



ALABAMA 9-1-1 BOARD

- **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.

Alabama 9-1-1
Board
Meeting





ALABAMA 911 BOARD

July 21, 2021
Board Meeting
208 Legends Court
Prattville, AL



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Alabama 9-1-1 Board



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Agenda

Introduction

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

Reports

- ❖ Staff Reports (Tabs 3 - 8)
 - Director's Report
 - GIS Report
 - LMS/Training Report
 - ANGEN Report
 - Financial Report
 - Legal Report

Closing

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



Staff Reports

(Tabs 3 - 8)



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Director's Report

(Tab 3)

MS. LEAH MISSILDINE



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Updates and Considerations

- a. ANGEN Reimbursements**
- b. Legacy Reimbursements**
- c. ALI Circuit Disconnection**
- d. 988 Coalition**
- e. 911 Strike Force**
- f. Statewide Notification System**
- g. Building Block & Next Steps**



ANGEN Reimbursement

- Final Submission Deadline – August 31, 2021
- Final Payout Deadline – September 30, 2021

Payment Date	ECD	Type	Amount
11/15/19	Athens/Limestone	County	\$ 3,000.00
8/29/19	Autauga	County	3,000.00
6/30/21	Baldwin	County	3,000.00
9/23/19	Birmingham	City	3,000.00
12/4/19	Blount	County	3,000.00
8/29/19	Chambers	County	2,075.00
9/30/20	Cherokee	County	3,000.00
8/29/19	Clarke	County	2,156.00
7/15/20	Clay	County	3,000.00
8/29/19	Colbert	County	3,000.00
4/28/21	Cullman	County	1,819.25
9/23/19	Geneva	County	3,000.00
6/25/20	Jefferson	County	3,000.00
8/29/19	Lamar	County	518.00
5/25/21	Lauderdale	County	2,607.75
11/15/19	Lee	County	3,000.00
6/30/21	Madison	County	3,000.00
1/31/20	Marengo	County	3,000.00
11/15/19	Marshall	County	3,000.00
8/29/19	Monroe	County	1,375.00
4/19/21	Monroe	County	1,155.00
4/19/21	Russell	County	3,000.00
5/25/21	Shelby	County	3,000.00
8/29/19	Walker	County	3,000.00
	Total		\$62,706.00



2021 Q1 – Q3 Legacy Costs Reimbursements

	January	February	March	April	May	June	July
# of ECDs Submitted	18	19	6	23	16	6	21
Reimbursement Total	\$304,950.54	\$202,449.38	\$42,545.07	\$308,113.98	\$212,491.92	\$42,956.07	\$282,505.34
Deficiencies	15	13	2	7	6	2	2
Types of Deficiencies	**missing complete phone bills or proof of payment**						

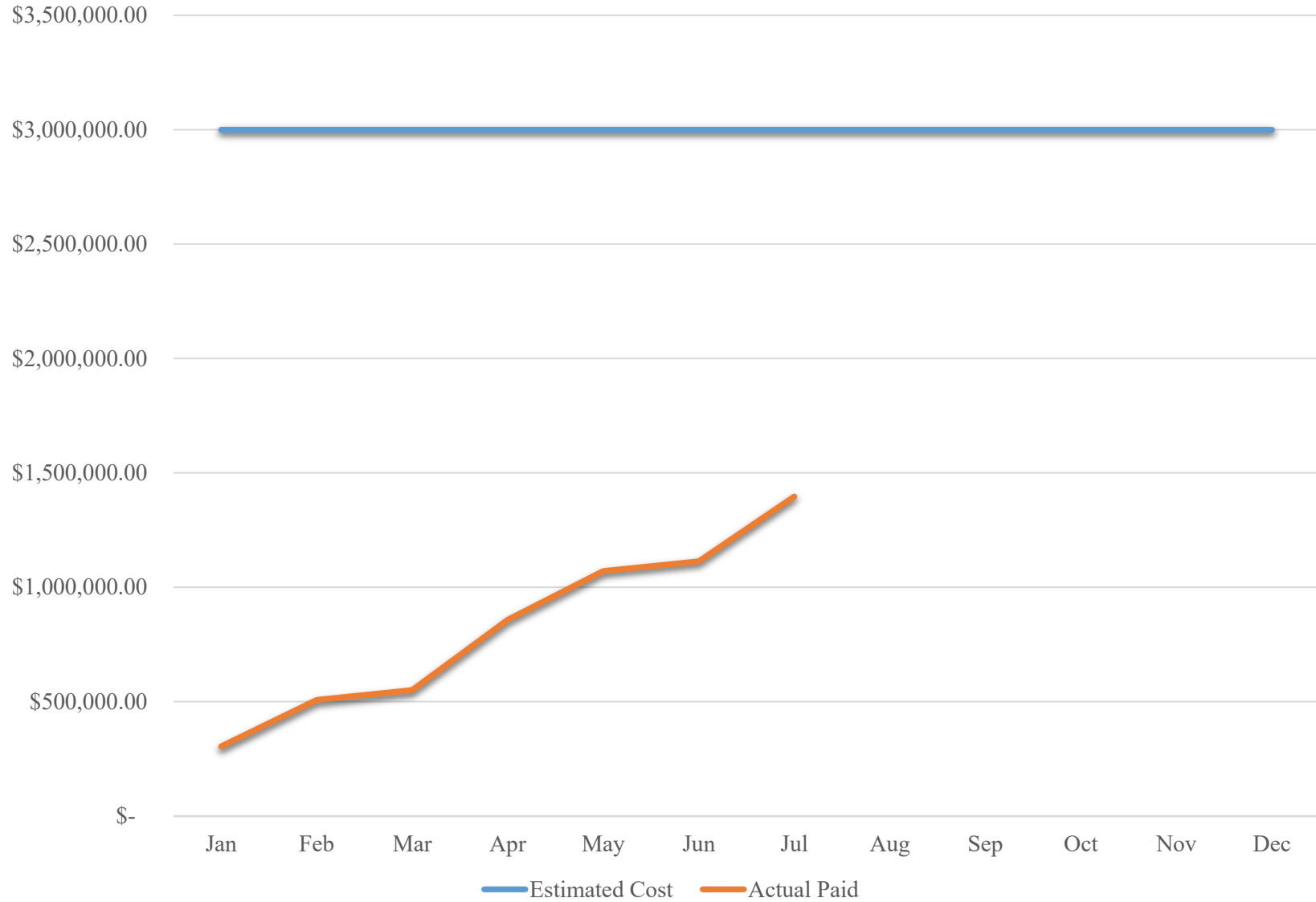


Legacy Reimbursement

Final Deadline – December 10, 2021

	Q1 ECDs	Q2 ECDs	Q3 ECDs
Jan	18		
Feb	19		
Mar	5	2	
Apr	2	23	
May	4	16	
Jun	1	5	1
Jul	1		20
	50	46	21

Legacy Cost Reimbursement: Estimated vs Actual



ALI Circuit Disconnection Process (AT&T)

Process:

- Once your PSAP is on INdigital ALI, begin a new email to leah@al911board.com
- *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 leah@al911board.com. Confirmation that the PSAP is ready for disconnect will be provided by INdigital and the request will be submitted to AT&T.

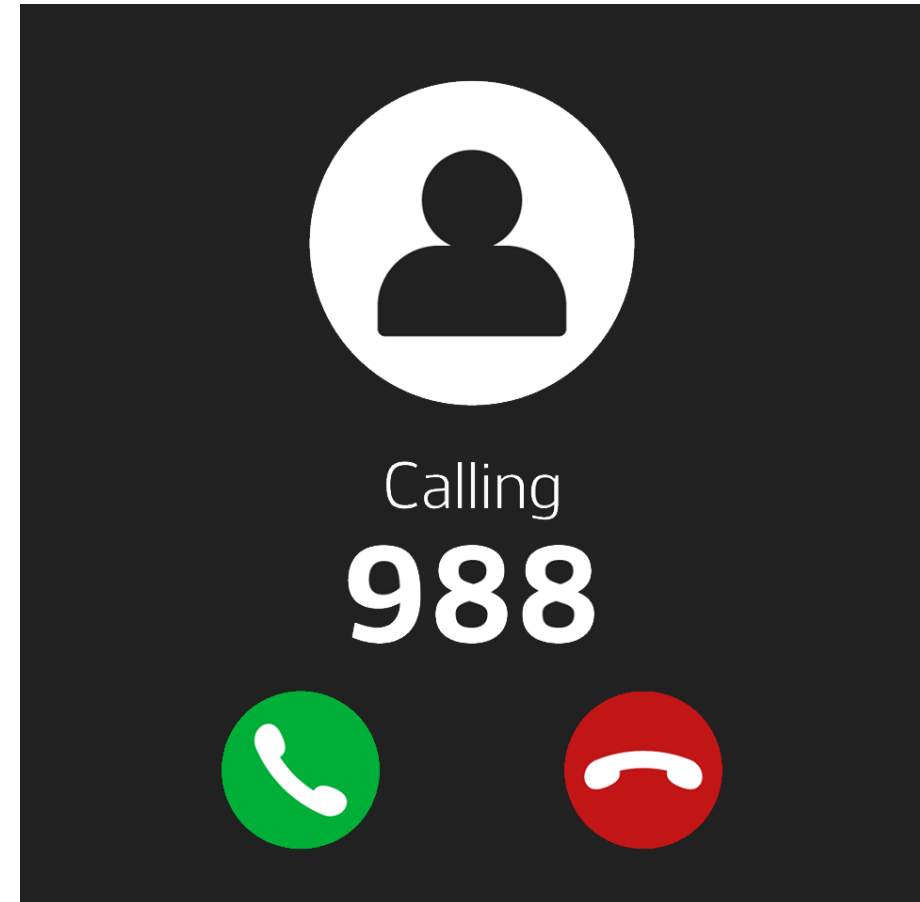
Progress:

- 22 PSAPs have requested
- 19 requests forwarded to AT&T
- 14 requests acknowledged by AT&T
- 4 reductions in legacy costs on phone bill (of those submitted for reimbursement)



9-8-8 | National Suicide Prevention Hotline

- 9-8-8 was officially designated by Federal law in October 2020 as the single number to dial for mental health crisis and suicide prevention
 - Allows states to establish a subscriber fee designated for 9-8-8
 - Enables funding of other mental health services such as mobile crisis teams
- Grant for initial implementation costs offered by a division of HHS
- Deadline for transition to 9-8-8 is July 2022



9-8-8 in Alabama

- Alabama Department of Mental Health awarded grant funding for 9-8-8 implementation and long-range planning in March 2021
- State Legislature established the 9-8-8 Study Commission in April 2021 to consider eight main criteria outlined in the grant request for application
 - 9-8-8 Coalition assembled to supply report to the Study Commission by August 2021
 - Stakeholders include those from mental health, crisis centers, academia, and 9-1-1
- 9-8-8 Coalition work so far...
 - Evaluation of current call volume, staffing, and funding of Alabama's 3 crisis call centers
 - Capacity expansion needs for 24/7 availability to receive voice calls and text to 9-8-8
 - Study of draft 9-8-8 bills in other states to prepare Mental Health for legislative action
 - Outline of the 9-1-1 system and operation in Alabama
 - Framework for a public awareness campaigns for 9-8-8



How will this affect you?



- Mandatory 10-digit dialing for the 251 area code in Alabama, effective October 24, 2021
 - Make sure to audit the phone numbers stored in your call-handling equipment's directory
- Additional training could be necessary for mental health call handling and triage
- Call-taking protocols for altered mental status could be expanded or additional protocols added for mental health crisis calls
- Mobile crisis teams could be established as an additionally available response resource



9-1-1 Strike Force

<https://www.fcc.gov/911strikeforce>

Background. At the end of 2020, Congress enacted the Don't Break Up the T-Band Act of 2020, which is Section 902 of the Consolidated Appropriations Act of 2021.

- Section 902 includes new congressional mandates related to preventing 911 fee diversion.
- Section 902 directs the Commission to issue final rules within 180 days (or by June 25, 2021) defining what uses of 911 fees by states and taxing jurisdictions constitute 911 fee diversion for purposes of the new legislation.
- In addition, a second major mandate for the FCC from the new legislation is that Section 902(d) requires the FCC to establish the “Ending 9-1-1 Fee Diversion Now Strike Force.”



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9-1-1 Strike Force

<https://www.fcc.gov/911strikeforce>

Purpose. The purpose of the 911 Strike Force is “to study how the federal government can most expeditiously end diversion by a State or taxing jurisdiction of 911 fees or charges.”

In carrying out this study, the 911 Strike Force shall:

- (i) determine the effectiveness of any federal laws, including regulations, policies, and practices, or budgetary or jurisdictional constraints regarding how the Federal Government can most expeditiously end 911 fee diversion;
- (ii) consider whether criminal penalties would further prevent 911 fee diversion; and
- (iii) determine the impacts of 911 fee diversion.



9-1-1 Strike Force

<https://www.fcc.gov/911strikeforce>

Report. As required by Section 902, it is anticipated that not later than September 23, 2021 (270 days after Section 902 was signed into law), the 911 Strike Force shall publish on the website of the Commission and submit to the Committee on Energy and Commerce of the House of Representatives and the Committee on Commerce, Science, and Transportation of the Senate a report on the findings of the study mandated by Section 902, including:

- (i) any recommendations regarding how to most expeditiously end 911 fee diversion, including actions that can be taken by federal departments and agencies and appropriate changes to law or regulations; and
- (ii) a description of what progress, if any, relevant federal departments and agencies have made in implementing the recommendations under clause (i).



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9-1-1 Strike Force

<https://www.fcc.gov/911strikeforce>

Membership Categories. Section 902 states that the 911 Strike Force shall be composed of representatives from eight membership categories.

The 911 Strike Force shall be composed of such representatives of federal departments and agencies as the Commission considers appropriate, in addition to:

- (i) state attorneys general;
- (ii) states or taxing jurisdictions found not to be engaging in diversion of 911 fees or charges;
- (iii) states or taxing jurisdictions trying to stop the diversion of 911 fees or charges;
- (iv) state 911 administrators;
- (v) public safety organizations;
- (vi) groups representing the public and consumers; and
- (vii) groups representing public safety answering point professionals.



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9-1-1 Strike Force Working Group Tasks

<https://www.fcc.gov/911strikeforce>

WG1

Determine the effectiveness of any Federal laws, including regulations, policies, and practices, or budgetary or jurisdictional constraints regarding how the Federal Government can most expeditiously end diversion by a State or taxing jurisdiction of 911 fees or charges.

WG2

Consider whether criminal penalties would further prevent diversion by a State or taxing jurisdiction of 911 fees or charges.

WG3

Determine the impacts of diversion by a State or taxing jurisdiction of 911 fees or charges.



What is Fee Diversion?

<https://www.fcc.gov/911strikeforce>

NPRM – Definition of Diversion. The obligation or expenditure of a 911 fee or charge for a purpose or function other than the purposes and functions designated by the Commission as acceptable pursuant to § 9.23. Diversion also includes distribution of 911 fees to a political subdivision that obligates or expends such fees for a purpose or function other than those designated as acceptable by the Commission pursuant to § 9.23. *(February 17, 2021)*

Final Rules – Definition of Diversion. The obligation or expenditure of a 911 fee or charge for a purpose or function other than the purposes and functions designated by the Commission as acceptable pursuant to § 9.23. Diversion also includes distribution of 911 fees to a political subdivision that obligates or expends such fees for a purpose or function other than those designated as acceptable by the Commission pursuant to § 9.23. *(June 25, 2021)*



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§ 9.23 Designation of acceptable obligations or expenditures

<https://www.fcc.gov/911strikeforce>

(a) Acceptable purposes and functions for the obligation or expenditure of 911 fees or charges for purposes of section 902 are limited to:

- (1) Support and implementation of 911 services provided by or in the State or taxing jurisdiction imposing the fee or charge; and
- (2) Operational expenses of public safety answering points within such State or taxing jurisdiction.



§ 9.23 Designation of acceptable obligations or expenditures

<https://www.fcc.gov/911strikeforce>

(b) Examples of acceptable purposes and functions include, but are not limited to, the following, provided that the State or taxing jurisdiction can adequately document that it has obligated or spent the fees or charges in question for these purposes and functions:

- (1) PSAP operating costs, including lease, purchase, maintenance, replacement, and upgrade of customer premises equipment (CPE) (hardware and software), computer aided dispatch (CAD) equipment (hardware and software), and the PSAP building/facility and including NG911, cybersecurity, pre-arrival instructions, and emergency notification systems (ENS). PSAP operating costs include technological innovation that supports 911;
- (2) PSAP personnel costs, including telecommunicators' salaries and training;
- (3) PSAP administration, including costs for administration of 911 services and travel expenses associated with the provision of 911 services;
- (4) Integrating public safety/first responder dispatch and 911 systems, including lease, purchase, maintenance, and upgrade of CAD hardware and software to support integrated 911 and public safety dispatch operations; and
- (5) Providing for the interoperability of 911 systems with one another and with public safety/first responder radio systems.



§ 9.23 Designation of acceptable obligations or expenditures

<https://www.fcc.gov/911strikeforce>

(c) Examples of purposes and functions that are not acceptable for the obligation or expenditure of 911 fees or charges for purposes of section 902 include, but are not limited to, the following:

- (1) Transfer of 911 fees into a State or other jurisdiction's general fund or other fund for non-911 purposes;
- (2) Equipment or infrastructure for constructing or expanding non-public safety communications networks (e.g., commercial cellular networks); and
- (3) Equipment or infrastructure for law enforcement, firefighters, and other public safety/first responder entities that does not directly support providing 911 services.



§ 9.23 Designation of acceptable obligations or expenditures

<https://www.fcc.gov/911strikeforce>

(d) If a State or taxing jurisdiction collects fees or charges designated for “public safety,” “emergency services,” or similar purposes that include the support or implementation of 911 services, the obligation or expenditure of such fees or charges shall not constitute diversion provided that the State or taxing jurisdiction:

- (1) Specifies the amount or percentage of such fees or charges that is dedicated to 911 services;
- (2) Ensures that the 911 portion of such fees or charges is segregated and not commingled with any other funds; and
- (3) Obligates or expends the 911 portion of such fees or charges for acceptable purposes and functions as defined under this section.



How will this affect Alabama?

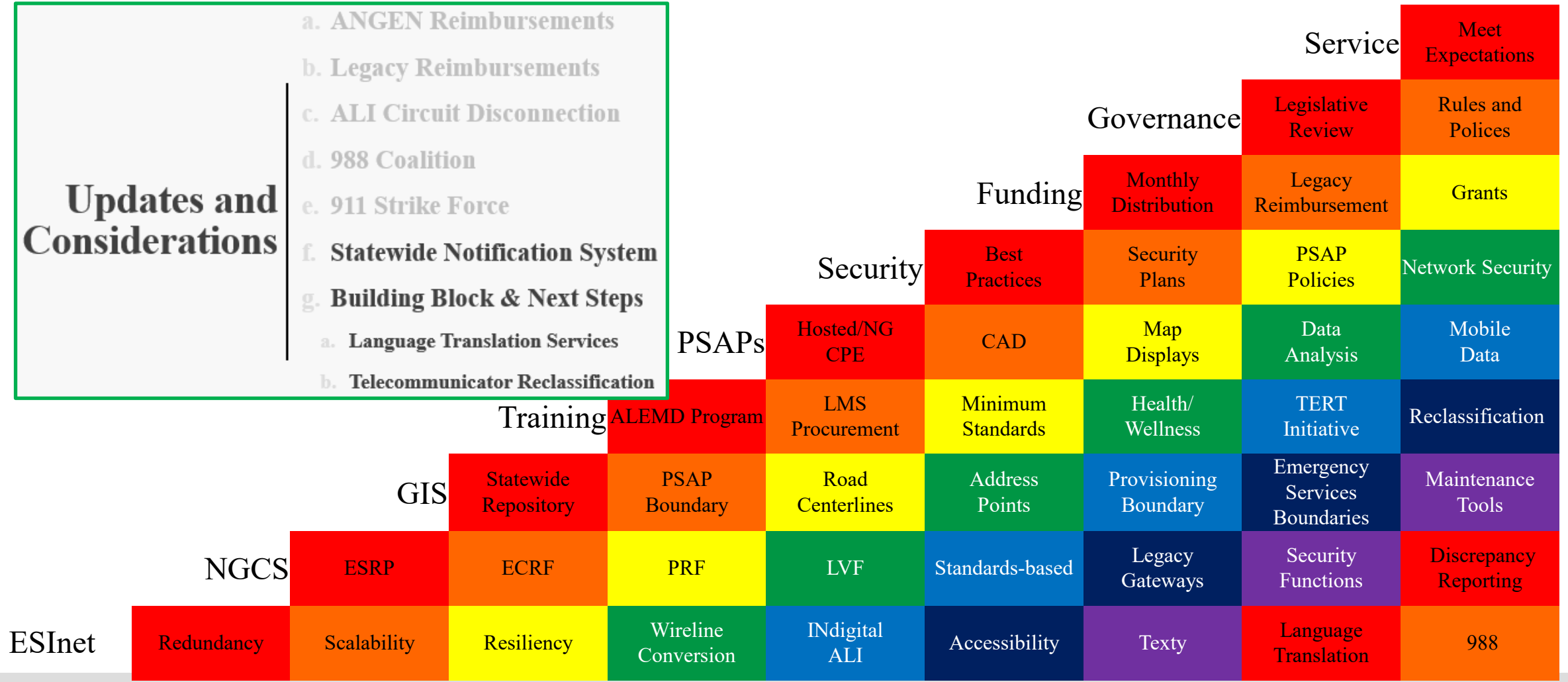
Keep in mind:

- Alabama has never been considered a fee diverter, but it could be depending on the Commission's final report to Congress.
- Alabama has no allowable versus unallowable expenditure list for 9-1-1 fees, but may need to....eventually.
- Fee diversion could cost Alabama future grant dollars.
- Fee diversion may impact other public safety entity's ability to operate as they do today depending on any restrictions the FCC or Congress may put in place.



Updates and Considerations

- a. ANGEN Reimbursements
- b. Legacy Reimbursements
- c. ALI Circuit Disconnection
- d. 988 Coalition
- e. 911 Strike Force
- f. Statewide Notification System
- g. Building Block & Next Steps
 - a. Language Translation Services
 - b. Telecommunicator Reclassification



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.*



Building Blocks and Next Steps

STATEWIDE NOTIFICATION SYSTEM

Code of Alabama 1975, §31-9-80 through 87

There is created the Alabama Disaster Recovery Program for the purposes of providing financial assistance to eligible counties and municipalities for meeting local needs before, during, and immediately following a disaster that affects a county or municipality and of establishing, implementing, operating, and maintaining the Statewide Emergency Notification System to facilitate statewide communication of emergency responses, decisions, and warnings of developing emergency situations for the benefit of residents and state and local emergency management agencies.

TELECOMMUNICATOR RECLASSIFICATION

- ✓ City of Hoover
- ✓ City of Birmingham
- ✓ City of Daphne



Building Blocks and Next Steps

Language Translation Services

Board staff conducted a survey late last year:

- 38 ECDs responded (~45%); survey took less than 3 minutes to complete

Which language translation service does your 9-1-1 center currently use (e.g. Language Line, Voiance, etc.)?

- 31 Language Line users
- 3 Voiance users
- 2 do not use translation services
- 2 use other translation services (specifically, Argo & an individual)

How much did you spend in your last budget year on language translation services?

- 5 ECDs haven't used it at all
- 3 ECDs skipped this question
- Answers ranged from \$12/annually to \$8,770/annually (or an average of \$1,195.09 annually)

If the cost of language translation services can be absorbed by the Statewide 9-1-1 Board, are you in favor of that?

- 100% of respondents said "Yes"



Building Blocks and Next Steps

Language Translation Services

Voiance is on state contract:

- Through NASPO ValuePoint (MSA 90-000-00003AG)
- Effective November 4, 2019 - November 3, 2021
- Optional five (5) 1-year renewals.

Services available:

- 200+ available languages
- TELEPHONIC INTERPRETATION, All languages \$0.61 cents per minute supporting 200+ languages, 24/7/365.
- VIDEO REMOTE INTERPRETATION, \$0.61 cents per minute supporting 30 most common spoken languages; American Sign Language, \$0.95 cents per minute.
- DOCUMENT TRANSLATION SERVICES, See attached NASPO ValuePoint MSA, for Document Translation and Localization Services and pricing.

How much will this cost the Board?

- For comparison, all PSAPs in Indiana have access to network deployed language translation services. Their PSAPs used 71,245 minutes in CY2020 (or 5,937 minutes/month). Indiana had a population of 6,732,219; Alabama had a population of 4,903,185 (or 72.83% of IN.)
- Projected cost for Board to administer access to Voiance on a monthly basis = 5,397 minutes/month * \$0.61/minute * 72.83% = \$2,637.62/month (or \$32,651.52/annually.)



Recent, Ongoing, and Upcoming Deadlines/Activities

a. Recent

- i. Ongoing PSAP Outreach for ANGEN Deployment and Services, Reimbursement Programs, Education Programs, & the GIS Project

b. Ongoing

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

c. Upcoming

- i. Meetings (Committees & Board) Scheduled through December 2021
 1. Board (3rd Wednesday of odd months) *****November's Board Meeting*** proposing 3rd Thursday of November due to GISA Conference*****
 2. Education & Outreach (1st Tuesday afternoon of even months)
 3. Finance (1st Wednesday morning of even months)
 4. Governance (1st Wednesday afternoon of even months)
 5. Technical (1st Tuesday morning of even months)



GIS Report

(Tab 6)

GIS TEAM



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Alabama 9-1-1 Board



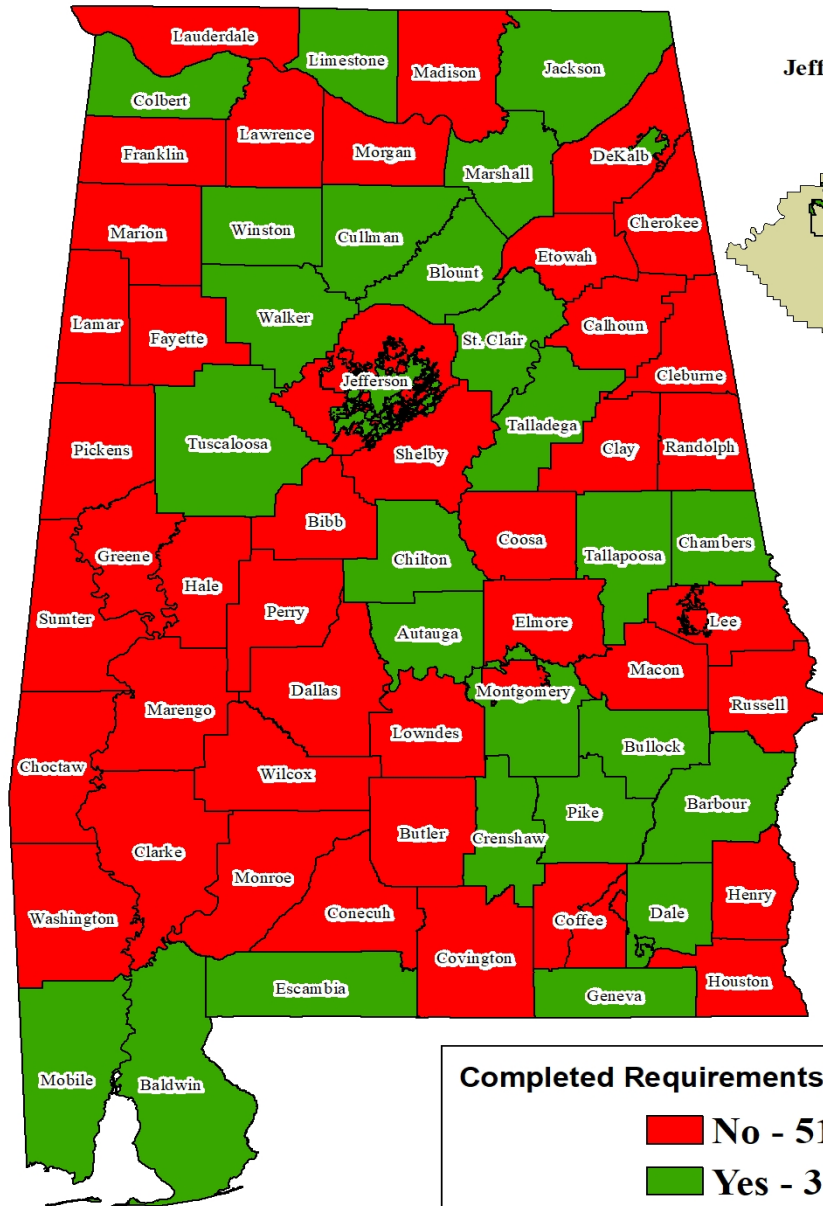
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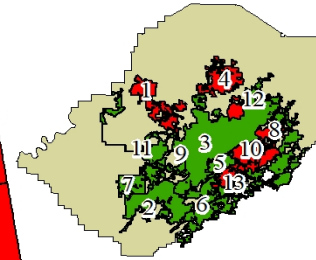
<http://al911board.com>



Gap 1 Completion Status Map



Jefferson County Inset



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

Completed Requirements to Pass Gap 1

■ No - 51

■ Yes - 34



- Dashboard
- Validate
- Map
- Downloads
- Utilities
- Reports
- Collaboration Portal
- Admin

45

TOTAL COLLABORATORS

35

TOTAL USERS IN COLLABORATION

0

JURISDICTIONS READY FOR AGGREGATION

5

TOTAL CROSS-JURISDICTIONAL VALIDATION RUNS

14

TOTAL ACTIVE EDIT SESSIONS

-

NEXT SCHEDULED VALIDATION RUN

07/25

NEXT SCHEDULED AGGREGATION

AGGREGATION STATISTICS

PERCENT OF TOTAL



FEATURE CLASSES



COLLABORATOR ACTIVITY

Jurisdictions ↑	User Count	Last Login ↓	Last Validation Run
Athens/Limestone County ECD, AL	2	4 days ago	May 27 2021
Autauga County ECD, AL	4	4 days ago	Apr 30 2021
Baldwin County ECD, AL	3	Just now...	Apr 27 2021
Blount County ECD, AL	2	Just now...	Jun 07 2021
Crenshaw County ECD, AL	1	2 hours ago	May 06 2021
Dale County ECD, AL	2	3 hours ago	Jul 15 2021
Escambia County ECD, AL	2	4 days ago	Jun 30 2021
Fort Payne Municipal ECD, AL	2	4 hours ago	Jun 08 2021
Geneva County ECD, AL	1	Just now...	Jun 23 2021
Hemond Municipal ECD, AL	2	4 days ago	May 25 2021

VALIDATION RESULTS

Cross-Jurisdictional Validations Individual Jurisdiction Validations

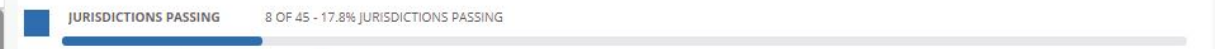
Target Jurisdiction: All

Collaborators: Athens/Limestone County ECD, AL ✕ Autauga County ECD, AL ✕ Baldwin County ECD, AL ✕

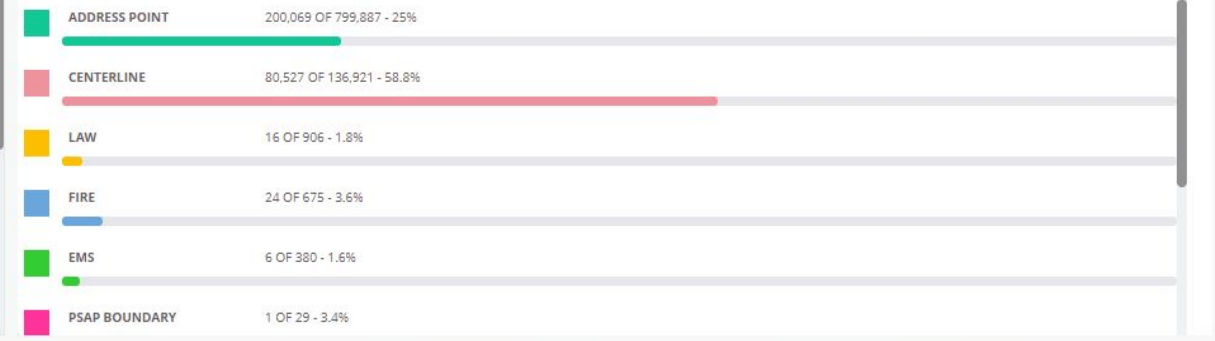
Validation Results	Latest Run	Number of Anomalies	Percentage of Total	+/- Change (Previous Run)
Duplicate AP (Cross-Jurisdiction)	04/05/2021	70	0%	70 ▲
EMS Boundary Extends Beyond Provisioning Boundary	04/05/2021	520	N/A	330 ▲
EMS Boundary Gap (Cross-Jurisdiction)	04/05/2021	996	N/A	569 ▲
EMS Boundary island	04/05/2021	100	N/A	100 ▲

DATA READINESS

REQUIRED FIELDS POPULATED BY JURISDICTION



REQUIRED FIELDS POPULATED BY FEATURE CLASS

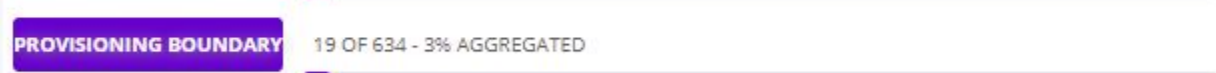


AGGREGATION STATISTICS

PERCENT OF TOTAL



FEATURE CLASSES



COLLABORATOR ACTIVITY

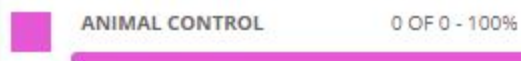
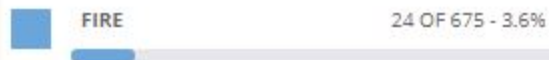
	Jurisdictions	User Count	Last Login ↓	Last Validation Run
	Geneva County ECD, AL	1	Just now...	Jun 23 2021
	Blount County ECD, AL	2	Just now...	Jun 07 2021
	Hoover Municipal ECD, AL	2	Just now...	Jul 16 2021
	Baldwin County ECD, AL	3	Just now...	Apr 27 2021
	Jackson County ECD, AL	1	32 minutes ago	Jun 04 2021
	Tallapoosa County ECD, AL	2	55 minutes ago	Jul 19 2021
	Crenshaw County ECD, AL	1	2 hours ago	May 06 2021
	Dale County ECD, AL	2	3 hours ago	Jul 15 2021
	Fort Payne Municipal ECD, AL	2	4 hours ago	Jun 08 2021
	Talladega County ECD, AL	2	4 days ago	Jul 08 2021
	Mobile County ECD, AL	2	4 days ago	May 03 2021
	Autauga County ECD, AL	4	4 days ago	Apr 30 2021
	Homewood Municipal ECD, AL	3	4 days ago	May 25 2021
	Escambia County ECD, AL	2	4 days ago	Jun 30 2021
	Marshall County ECD, AL	2	4 days ago	Apr 06 2021
	Athens/Limestone County ECD, AL	2	4 days ago	May 27 2021
	Tuscaloosa County ECD, AL	2	4 days ago	Feb 19 2021

DATA READINESS

REQUIRED FIELDS POPULATED BY JURISDICTION



REQUIRED FIELDS POPULATED BY FEATURE CLASS



VALIDATION RESULTS

Cross-Jurisdictional Validations

Individual Jurisdiction Validations

Target Jurisdiction:

Athens/Limestone County ECD, AL

Validation Results	Latest Run	Number of Anomalies	Percentage of Total	+/- Change (Previous Run)
ALI Not Reflected in AP	05/18/2021	0	0%	1354 ▼
ALI Not Reflected in AP and RCL	05/27/2021	1352	10%	2 ▼
ALI Not Reflected in RCL	05/27/2021	11705	90%	2 ▲
AP Duplicate Point	05/27/2021	841	1%	1 ▼
AP is on Wrong Side of RCL	05/27/2021	1853	3%	96 ▼
AP Maps to Multiple RCL	05/27/2021	2	0%	8 ▼
AP Misordered Along RCL	05/27/2021	2610	4%	77 ▼
AP Missing Attribution	05/27/2021	15	0%	0 —
AP Not Contained Within PSAP Boundary	05/27/2021	9497	13%	51 ▲
AP Not Reflected in RCL	05/27/2021	9190	13%	197 ▲
AP Outside of Provisioning Boundary	05/27/2021	253	0%	21 ▼
AP Outside of PSAP Boundary	05/27/2021	9485	13%	51 ▲
Boundary is Multipart and an Island	03/02/2021	1	N/A	1 ▲
Boundary is Multipart and an Island	03/02/2021	2	N/A	2 ▲
Boundary is Multipart and an Island	03/02/2021	1	N/A	1 ▲





Select a category

ECD Name Filter (None)

Select a category

Pass 2 - in QC

Pass 2 - Working

Pass 2 - Not Started

DR Not Started

DR Complete

0

Gap 2 Remediation Grids Complete

Pass 2 - in QC

6

Remediation Pass 2 Grids in QC

Pass 2 - Working

12

Pass 2 DR Grids in Progress

Pass 2 - Not Started

25

Pass 2 DR Grids Ready to Begin

Pass 1 - In QC

0

Pass 1 Remediation Grids in QC

Pass 1 - Working

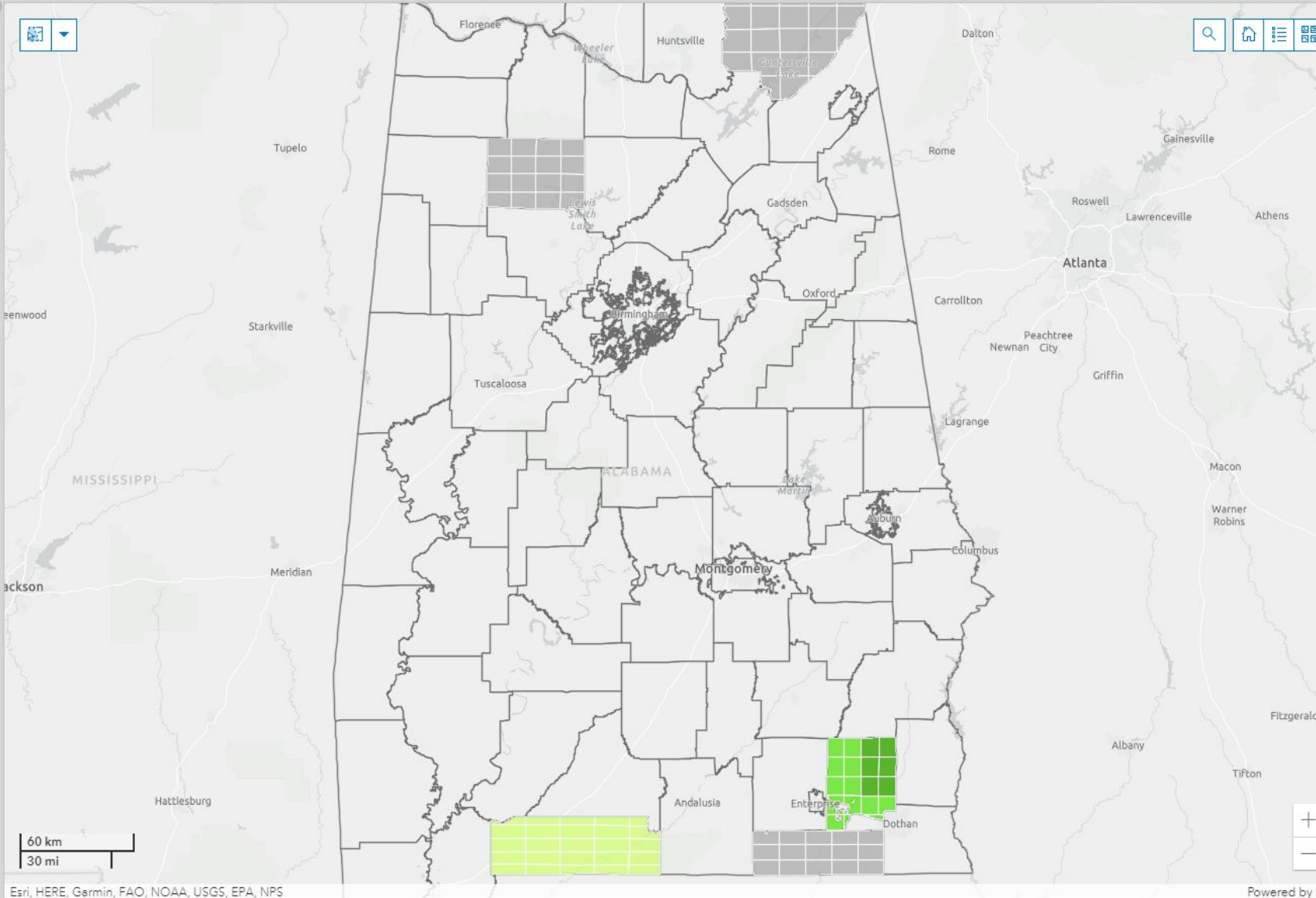
0

Pass 1 DR Grids in Progress

DR Not Started

53

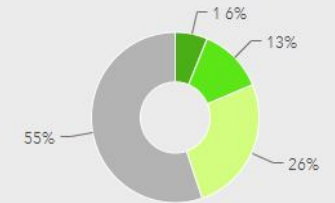
Gap 2 DR Grids Ready to Begin



Total Data Received



Remediation Status



1 of 5

ECDs with Gap 2 Remediation

ECD_Name	Dale County ECD
ECD_Type	County
NumPSAPs	1
Phone	(334) 445-9444
Website	View



Dashboard Last Updated: 7/19/2021

LMS/Training Report

(Tab 7)

STAFF



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>

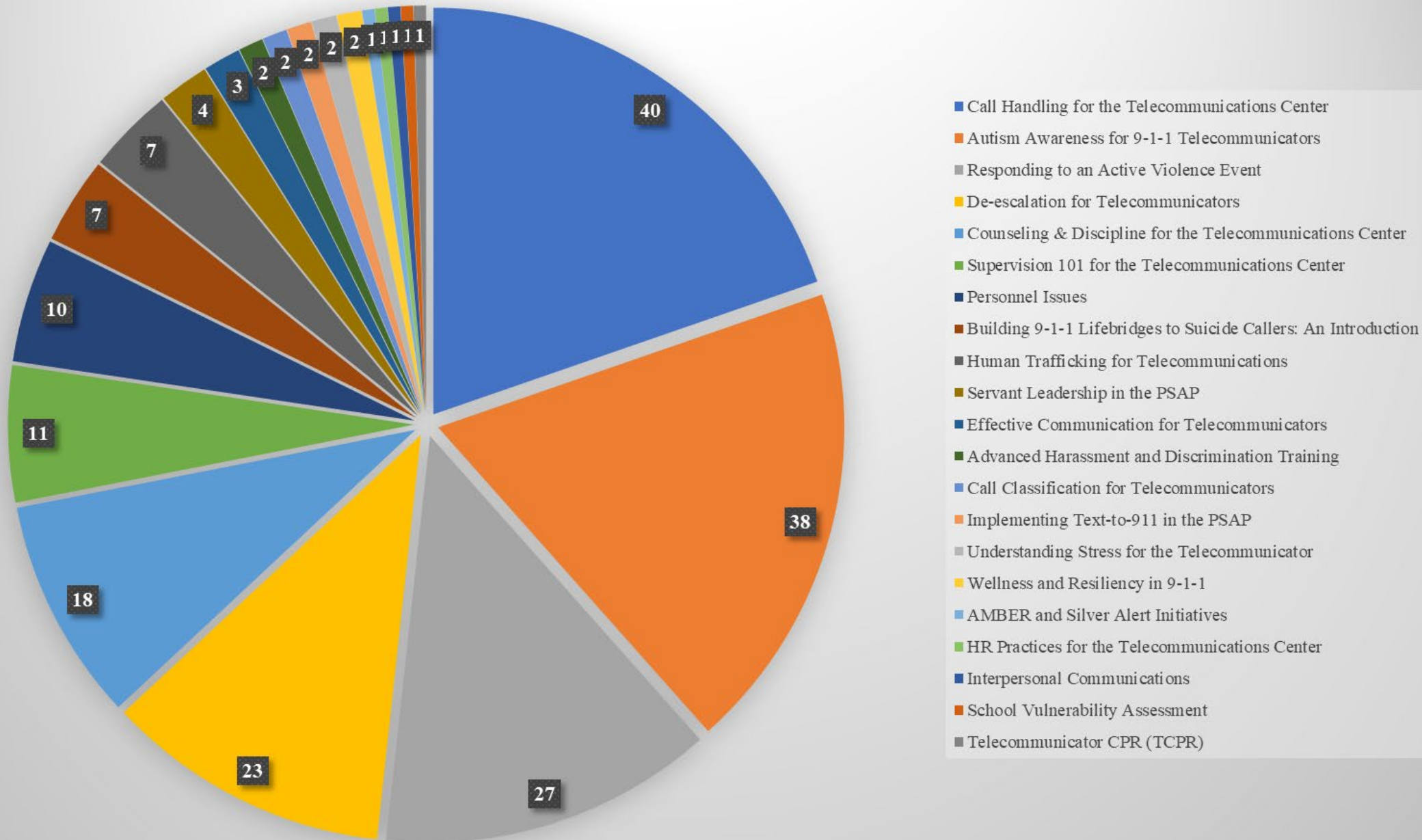


Virtual Academy

- ❖ Enrolled 971 Users
- ❖ Completed 21 different Course Titles
- ❖ Completed 219 hours of training



Virtual Academy Course Completions



<u>When</u>	<u>What</u>	<u>Where</u>	<u>Who</u>	<u># of attendees</u>	<u>Hours</u>
May 5-7, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-014	Regional Paramedical Service	Alabama 9-1-1 Board	4	24
May 6-13, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-015	Hueytown PD	Alabama 9-1-1 Board	2	24
May 9-11, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-016	Shoals Ambulance	Alabama 9-1-1 Board	3	24
May 27-28, 2021	ALEMD Phase 1 Practitioner Course - 21-P1-EMD-005	Hueytown PD	Alabama 9-1-1 Board	1	24
May 28, 2021	American Heart Association CPR/AED Classes	Birmingham 9-1-1	Alabama 9-1-1 Board	10	4
June 2-4, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-017	Elba Fire Department	Alabama 9-1-1 Board	14	24
June 8-9, 2021	American Heart Association CPR/AED Classes	Birmingham 9-1-1	Alabama 9-1-1 Board	50	24
June 16-18, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-019	Adamsville PD	Alabama 9-1-1 Board	2	4
June 28-30, 2021	ALEMD Phase 1 Practitioner Course - 21-P1-EMD-005	Marshall County	Alabama 9-1-1 Board	2	24



Alabama EMD Instructor Course

August 10-11,
2021

Alabama Emergency Medical Dispatch Program Instructor Course

WHAT

ALEMD Phase 1 Instructor Course

16-hour Course intended for personnel with existing instructor certification.

WHEN

August 10-11, 2021

9:00 AM – 4:30 PM

WHERE

ADPH Training Center and
Administrative Annex
208 Legends Court
Prattville, AL 36066

PREREQUISITES

Current CPR Certification
Current EMD Certification
Current Instructor Certification

COST

Tuition and Course Materials
sponsored by Alabama 9-1-1 Board



REGISTRATION

Click Here to Register

FOR MORE INFORMATION

Dana Nation – dana@al911board.com

Office: 334-440-7911

1 Commerce Street, Ste 620

Montgomery, AL 36104

www.al911board.com



NENA Center Training Officer (CTO)

October 13-15, 2021



New 9-1-1 Training Opportunity

Center Training Officer Program

In the PSAP, people are your most important resource. The NENA Center Training Officer (CTO) Program provides you with the proper framework to train your new employees, which leads to better performance and higher retention rates. The course covers proper documentation of performance, evaluation of performance, setting milestones, and developing a plan for trainee success. CTO software with the exclusive NENA Daily Observation Report template is provided by Agency360 Public Safety Software.

In order to fully participate in daily assignments and activities, all students should bring a laptop with a USB port, Microsoft Office and PDF reader software.

This is a 3-day course.



WHEN October 13 - 15, 2021, 8:30 AM – 5:00 PM

WHERE Fairfield Inn & Suites - Orange Beach
3111 Loop Road, Orange Beach, AL 36561

COST Tuition covered by the Alabama 9-1-1 Board

REGISTRATION [Click Here to Register](#)

FOR MORE INFORMATION Dana Nation - dana@al911board.com
Amanda Tegtmeyer - ategtmeyer@nena.org



Follow NENA Education and Training on Facebook and Twitter
[@911NENA911](#) & [facebook.com/911NENA911](https://www.facebook.com/911NENA911)



Alabama 9-1-1 Academy

TBD

Alabama 9-1-1 Academy

~~June 14-25, 2021~~

Monday-Friday

0800-1700

Location: Troy University Campus

SAVE THE DATE

80-hour Telecommunicator Academy covering:

- 📞 Public Safety Telecommunicator
- 📞 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



Registration and Course Details

COMING SOON

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

[f @alabama911board](https://www.facebook.com/alabama911board) [in Alabama 9-1-1 Board](https://www.linkedin.com/company/alabama-9-1-1-board) [t @al911board](https://twitter.com/al911board) [g http://al911board.com](http://al911board.com)



ANGEN Report

(Tab 8)

ANGEN TEAM



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>

ANGEN May 2021 – July 2021 Project Review

Presented July 21, 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) testing conducted May 24 – 28 and on June 3rd.

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
7/14/2021	Deliver draft findings report to Executive Director
7/21/2021	Deliver Final IVV Findings Report at the July 21 Board Meeting

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:

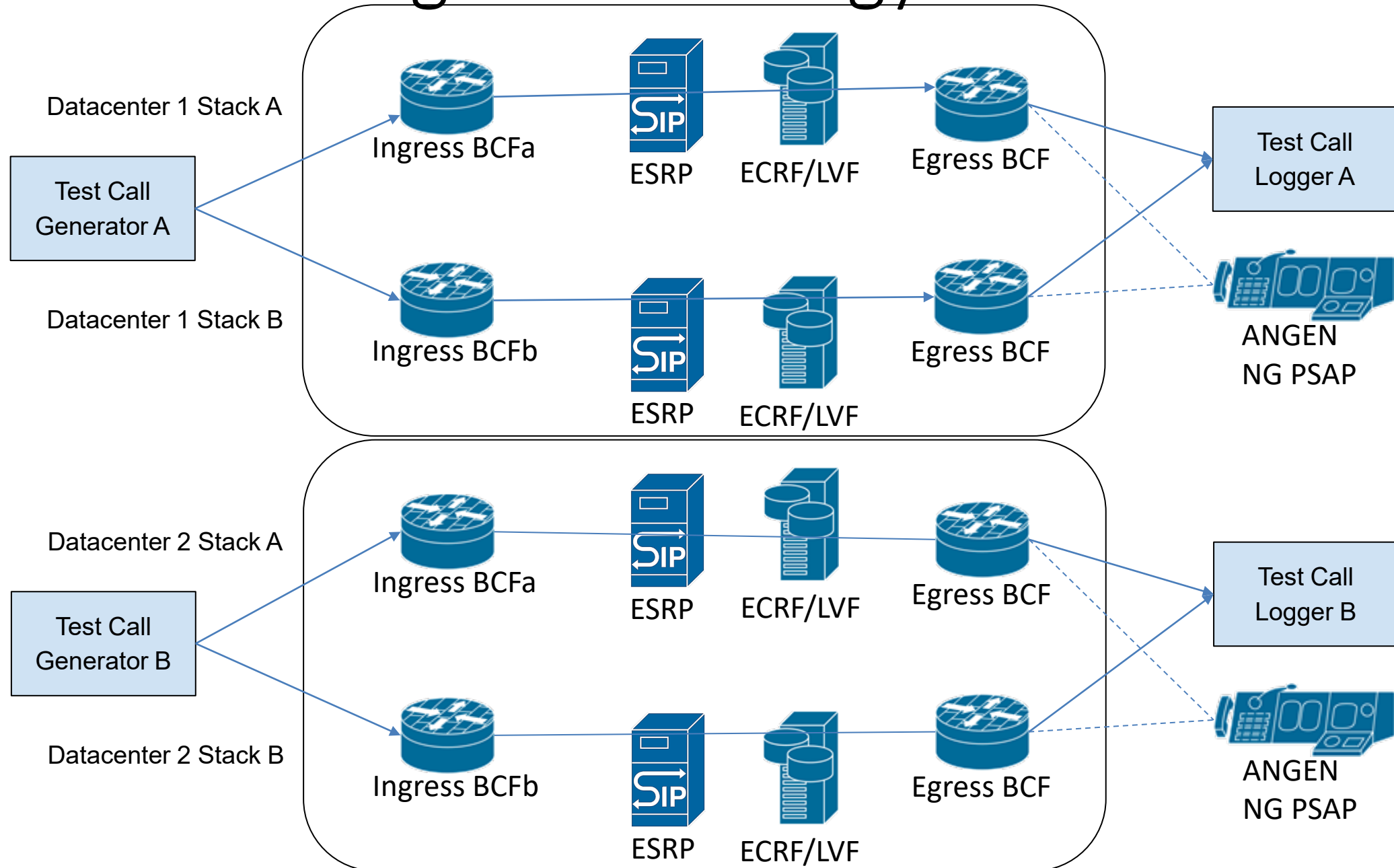
- ✓ **Section 2 ANGEN ESINet Requirements,**
- ✓ **Section 3 ANGEN Specific Requirements,**
- ✓ **Section 4 ANGEN/i3/NG Core Services Requirements and**
- ✓ **Section 5 System Reporting and i3 Logging Requirements**

IVV Testing Assumptions, Caveats and Points of Consideration

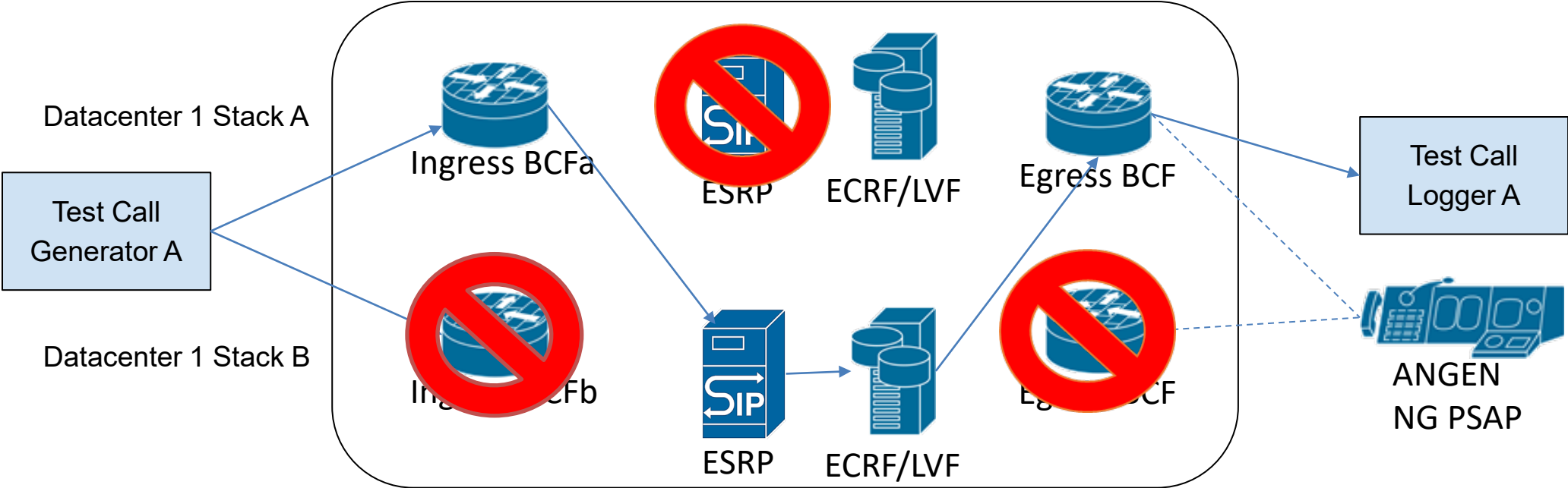
The following are underlying considerations for interpreting all results in the Report:

- The system tested was processing live 911 calls during the testing period,
- IVV testing could not negatively impact the operation of the ANGEN system or a live 911 call
- 85% of the IVV testing moved test 911 calls around the live ANGEN system and the live 911 calls,
- The Maintenance window testing allowed the movement of live 911 calls around the ANGEN system in a controlled environment which allowed for additional testing and validation of ANGEN
- Multiple requirements were validated and verified when testing for any requirement, function or capability
- All test data, test results, reports and analysis are based on the execution of the tests and how the INdigital system operated during the testing; and are considered a snapshot in time
- The testing, the results and the reporting are in no way a warranty or guarantee of future system operation and function

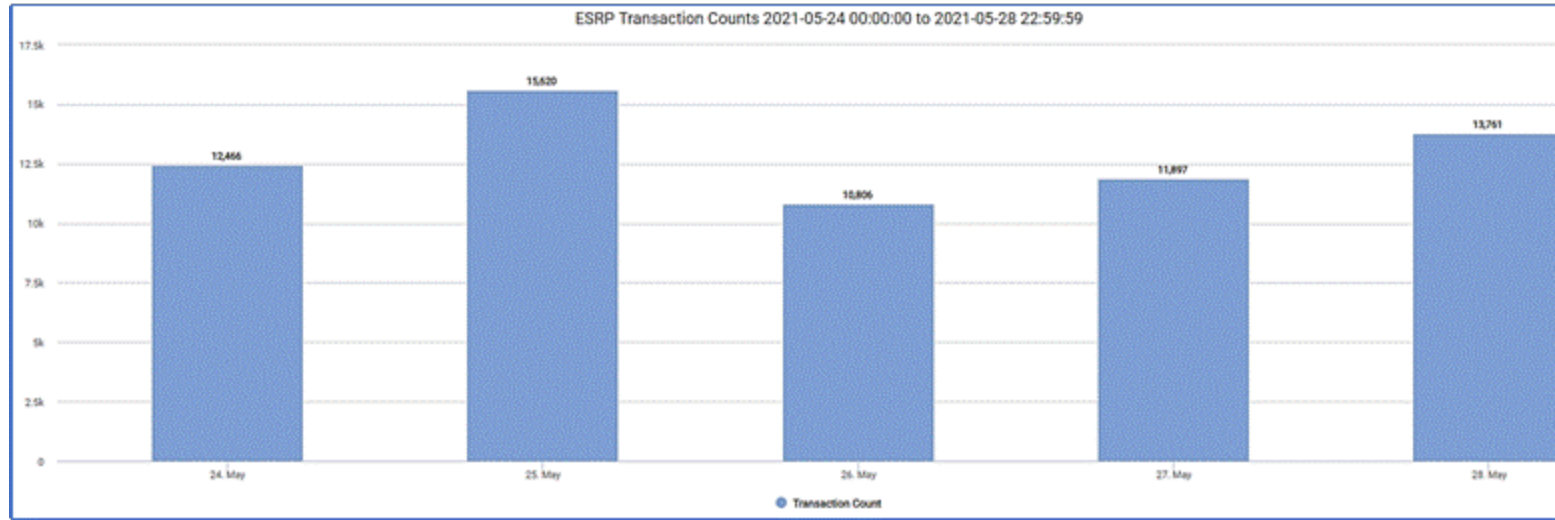
Basic IVV Testing Methodology for ANGEN




ANGEN IVV TESTING METHODOLOGY



ANGEN IVV TESTING CALL ACTIVITY



Call Detail Record - Call Graph by Week (Sun-Sat)

Week (Sun-Sat)	Total Calls: 99051 / Max Calls: 70547 / Total Duration: 9162:31	Average Call Time 
18	1718 - 1% 155:45 - 1%	00:05
19	70547 - 71% 6567:35 - 71%	00:05
20	10056 - 10% 910:38 - 9%	00:05
21	8961 - 9% 825:00 - 9%	00:05
22	7769 - 7% 703:32 - 7%	00:05

ANGEN IVV TESTING SUMMARY RESULTS

Section 2 ANGEN ESInet Requirements		
Tested Requirements	Contract Requirement definition per the Contract	Results
2.3 ANGEN ESInet Architecture Requirements	<i>Any ESInet proposed in response to this RFP must conform to NENA 08-506, Emergency Services IP Network Design for NG9-1-1 (ESIND) and other industry standards as referenced in Section 1 of this specification.</i>	Compliant
	<i>The ESInet shall be designed with as few single points of failure as practical. Diverse network elements and paths, redundant equipment, and other technical and physical means will be used to reduce the potential for total loss of service where a single point of failure is not reasonably avoidable.</i>	Compliant
	<i>The ESInet shall be designed with a minimum level of bandwidth to support delivery of calls and associated data from originating service providers or other integrated ESInets to the PSAPs.</i>	Compliant
	<i>The ESInet shall be designed and deployed using a highly reliable and redundant architecture.</i>	Compliant
	<i>Availability, diversity, redundancy and resiliency shall be the guiding ESInet design principals</i>	Compliant
	<i>The ESInet design shall support the ability to automatically reroute traffic to alternate routes or systems in order to bypass network outages and system failures.</i>	Compliant
	<i>The ESInet design shall offer the ability to prioritize critical traffic at multiple levels by importance of applications or users</i>	Compliant
	<i>The ESInet design shall be scalable and have the ability to scale without adverse effects on performance or costs</i>	Compliant
	<i>The ESInet shall be designed to support a guaranteed Quality of Service (QoS) level</i>	Compliant
	<i>The ESInet shall be designed to support the automatic adjustment of traffic priorities in order to meet established QoS levels as defined in NENA 08-003</i>	Compliant
	<i>The ESInet design shall support the ability to ensure performance through the use of traffic shaping and traffic policing.</i>	Compliant
	<i>The ESInet shall be designed to operate on a 24x7x365 basis.</i>	Compliant
<i>The ESInet design shall support the ability to handle legacy 9-1-1 calls and ensure the capability of handling future call types.</i>	Compliant	

ANGEN IVV TESTING SUMMARY RESULTS

Section 4 ANGEN i3/NG Core Services Requirements		
Tested Contract Requirements	Requirement definition per the Contract	Results
4.1 NENA i3 NG Core Functional Requirements	<i>The ANGEN system shall be designed to meet and expand the current capabilities and be scalable and adaptable to accept new payloads (such as Text, Pictures and Video) that may be directed by the Board for deployment during the term of the contract.</i>	Passed/Compliant
	<i>The ANGEN system is required to provide or accommodate NG9-1-1 core functional elements as well as legacy transitional elements for the continued and future operation of ANGEN.</i>	Passed/Compliant
	<i>Those NG9-1-1 core functional and legacy transitional elements include:</i>	
	<i>Border control function (BCF)</i>	Passed/Compliant
	<i>Emergency call routing function (ECRF)</i>	Partially Compliant
	<i>Emergency services routing proxy (ESRP)</i>	Passed/Compliant
	<i>Legacy network gateway (LNG)</i>	Passed/Compliant
	<i>Legacy PSAP gateway (LPG)</i>	Passed/Compliant
	<i>Legacy Selective Router Gateway (LSRG)</i>	Passed/Compliant
	<i>Location Validation Function (LVF)</i>	Passed/Compliant
<i>Policy routing function (PRF)</i>	Passed/Compliant	

DRAFT CONCLUSION STATEMENTS

- 911 Authority validates and verifies that the INdigital ANGEN NG911 system provided under contract with the Alabama 911 Board has passed the IV&V testing and is compliant with the contract requirements as established.
- 911 Authority recommends periodic vulnerability assessments of the ANGEN system be performed at least annually. In addition, when possible, and with the concurrence of INdigital, penetration tests should be performed to document the performance of the security within the system.
- 911 Authority can verify that the tested system is built and configured to transition away from legacy 911 technology to a standards based NG911 system which means:
 - ANGEN will continue to evolve as communications technology evolves. The system will operate differently a year from now than it does today.
 - Certain NENA i3 NG911 capabilities and functions were tested but are not in production in ANGEN and will require further testing and validation when put into full production at a future date. An example would be MSAG Conversion Services (MCS).

DRAFT CONCLUSION STATEMENTS

- The tested ANGEN system is partially compliant, with explanation, to requirement 4.1 i3 Compliance.
 - There are elements of the current i3 standard that are technically feasible to implement but are not fully implemented in the industry and are not implemented in ANGEN.
 - An example would be, originating service providers establishing full SIP connectivity with INdigital so as to include a location header with a 911 call.
 - INdigital was able to demonstrate many i3 capabilities of the ANGEN system even though they are not part of the ANGEN production system.
 - 911 Authority recommends INdigital shorten their packet loss monitoring interval in the ANGEN system.
 - 911 Authority recommends the Board require INdigital to provide a detailed plan for compliance with i3v3, with the Board agreeing to any deviations. INdigital should have 12 months from final approval of STA-010.3 to be deemed compliant (**NENA STA-010.3-2021 was approved 7/12/2021**).
- The IV&V testing would not have been possible without the full cooperation and support of Board Staff and INdigital as well as INdigital's vendor partners.

Alabama Next Generation Emergency Network

ANGEN 2.0

Report for May 1 – June 30, 2021



Project Stages Review

Stage 0 – Replace Bandwidth wireless network

- ✓ Completed in February of 2018

Stage 1 – Build the ESInet to the PSAPs

- ✓ Completed in October of 2020

Project Stages Review

Stage 2 – Deliver all calls over ANGEN to the PSAP

- ✓ Completed in May of 2021

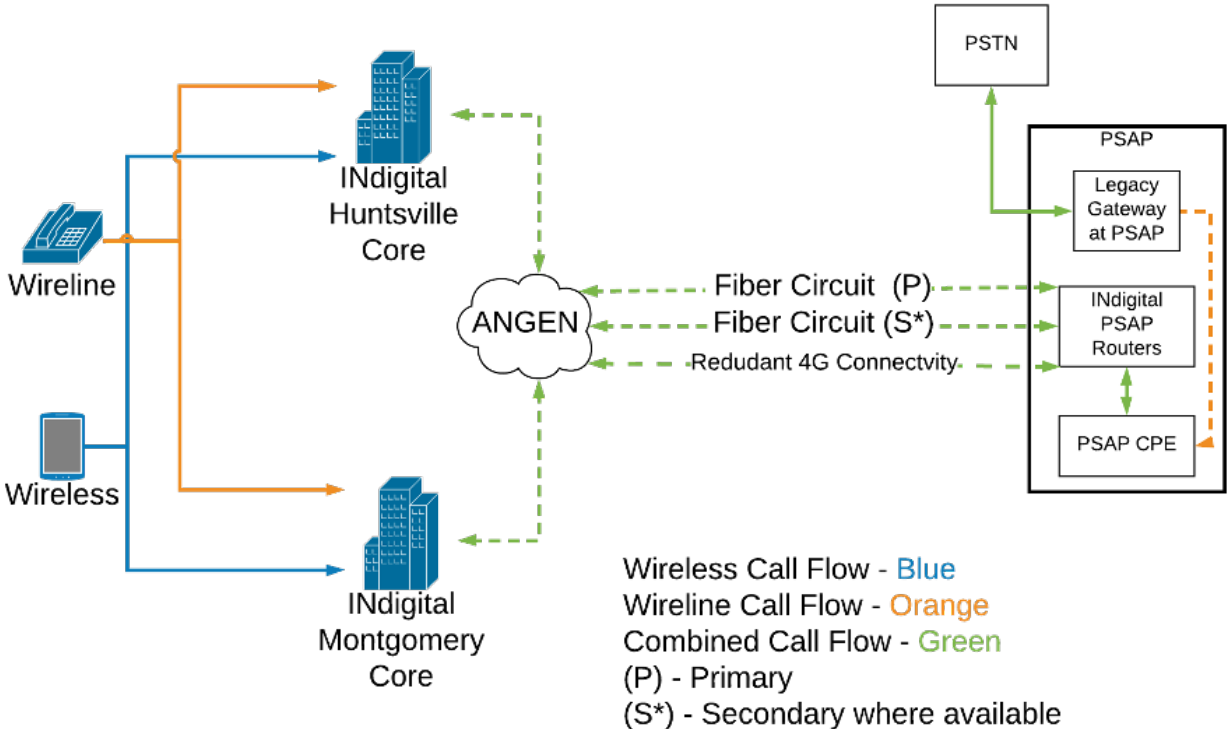
Stage 3.a – Deliver wireline 9-1-1 calls directly to the PSAP instead of picking up wireline CAMA at the PSAP

- ✓ Completed in May of 2021

STAGE 3.B

Directly receive and selectively route wireline calls

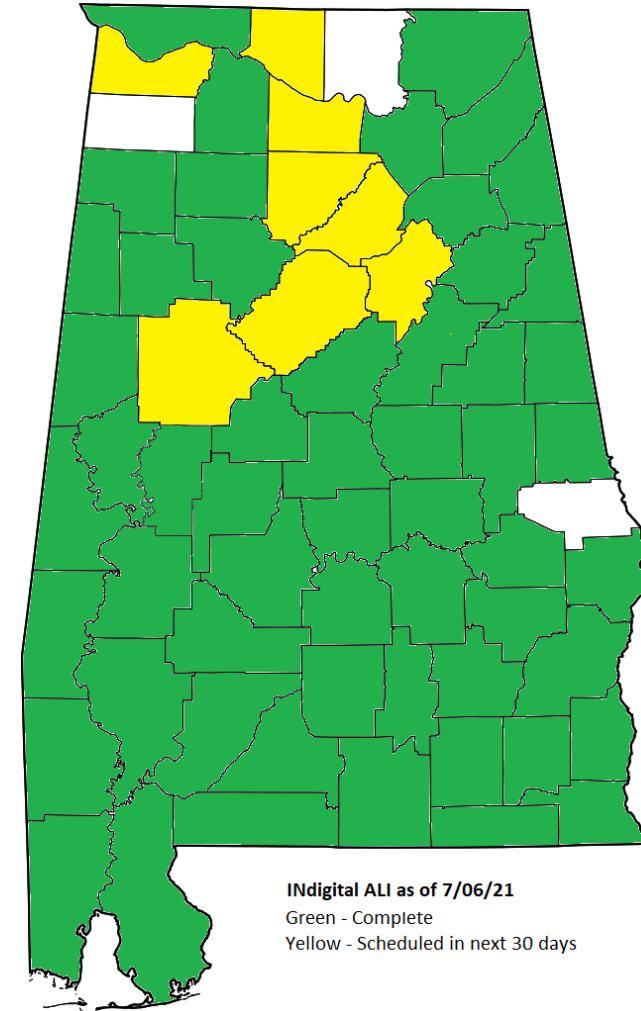
Stage 3.b consists of wireline carriers sending calls directly to our data centers and bypassing the legacy selective router. INdigital would then take over the selective routing of those wireline calls.



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.



Huntsville Wireless Trunk Rehoming

INdigital is in the process of moving the wireless carrier's connectivity from the data center that Bandwidth used to aggregate traffic (ASC) to the data center that houses INdigital's stack of equipment (API) in Huntsville. This move will consolidate services to one data center in Huntsville and finish removing the Bandwidth connectivity from ANGEN 1.0.

No changes are planned for the Montgomery data center as the wireless carrier connectivity, and INdigital's stack of equipment share a common data center.

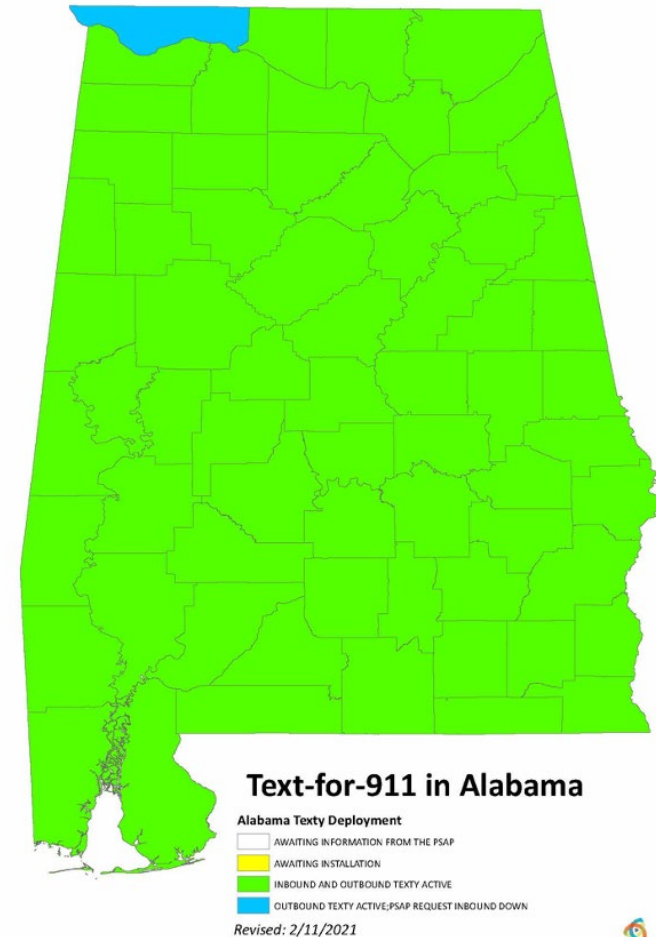
Textity

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

STAGE 4

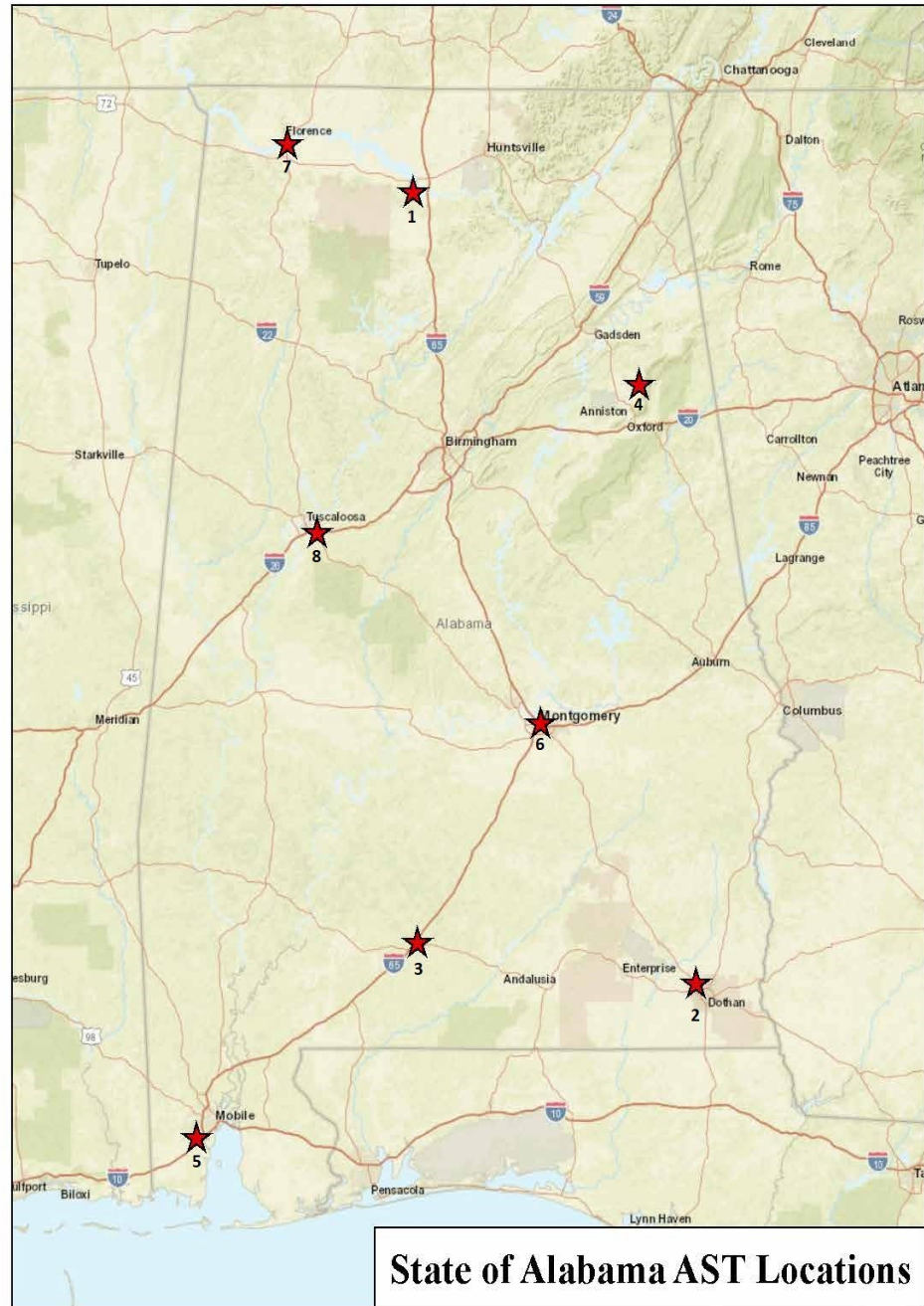
Install and enable Texty in the PSAP

- 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	Complete
3	Evergreen	Complete
4	Jacksonville	Complete
5	Mobile	Complete
6	Montgomery	8/03/21
7	Quad Cities	Complete
8	Tuscaloosa	Complete



State of Alabama AST Locations



Border Connectivity

Update

AT&T has denied our request to connect to the legacy selective routers in Mississippi and Georgia. Century Link has not responded to our request to connect to the Florida selective router. Because of this, we have changed our deployment strategy to providing PSAPs that border Alabama either direct circuits to ANGEN, 8xx numbers that transfer calls into our network, or a combination of both.

Border Connectivity

Georgia

8xx number work is complete in all border counties except Harris, Muscogee, Chattahoochee, Quitman, and Clay. Those counties have ignored our repeated contact attempts.

Border Connectivity

Florida

Planned border connectivity work is complete.

Border Connectivity

Mississippi

8xx number work is complete for all border counties except Clarke, Wayne, and Green. Those counties have ignored our repeated contact attempts.

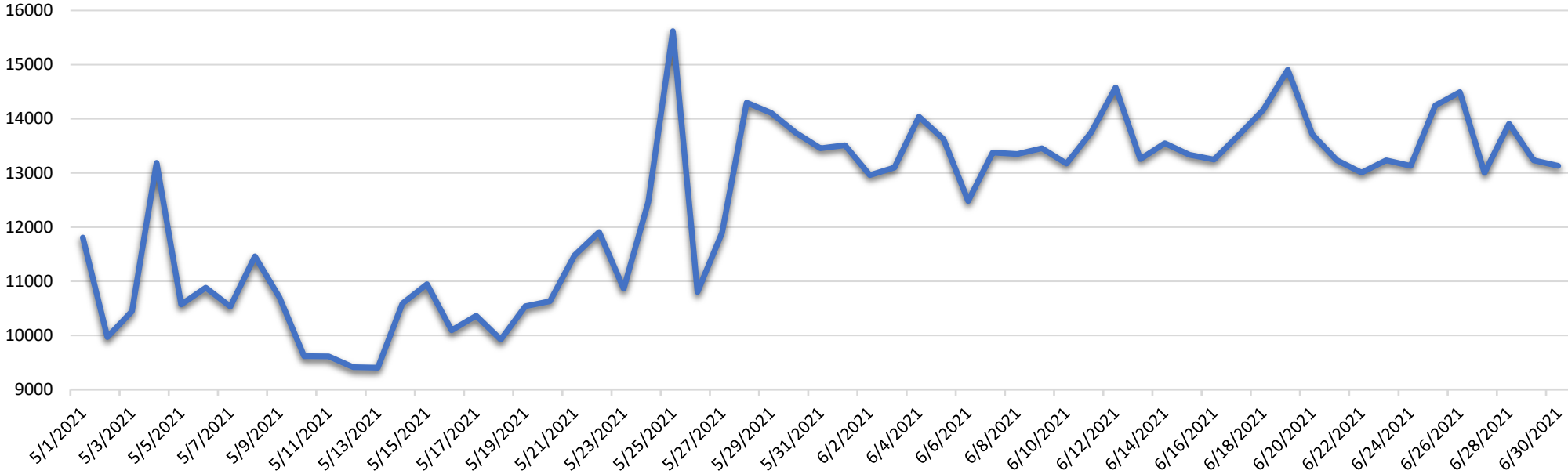
Border Connectivity

Tennessee

8xx number work is complete. We will propose interconnection to their ESInet once it has been built.

ESiNet Trends

Call Counts
May 1 - June 30, 2021

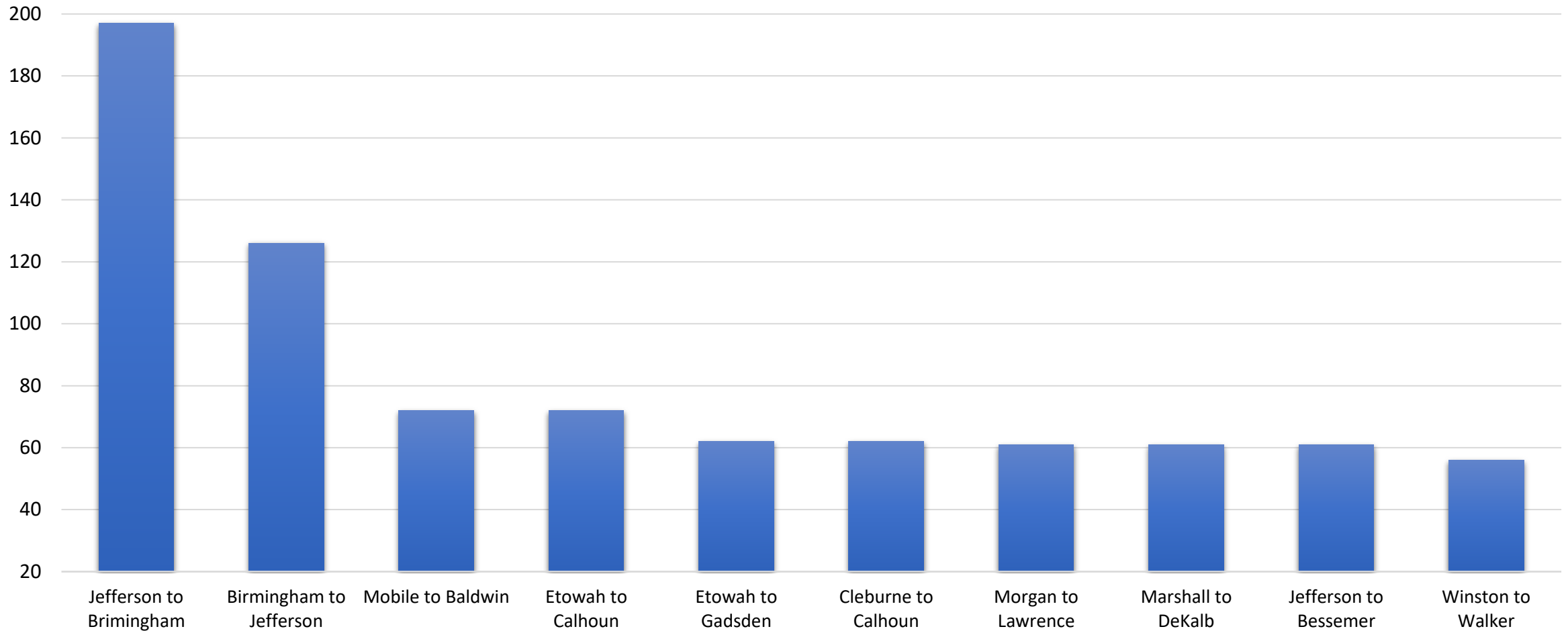


The busiest day during the period was May 25 -15,620 calls were processed. This was due to IV&V testing. The second busiest day was June 19 – 14,904 calls were processed.

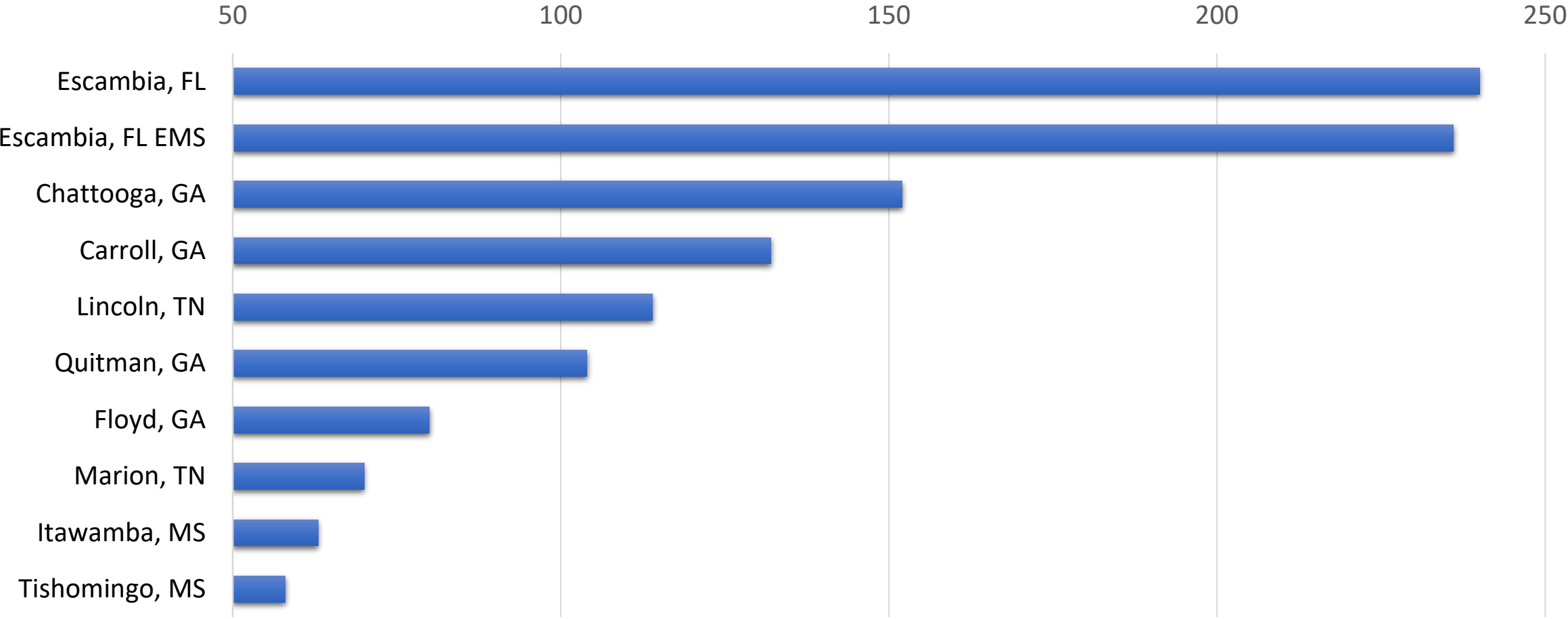
The Average call volume per day was 12,416, which is up from 9,912 in the previous reporting period total calls since the last report was 757,350.



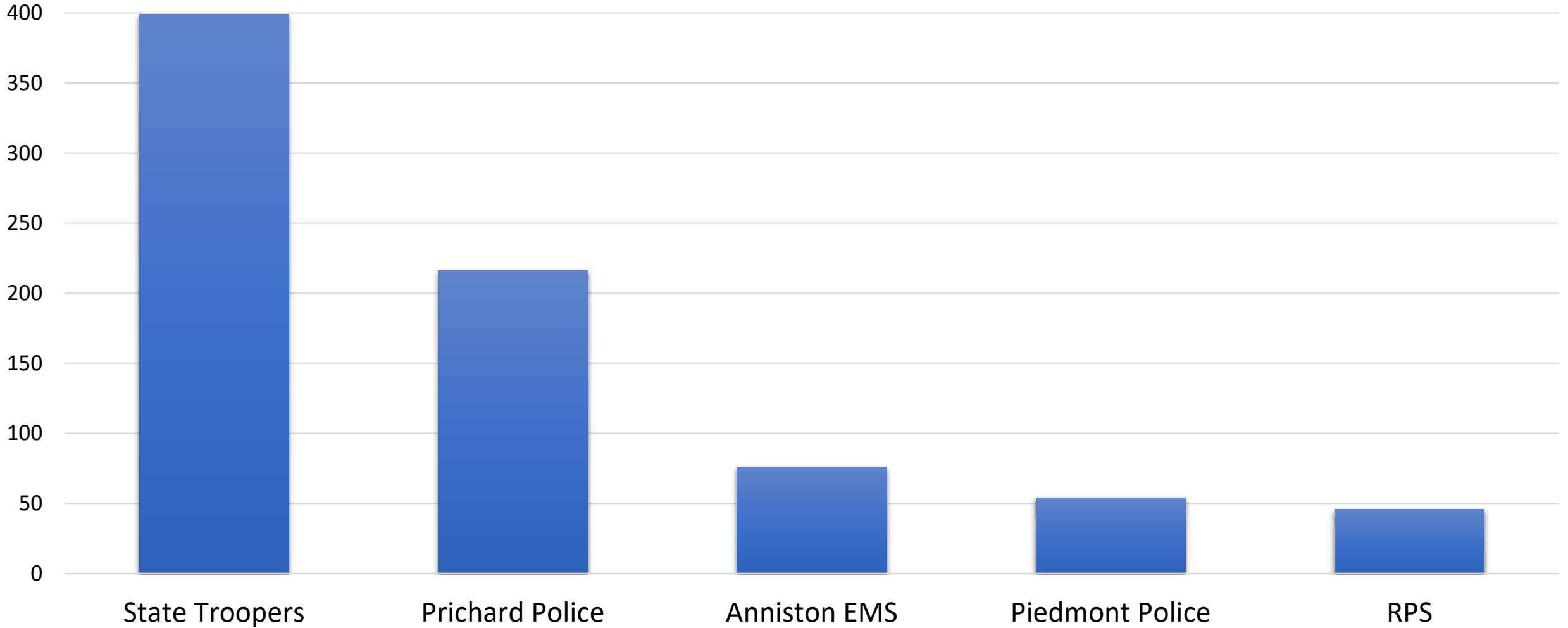
Primary PSAP to Primary PSAP Transfers May 1 - June 30, 2021



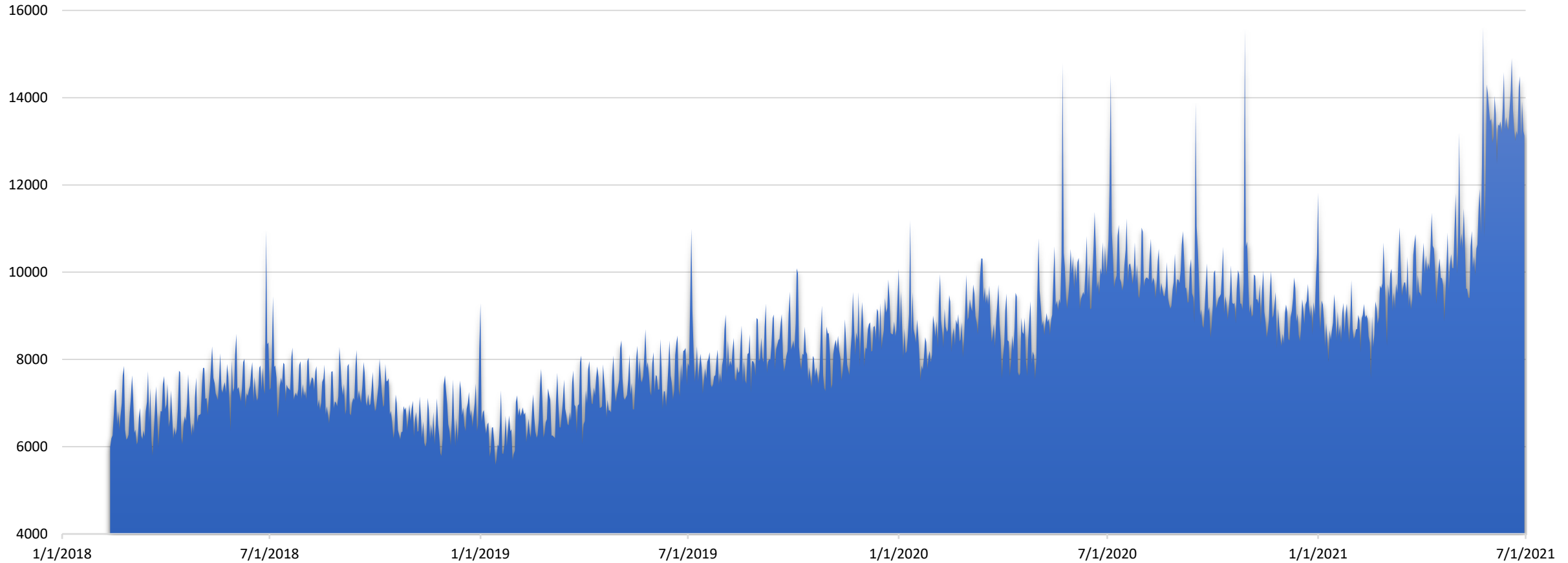
Out of State Transfers May 1 - June 30, 2021



**Top Five Secondary PSAP Transfers
May 1 - June 30, 2021**



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

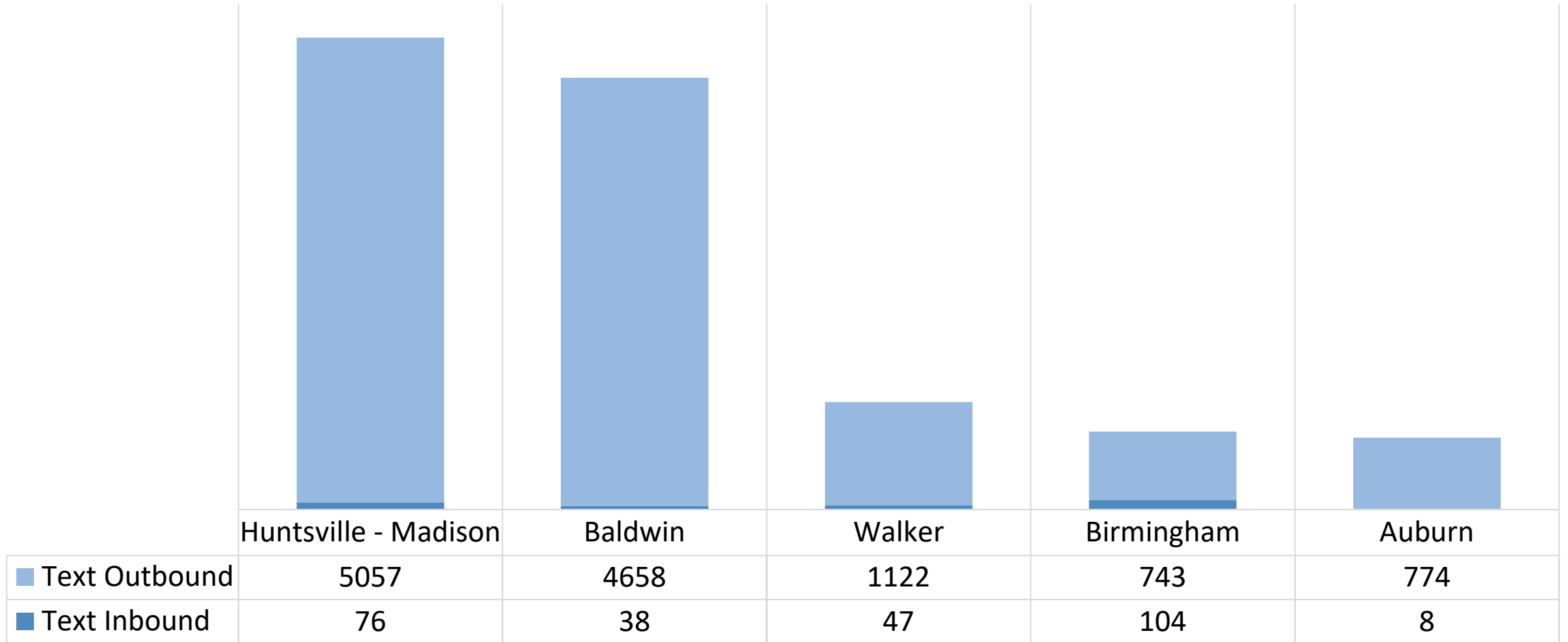


ANGEN has now processed over 10.4 million calls!

Average call volume per day: 8,424

Total Call Volume Feb 12, 2018, June 30, 2021: 10,404,129

**TOP FIVE TEXT FOR 9-1-1 PSAPS
MAY 1 - JUNE 30, 2021**

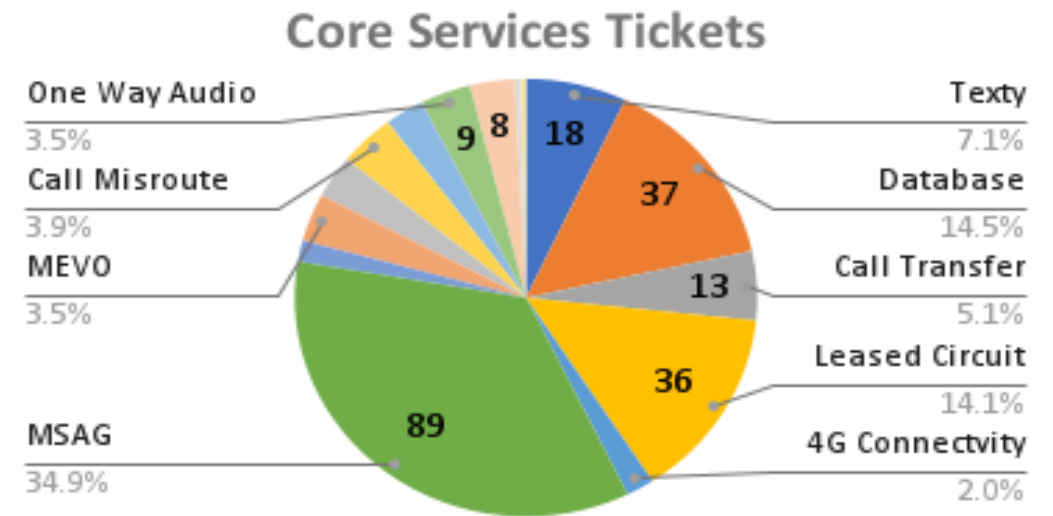
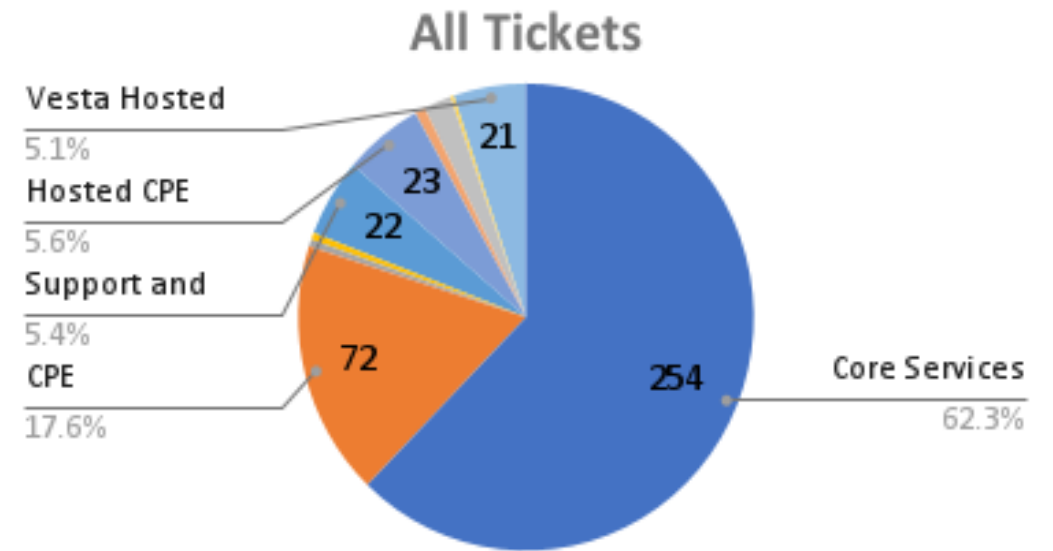


91% of all text messages were PSAP initiated.

Trouble Ticket Analysis

A total of 411 tickets have been created since the last report.

62.3% of those tickets were core services-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

June 15th Shooting in Albertville

A shooting at the Mueller plant in Albertville early in the morning of June 15 left two dead and two injured. Known for the manufacturing of fire hydrants, Mueller employs over 800 people in Marshall County.

Only two wireless phase two calls were attributed to the shooting. There are three reasons for so few calls:

1. Less than twenty-five people were at work.
2. Employees are not allowed cell phones in work areas.
3. Plant noise masks gunshot sounds.

Mueller Plant Shooting

9-1-1 Calls for Service
June 15, 2021

1. 2:24 AM, 34.229128, -86.186543
2. 2:26 AM, 34.22974, -86.18386

Mueller Company
956 Industrial Blvd
Albertville, AL 35950

2

1

Wagner Dr

Significant Event Analysis

June 19th Multi-Vehicle Crash

A crash on Interstate 65 in Butler County, Alabama, Saturday killed ten people, nine of them ranging in age from 9-months-old to teenagers. Those killed were in a Tallapoosa County Girls Ranch vehicle and a small SUV. The vehicles involved in the crash were thought to have hydroplaned.

Butler County experienced a call volume increase of 517% between the hours of 1 p.m. and 4 p.m., comparing the previous Saturday with the date of the accident.

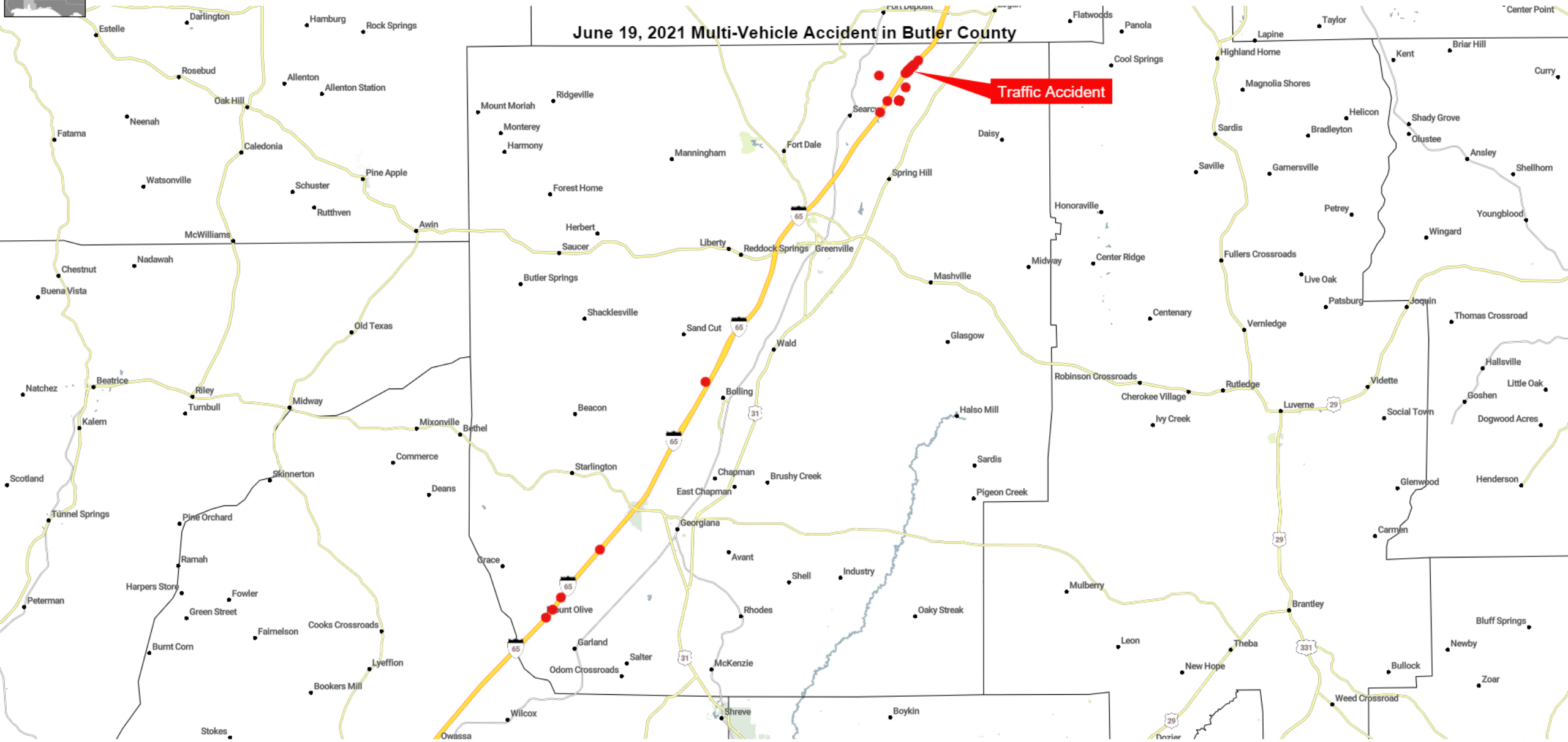
As of 07/07/21, \$545,472 has been raised through a Go Fund Me for assistance with funeral-related expenses for the girls from the Tallapoosa County Children's Home who lost their lives in the wreck.



● 9-1-1 Calls

June 19, 2021 Multi-Vehicle Accident in Butler County

Traffic Accident



Questions?

Caleb Branch

cbranch@indigital.net
256.276.6854

INdigital

877.469.2010
1616 Directors Row,
Fort Wayne, IN 46808



Financial Report

June 30, 2021 YTD

MR. RON COOLEY



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>



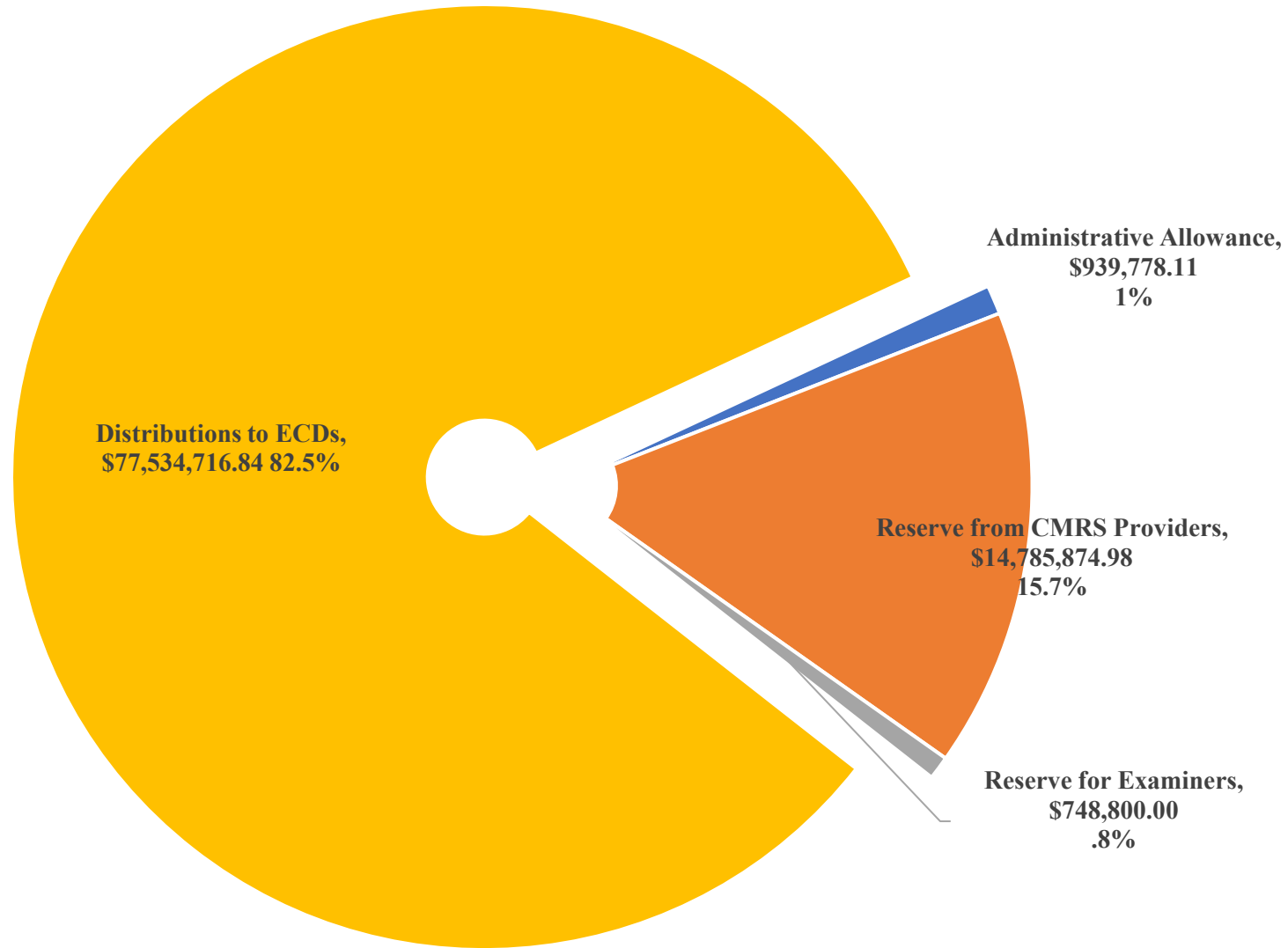
	FY2021	FY2020
ASSETS		
Current Assets	\$ 38,777,014.93	\$34,674,455.87
Net Property and Equipment	74,278.59	100,150.53
Total Assets	\$ 38,851,293.52	\$ 34,774,606.40
LIABILITIES AND NET POSITION		
Current Liabilities	\$ 2,053.39	\$ 6,231.26
Fund Equity	38,849,240.13	34,768,375.14
Total Liabilities & Net Position	\$ 38,851,293.52	\$ 34,774,606.40



Nov	\$ 10,365,470.68	\$ 10,418,140.87	\$ 9,835,591.85
Dec	\$ 10,429,770.07	\$ 10,196,946.48	\$ 9,647,082.50
Jan	\$ 10,575,435.60	\$ 10,482,666.36	\$ 9,535,902.90
Feb	\$ 10,701,678.25	\$ 10,488,836.47	\$ 10,291,855.65
Mar	\$ 10,306,700.01	\$ 10,341,881.78	\$ 10,094,536.78
Apr	\$ 10,775,524.85	\$ 10,200,364.88	\$ 10,408,761.65
May	\$ 10,658,117.77	\$ 10,542,215.20	\$ 10,375,489.55
June	\$ 10,806,081.28	\$ 10,470,060.38	\$ 10,336,416.18
Total	\$ 95,351,792.58	\$ 93,362,095.16	\$ 89,980,123.70
Average	\$ 10,594,643.62	\$ 10,373,566.13	\$ 9,997,791.52
Baseline	\$ 10,441,979.04	\$ 10,441,979.04	\$ 10,409,325.98



Allocation of 9-1-1 Fund
YTD June 2021

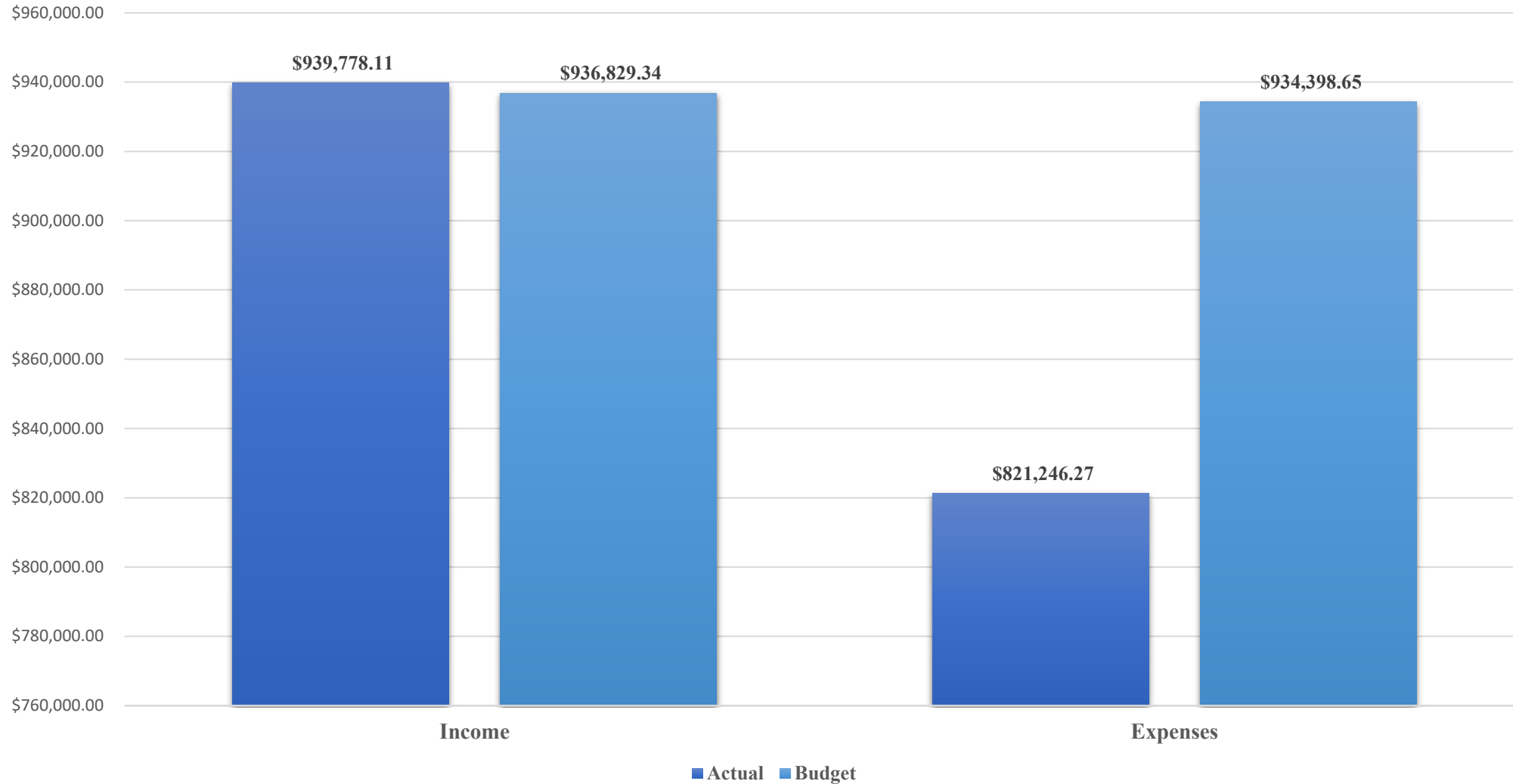


Fund Balances

	Revenue	Examiners	Cost Recovery/Angen	Operations	ECD Grants & Training	Federal Grant Match	Total
Receipts	\$ 78,917,503.40	\$ 749,292.61	\$ 14,785,874.98	\$ 985,744.63	\$ 575.02	\$ 1,854.02	\$ 95,440,844.32
Expenses	\$ 77,534,716.84	\$ 311,052.00	\$ 12,298,626.55	\$ 821,246.27	\$ 910,405.90	\$ 1,203,653.78	\$ 93,085,109.26
Net	\$ 1,382,786.56	\$ 438,240.61	\$ 2,487,248.43	\$ 164,498.36	\$ (909,830.88)	\$ (1,201,799.76)	\$ 2,355,735.06



Operations Budget Comparison



Legal Report

(Tab 10)

BRUNSON, BARNETT, & SHERRER, P.C.



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>

Legal Report

- 1) Continued Office Lease Support
- 2) Discussions with Examiners
- 3) FCC proposed rule changes/federal register Review
- 4) Morgan County/TVM Filing
- 5) Meeting Support



Old Business

BOARD MEMBERS



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>



New Business

BOARD MEMBERS



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>



Public Comments

OPEN FORUM



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>



Next Board Meeting

SEPTEMBER 15, 2021

10AM

TBD

MONTGOMERY, AL



Adjournment



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>