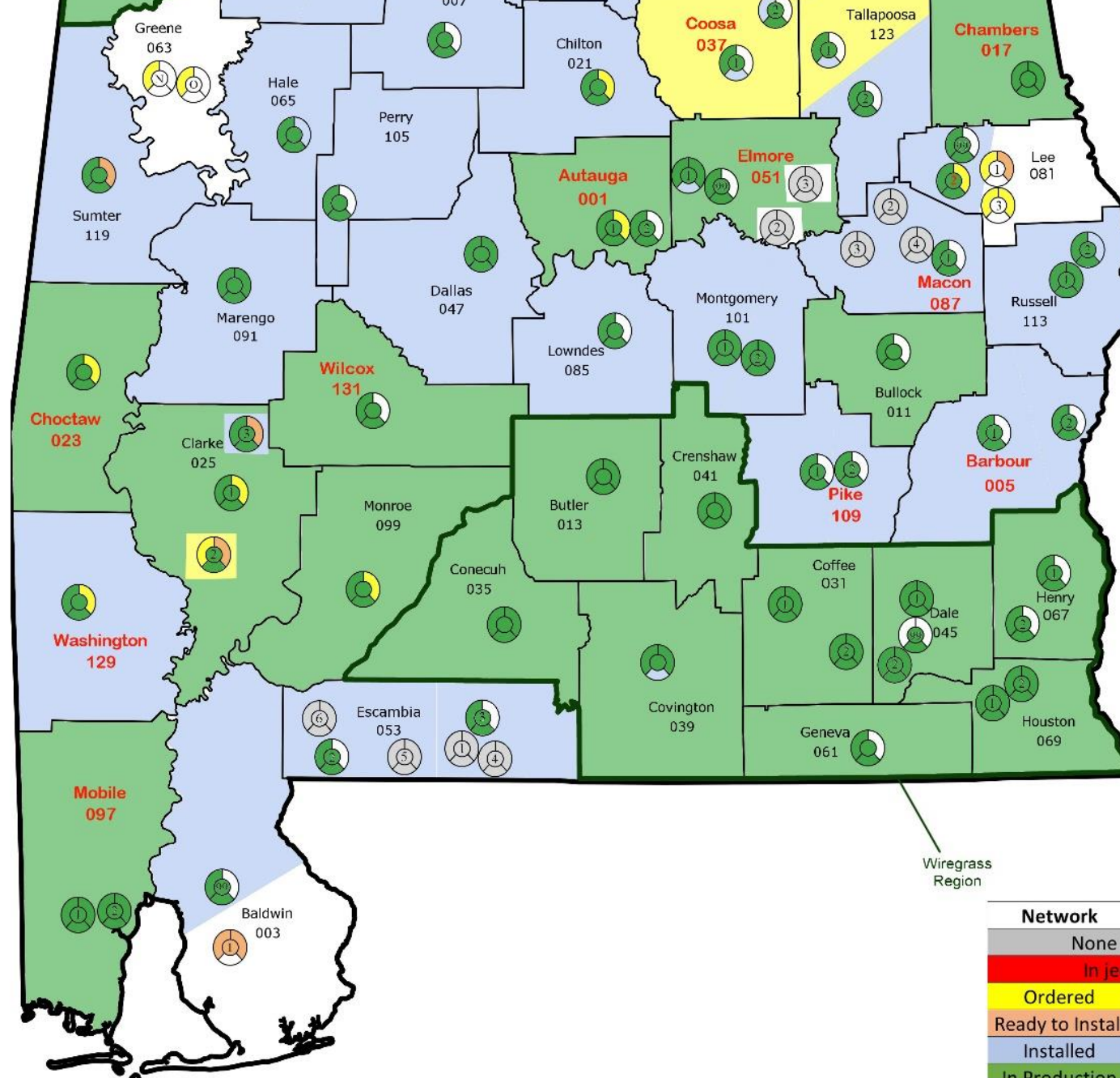




Jefferson County - 073
 01: Jefferson County 911
 02: Adamsville PD
 03: City of Bessemer
 04: Birmingham ECD
 05: Fairfield PD
 06: Gardendale 911
 07: Homewood 911
 08: Hoover 911
 98: Hoover 911 B-Side
 09: City of Hueytown
 10: Irondale PD
 12: City of Midfield 911
 13: Mountain Brook 911
 14: Pleasant Grove Police
 15: Tarrant PD
 99: Mountain Brook FD/E911

Autauga-001 01: Autauga County Emergency Communication District
 02: Autauga County Sheriff
 Baldwin-003 01: Baldwin County
 Barbour-005 01: Barbour County (911) Sheriff Office
 02: Barbour County - Eufaula Police Dept
 Bibb-007 01: Bibb County (E-911)
 Blount-009 01: Blount County (9-1-1)
 Bullock-011 01: Bullock County (Emergency Communications District)
 Butler-013 01: Butler County
 Calhoun-015 01: Calhoun County (9-1-1)
 02: Anniston PD
 Chambers-017 01: Chambers County (911)
 Cherokee-019 01: Cherokee County (9-1-1)
 99: Cherokee County B Side
 Chilton-021 01: Chilton County (911 District)
 Choctaw-023 01: Choctaw County (9-1-1)
 Clarke-025 01: Clarke County (911 Center)
 02: Jackson PD
 03: Thomasville PD
 Clay-027 01: Clay County (E911)
 Cleburne-029 01: Cleburne County (E911)
 Coffee-031 01: City of Enterprise
 02: Elba PD
 Colbert-033 01: Colbert County (CCEMCD E911)
 Conecuh-035 01: Conecuh County
 Coosa-037 01: Coosa Co 911
 02: Goodwater PD
 Covington-039 01: Covington County
 Crenshaw-041 01: Crenshaw County
 Cullman-043 01: Cullman Sheriff's Office
 02: Cullman PD
 03: City Of Hanceville
 Dale-045 01: Ozark
 02: Daleville
 99: Fort Rucker
 Dallas-047 01: Dallas County (E9-1-1 Emergency Communications District)
 DeKalb-049 01: DeKalb County 911
 02: City of Fort Payne (Fort Payne E911)
 Elmore-051 01: Elmore Sheriff's Office
 02: Millbrook PD
 03: Tallassee PD
 99: Elmore Co Firefighting Training Center
 Escambia-053 01: Escambia Sheriff's Office
 02: Atmore PD
 03: Brewton PD
 04: East Brewton PD
 05: Flomaton PD
 06: Poarch Police Department
 Etowah-055 01: Etowah E911
 02: City of Gadsden
 Fayette-057 01: Fayette
 Franklin-059 01: Franklin County
 Geneva-061 01: Cullman PD
 Greene-063 01: Greene County (E-911 Communication District, Inc)
 Hale-065 01: Hale County (9-1-1)
 Henry-067 01: Abbeville
 02: Headland
 Houston-069 01: Houston County Comm
 02: Dothan City
 Jackson-071 01: Jackson County (9-1-1) (A-side)
 02: Jackson County Sheriff (B-side)
 Lamar-075 01: Lamar County
 Lauderdale-077 01: Lauderdale County
 Lawrence-079 01: Lawrence County (911)
 Lee-081 01: Lee County Sheriff's Office
 02: City of Auburn 911
 03: City of Auburn BSide
 Limestone-083 01: Limestone County (Athens-Limestone County 911)
 Lowndes-085 01: Lowndes County
 Macon-087 01: Macon County 911
 02: Notasulga PD
 03: Shorter PD
 04: Tuskegee PD
 Madison-089 01: Huntsville-Madison County 9-1-1 Center
 02: Huntsville Utilities
 Marengo-091 01: Linden
 Marshall-095 01: Marshall County (911)
 02: Marshall County Sheriff's Office
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 100: Marshall County Sheriff's Office





- Mobile-097 01: Mobile County
- Monroe-099 01: Monroeville
- Montgomery-101 01: Montgomery
- 02: Montgomery Emergency Communications
- Morgan-103 01: Morgan County (911)
- Perry-105 01: Perry County (911)
- Pickens-107 01: Pickens County
- Pike-109 01: Troy PD
- 02: Troy Fire Dept
- Randolph-111 01: Randolph County (E911)
- Russell-113 01: Russell County Sheriff
- 02: Phenix City PD
- Shelby-117 01: Shelby County 911
- 02: Pelham PD
- ??: Columbiana PD
- St. Clair-115 01: St. Clair 911
- Sumter-119 01: Sumter County (E9-1-1)
- Talladega-121 01: Talladega County (9-1-1)
- 02: Talladega County EOC
- Tallapoosa-123 01: Tallapoosa County Sheriff
- 02: Alexander City PD
- Tuscaloosa-125 01: Tuscaloosa Sheriff's Office
- 02: Tuscaloosa PD
- 03: Northport PD
- 99: Tuscaloosa EOC
- Walker-127 01: Walker County (E9-1-1 District)
- Washington-129 01: Washington County (E911)
- Wilcox-131 01: Wilcox County (E-911 Communication District)
- Winston-133 01: Winston County

PSAP is in production

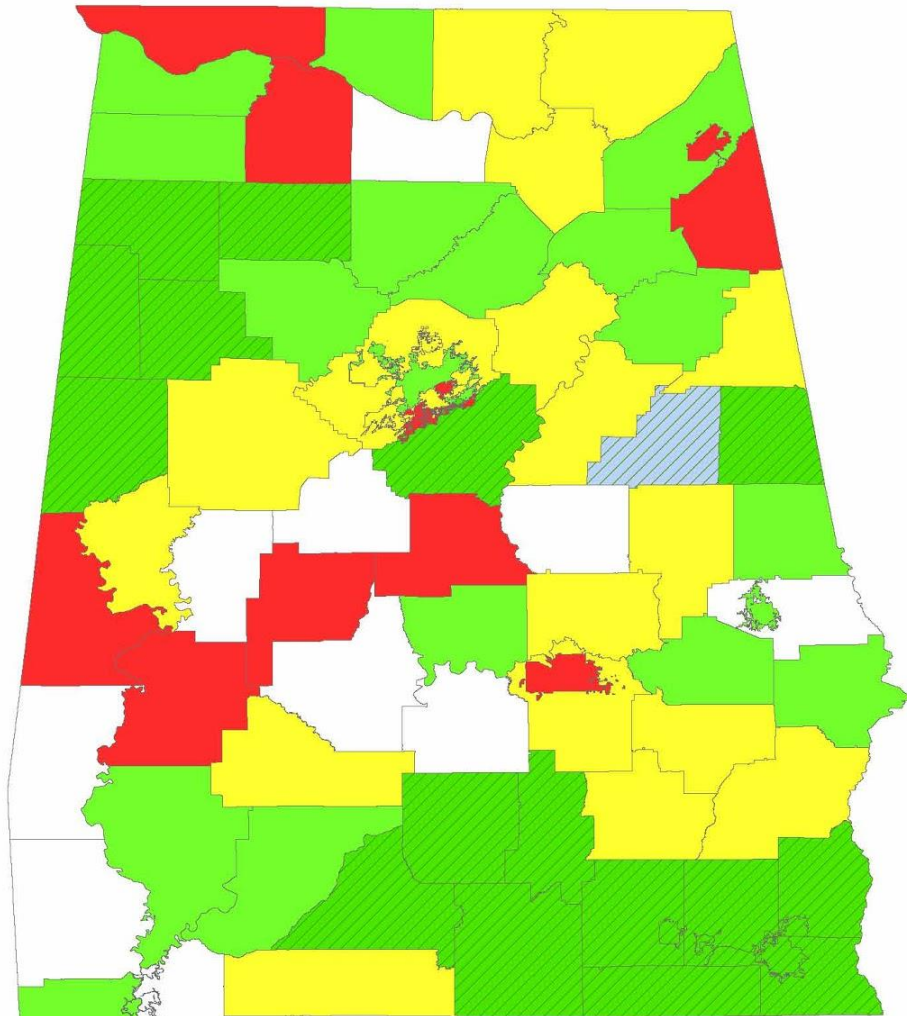
Map Key

Network	Equipment	County Cutover Phase
None planned		Installation pending
In jeopardy		Phase 1 partial
Ordered		Phase 1 complete
Ready to Install	Scheduled	Phase 2 complete
Installed	Partial	
In Production	Installed	



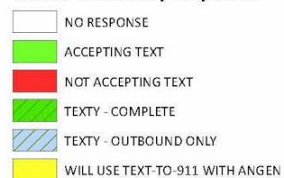
Primary Secondary

Section A: ANGEN 2.0 ESInet Overview



Text-to-911 in Alabama

Text-to-911 Survey Responses



Revised: 5/8/2019

3. Texty Rollout
 - A. Version 17.3 will be released in Alabama by the end of the summer. This includes RapidSOS location enhancement integration.
 - B. The training videos are still the best way to have a complete understanding of Texty's value and utilization.
 - C. There are currently twenty-one PSAPs utilizing Texty
 - D. Outbound texts exceed inbound texts three to one. (669 outbound versus 285 inbound).

Section B: Industry Stakeholders

1. Centurylink PSAPs - Wireline conversion continues
 - a. Comcast wireline migration is complete for the following PSAPs: Abbeville, Headland, Daleville, Houston County.
2. Carrier Notice - Nothing to report

Section B: Industry Stakeholders

3. Originating Service Provider Status

The final revised Carrier Agreement has been signed by Inteliquent and INdigital on June 24, 2019. We will be working to have direct connections to them on a national level and the default routes will stay in market.

They did have some questions related to telematics. We directed them to the NENA standard.



Section B: Industry Stakeholders

4. PSAP Outreach

If anyone needs al911.net training classes, please let us know.

5. Adjacent State Connectivity

Nothing to report

6. Regulatory Matters

Nothing to report

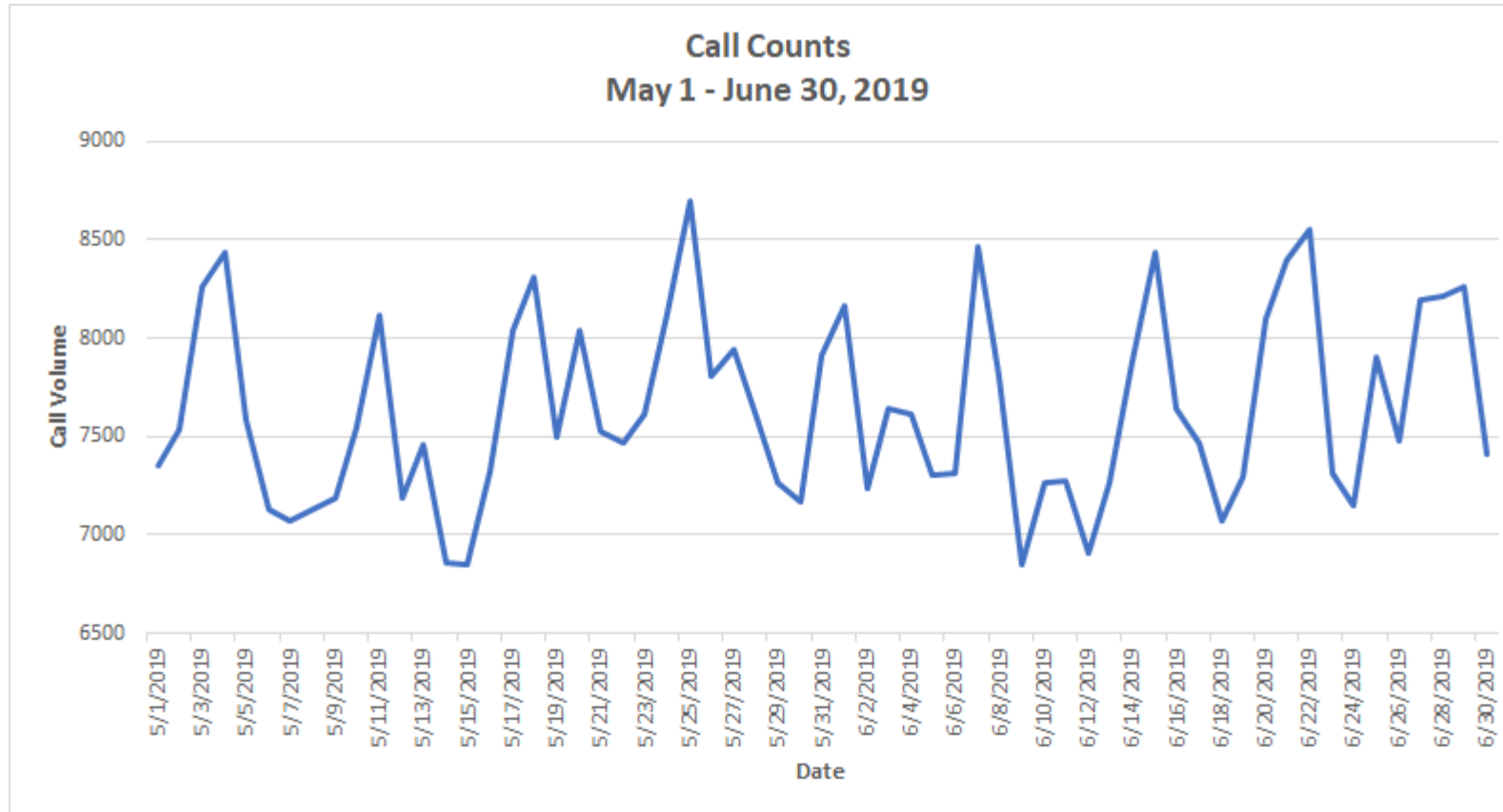
7. Inter-agency Agreements

Nothing to report

8. Other Stakeholders

Nothing to report

Section C: ESInet Trends and Stats

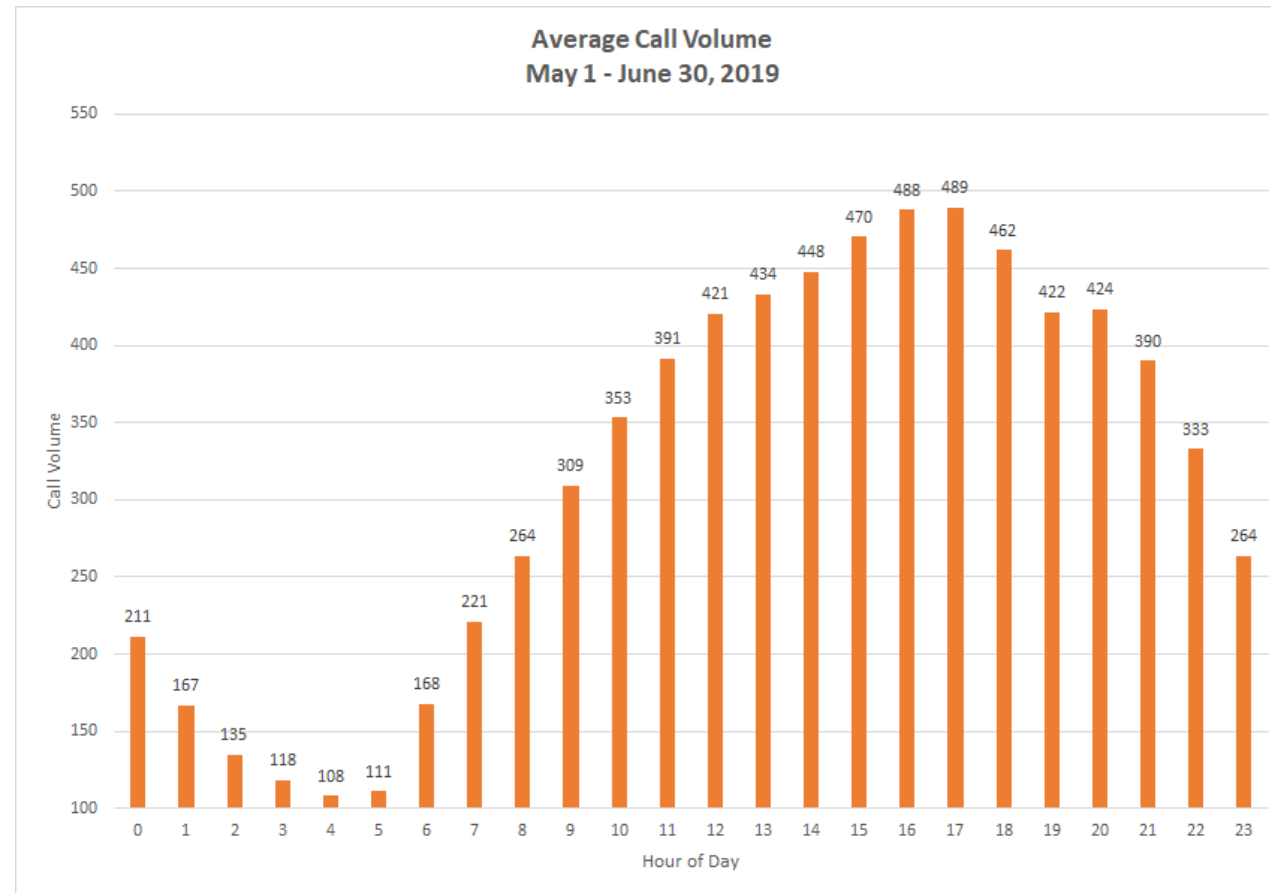


Busiest day during the period was May 25th - 8,694 calls were processed. The second busiest day was June 22th - 8,549 calls were processed. Both the first and second busiest days in the reporting period are the fourth Saturday in the month.

Average call volume per day was 7,638. Up from 7,059 in the previous reporting period. Total calls since the last report was 465,945.

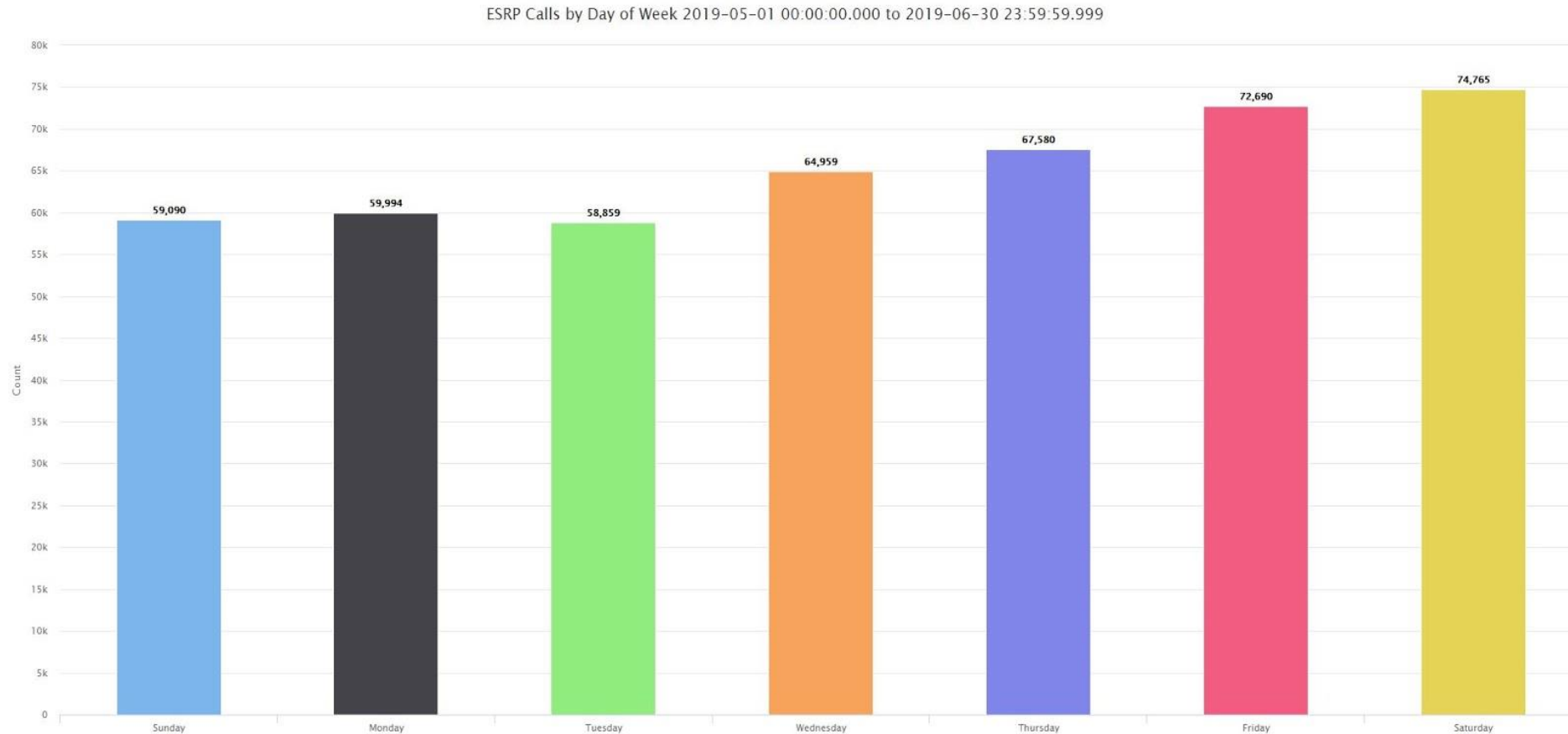


Average Calls by Time of Day



4:00 am has the lowest call volume - 108 call average across the network
5:00 pm has the peak call volume - 589 call average across the network

Calls by Day of Week



Saturday was the busiest day of the week for this report; Friday was the busiest day for the last reporting period.

Section C: ESInet Trends and Stats

ESRP Transaction Counts 2018-02-12 to 2019-06-30

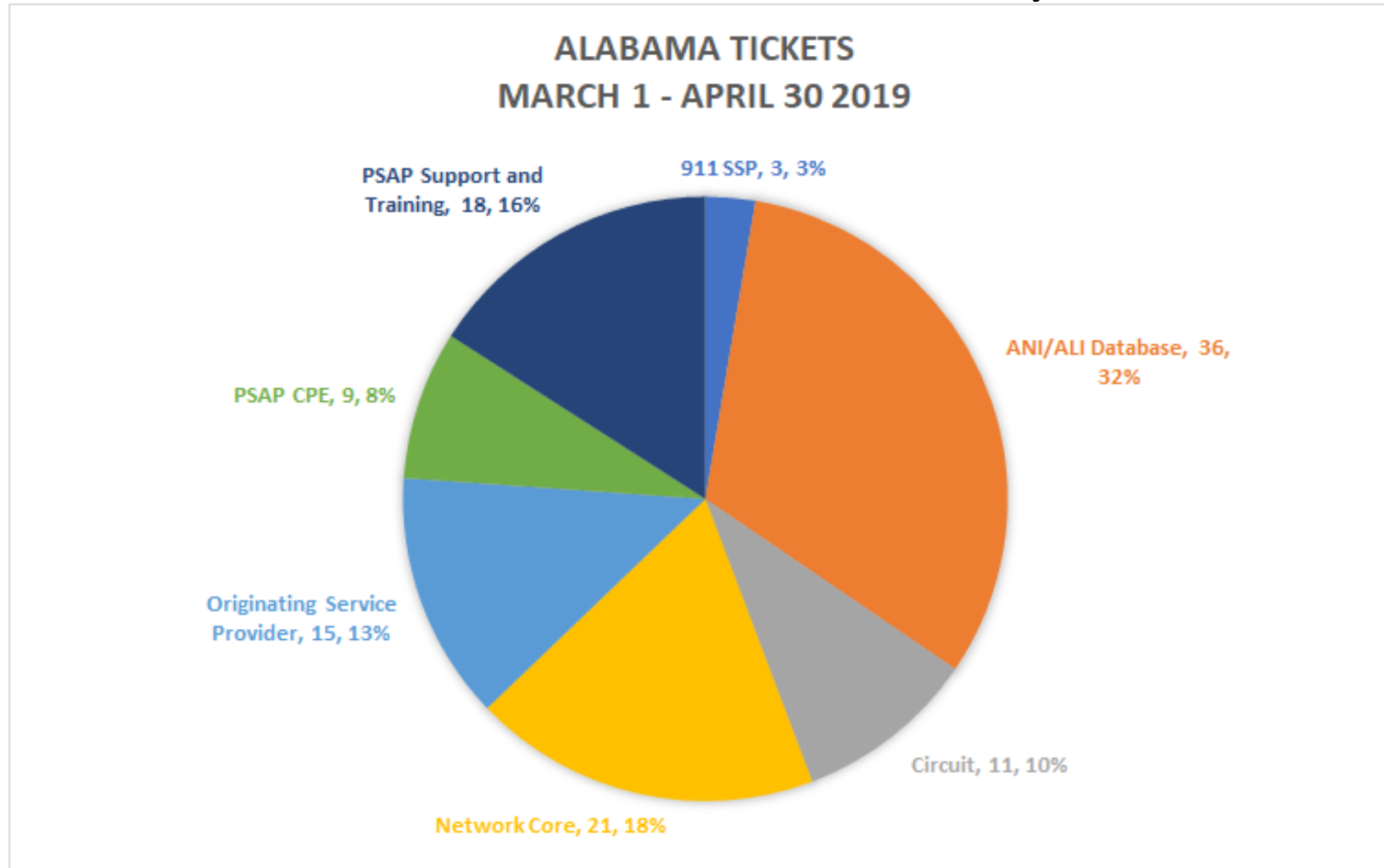


ANGEN 2.0 has now processed over 3.5 million calls.

Average call volume per day : 7,069

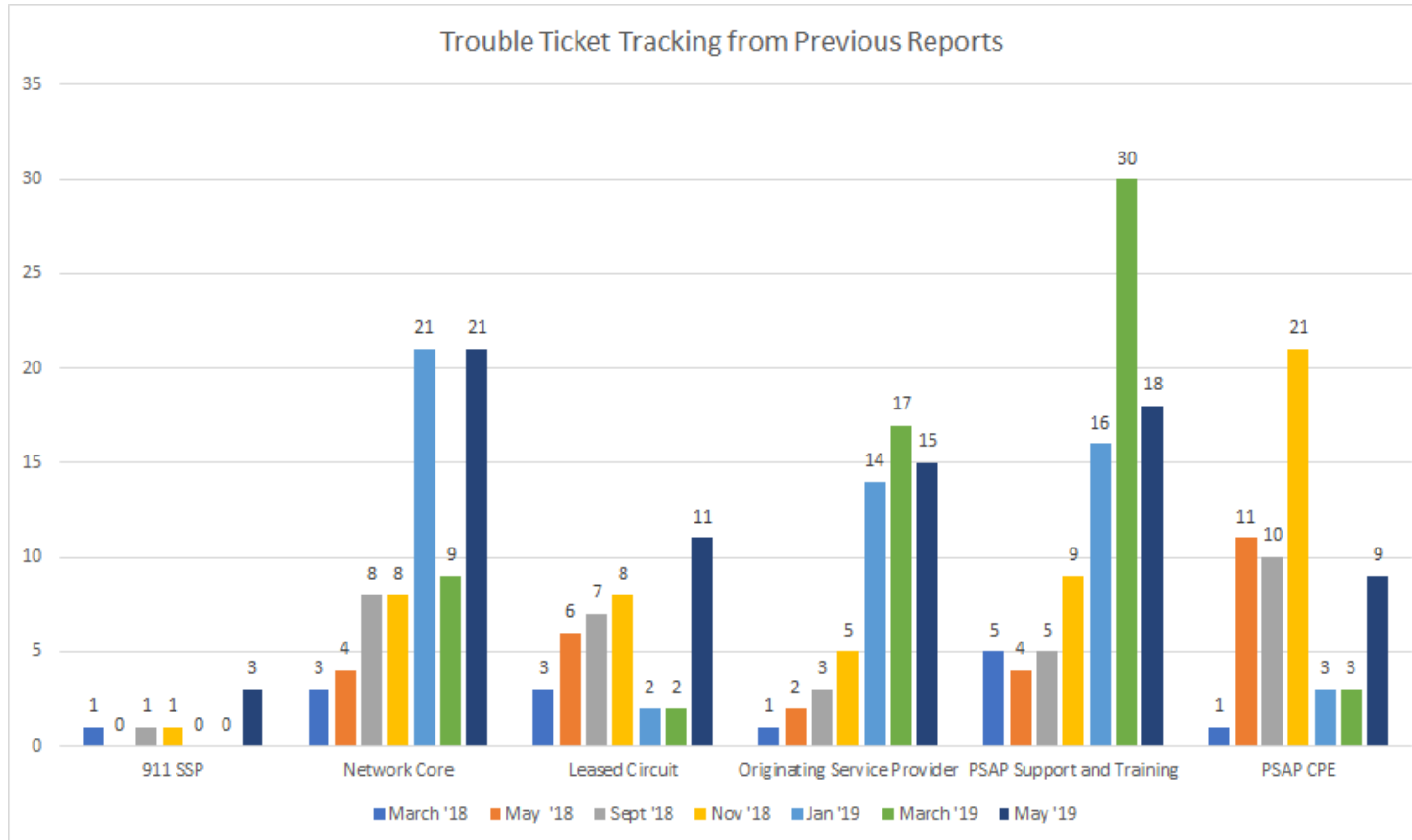
Total Call Volume Feb 12, 2018 to June 30, 2019 : 3,563,088

Section D: Trouble Ticket Analysis



A total 110 tickets have been created since the last report.

Section D: Trouble Ticket Analysis

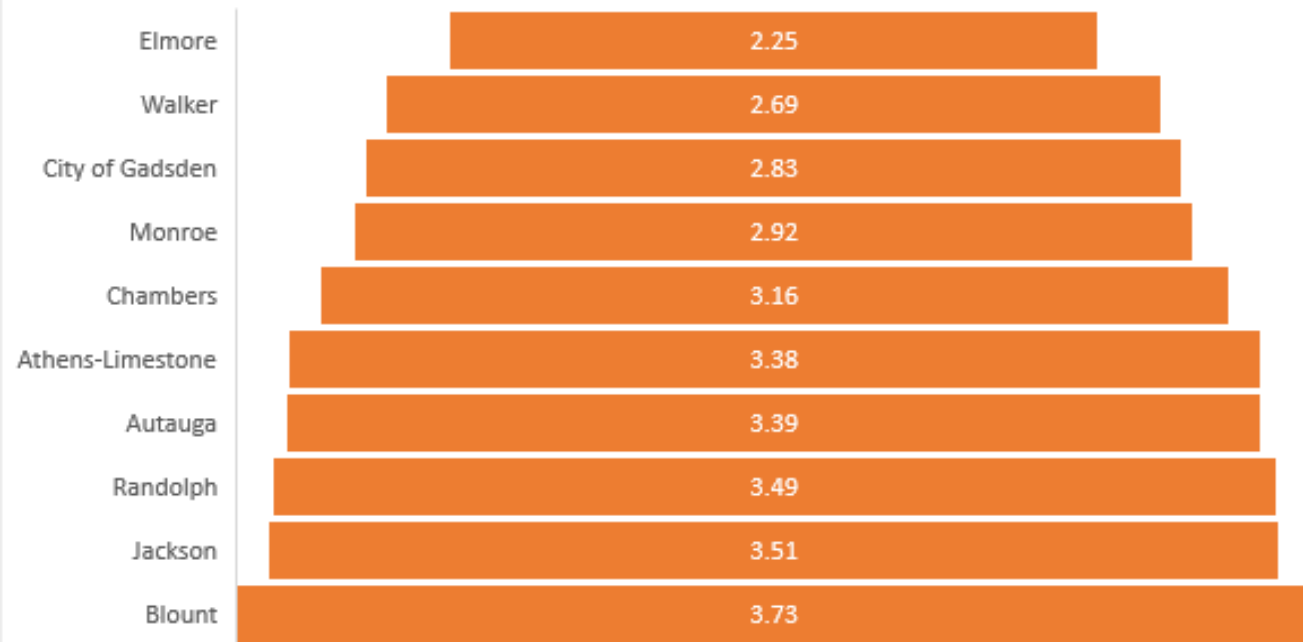


The easiest and most efficient way to notify INdigital of trouble or to report a problem is to call the NOC at (877)469-2010 or email support@indigital.net. The NOC is staffed 24/7/365.



Section E: Alabama Call Service Level Metrics

10 PSAPs with the Shortest Ringtimes in Seconds
May 1 - June 30, 2019



The average ring time for the reporting period is 4.52 seconds.

The data is derived from twenty-five PSAPs that currently have CDR boxes deployed. PSAPs utilizing ACD or ECW have been excluded from this data set

NENA Standard: Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary). Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds.

NENA Call Answering Standard/Model Recommendation NENA 56-005.1 June 10, 2006, Revised 8/31/2017



Questions?

Legal Report

(Tab 5)

MR. JAMES SASSER



Draft Administrative Rules Chapter 585-x-2

Operations and Meetings

(Tab 5, pages 46 - 51)

585-X-2-.07 ADVISORY SERVICES AND TRAINING FOR DISTRICTS

585-X-2-.08 ALABAMA 9-1-1 BOARD GRANT PROGRAM

Formal Legal Opinion

(Tab 5, pages 52 - 57)

Legal Opinion on whether cost recovery currently provided to certain wireless providers may be changed by rule or will it take legislation to amend the statutory scheme.

Financial Report

(Tab 6)

MR. RON COOLEY



Financial Statements
Statement of Assets & Fund Equity-Cash Basis
as of June 30, 2019
(Tab 6, page 59)

ASSETS

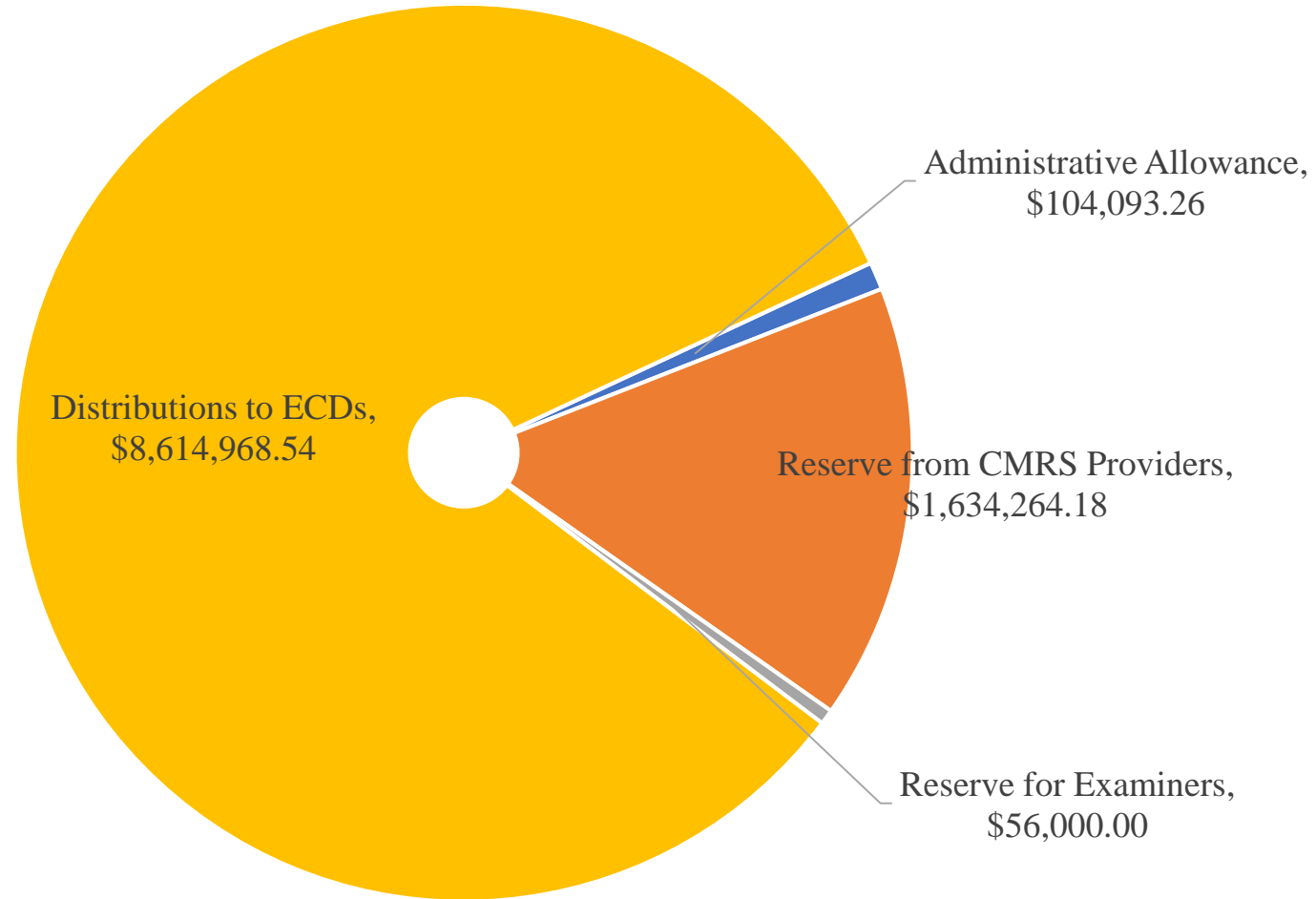
Total Current Assets	\$31,965,587.46
Net Property and Equipment	96,684.91
	<hr/>
Total Assets	<u><u>\$32,062,272.37</u></u>

LIABILITIES AND FUND EQUITY

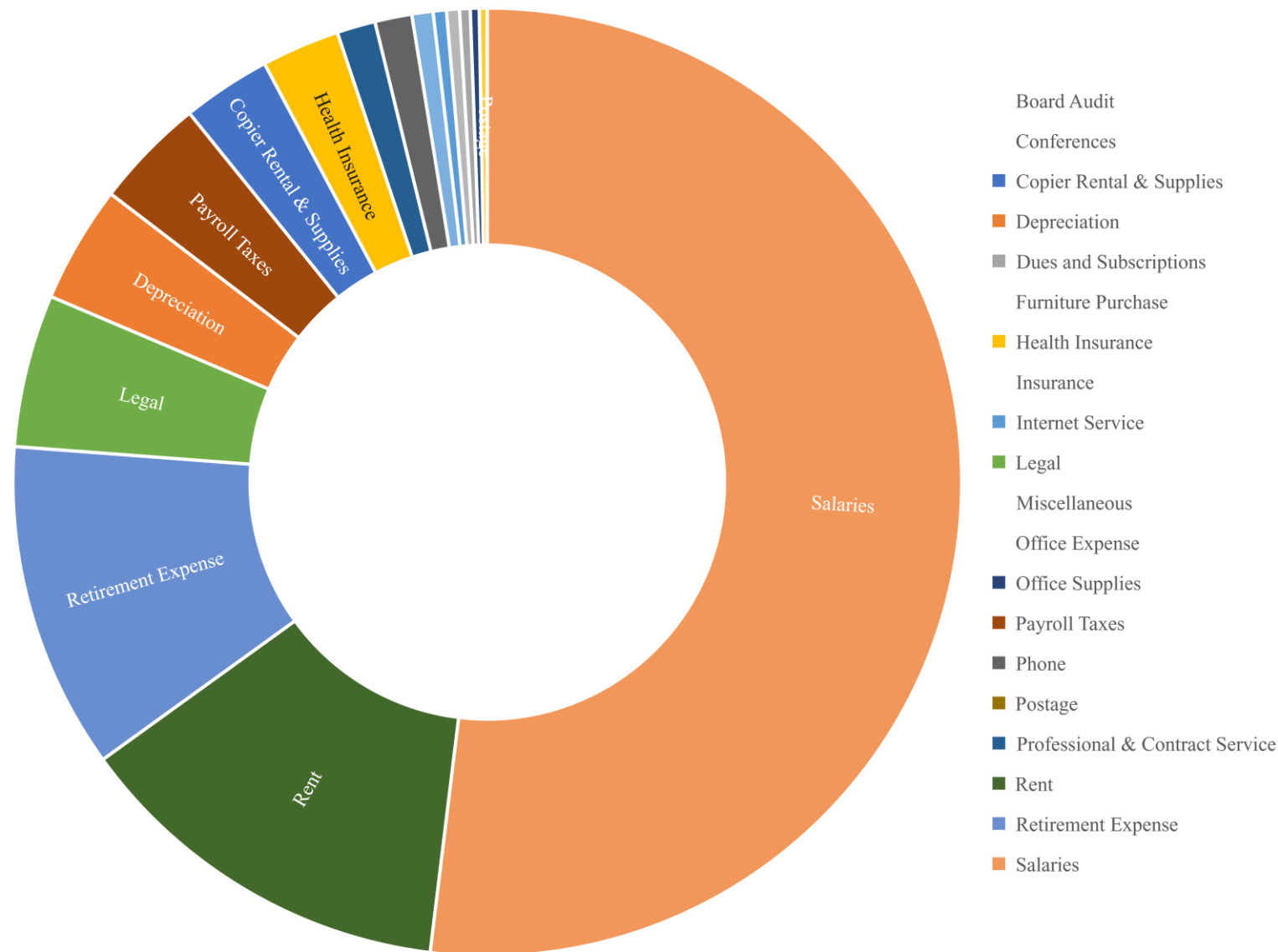
Total Current Liabilities	5,194.98
Total Fund Equity	<u>32,057,077.39</u>
Total Liabilities & Fund Equity	<u><u>\$32,062,272.37</u></u>



Allocation of 9-1-1 Fund Jul-19

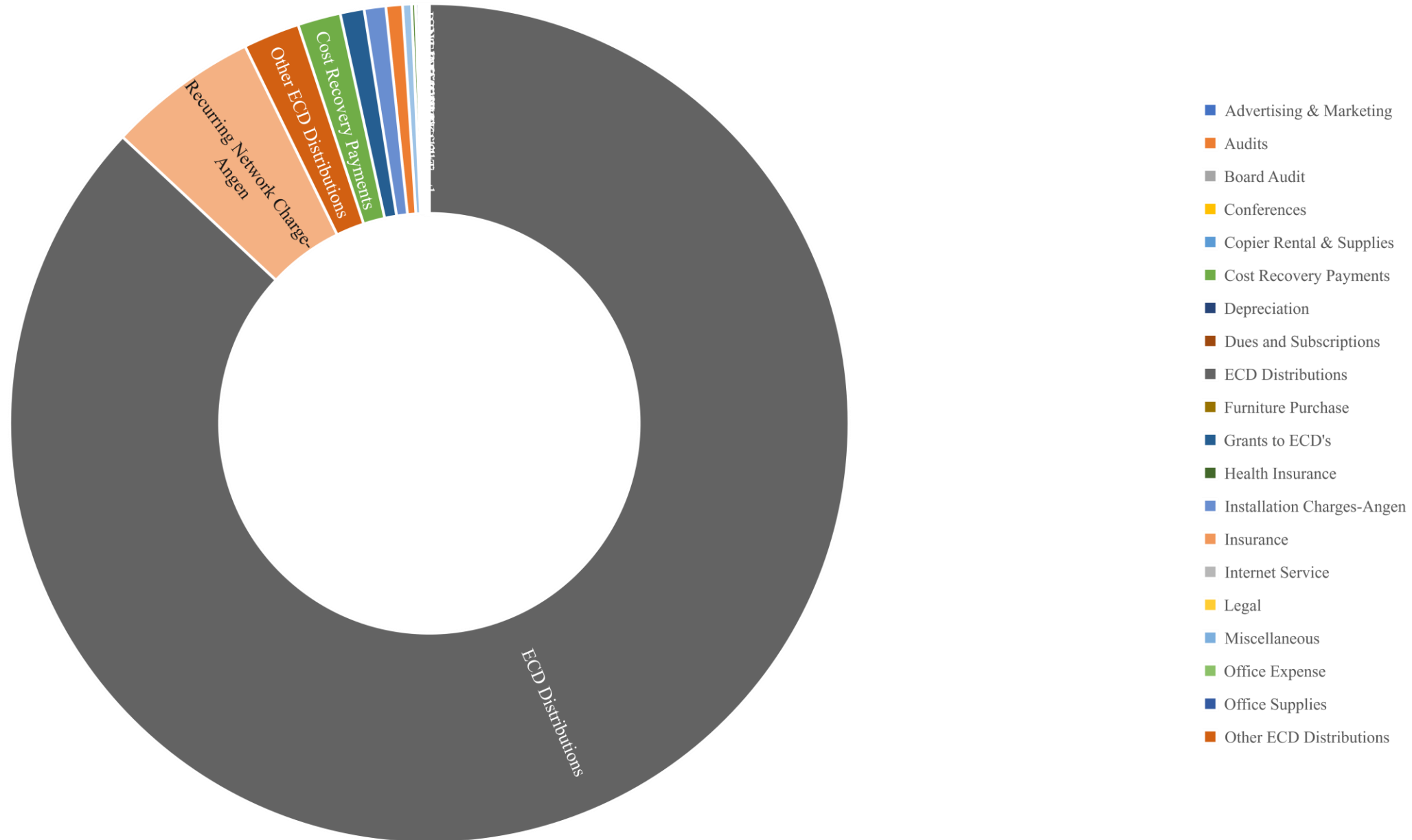


Operations Fund
June 2019



	Current Month	Year to Date
Total Revenues	\$ 106,920.32	\$ 914,959.79
Total Expenses -	\$ 61,945.21	\$ 698,893.05
Excess revenue over(under) expenses	\$ 44,975.11	\$ 216,066.74

Total Funds -- YTD as of June 30, 2019



Director's Report

(Tab 7)

MRS. LEAH MISSILDINE



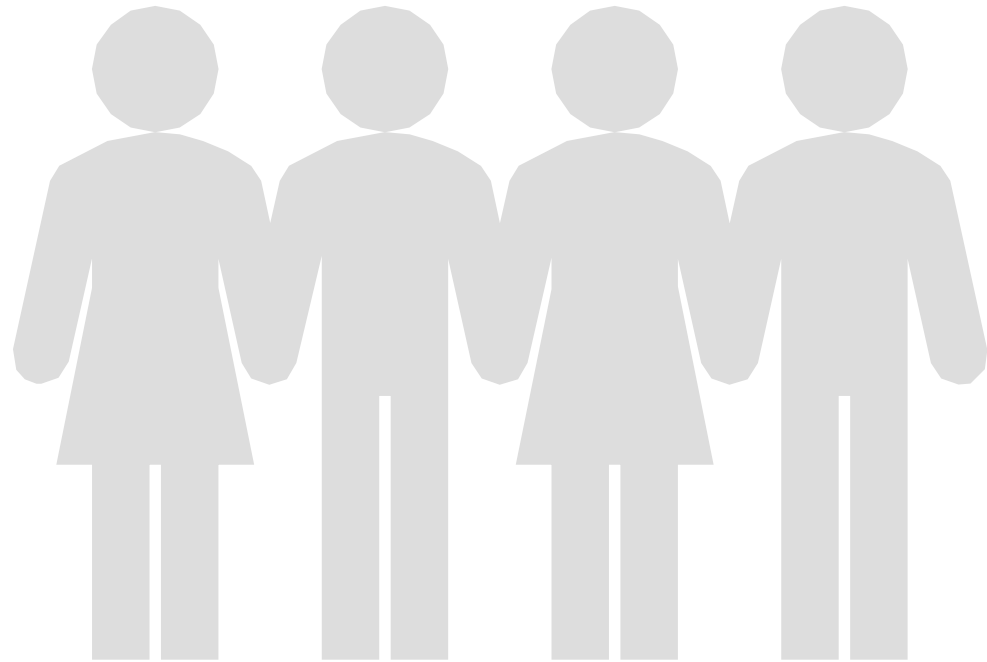
Director's Report

(Tab 7)

1) Updates

- a. **9-1-1 Directory** (debuts at Alabama Association of 9-1-1 Districts Workshop)
- b. **AL EMD Program**
- c. **Examiner's**
 - i. **ECD Auditing**
 - ii. **Sunset Review**
- d. **Federal 9-1-1 Grant Program**
- e. **Legislative Activity**
 - i. **Federal**
 - 1. **911 Saves Act**
 - ii. **State**
 - 1. **[ANGEN Bill \(Act 2019-70\)](#)**





Alabama EMD Program

Agencies: 29

Instructors: 67

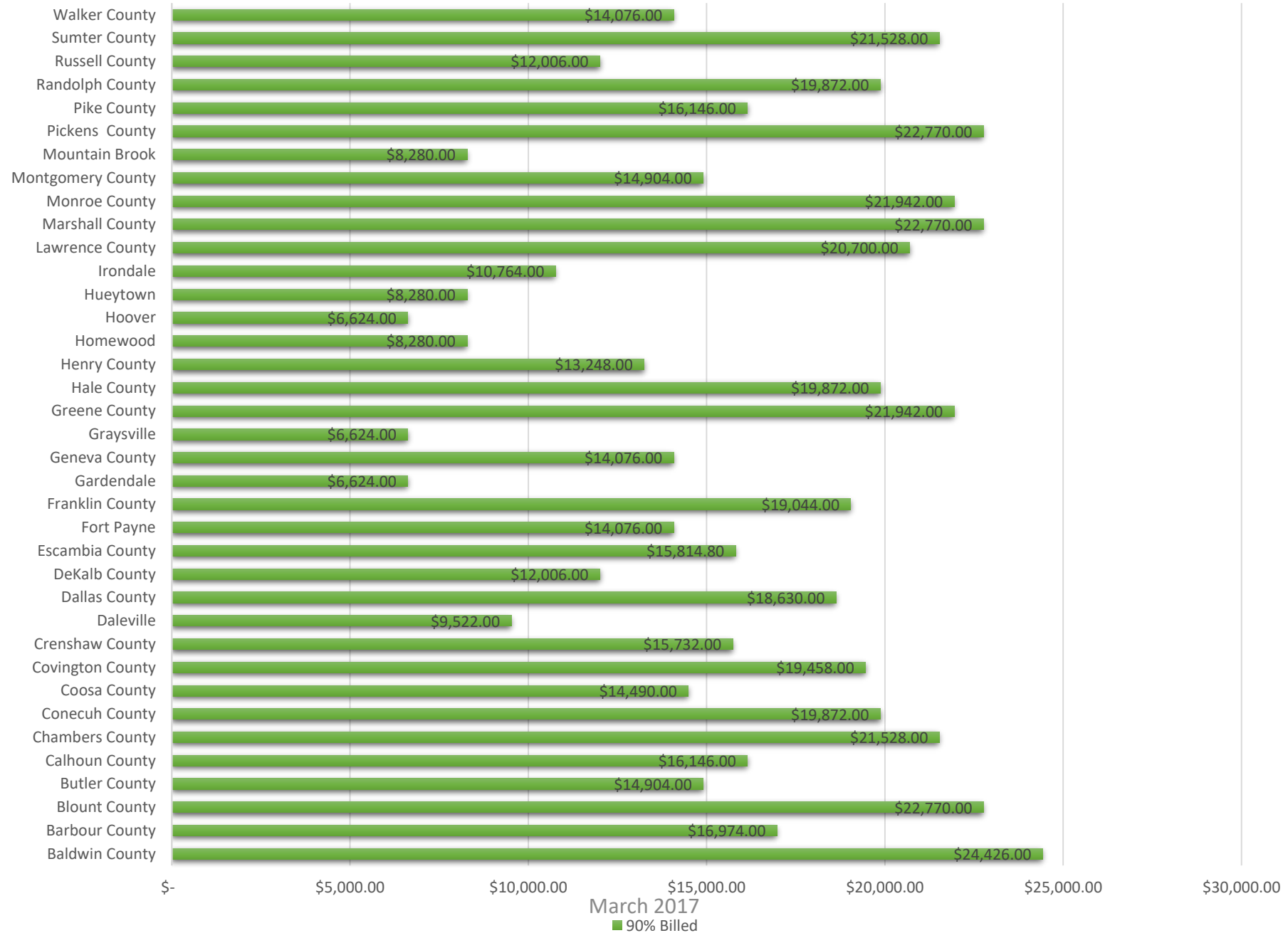
Phase 1: 207

Phase 2: 112

Total Practitioners: 319



90% Billed, ECD Audits Invoiced



Federal Grant Funding Opportunity: NHTSA-NTIA-911-GRANT-PROGRAM-2018

(Tab 7, page 75)

Minimum amount of 911 Grant Program funds available for Alabama	Alabama Match	Total
\$2,053,816.00	\$1,369,210.67	\$3,423,026.67
Actual amount of 911 Grant Program funds available for Alabama	Alabama Match	Total
\$2,544,360	\$1,696,240	\$4,240,600



911 Saves Act

- ✓ Under the U.S. Bureau of Labor Statistics' Standard Occupation Classification System (SOCS), public safety telecommunicators are classified as "**Office and Administrative Support Occupations**" – a term which utterly fails to recognize their key role in public safety, the specialized training and skills required, and the uniquely stressful work environments in which they serve to protect us all.
- ✓ Rep. Norma Torres (D-CA), herself a former 9-1-1 dispatcher, has introduced the Supporting Accurate Views of Emergency Services Act (911 SAVES), which would require that public safety telecommunicators be classified as a "**Protective Service Occupation**," alongside others in the public safety family.





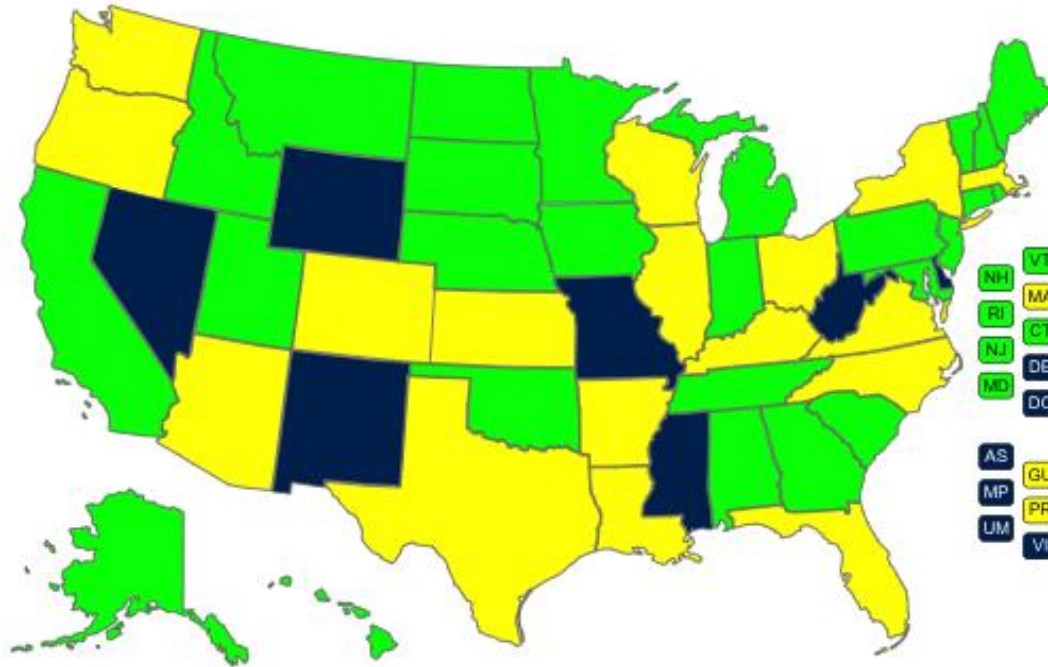
“ANGEN Bill” (SB138/HB196) (Tab 7, pages 81-90)

1. To develop and publish a 911 Annual Report versus a state plan.
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.
3. To administer the deployment and operation of a statewide 911 voice and data system capable of connecting to a 911 system and delivering 911 and emergency information to districts.



Progress Toward Submission of 2018 Data

[Click here](#) to display participation in text-only format.



2018 State/Territory Participation: ■ = No Data Provided ■ = Not Complete ■ = Complete

Director's Report (Tab 7)

- 2) Submissions or Communications
 - a. 911.gov Submission of 2018 Data
 - b. FCC Annual Collection of CY2018 Information for the NET 911 Act
 - c. Letters Seeking Nominations for Upcoming Board Vacancies
 - d. Letters to ECDs regarding ANGEN Agreement and Assignment



Director's Report (Tab 7)

- 2) Submissions or Communications
 - a. 911.gov Submission of 2018 Data
 - b. FCC Annual Collection of CY2018 Information for the NET 911 Act
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NAME	DATE OF APPOINTMENT	EXPIRATION	REPRESENTING
Evelyn Causey	11/24/2014	7/18/2019	Industry
Christine "Chris" Heger	7/19/2012	7/18/2020 Retired 5/1/2019	1
Charles "Wayne" Hutchens	7/19/2015	7/18/2019	Industry
J. Frederick Johnson	2/11/2013	7/18/2019	Industry
John Nettles	7/19/2012	7/18/2019	Industry



Director's Report—Upcoming Activities

(Tab 7)

- 7/18 ALNENA Quarterly Meeting
- AL 911 Board Office, 1 Commerce Street, Montgomery
- 12 PM--Boxed Lunch (sponsored by Carbyne); 1PM--Meeting
- 8/11-14 APCO 2019 (Baltimore, MD)
 - 8/20-22 Annual ACCA Convention (Orange Beach)
 - 9/18 Public Hearing Proposed Rules/Board Meeting
 - 10/13-16 Gulf Coast 9-1-1 Conference (Orange Beach)
 - 11/20 Board Meeting



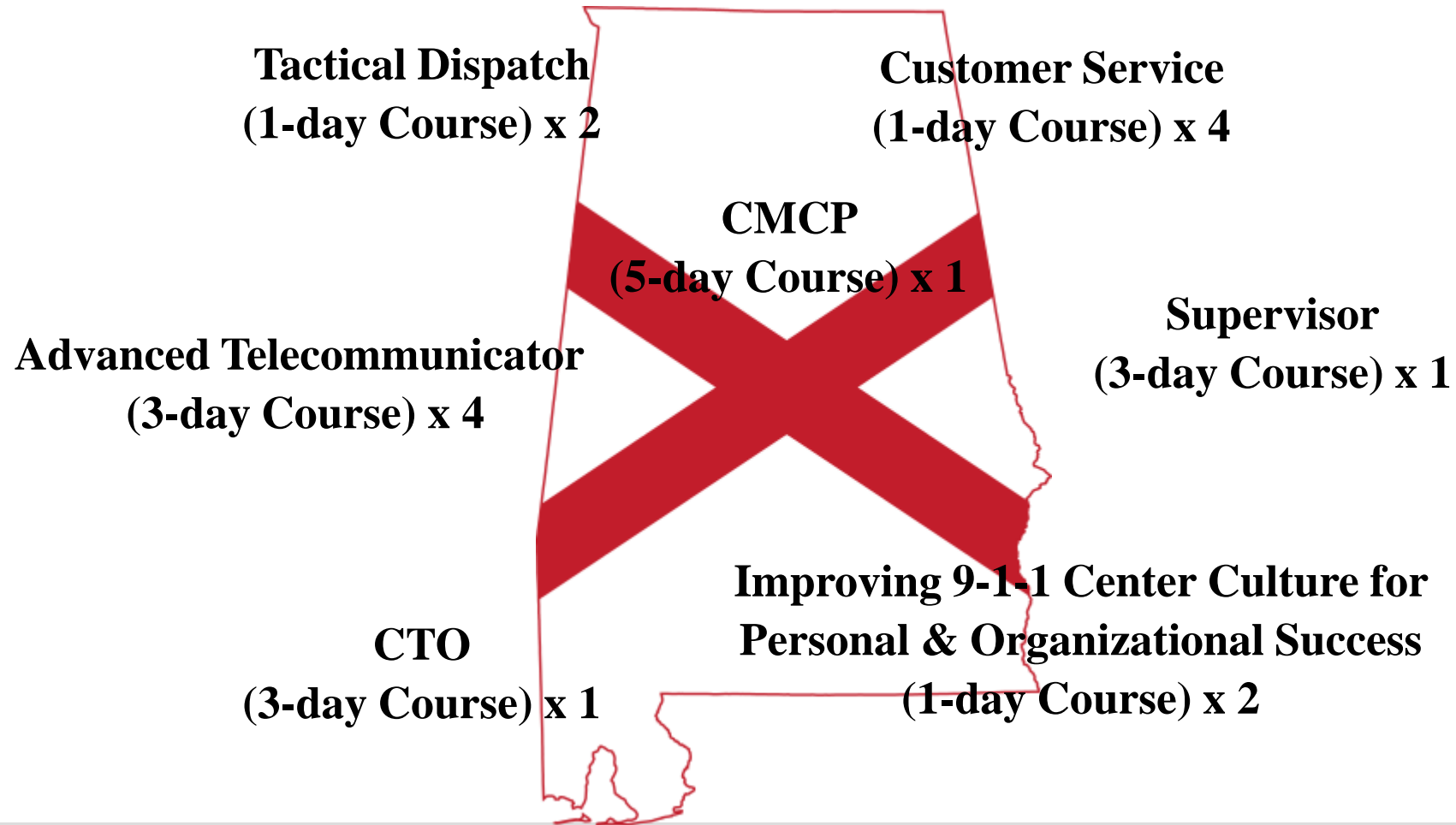
Director's Report--Upcoming Training Activity

(Tab 7)

When	What	Where
August 13, 2019	<u>Quality Assurance: Achieving QA/QI in the PSAP</u>	Shelton Community College Gallion, AL
September 17, 2019	<u>Quality Assurance: Achieving QA/QI in the PSAP</u>	Central Alabama Community College Alexander City, AL
October 16-18, 2019	<u>Advanced Telecommunicator Certificate Program</u> - CLASS IS FULL	Phoenix East-Meeting Room Orange Beach, AL



Training in the works...



Old Business

BOARD MEMBERS



New Business

BOARD MEMBERS



Public Comments

OPEN FORUM



Next Board Meeting

SEPTEMBER 18, 2019

10AM

1 COMMERCE STREET

MONTGOMERY, AL



Adjournment

