

MARCH 20, 2019 BOARD MEETING
1 COMMERCE STREET
MONTGOMERY, AL

Agenda

Introduction

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

Reports

- Staff Reports (Tabs 3-6)
 - ANGEN Report
 - Legal Report
 - Financial Report
 - Director's Report
- Committee Reports (Tab7)

Closing

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



Staff Reports

(Tabs 3-6)



ANGEN Report

(Tab 3)

ANGEN TEAM



ANGEN January – February Project Review

Presented March 20, 2019 911 Authority



Past Months Activity

- Continued PSAP cutovers to ANGEN
- Release of the Federal Grant application
- Grant application project planning
- CPE RFP Draft
- GIS project planning
 - GIS strategy



Federal Grant Preparation Activities

- The grant application has been released
 - Ensure we are meeting all of the rules of the grant
 - Composing application language to convey the use of the grant funds aligns with eligible use
 - Compile all required documentation

Action Items

- Continue ESInet planning with INdigital
- Continue PSAP cutovers (INdigital with details)
- Support for legislative updates planning and drafting
- Finalize CPE RFP for hosted solution
- Continue GIS planning
- Finalize grant application





ANGEN 2.0 Report

For the period ending March 4, 2019.

Section A: ANGEN 2.0 ESInet Overview

1. ANGEN 2.0 ESINet Overview

- a) The network buildout to the PSAPs continues. We continue to work on getting the ESiNet built to the PSAPs.
- b) Tandem to tandem and tandem to PSAP transfer trunks continue as the primary focus.
 - We have submitted version E of a conversion document to AT&T for their review and approval.
 - ii. AT&T project management has been assigned for translation services at AT&T maintained CPE conversion.
 - iii. A PSAP migration document has been provided by AT&T for PSAPs in which they maintain CPE.



Section A: ANGEN 2.0 ESInet Overview

1. ANGEN 2.0 ESINet Overview

- c) Blue counties ready for conversion to ANGEN (pending ANI & ALI transfer coordination with AT&T), yellow counties have equipment partially installed, white counties are awaiting circuit and equipment installation.
- d) Once translation and transfer services are in place, PSAPs will be placed on the network beginning in South Alabama and moving north.
- e) Forty-four CDR boxes are now online and reporting data to Logix.

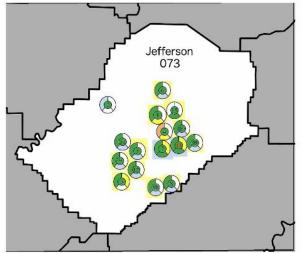


ANGEN Project Steps

- 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

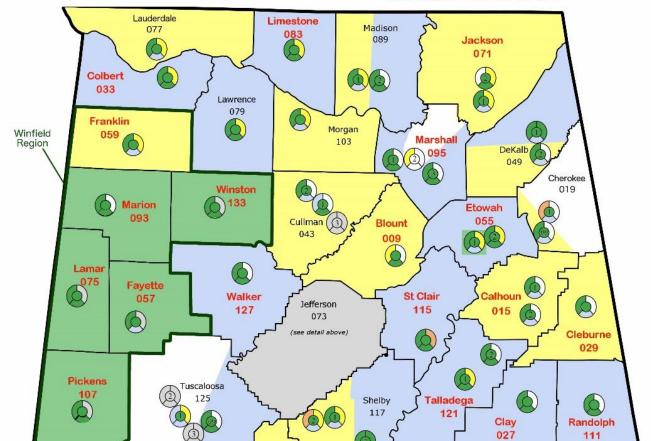
11: City of Leeds 911 12: City of Midfield 911

13: Mountain Brook 911

14: Pleasant Grove Police

15: Tarrant PD

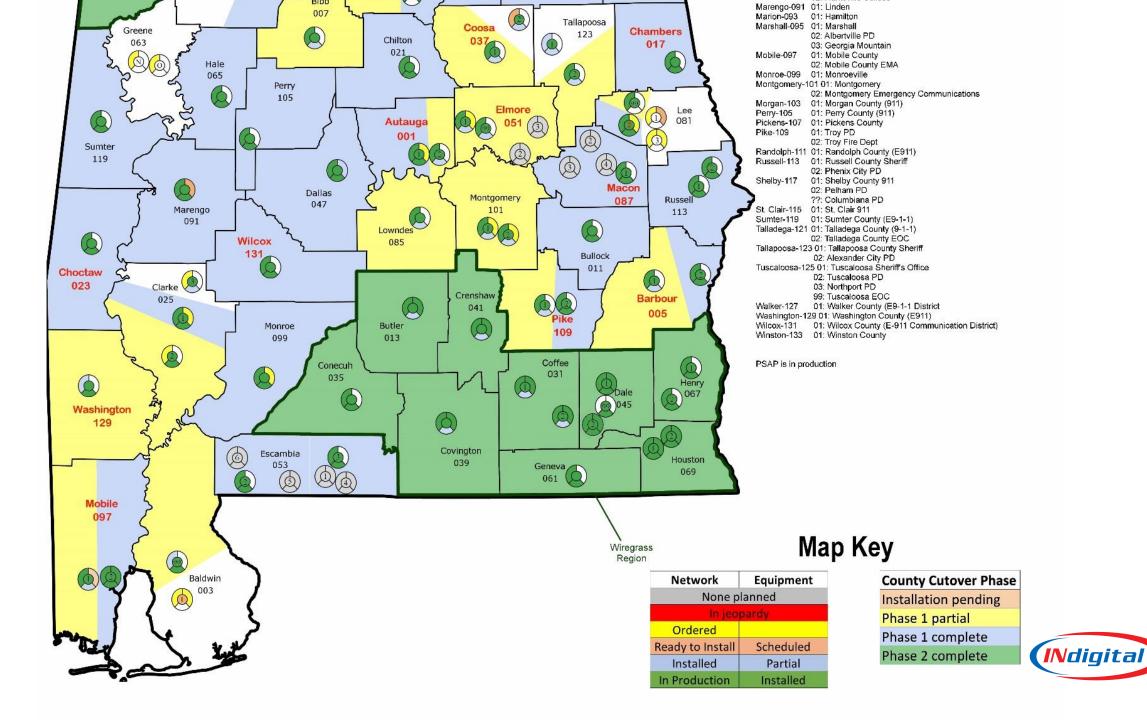
99: Mountain Brook FD/E911



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) 01: Elmore Sheriff's Office Elmore-051 02: Millbrook PD 03: Tallassee PD 99: Elmore Co Firefighting Training Center 01: Escambia Sheriff's Office Escambia-053 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 Franklin-059 Geneva 9061 01: Fayette 01: Franklin County 87: ประชาชา 81: ประชาชา 81: Hays อง คนา (E-911 Communication District, Inc) 81: Hays อง คนา (E-91) 02: Dothan City Greene-063 Haustoss069 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) 01: Lee County Sheriff's Office 02: City of Auburn 911 03: City of Auburn BSide Limestone-083 01: Limestone County (Athens-Limestone County 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

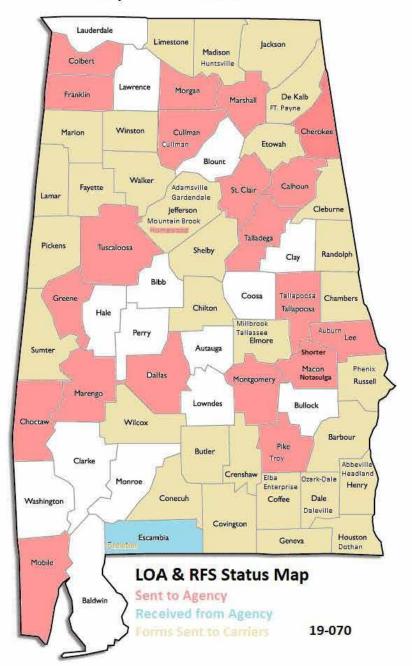
INdigital



Texty Install Questionnaires Received

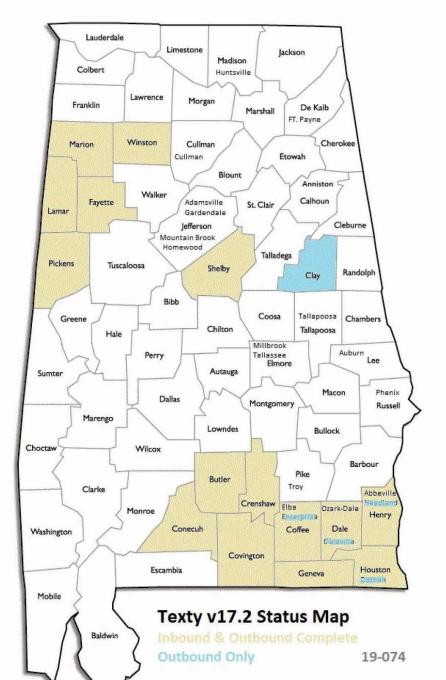


Texty Carrier Status

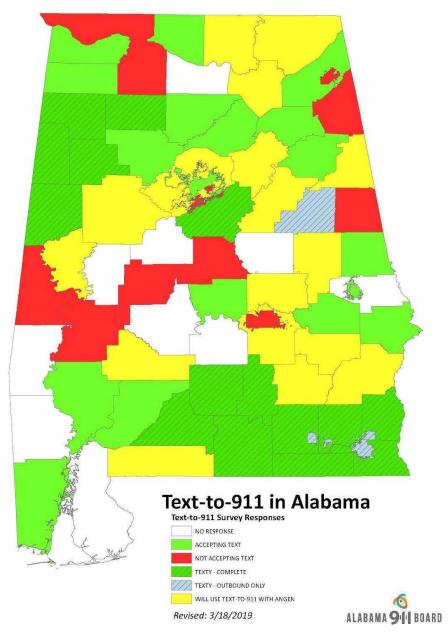




Texty Deployment Status



Text-to-911 Status





Section B: Industry Stakeholders

- Centurylink PSAPs Wireline conversion continues
 - a) We continue to work through wireline migration for the Dothan Selective Router.
 - b) West is prepared to migrate their VOIP traffic for the following PSAPs on the Dothan SR:
 - Headland Police Department
 - Abbeville Police Department
 - Fort Rucker Police Department
 - Daleville Police Department

- Ozark- Dale County 9-1-1
- Enterprise Police Department
- Elba Police Department
- Covington County 9-1-1
- Dothan/Houston County 9-1-1
- Geneva County 9-1-1
- Butler County 9-1-1
- Crenshaw County 9-1-1



Section B: Industry Stakeholders

- 2. Carrier Notice Nothing to report
- 3. Originating Service Provider status
 - i. Awaiting Inteliquent to complete commercial agreement with Indigital.
 - ii. All surveys should be forwarded to Deb Prather (dprather@Indigital.net).
 - iii. We've been working with Inteliquent to resolve ALI delivery issues and ANGEN network access. They classify themselves as a VOIP provider and seem themselves as unregulated.

4. PSAP Outreach -

The final scheduled al911.net training was held on March 6th in Clarke County. More can be scheduled if needed. Additionally, all training is available in video form on al911.net.



Section B: Industry Stakeholders

5. Adjacent State Connectivity

Nothing to report

6. Regulatory Matters

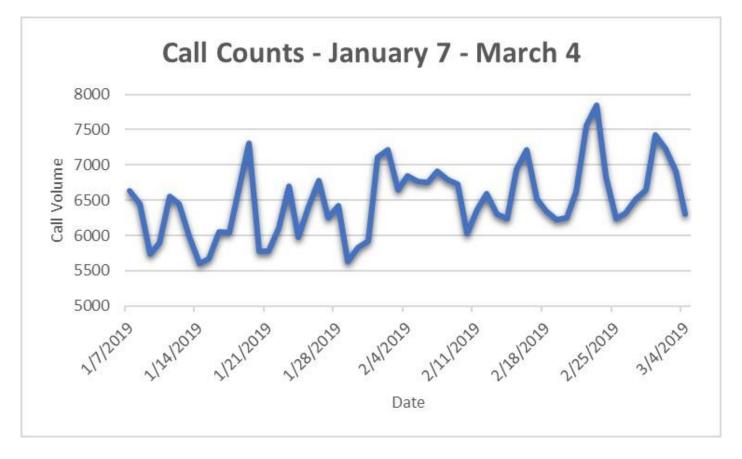
Nothing to report

- 7. Inter-agency Agreements
 - We're currently working to supply call-volume data to ALDOT and the National Weather Service.
- 8. Other Stakeholders

Nothing to report



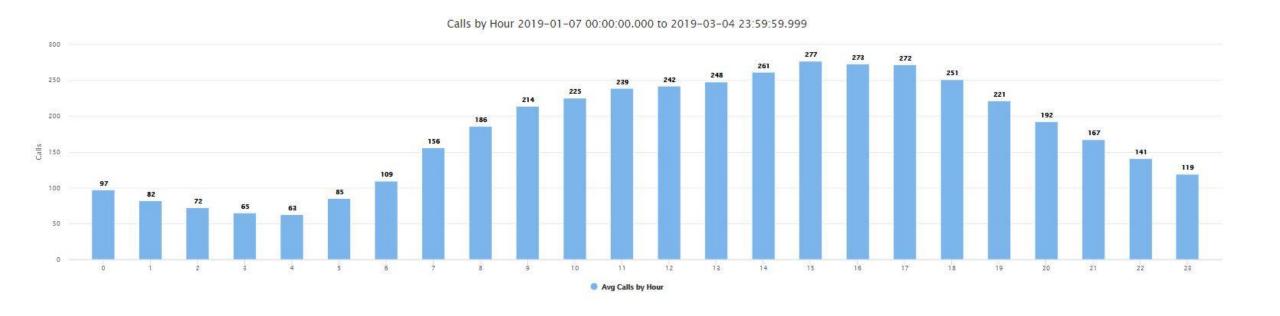
Section C: ESInet Trends and Stats



Busiest day during the period was February 23rd - 7,847 calls were processed. The second busiest day was February 22nd - 7,565 calls were processed. Average call volume per day was 6,489. Down from 6,699 in the previous reporting period. Total calls since the last report was 369,888.



Average Calls by Time of Day



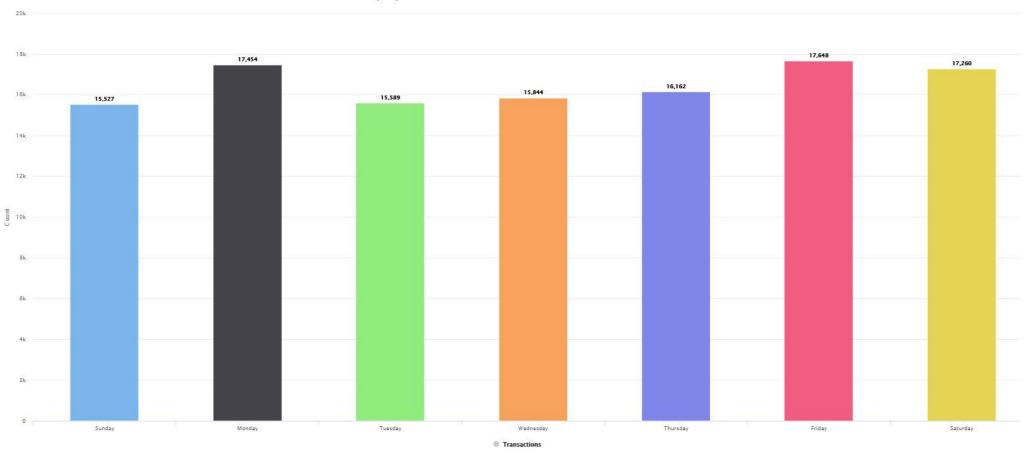
4:00 am is the lowest call volume - 65 call average across the network 3:00 pm is the peak call volume - 277 call average across the network

During the last reporting period, 5:00 P.M. was the busiest hour of the day.



Calls by Day of Week

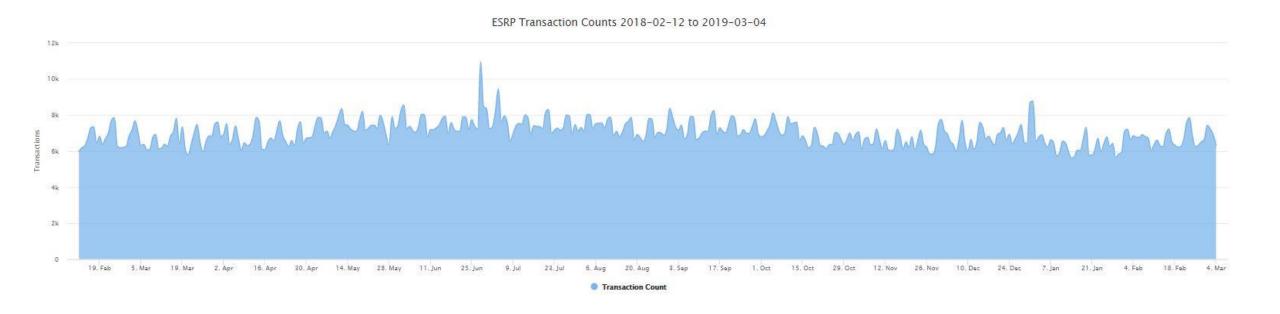




Friday was the busiest day of the week for this report.



Section C: ESInet Trends and Stats



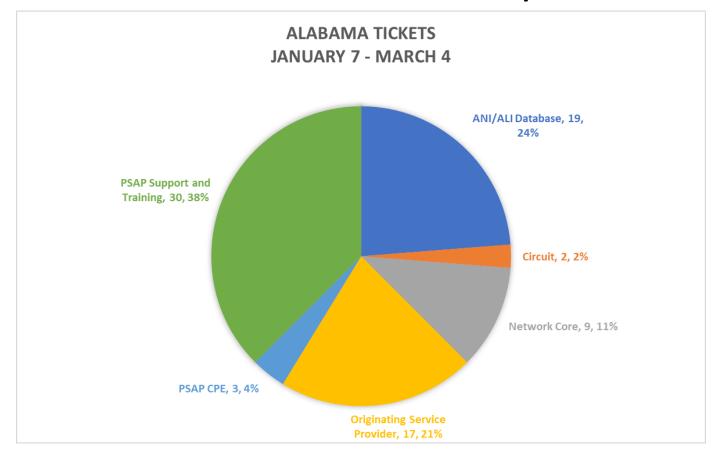
ANGEN 2.0 has now processed over 2.6 million calls.

Average call volume per day: 6,980

Total Call Volume Feb 12, 2018, to March 4, 2019 2,694,347



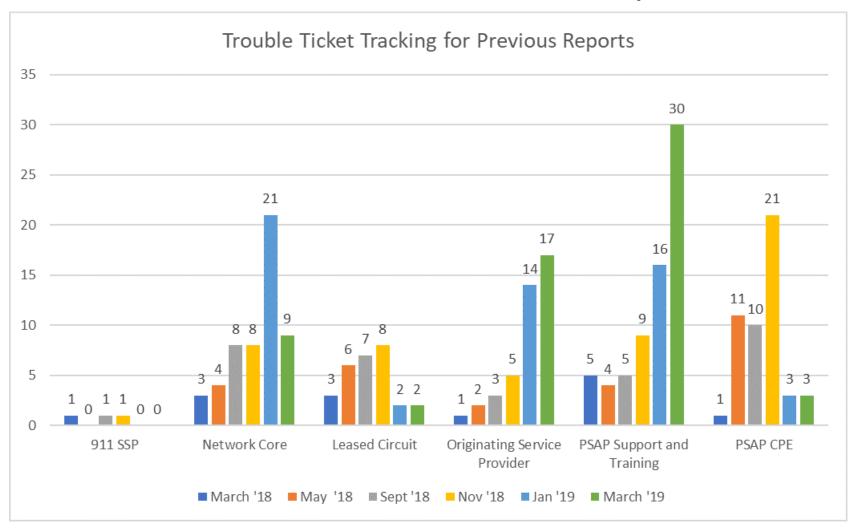
Section D: Trouble Ticket Analysis



A total 80 tickets have been created since the last report.



Section D: Trouble Ticket Analysis





Section E: Events of Note

March 19th Ozark-Dale Bomb Threat



The Sheriff's Office along with the Ozark-Dale County E911 Center have been evacuated due to a hazardous explosive device that was located inside the Sheriff's Office. 911 calls have been transferred to Dothan. If you have a non-emergency need please call 774-5402. We have S. Merrick Ave closed adjacent to the Sheriff's Office at this time. Dothan Police Bomb Squad is en route.



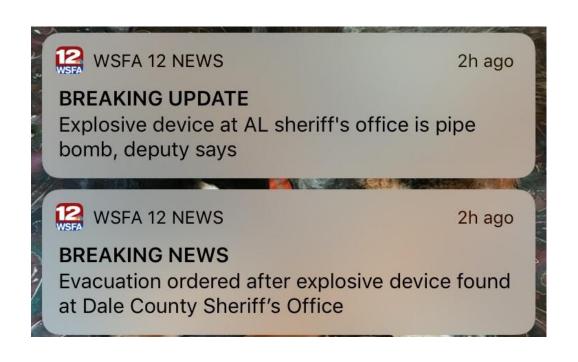
Optimal Service Button (OSB) Utilization

- OSB is currently active in the Wiregrass on MEVO.
- "Abandon" was pressed when the threat was realized and the PSAP staff evacuated.
- Calls were automatically sent to Dothan/Houston County





OSB Importance



- INdigital's NOC was immediately aware the PSAP had been abandoned.
- No 9-1-1 calls were missed even though it was not safe to operate from the PSAP.





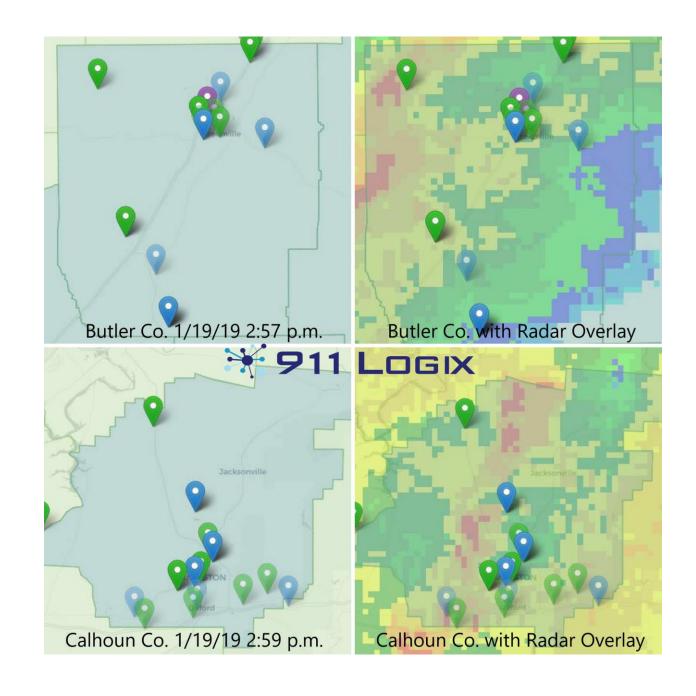
Storm Impacts

With data collected from the

Alabama Next Generation Emergency (ANGEN) Network

January 19th Storm System

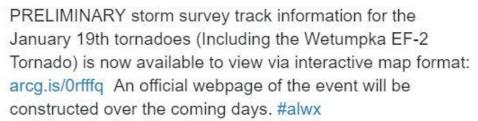












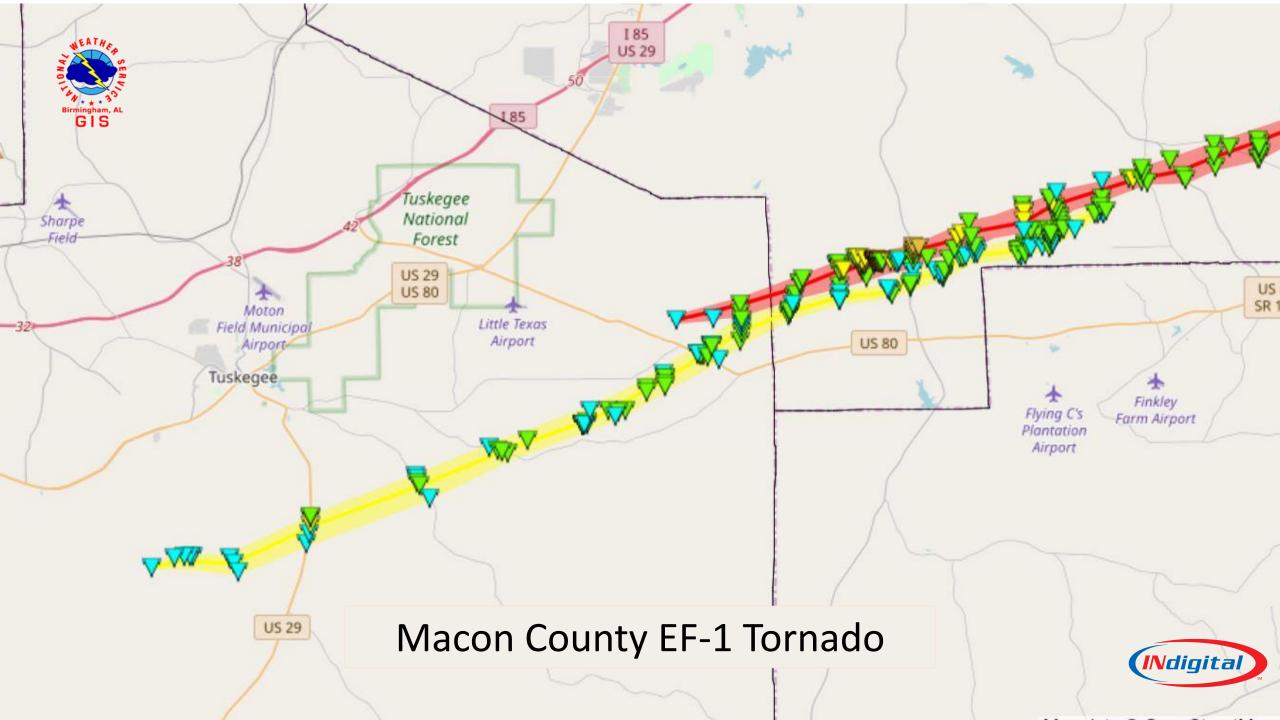
32 12:55 PM - Jan 21, 2019

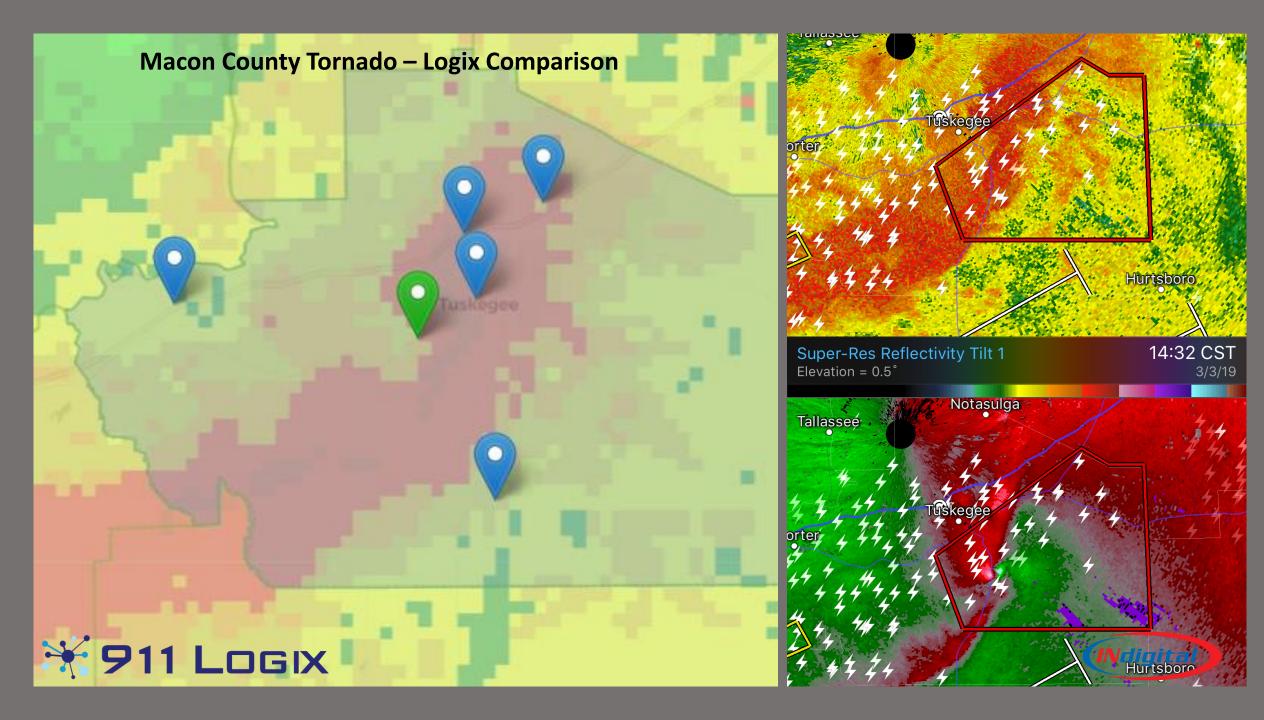
Impacted PSAPs

- Elmore County Sheriff's Office experienced a 340% call volume increase over the previous week between 13:00 and midnight.
 - They answered 9-1-1 calls for Millbrook that lost 9-1-1 service due to a Charter outage
- Autauga County experienced a 10% call volume increase during the same period.
- Call volume was an indicator of damage (imagine that).

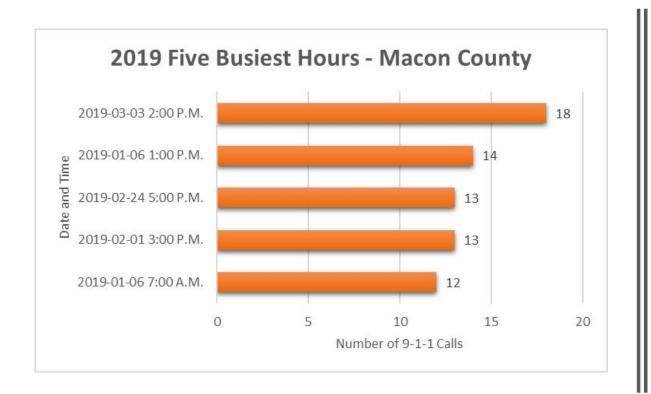








Macon County Summary Data



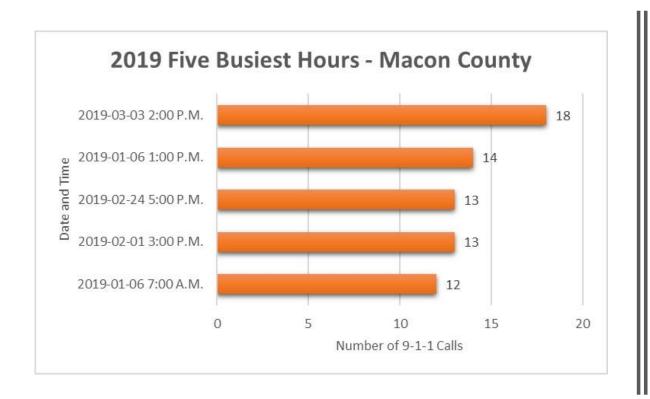




Additional info on the Beauregard-Smiths Station tornado in Lee County: Preliminary lead time from concentrated area of damage on Cave Mill Rd & CR 39: 8-9 minutes. The tornado did initially touch down just inside Macon Co. #alwx

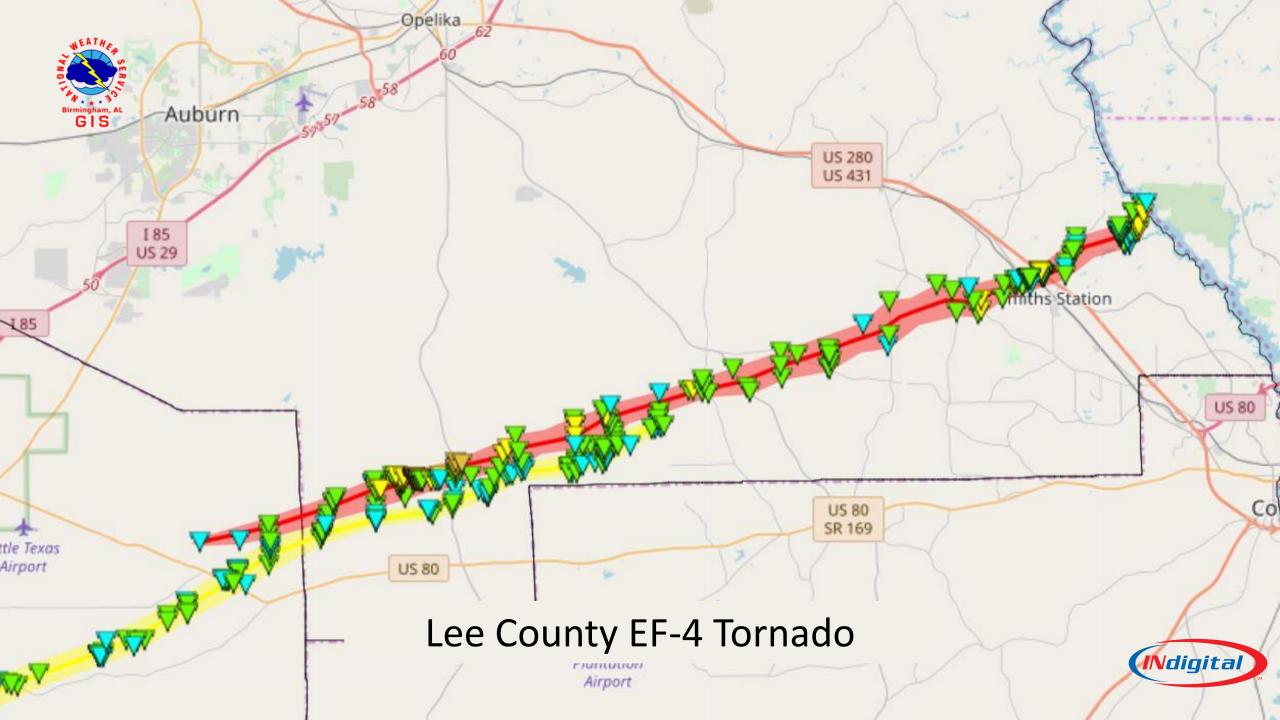


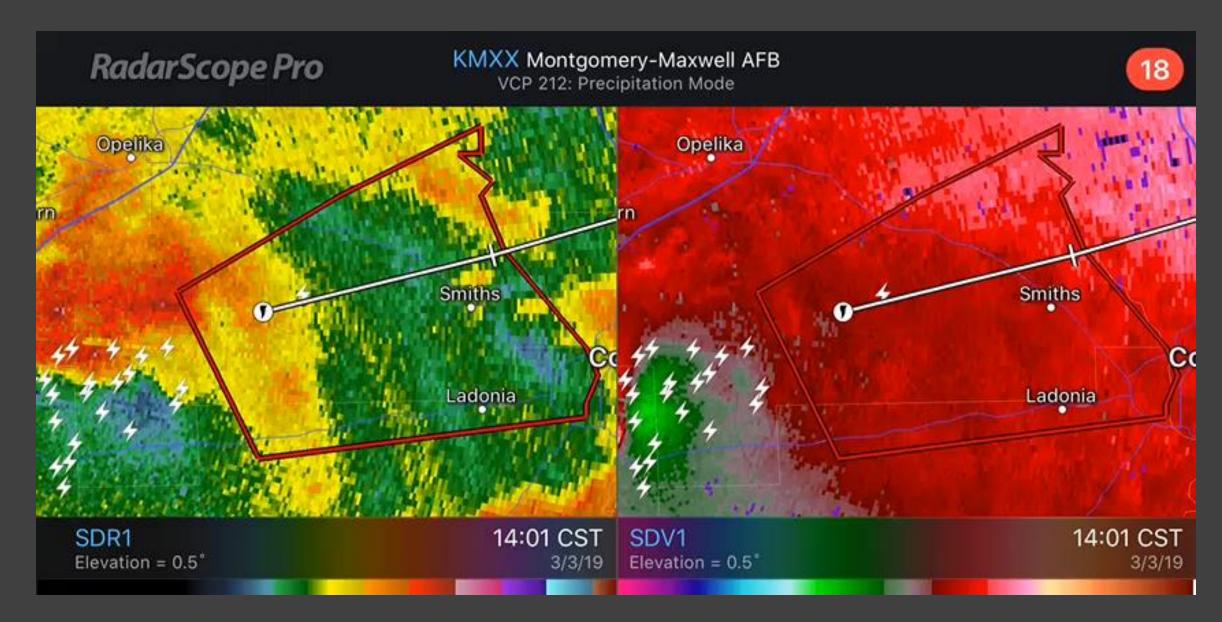
Macon County Summary Data



- No loss of life
- Minimal property damage
- Slight increase in 9-1-1 calls

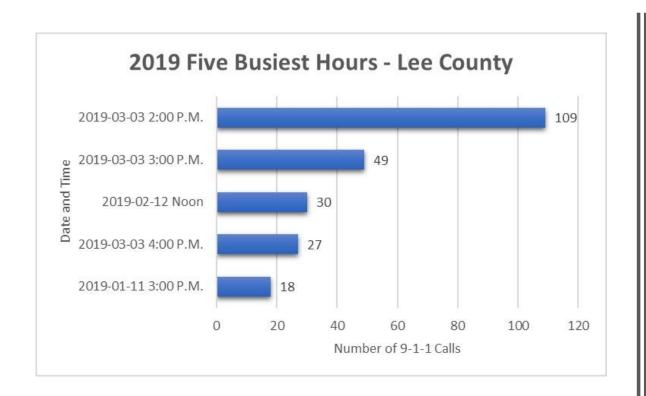








Lee County Summary Data



- Twenty-three lives lost
- Estimated over \$100 million in damage
- Lee County Sheriff's Office became the 6th busiest 911 center in Alabama. (normally the 21st)



Questions?



Financial Report

(Tab 5)

MR. RON COOLEY



Financial Statements Statement of Assets & Fund Equity-Cash Basis as of February 28, 2019 (Tab 5, page 33)

ASSETS

Total Current Assets \$29,659.95.32

Net Property and Equipment 106,603.43

Total Assets \$29,765,698.75

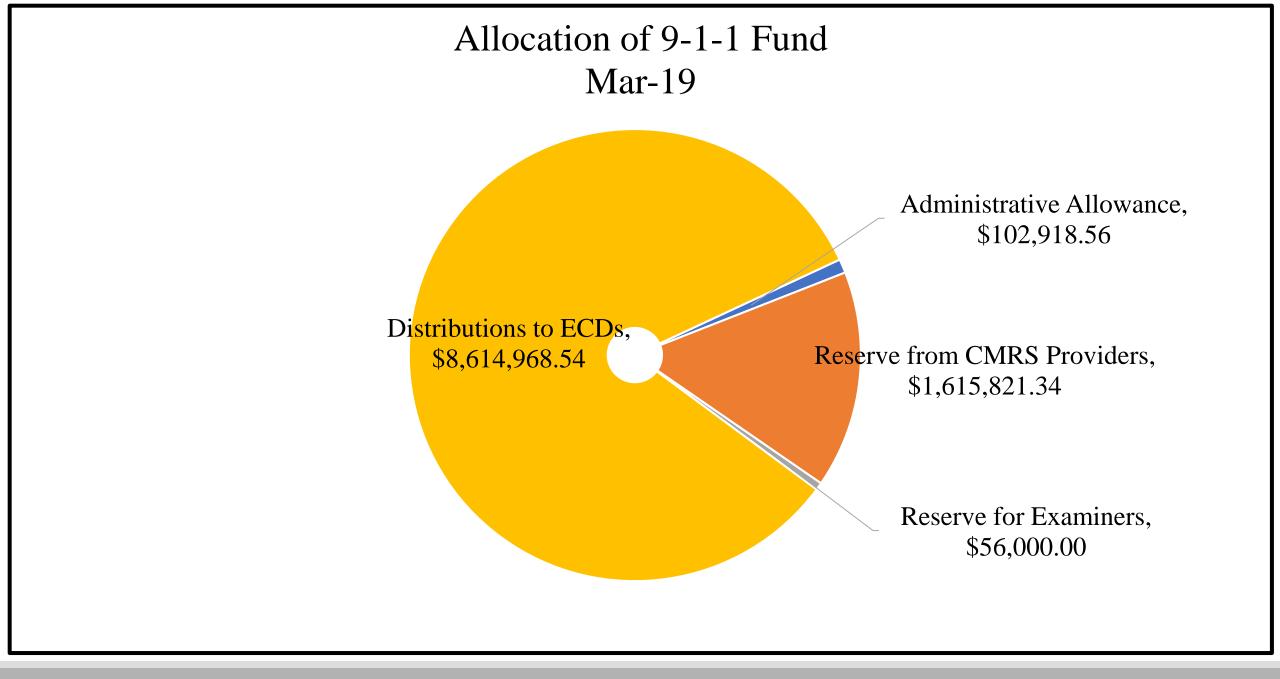
LIABILITIES AND FUND EQUITY

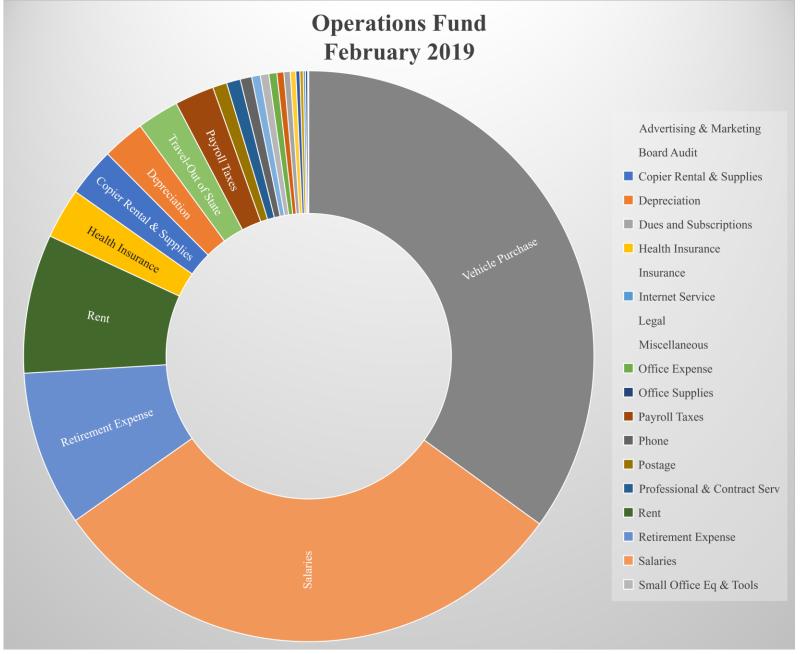
Total Current Liabilities 5,115.50

Total Fund Equity 29,760,583.25

Total Liabilities & Fund Equity \$29,765,698.75

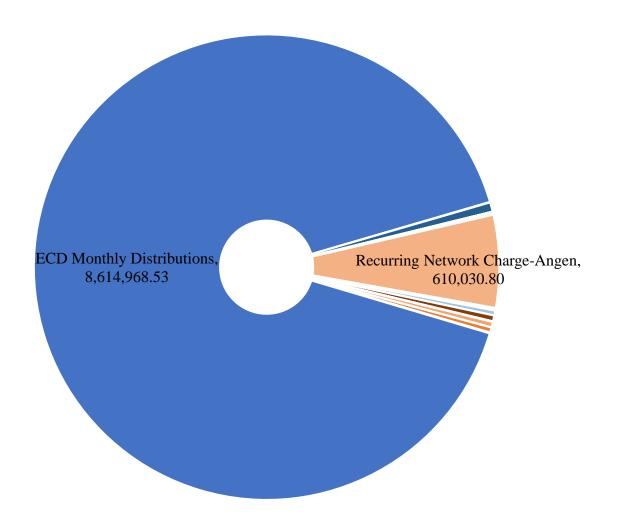






	Current Month	Year to Date
Total Revenues	\$ 97,006.82	\$ 495,320.85
Total Expenses -	\$ 103,286.39	\$ 402,495.04
Excess revenue over(under) expenses	\$ (6,279.57)	\$ 92,825.81

Total Funds February 2019



- Advertising & Marketing
- Audits
- Board Audit
- Copier Rental & Supplies
- Cost Recovery Payments
- Depreciation
- Dues and Subscriptions
- ECD Monthly Distributions
- Grants to ECD's
- Health Insurance
- Installation Charges-Angen
- Insurance
- Internet Service
- Legal
- Miscellaneous
- Office Expense
- Office Expense
- Office Supplies
- Other ECD Distributions
- Payroll Taxes
- Phone
- Postage
- Postage
- Professional & Contr Ser Angen

Months	FY	2019	~	FY2018		FY	/2017	*	FY2016	~
Oct	\$	9,454,486.6	54	\$	9,475,419.23	3 \$	8,416,722.0	1	\$ 7,732,686.5	58
Nov	\$	9,835,591.8	35	\$	9,508,715.17	7 \$	9,258,737.2	4	\$ 11,348,928.2	22
Dec	\$	9,647,082.5	50	\$	10,278,398.92	2 \$	9,239,970.2	1	\$ 9,378,916.4	47
Jan	\$	9,535,902.9	90	\$	9,476,413.08	3 \$	11,094,652.9	2	\$ 8,983,403.8	82
Feb	\$	10,291,855.6	55	\$	9,929,951.38	3 \$	8,967,347.0	0	\$ 10,378,465.9	92
Total	\$	48,764,919.5	54	\$	48,668,897.78	8 \$	46,977,429.3	8	\$ 47,822,401.0	01

Total Collections	\$ 10,409,326.00
Less Reserve for CMRS Providers	
of 20%	(1,634,264.18)
Less Reserve for Department of	
Examiners of Public Accounts	(56,000.00)
Less Administrative Allowance of	
1%	(104,093.26)
Net to ECD's (Baseline)	\$ 8,614,968.56

FY18 Distribution thru 8 months		FY18 Projecte thru 12	ed Distribution months			ne for ECDs with 5% applied
\$ 64,337,157.38		\$	96,505,736.07		\$	103,309,390.46
		Revenue	needed in FY19:			
	fund admin 1%	fund Examiners	fund Cost Recovery	fund ANGEN	make districts whole	Total Revenue Needed
in FY 19 if CPI is applied to FY18 Distribution	1,200,000	600,000.00	3,000,000.00	12,000,000.00	103,309,390.47	120,109,390.47
					Monthly	10,009,115.87
	What	the rate needs to	be to produce rev	enue needed:		
			•			
Revenue Sources	Connections/ Transactions	Rate	Total Service Charges Collected	Collection Fee @ 1.0% for carriers, 2.0% for DoR	Billing & Add'l Adj	Net Service fee collected
Wireline/VoIP/Wireless	53,974,390	1.86	100,392,365.40	1,003,923.65		99,388,441.75
Dept of Rev (Prepaid)	12,000,000	1.86	22,320,000.00	446,400.00		21,873,600.00
					Annual	121,262,041.75
					Monthly	10,105,170.15

Director's Report

(Tab 6)

MRS. LEAH MISSILDINE



Director's Report – Examiners

(Tab 6, page 50)

ECD Reporting

- 7 ECDs did not submit the annual reporting information as required by the Code of Alabama 1975, § 11-98-13.1.
 - One of those Districts dissolved during the previous reporting period.
- This is unaudited, self-reported information for the fiscal year ending September 30, 2018.

ECD Auditing

- Contracts for the next round of ECD audits have started to trickle into our office. So far, we've received:
- 1. Crenshaw
- Franklin
- 3. Baldwin
- 4. Coosa
- 5. Dallas
- 6. Monroe
- 7. Lawrence
- 8. Walker



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

(Tab 6, pages 50-51)

Who Can Apply

All States, the District of Columbia, U.S. Territories and Tribal Organizations

<u>Cost Sharing Requirement</u> sharing or matching funds requirement. The federal share may not exceed 60%.

Application Process

Step 1: Those who intend to apply for a grant must submit an initial application package, including identification of a designated 911 Coordinator and the required certification, via nhtsa.national911@dot.gov by September 10, 2018.

Step 2: Once applicants have submitted the initial application, NHTSA and NTIA will publish preliminary funding allocations for each of the States or Tribal Organizations meeting the certification requirements on www.grants.gov.



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

(Tab 6, page 51)

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



Director's Report

(Tab 6, page 51)

- **Contracts** − The Board's staff received proposals last year for legal services. The recommendation to the Board is to authorize the Executive Director to negotiate a contract with Brunson, Barnett, & Sherrer, P.C. to serve as our general counsel.
- **ECD Certification** 82 ECDs have submitted.
- * **AL EMD Program** Two letters of support have been issued by the American Heart Association and Representative Connie Rowe.



Kelsey Smith Act

- Signed into law by Governor Ivey on May 26, 2017
- Passed in 23 other states
- Need to hear from the PSAP

*Requires wireless carriers to disclose cell-site location information without a warrant or delay to law enforcement agencies for the purpose of locating children and other missing individuals in only very specific emergency situations – namely when there is risk of death or serious bodily injury and time is of the essence

Question 1:

Prior to the Kelsey Smith Act becoming state law in 2017, had your PSAP ever experienced pushback from a wireless carrier, or experienced a delay in accessing location information needed to assist an individual experiencing an emergency situation?

Question 2:

Since passage of the Kelsey Smith Act in 2017, has your PSAP witnessed success stories where quick access to location information from a wireless carrier was used to assist an individual experiencing an emergency?



911 Saves Act

- 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.
- vRep. 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.



ACCA's changes to §1198-4.1 (e) (1) as of 2/22/19

(1) To develop and publish a 911 Annual Report State Plan. In fulfilling this duty, the 911 Board shall monitor trends in voice communications service technology and in enhanced 911 service technology, investigate, and incorporate Geographical Information Systems (GIS) mapping and other resources into the report plan, and include formulate recommended strategies for the efficient and effective delivery of enhanced 911 service. In addition, the board, in conjunction with the Permanent Oversight Commission and utilizing the information developed by the Department of Examiners of Public Accounts pursuant to Section 11-98-13.1, shall study the operational and financial condition of the current 911 systems within the State of Alabama and publish a report detailing the same; study the rates charged for wireline 911 services and make adjustments to the rates as provided in this chapter; recommend any statutory changes necessary to ensure a long-term plan for the most efficient and effective delivery of 911 services in Alabama over both the long- and short-term; recommend any legislation necessary to implement the long-term plan; and shall provide a copy of its 911 Annual Report report its recommendations to members of the boards of the districts in the state through the Alabama Association of 911 District the Permanent Oversight Commission no later than February 1, 2014.

ACCA's changes to §1198-4.1 (e) (4) and (8) as of 2/22/19

- (4) To establish policies and procedures, adopted in accordance with the Alabama Administrative Procedure Act, to fund advisory services, grants and training for districts and to provide funds in accordance with these policies and procedures to the extent funds are available.
- (8) To administer the deployment and operation of a statewide 911 voice and data system that utilizes emerging communication technologies which are capable of connecting to a 911 system, and delivering 911 and emergency information to districts. The Board shall use its available revenue to pay obligations under the contracts and agreements for a statewide 911 voice and data system.

ACCA's changes to §1198-4.1 (e) (9) as of 2/22/19

(89) To adopt rules in accordance with the Administrative Procedure Act to implement this chapter; to establish the statewide 911 charge; and, in response to technological changes, apply, collect, and remit the statewide 911 charge, without duplication, to the active service connections of other originating service providers that are technically capable of accessing a 911 system, subject to the provisions applicable to voice communications service providers under this chapter. Any proposed rule extending the application of the 911 charge beyond those voice communication services defined in paragraphs a. to c., inclusive, of subdivision (18) of Section 11-98-1, upon approval by the 911 Board shall be submitted to the Permanent Oversight Committee which, by an affirmative vote of six of its members, may disapprove the action. If not disapproved by the Permanent Oversight Committee within 15 days of submission, the proposed rule shall be deemed adopted by the 911 Board on the fifteenth day after submission and shall be certified to the Legislative Reference Service in accordance with the Administrative Procedure Act. This authority does not include the regulation of any 911 service, such as the establishment of technical standards.

Senator Price/LSA amendments to §1198-4.1 (f) as of 3/18/19

"(f) By January 1, 2020, the board shall have adopted and implemented a standardized curriculum for the training of 911 personnel in each district. All costs associated with the development, implementation, and administration of the training shall be paid by the board."

Upcoming Activites

- > Statement of Economic Interest
- > RSA Annual Checklist

Statement of Economic Interests shall be completed and filed with the Commission no later than April 30 of each year for the preceding calendar year.

Who files --

http://ethics.alabama.gov/docs/SOEI/WhoMustFileSEIformsRevisedOct122017.pdf



Upcoming Activities

- > Statement of Economic Interest
- > RSA Annual Checklist

If your agency participates in Employees' Retirement System (ERS), the Annual Checklist must be returned by April 1, 2019.

You should have received it in January via postal mail.

Contact Info:

- The Retirement Systems of Alabama
- P.O. Box 302150
- Montgomery, AL 36130-2150
- 334-517-7000
- · 877-517-0020



Upcoming Activities

- > ALTERT Workshop
- > GISA Conference
- > Training

When: April 2-3, 2019

Where: Center Point, AL

What: Organizational Workshop

Point of Contact: Jeff Dempsey,

Jefferson County 9-1-1



Training Opportunities

- > GISA Conference
- > Upcoming Classes



http://aum.edu/GISAConference



Training Opportunities

- > GISA Conference
- Upcoming Classes

When	What	Where
April 2-4, 2019	9-1-1 Center Supervisor Program	Athens State University, Athens, AL
April 16-18, 2019	9-1-1 Center Supervisor Program	Elmore County EOC, Wetumpka, AL
May 6-8, 2019	Center Training Officer Program (CTO)	DeKalb County 9-1-1, Rainsville, AL
June 4, 2019	Recruit, Hire, Retain, & Promote for Success	Alabama 9-1-1 Board, Montgomery, AL
July 9, 2019	Recruit, Hire, Retain, & Promote for Success	Birmingham 9-1-1, Birmingham, AL
August 13, 2019	Quality Assurance: Achieving QA/QI in the PSAP	Shelton Community College, Gallion, AL
September 17, 201	9 Quality Assurance: Achieving QA/QI in the PSAP	Central Alabama Community College, Alexander City, AL



Committee Work Sessions

Telecommunicator Month Package

■9-1-1 Directory

Education and Outreach

ANGEN Advocacy Paper for ACCA



Committee Work Sessions

> Technical Committee

- •Federal Grant Program
 - GIS Strategy
 - Hosted CPE RFP

- Cost Recovery
 - Plans
 - Future of Program



COST RECOVERY





Finance Committee Report

- > Warren Averett Audit
- > Federal Grant Process
- > Financial Statements
- > Rate Change

Recommendations:

- 1. To acknowledge and accept the 2018 audit report as presented.
- 2. To approve the Financial Statements for the months ending January 31, 2019 and February 28, 2019.



New Business

BOARD MEMBERS



Public Comments

OPEN FORUM



Next Board Meeting

MAY15, 2019

10AM

1 COMMERCE STREET

MONTGOMERY, AL



Adjournment

