



ALABAMA 911 BOARD

**MAY 15, 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 March – April Project Review

Presented May 15, 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 RFP Draft

Federal Grant Activities

- The grant application has been submitted
- Two rounds of questions have been released and responded to
- Hoping to hear about an award in the next month

Action Items

- Continue ESInet planning with INdigital
- Continue PSAP cutovers (INdigital with details)
- Support for legislative updates planning and drafting
- Complete CPE RFP for hosted solution
- Complete GIS RFP
- Begin Grant Tracking



ANGEN 2.0 Report

For the period ending April 30, 2019.

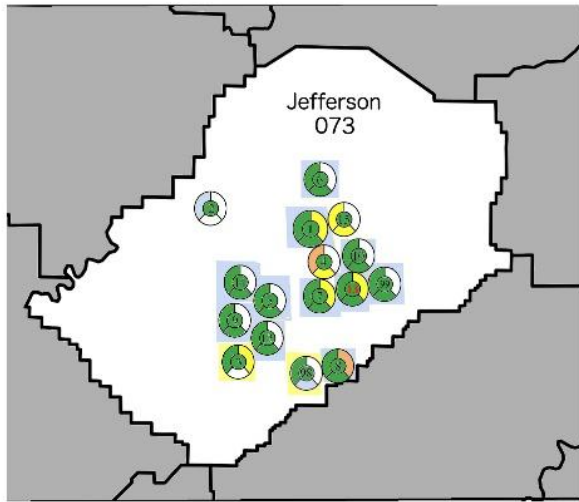
Section A: ANGEN 2.0 ESI-net Overview

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. Core to tandem and tandem to PSAP transfer trunks are now in place.
 1. ESI-net to tandem testing has been successfully completed across the five AT&T selective routers .
 2. The proposed plan is that AT&T traffic will be migrated in a short period of time after a PSAP has been placed on ANGEN.
 3. AT&T project management is changing.

Section A: ANGEN 2.0 ESInet Overview

1. ANGEN 2.0 Network Buildout
 - c. 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.



- 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

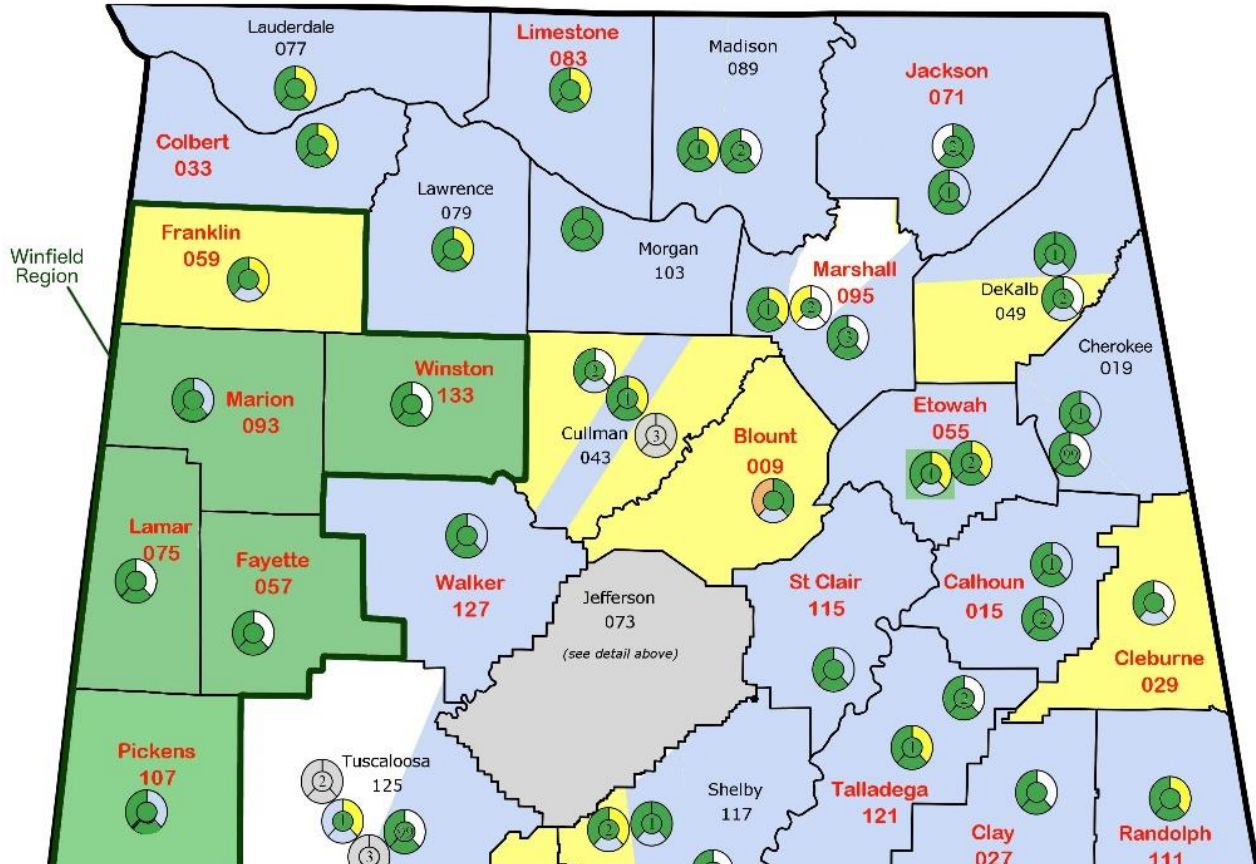
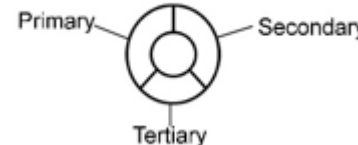
- Autauga-001 01: Autauga County Emergency Communication District
- 02: Autauga County Sheriff
- Baldwin-003 01: Baldwin County
- Barbour-005 01: Barbour County (911) Sheriff Office
- 02: Barbour County - Eufaula Police Dept
- Bibb-007 01: Bibb County (E-911)
- Blount-009 01: Blount County (9-1-1)
- 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

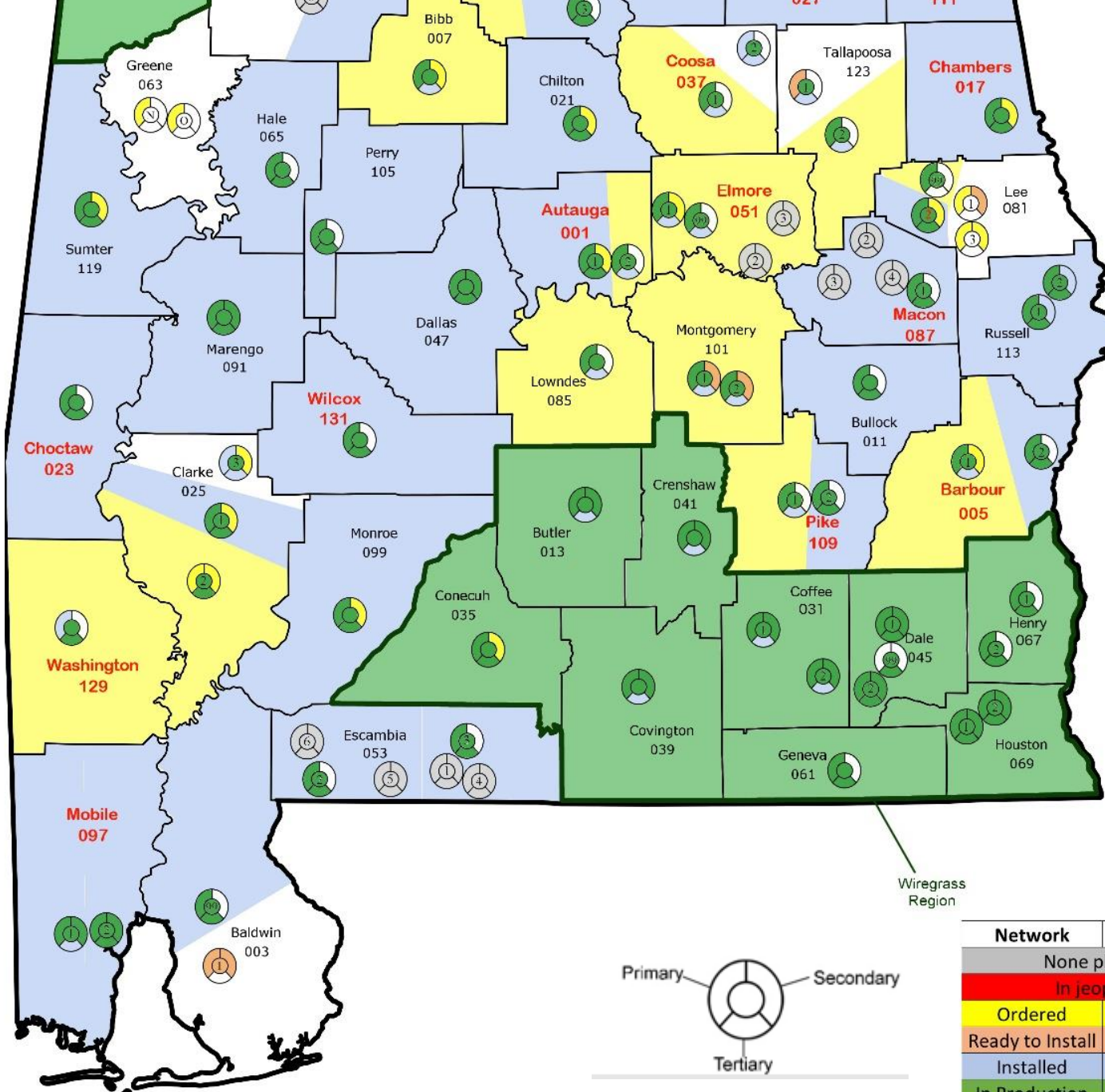
Map Key

Network	Equipment
None planned	
In jeopardy	
Ordered	Scheduled
Ready to Install	Partial
Installed	Installed

County Cutover Phase

Installation pending
Phase 1 partial
Phase 1 complete
Phase 2 complete





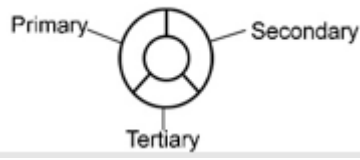
- Marion-093 01: Hamilton
- Marshall-095 01: Marshall
- 02: Albertville PD
- 03: Georgia Mountain
- Mobile-097 01: Mobile County
- 02: Mobile County EMA
- Monroe-099 01: Monroeville
- Montgomery-101 01: Montgomery
- 02: Montgomery Emergency Communications
- Morgan-103 01: Morgan County (911)
- Perry-105 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
None planned	None planned
In jeopardy	In jeopardy
Ordered	Ordered
Ready to Install	Scheduled
Installed	Partial
In Production	Installed

County Cutover Phase
Installation pending
Phase 1 partial
Phase 1 complete
Phase 2 complete



Wiregrass Region



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

Section A: ANGEN 2.0 ESInet Overview

1. ANGEN 2.0 Network Buildout
 - d. Projected immediate ANGEN PSAP conversion schedule:
 - May 14/15th - Wilcox County
 - May 16th - Bullock County
 - May 21st - Choctaw County
 - June 4-6th - Mobile County
2. Forty-five CDR boxes are now online and reporting data to Logix.

Section A: ANGEN 2.0 ESInet Overview

3. Texty Rollout

- A. Version 17.3 will be released in Alabama in the coming weeks. 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.

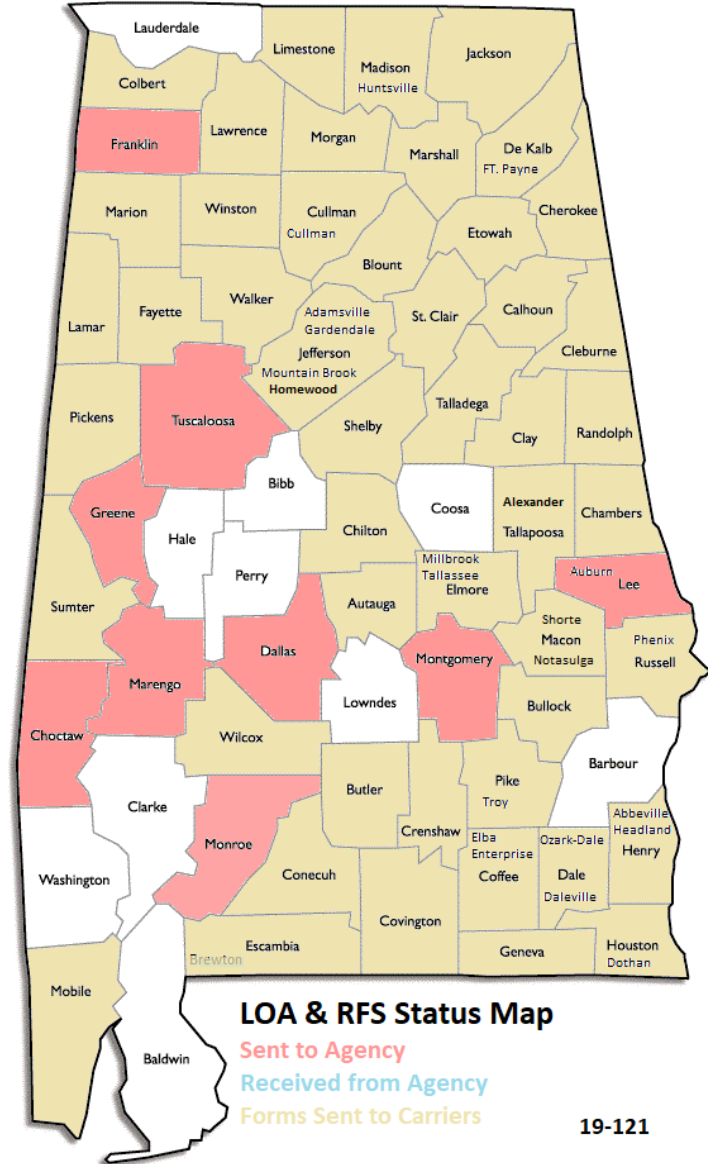
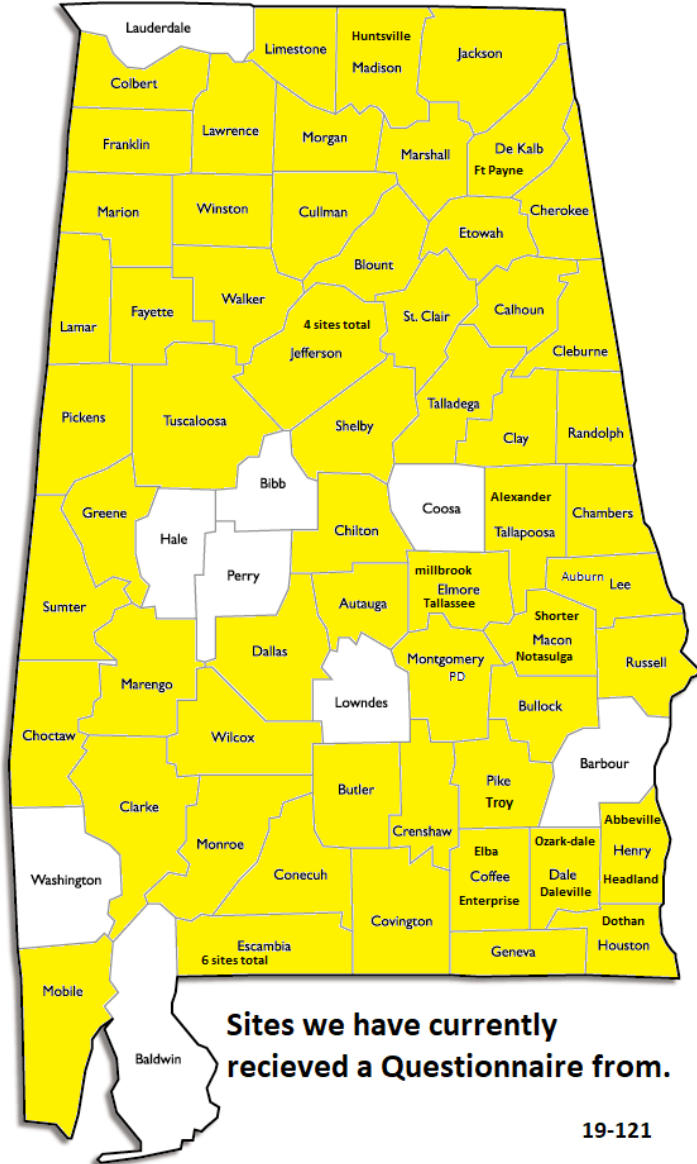
Section A: ANGEN 2.0 ESInet Overview

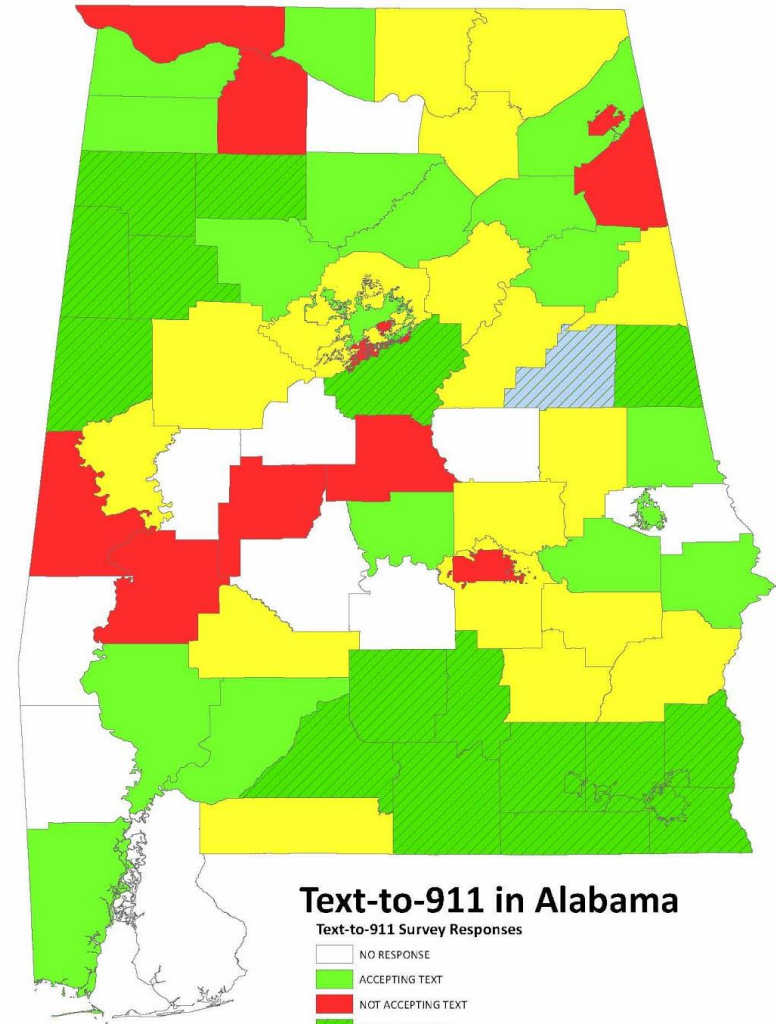
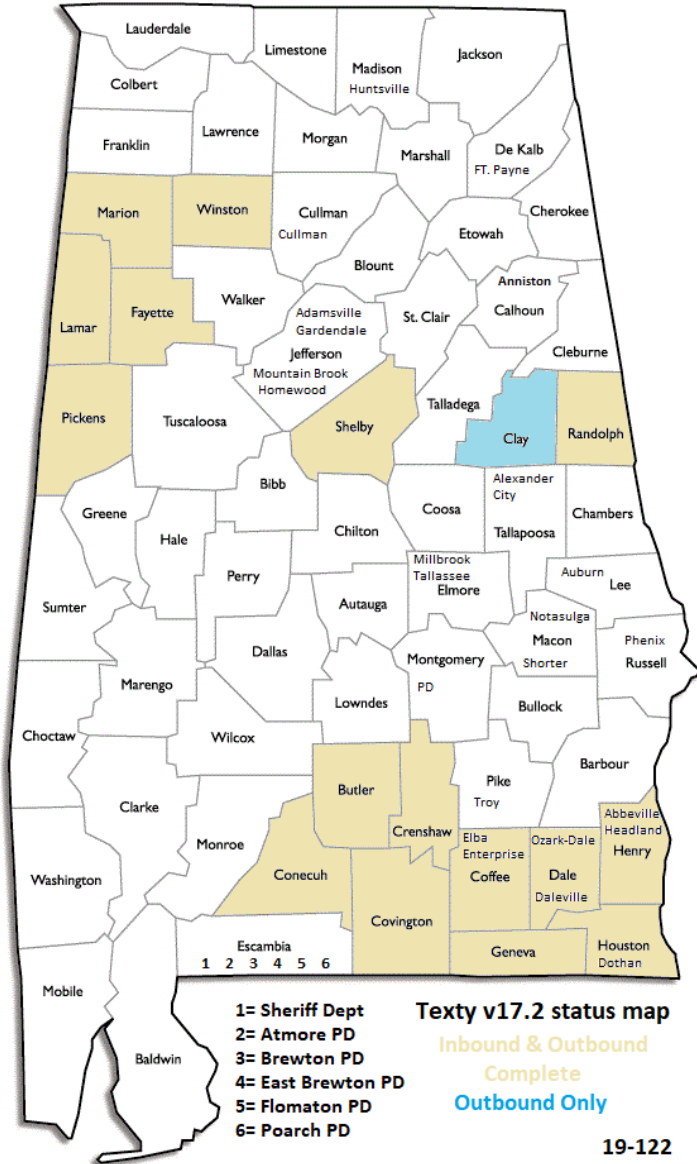
3. Texty Rollout

C. Top Five Active PSAPs Utilizing Texty

PSAPs	Inbound	Outbound
Winston County	5	145
Shelby County	48	34
Pickens County	30	31
Crenshaw County	6	26
Henry County	3	26

A total of 323 text have been received and 416 sent during the reporting period.





Text-to-911 in Alabama

Text-to-911 Survey Responses

- NO RESPONSE
- ACCEPTING TEXT
- NOT ACCEPTING TEXT
- TEXTY - COMPLETE
- TEXTY - OUTBOUND ONLY
- WILL USE TEXT-TO-911 WITH ANGEN

Revised: 5/8/2019

Section A: ANGEN 2.0 ESInet Overview

4. Indiana 9-1-1 Outage

- A. On February 19th, there was an approximately 45 minute outage due to the failing of a communications link between the ESRP and the primary routing database. While the ANGEN network is architected differently and is newer, there are lessons learned that will be implemented for ANGEN.

Section A: ANGEN 2.0 ESInet Overview

4. ANGEN Network Improvements

- I. An upgrade to MEVO so that in the event the primary ESRP fails, calls can be routed by MEVO.
- II. A “pitcher and catcher” network testing piece that allows automatic testing of call delivery components and the assignment of MOS for call quality.
- III. The implementation of “One Call Now” - a mass notification system that can pass along network event communication to PSAPs and PSAP administration.

Section B: Industry Stakeholders

1. Centurylink PSAPs - Wireline conversion continues
 - a. We continue to work through wireline migration for the Dothan Selective Router.
 - b. Becky Holloway has been added to the team to assist with these conversions.

Section B: Industry Stakeholders

2. Carrier Notice - Nothing to report

3. Originating Service Provider Status

a. Inteliquent

- I. Final revised Carrier Agreement was sent to Inteliquent on 4/30/19.
- II. Once signed, Inteliquent wants to establish one set of connections to ANGEN to handle their traffic; this could take a few months.

4. PSAP Outreach

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



Section B: Industry Stakeholders

5. Adjacent State Connectivity

Nothing to report

6. Regulatory Matters

Nothing to report

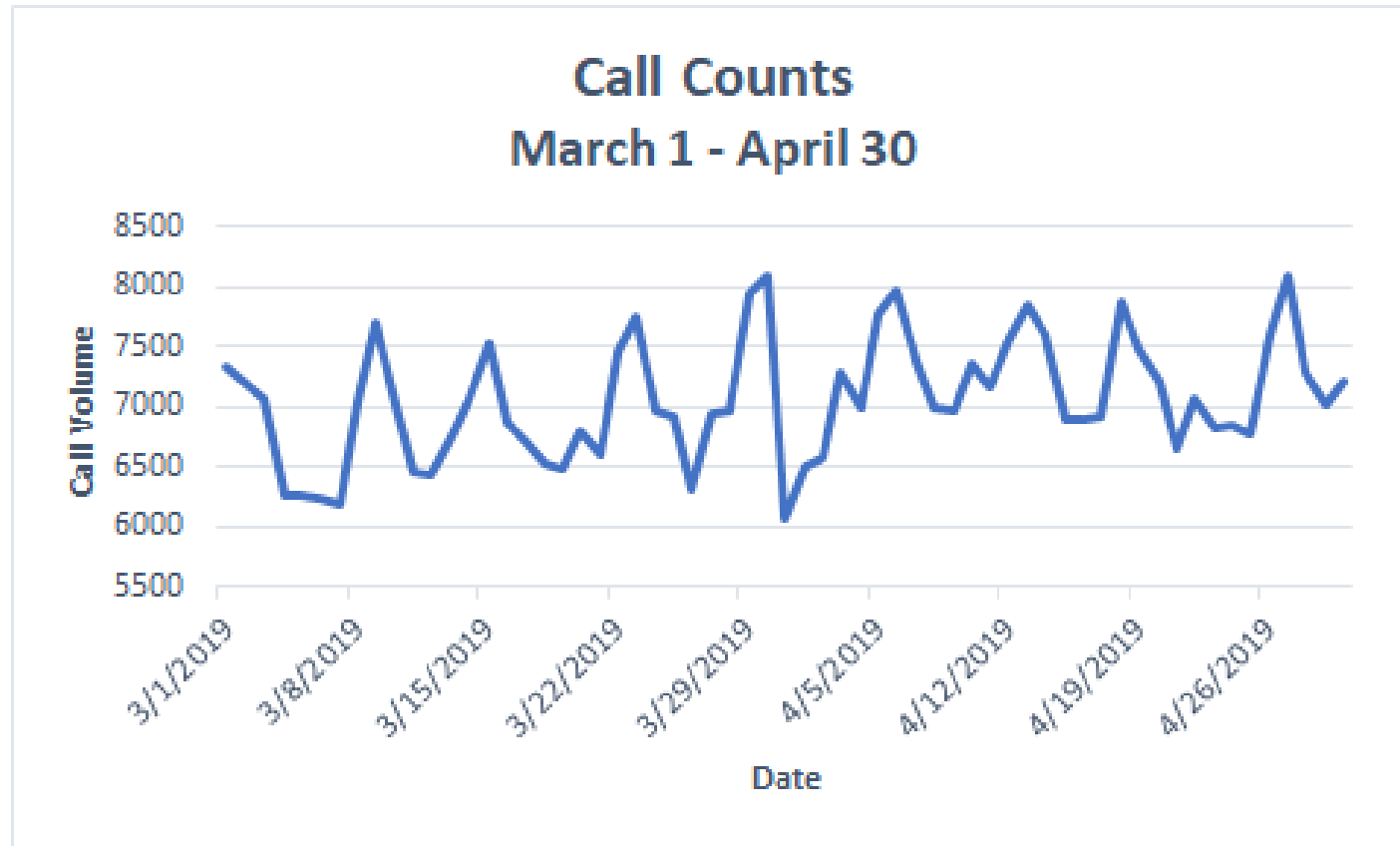
7. Inter-agency Agreements

Nothing to report

8. Other Stakeholders

Nothing to report

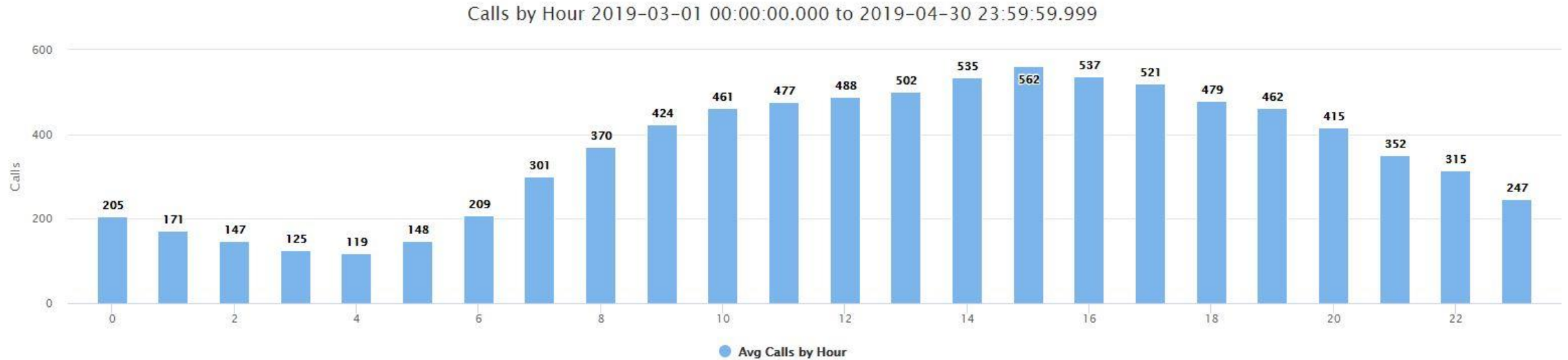
Section C: ESInet Trends and Stats



Busiest day during the period was April 27th - 8,090 calls were processed. The second busiest day was March 30th - 8,086 calls were processed. Average call volume per day was 7,059. Up from 6,489 in the previous reporting period. Total calls since the last report was 430,654.



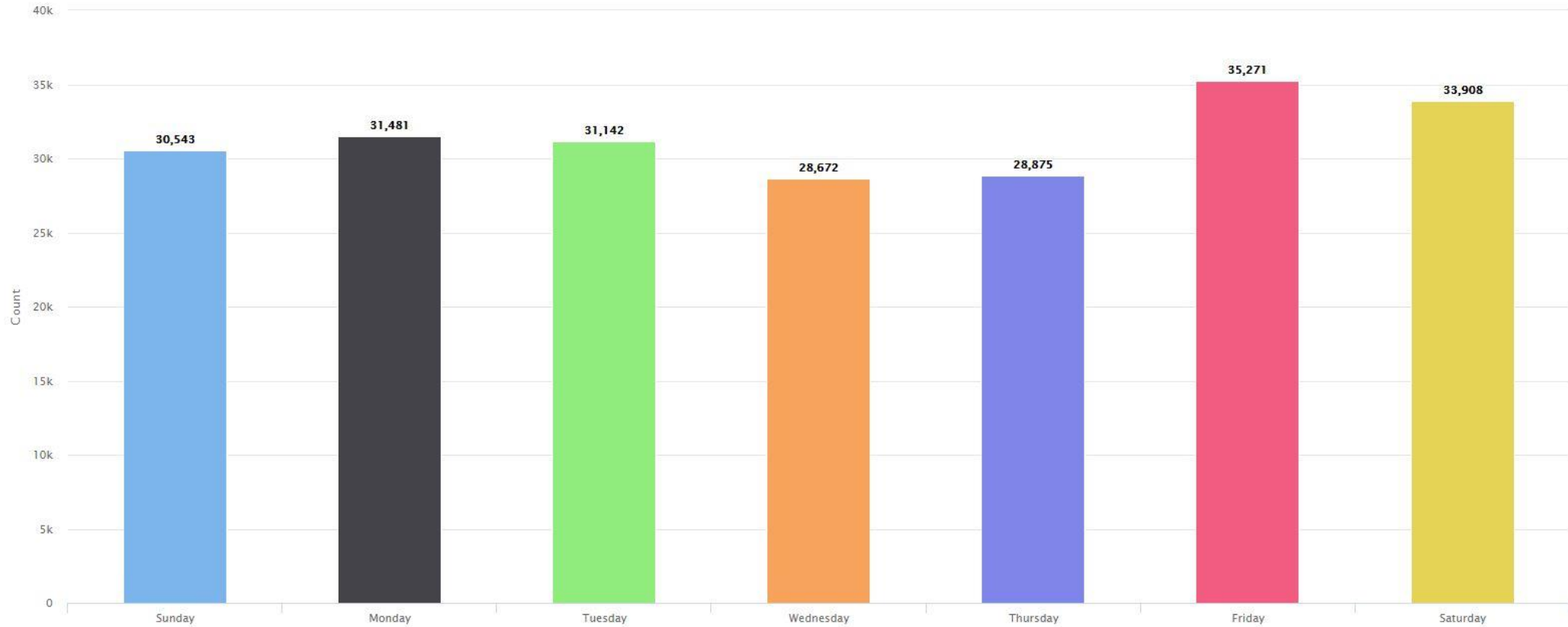
Average Calls by Time of Day



4:00 am is the lowest call volume - 119 call average across the network
5:00 pm is the peak call volume - 562 call average across the network

Calls by Day of Week

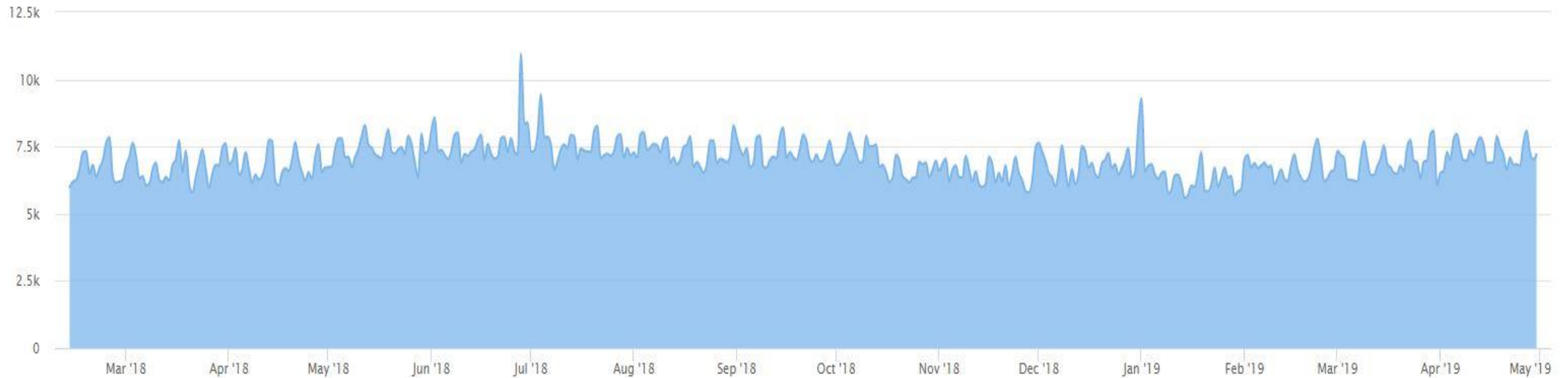
Calls by Day of Week 2019-03-01 00:00:00.000 to 2019-04-30 23:59:59.999



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

Section C: ESInet Trends and Stats

ESRP Transaction Counts 2018-02-12 to 2019-04-30



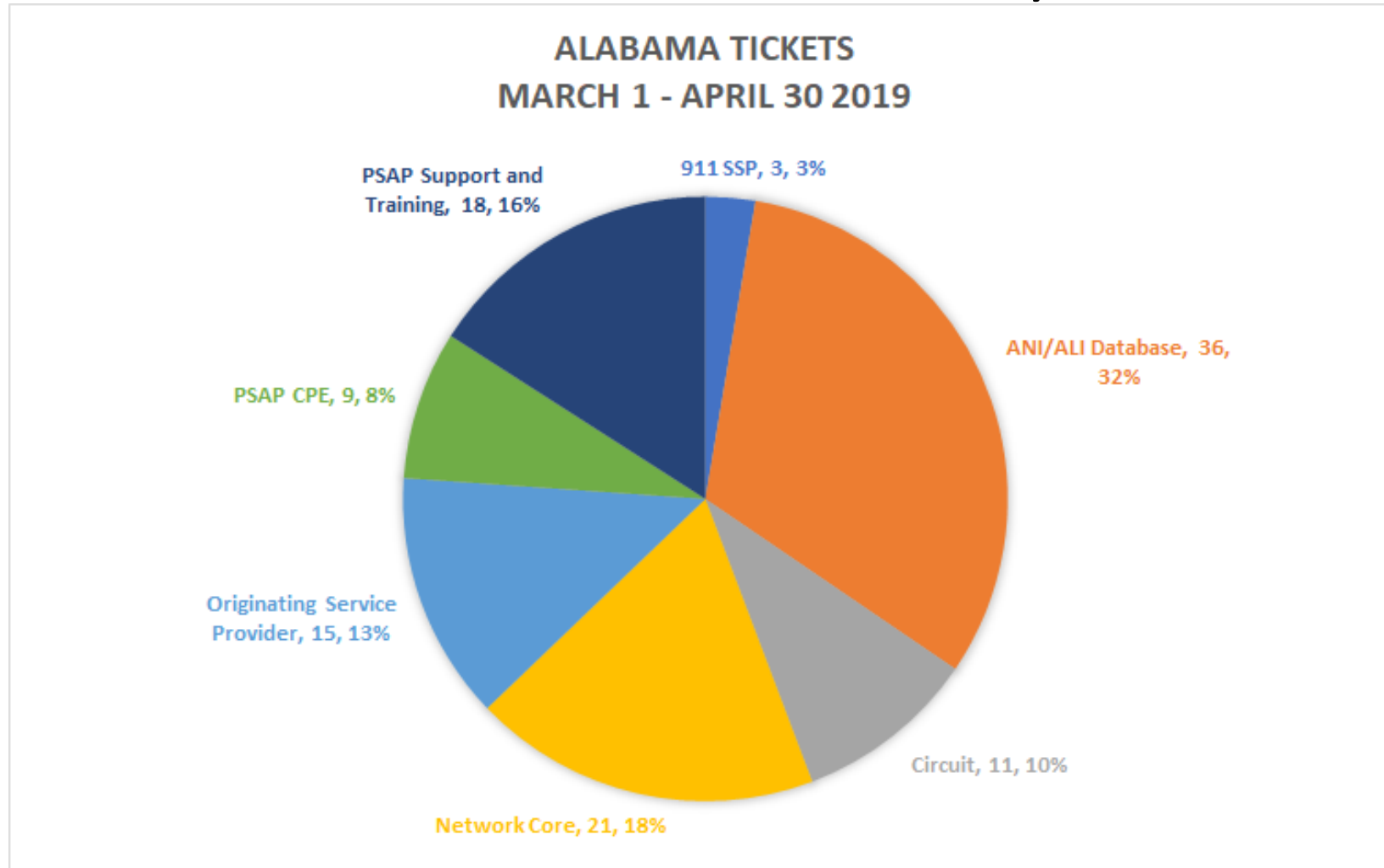
ANGEN 2.0 has now processed over 3 million calls.

Average call volume per day : 6,991

Total Call Volume Feb 12, 2018 to April 30, 2019 : 3,097,143

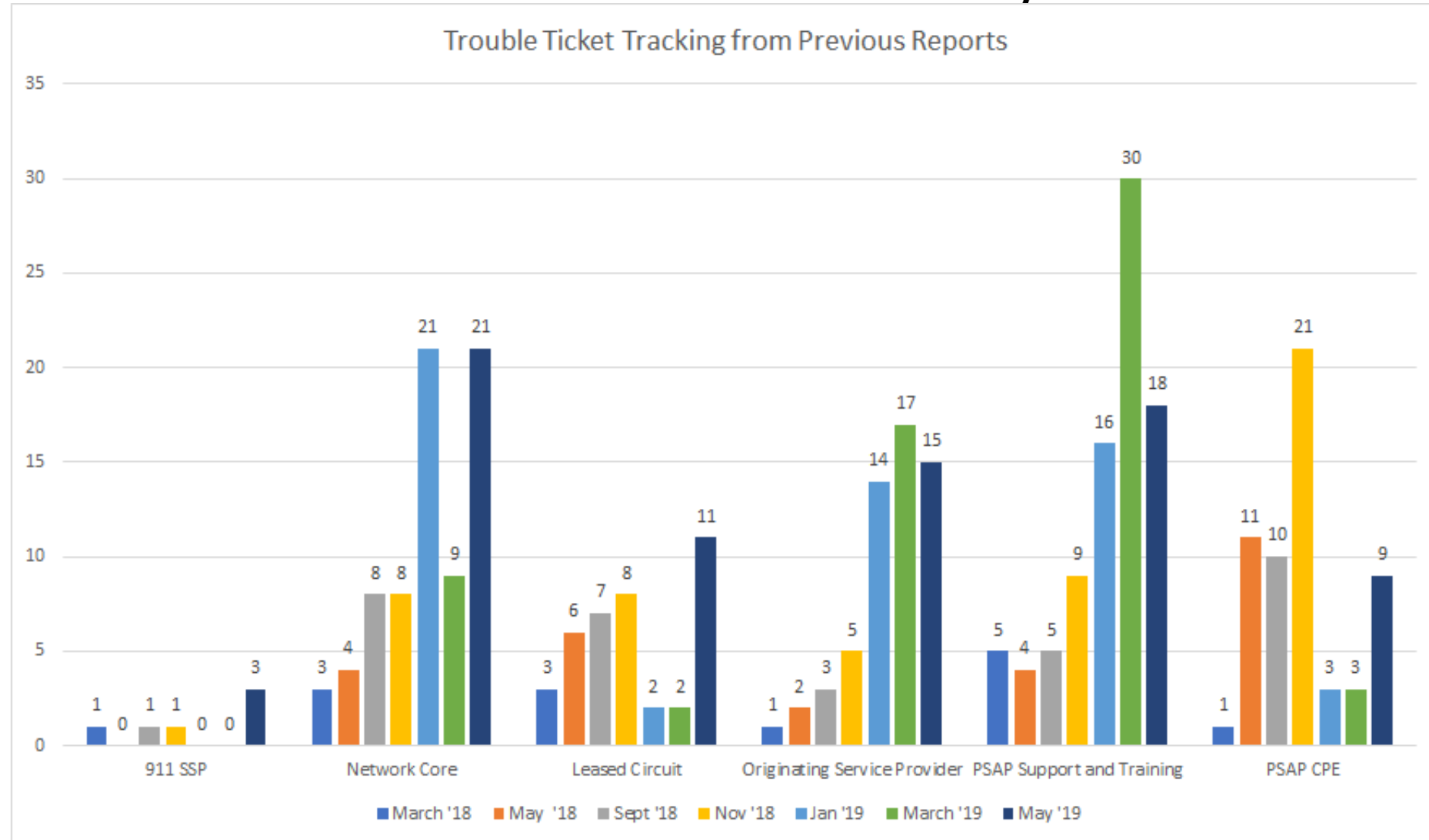


Section D: Trouble Ticket Analysis

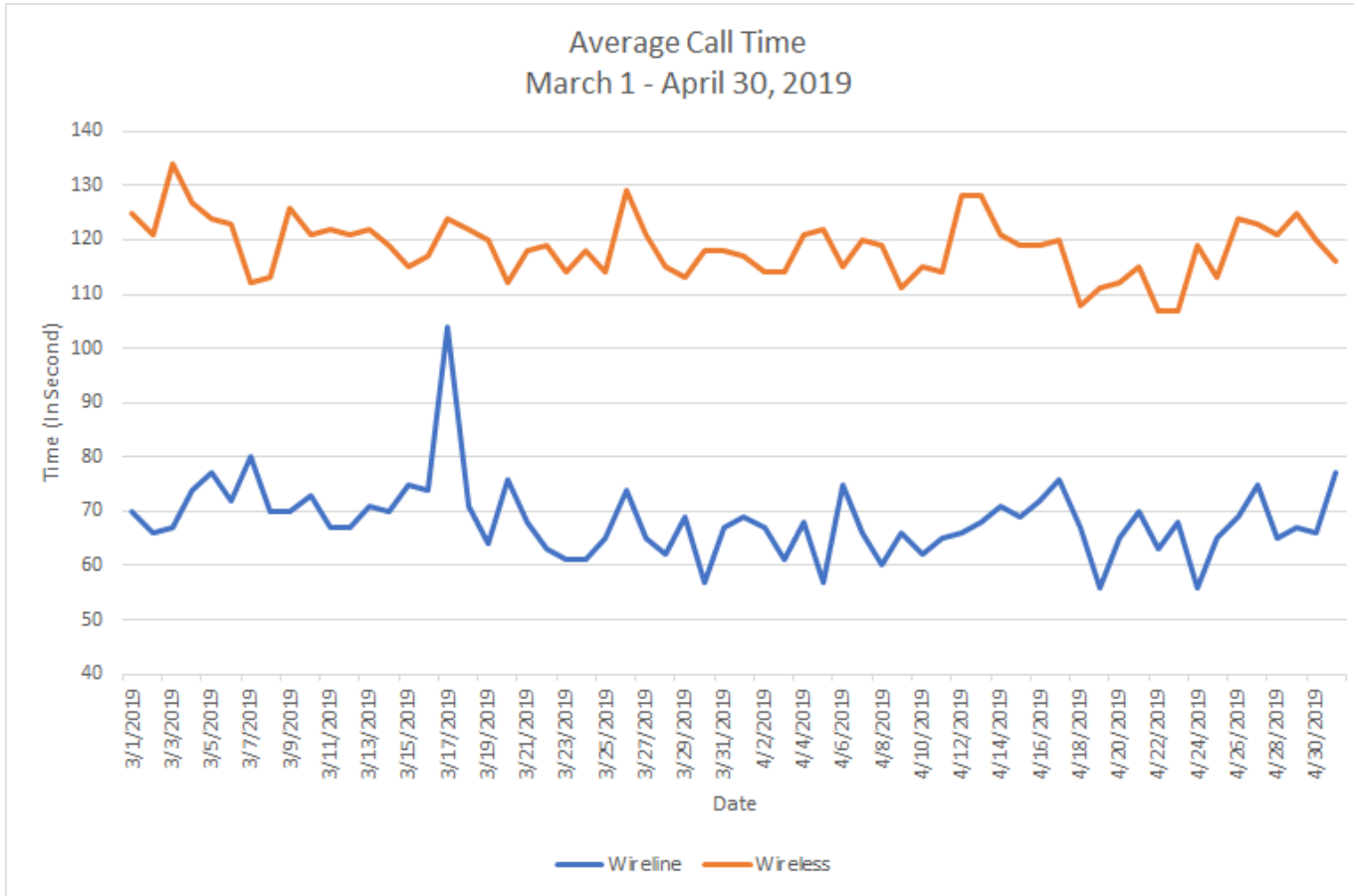


A total 110 tickets have been created since the last report.

Section D: Trouble Ticket Analysis



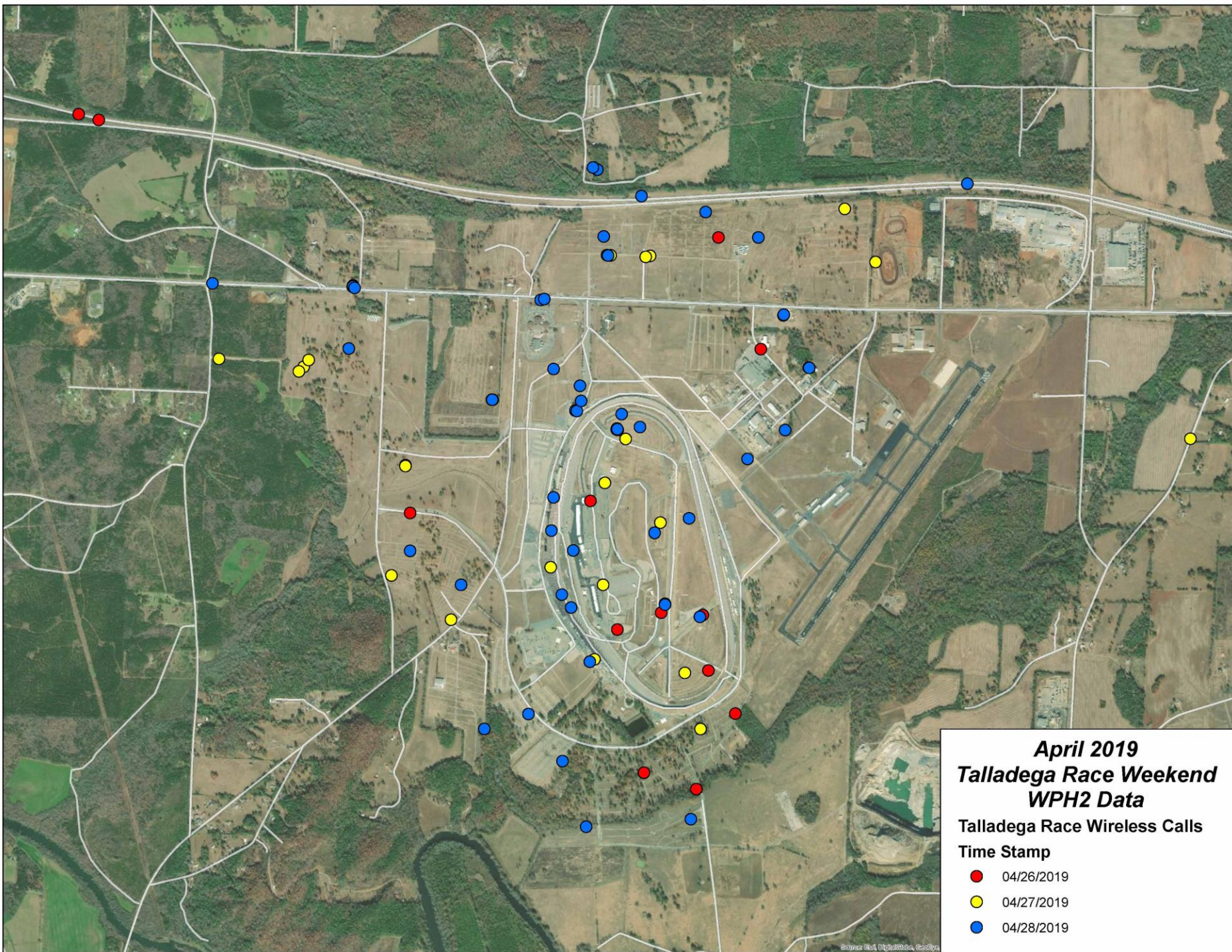
Section E: Alabama Call Service Level Metrics



Wireline calls average 68 seconds while wireless calls average 118 seconds for the reporting period.

A possible explanation of this could be that it takes considerably less time to verify location for wireline callers.

Average ring time for the reporting period was 1.5 seconds for PSAPs with reporting CDR boxes.



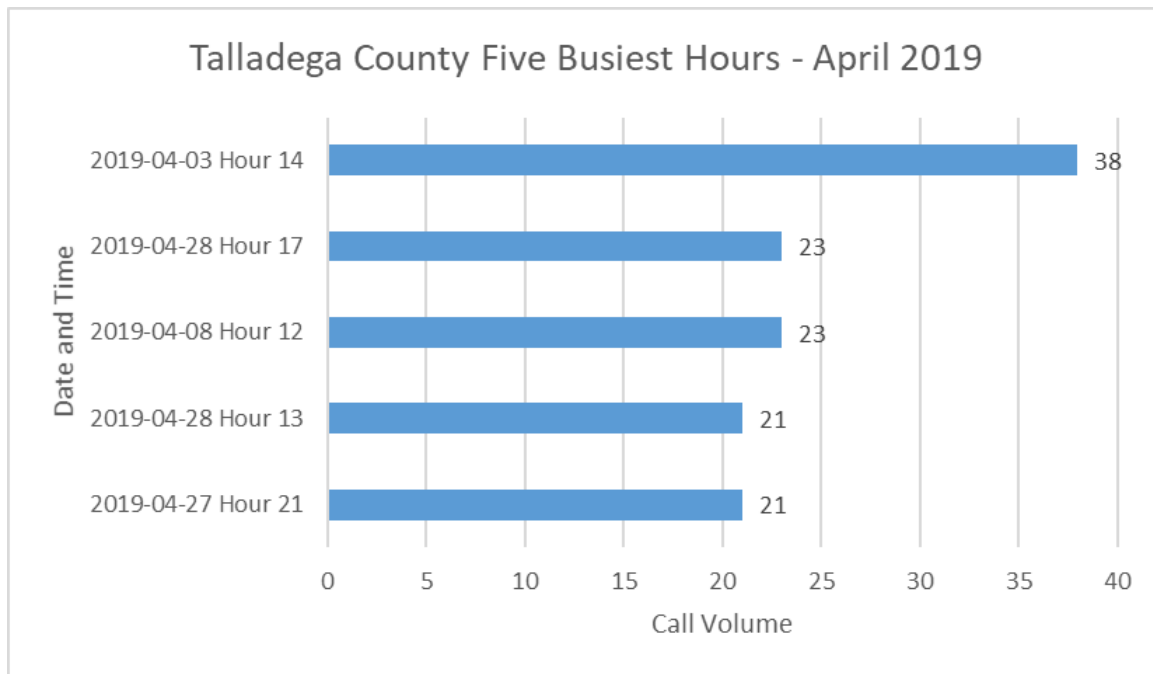
**April 2019
Talladega Race Weekend
WPH2 Data**

Talladega Race Wireless Calls
Time Stamp

- 04/26/2019
- 04/27/2019
- 04/28/2019



Talladega Race Weekend



- Three of the five busiest hours were attributed to race weekend.
- Second busiest hour – Sunday’s race conclusion.
- Fourth busiest – the hour before the start of Sunday’s race.

Questions?

Legal Report

(Tab 4)

MR. JAMES SASSER



Draft Administrative Rules

(Tab 4, pages 32-38)

Chapter 585-x-2 Operations and Meetings

- Chapter 585-x-2-.07 Advisory Services and Training for Districts
- Chapter 585-x-2-.08 Alabama 9-1-1 Board Grant Program

Financial Report

(Tab 5)

MR. RON COOLEY



Financial Statements
Statement of Assets & Fund Equity-Cash Basis
as of April 30, 2019
(Tab 5, page 40)

ASSETS

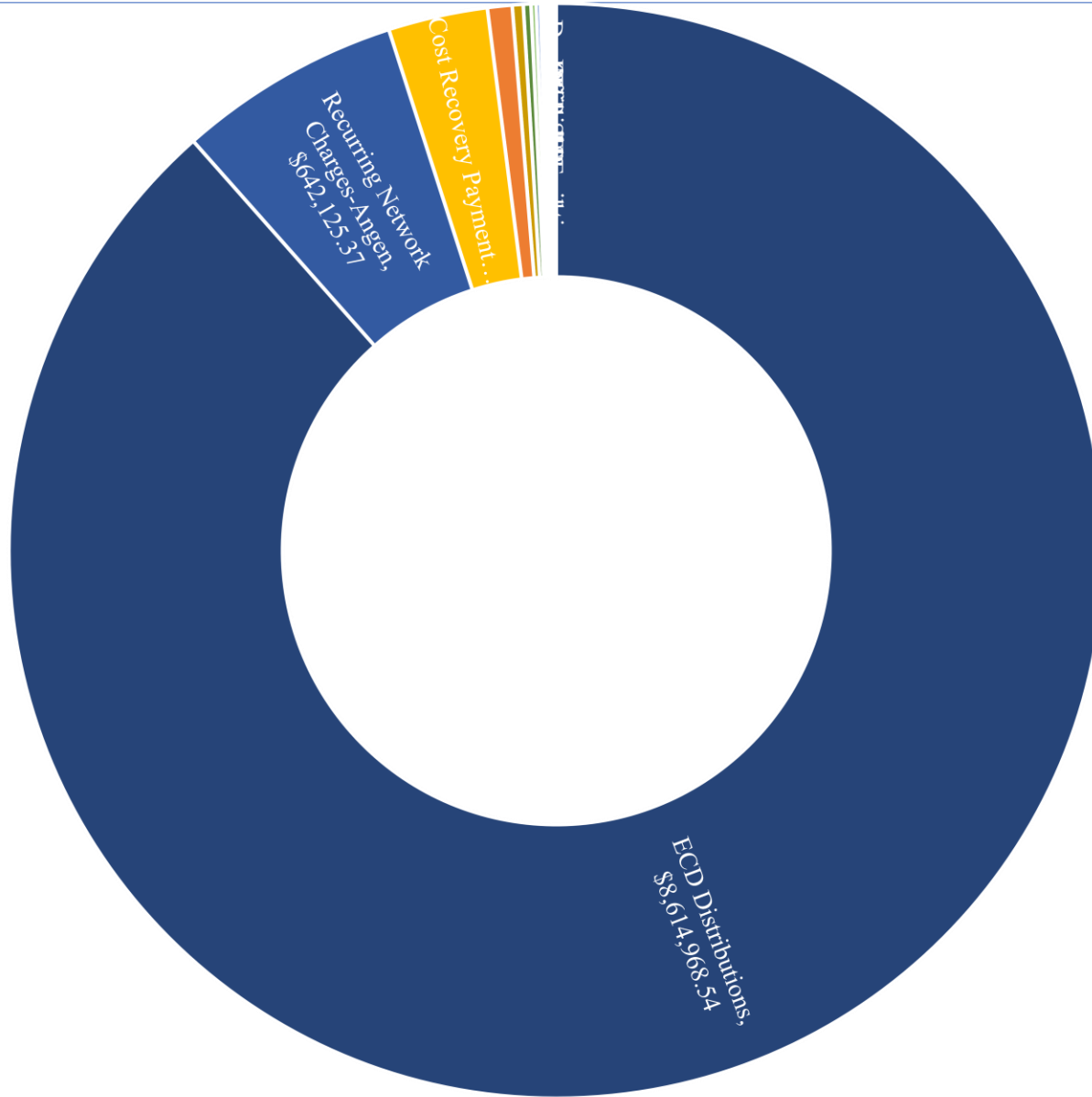
Total Current Assets	\$30,764,841.18
Net Property and Equipment	101,644.17
	<hr/>
Total Assets	<u><u>\$30,866,485.35</u></u>

LIABILITIES AND FUND EQUITY

Total Current Liabilities	4,655.65
Total Fund Equity	<u>30,861,829.70</u>
Total Liabilities & Fund Equity	<u><u>\$30,866,485.35</u></u>

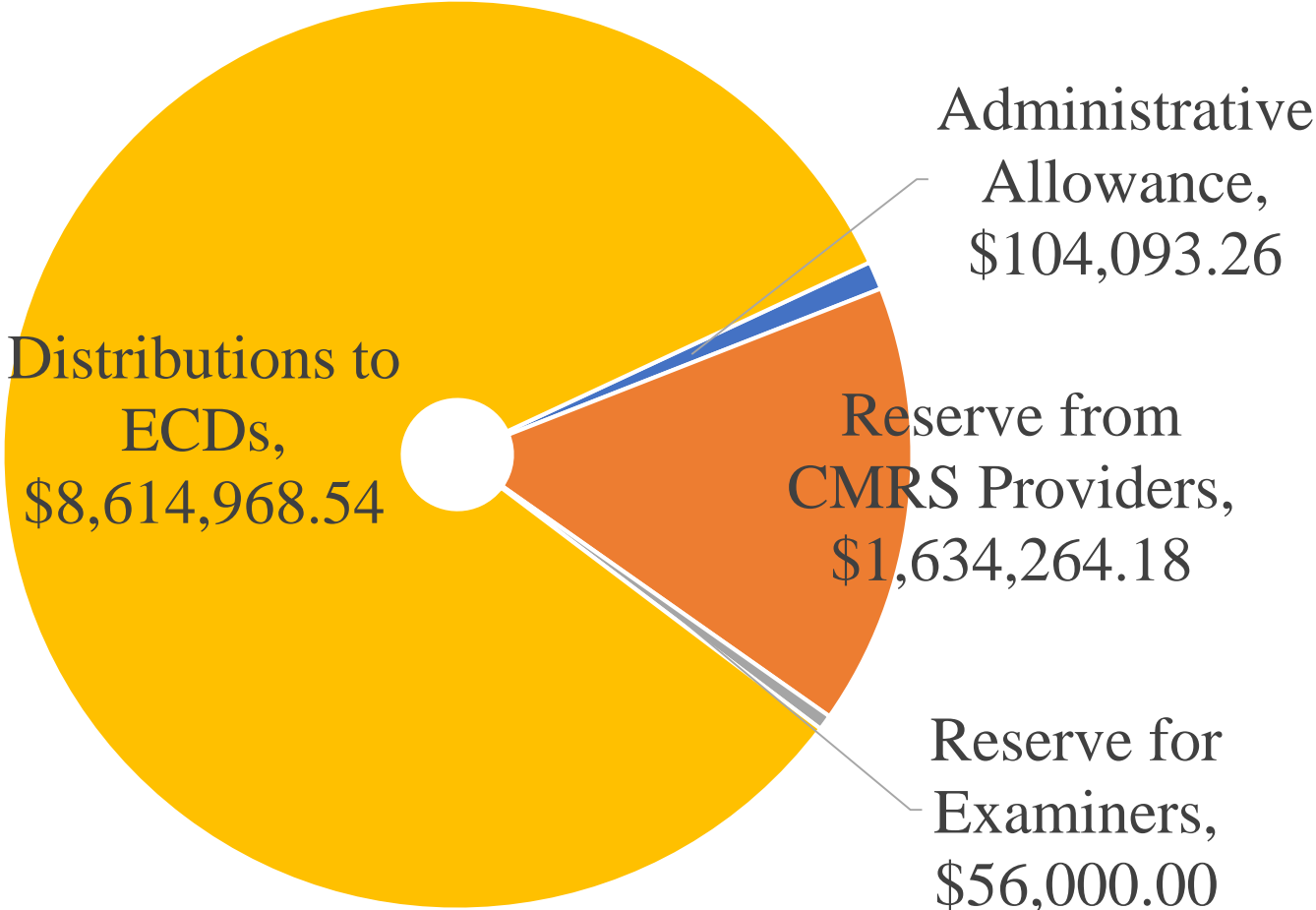


Total Funds
April 2019

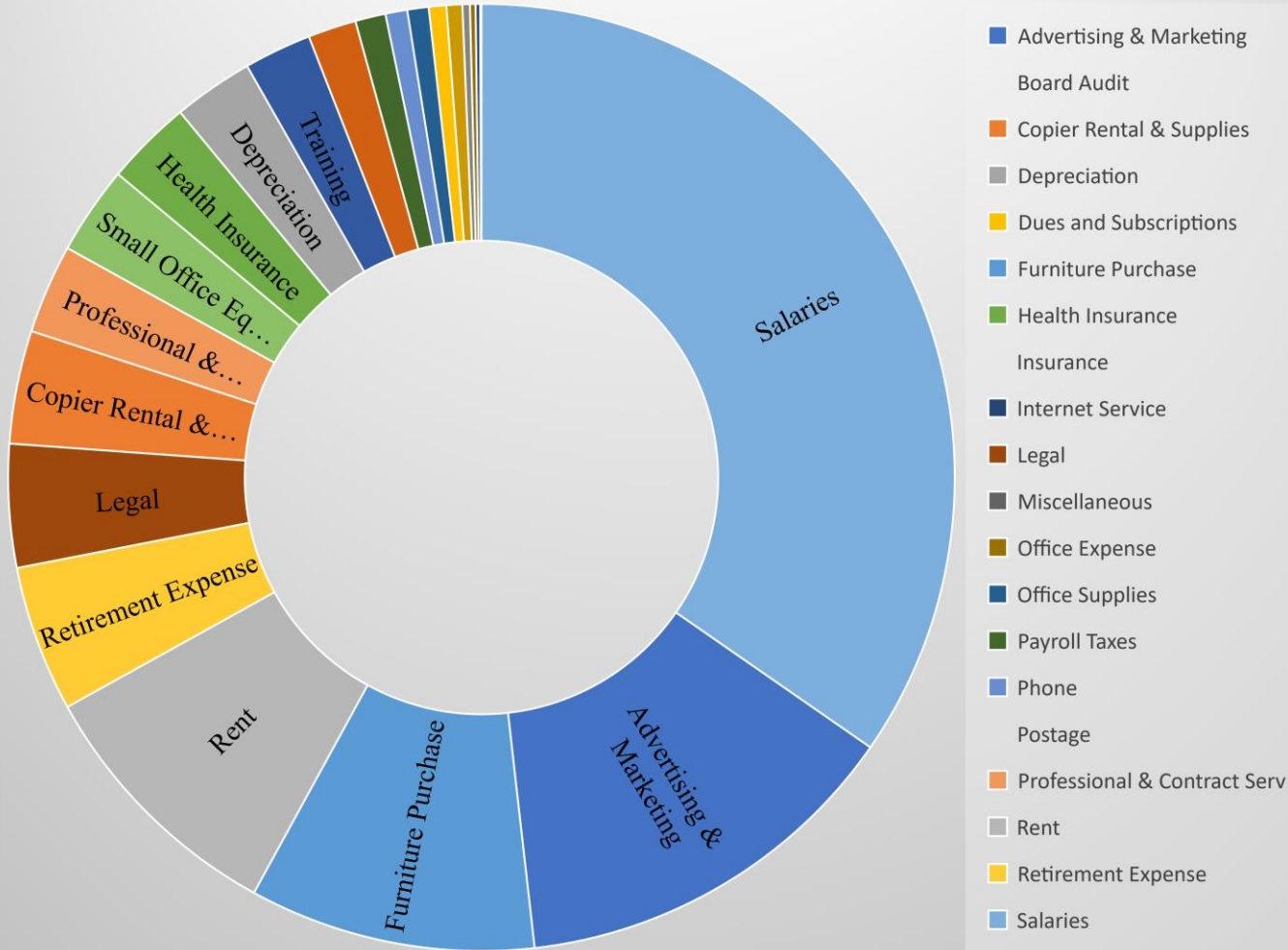


- Advertising & Marketing
- Audits-ECD's
- Audit -Board
- Copier Rental & Supplies
- Cost Recovery Payments
- Depreciation
- Dues and Subscriptions
- ECD Distributions
- Furniture Purchase
- Grants to ECD's
- Health Insurance
- Insurance
- Internet Service
- Legal
- Miscellaneous
- Office Expense
- Office Supplies
- ECD Distributions-Other
- Payroll Taxes
- Phone

Allocation of 9-1-1 Fund May-19



Operations Fund April 2019



	Current Month	Year to Date
Total Revenues	\$ 102,886.84	\$ 702,369.31
Total Expenses -	\$ 90,596.31	\$ 559,982.57
Excess revenue over(under) expenses	\$ 12,290.53	\$ 142,386.74

Director's Report

(Tab 6)

MRS. LEAH MISSILDINE



Director's Report

(Tab 6)

1) Updates

- a. 9-1-1 Education Month/National Public Safety Telecommunicator Week**
- b. 9-1-1 Directory**
- c. Current and Upcoming Board Vacancies**
- d. Examiner's**
 - i. ECD Auditing**
 - ii. Sunset Review**
- e. Federal 9-1-1 Grant Program**



Director's Report-Board Vacancies

(Tab 6, page 58)

NAME	DATE OF APPOINTMENT	EXPIRATION	REPRESENTING
Alan Campbell	4/1/2014	3/30/2022	6
Evelyn Causey	11/24/2014	7/18/2019	Industry
Melissa Dove	7/19/2012	7/18/2020	7
Larry Fisher	7/19/2016	7/18/2020	3
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
Robert Smith	5/28/2015	7/18/2019	Industry
Brandon Wallace	8/22/2018	7/18/2020	5
Tim Webb	4/1/2018	3/30/2022	4
Jeremy Williams	4/1/2018	3/30/2022	2
Terry Womack	8/22/2018	7/18/2022	Industry



Director's Report

(Tab 6)

1) Updates

- a. 9-1-1 Education Month/National Public Safety Telecommunicator Week**
- b. 9-1-1 Directory**
- c. Current and Upcoming Board Vacancies**
- d. Examiner's**
 - i. ECD Auditing**
 - ii. Sunset Review**
- e. Federal 9-1-1 Grant Program**



Director's Report--Legislative Activity

(Tab 6)

i. Federal

1. 911 Saves Act

ii. State

1. ANGEN Bill (SB138/HB196)

2. Senate Confirmation

3. SB302

4. Definition: PUBLIC SAFETY OFFICIAL. An individual employed by a law enforcement agency, fire department, or 911 emergency service.

5. Proposed Legislation (200297-1; 2019-1628)—filed 5/14/19; HB609****



Director's Report—Upcoming Activities

(Tab 6)

05.16.19	Chambers County 9-1-1 Building Dedication
05.27.19	Memorial Day Holiday
05.31.19	Board Vacancy Notices Deadline
06.14-15.19	NASNA
06.16-19.19	National NENA
07.04.19	Independence Day Holiday



Director's Report—Upcoming Activities

(Tab 6)

Wednesday, 7.17.19		Thursday, 7/18/19	
10 AM – Board Meeting	1 Commerce St, Montgomery, AL	7:30 AM – Noon – AAND Workshop	Legends Circle, Prattville, AL
1 PM – 6:30 PM – AAND Workshop	Legends Circle, Prattville, AL	2 PM – AL NENA Quarterly	1 Commerce St, Montgomery, AL



Director's Report—Training Activity

(Tab 6)

When	What	Where
June 4, 2019	<u>Recruit, Hire, Retain, & Promote for Success</u>	Alabama 9-1-1 Board, Montgomery, AL
July 9, 2019	<u>Recruit, Hire, Retain, & Promote for Success</u>	Birmingham 9-1-1, Birmingham, AL
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



Committee Report

➤ **Technical Committee**

Agenda Items

Opening Remarks:

Call to Order

Roll Call

Agenda Discussion/Approval

Guest Introductions

Federal Grant Program

GIS RFP

CPE RFP

Cost Recovery

Public Comments

Adjournment



Old Business

BOARD MEMBERS



New Business

BOARD MEMBERS



Public Comments

OPEN FORUM



Next Board Meeting

JULY 17, 2019

10AM

1 COMMERCE STREET

MONTGOMERY, AL



Adjournment

