



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.

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- IF YOU ARE **JOINING USING BOTH**, TURN AUDIO OFF ON THE COMPUTER TO PREVENT FEEDBACK.

Alabama 9-1-1  
Board  
Meeting





# ALABAMA 911 BOARD

**SEPTEMBER 15, 2021 VIRTUAL BOARD MEETING**

# Agenda

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## Introduction

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

## Reports

- ❖ Committee Reports (Tabs 3 - 4)
- ❖ Staff Reports (Tabs 5 - 10)
  - Director's Report
  - GIS Report
  - Education Report
  - ANGEN Report
  - Financial Report
  - Legal Report

## Closing

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



# Committee Reports

(Tabs 3-4)

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# Finance Committee Report

(Tab 3)

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# Meeting Agenda

September 1, 2021

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## Introduction

- ❖ Call to Order
- ❖ Roll Call
- ❖ Agenda Approval
- ❖ Guest Introductions

## Action Items

- ❖ Grant Cycle 6
- ❖ FY2022 Operations Budget
- ❖ July 2021 Financial Statements

## Closing

- ❖ Public Comments
- ❖ Next Meeting
- ❖ Adjournment



# Grant Cycle 6 Facts

## 20 projects

✓ 19 individual, 1 joint

## Total requested

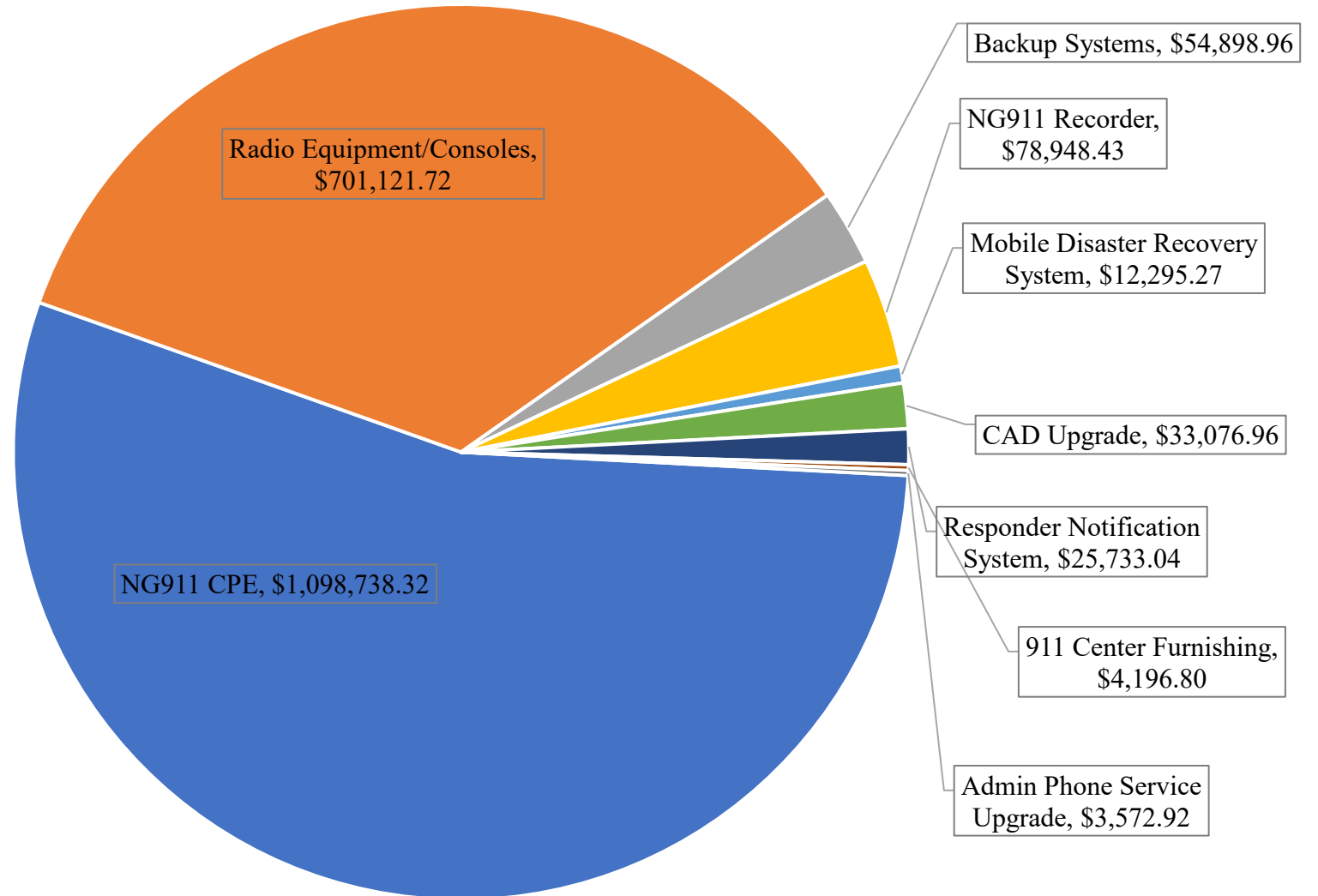
✓ \$2,012,582.42

## General Conditions

✓ All Applicants

## Eligibility

✓ All Applicants



# Project Types – Categorize & Prioritize

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## CATEGORIZATION

- CAD Upgrade
- 911 Center Furnishing
- Admin Phone Service Upgrade
- NG911 CPE
- NG911 Recorder
- Radio Equipment/ Consoles
- Responder Notification System
- Mobile Disaster Recovery System
- Backup System

## PRIORITIZATION

- 1) NG911 CPE
- 2) Backup System
- 3) NG911 Recorder
- 4) CAD Upgrade
- 5) Mobile Disaster Recovery System
- 6) Responder Notification System
- 7) Admin Phone Service Upgrade
- 8) 911 Center Furnishing
- 9) Radio Equipment/Consoles



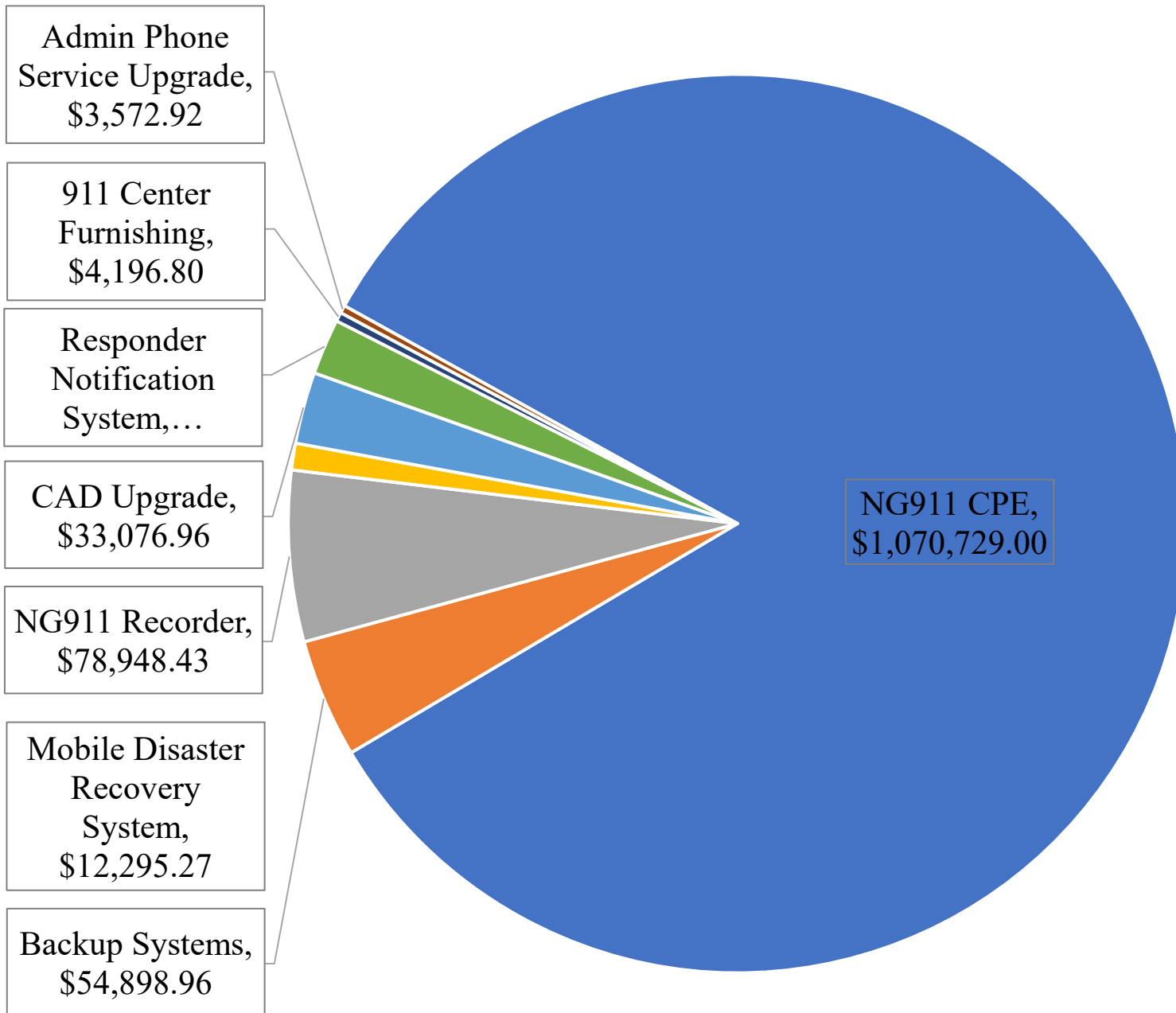


## Radio Equipment/Consoles (not furniture)

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- 011 – Radio Equipment/Consoles, \$209,218.00
  - Recommend not funding
- 013 – Radio Tower Project (joint application), \$150,000.00
  - Recommend not funding
- 015 – Radio Equipment/Consoles, \$72,003.72
  - Recommend not funding
- 016 – Radio Tower Project, \$69,900.00
  - Recommend not funding
- 019 – Radio Equipment/Consoles, \$200,000.00
  - Recommend not funding





Remaining  
Project Types =  
\$1,283,451.38



# NG911 CPE

- 001 – NG911 Hosted CPE, \$92,430.00
  - Recommend 90% funding, \$83,187.00
- 002 – NG911 On-premise CPE, \$121,578.00
  - Recommend 90% funding, \$109,420.20
- 003 – NG911 Hosted CPE, \$138,645.00
  - Recommend 90% funding, \$124,780.50
- 004 – NG911 Hosted CPE, \$92,430.00
  - Recommend 90% funding, \$83,187.00
- 005 – NG911 Hosted CPE, \$138,645.00
  - Recommend 90% funding, \$124,780.50
- 006 – NG911 Hosted CPE, \$92,430.00
  - Recommend 90% funding, \$83,187.00
- 007 – NG911 On-premise CPE, \$117,281.00
  - Recommend 90% funding, \$105,552.90
- 012 – NG911 Hosted CPE, \$92,430.00
  - Recommend 90% funding, \$83,187.00
- 016 – NG911 Hosted CPE, \$92,430.00
  - Recommend 90% funding, \$83,187.00
- 018 – NG911 Hosted CPE, 92,430.00
  - Recommend 90% funding, \$83,187.00



# Backup System & NG911 Recorder

- 010 – Backup Power System Project, \$54,898.96
  - Recommend 90% funding, \$49,409.06
- 014 – NG911 Recorder, \$33,305.43
  - Recommend 90% funding, \$29,974.89
- 016 – NG911 Recorder Configuration, \$500.00
  - Recommend 90% funding, \$450.00
- 017 – NG911 Recorder, \$45,143.00
  - Recommend 90% funding, \$40,628.70



# CAD Upgrade & Mobile Disaster Recovery System

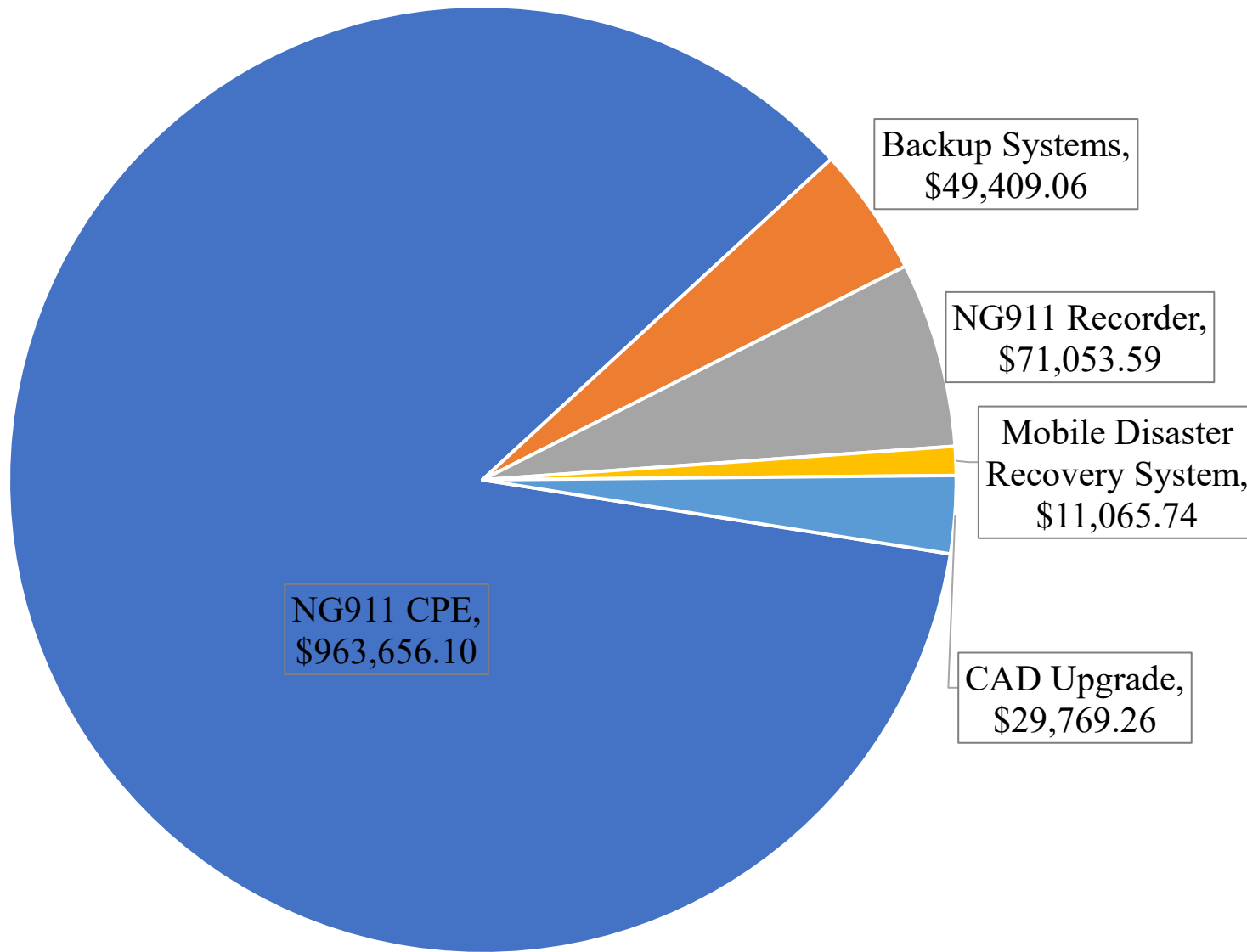
- 020 – CAD equipment refresh, \$33,076.96
  - Recommend 90% funding, \$29,769.26
- 009 – MEVO Anywhere Kit, \$6,498.90
  - Recommend 90% funding, \$5,849.01
- 012 – MEVO Anywhere Kit, \$5,796.37
  - Recommend 90% funding, \$5,216.73



# Responder Notification System, Admin Phone Service Upgrade, & 911 Center Furnishing

- 008 – Responder Notification System, \$11,720.00
  - Recommend not funding
- 012 – Responder Notification System w/CAD Integration, \$14,013.04
  - Recommend not funding
- 010 – Admin Phone Service; new provider, \$2,942.92
  - Recommend not funding
- 016 – Admin Phone Service; integration, \$630.00
  - Recommend not funding
- 010 – 911 Center Chairs and Shelving, \$4,196.80
  - Recommend not funding





Recommended  
Project Awards  
=\$1,124,953.76



<b>Application Number</b>	<b>Project Type</b>	<b>Requested Amount</b>	<b>Award Amount</b>
GC6-2021-001	NG9-1-1 CPE	\$ 92,430.00	\$ 83,187.00
GC6-2021-002	NG9-1-1 CPE	\$ 121,578.00	\$ 109,420.20
GC6-2021-003	NG9-1-1 CPE	\$ 138,645.00	\$ 124,780.50
GC6-2021-004	NG9-1-1 CPE	\$ 92,430.00	\$ 83,187.00
GC6-2021-005	NG9-1-1 CPE	\$ 138,645.00	\$ 124,780.50
GC6-2021-006	NG9-1-1 CPE	\$ 92,430.00	\$ 83,187.00
GC6-2021-007	NG9-1-1 CPE	\$ 117,281.00	\$ 105,552.90
GC6-2021-009	Mobile Disaster Recovery System	\$ 6,498.90	\$ 5,849.01
GC6-2021-010	Backup System	\$ 54,898.96	\$ 49,409.06
GC6-2021-012	NG9-1-1 CPE	\$ 92,430.00	\$ 83,187.00
	Mobile Disaster Recovery System	\$ 5,796.37	\$ 5,216.73
GC6-2021-014	NG9-1-1 Recorder	\$ 33,305.43	\$ 29,974.89
GC6-2021-016	NG9-1-1 CPE	\$ 92,430.00	\$ 83,187.00
	NG9-1-1 Recorder	\$ 500.00	\$ 450.00
GC6-2021-017	NG9-1-1 Recorder	\$ 45,143.00	\$ 40,628.70
GC6-2021-018	NG9-1-1 CPE	\$ 92,430.00	\$ 83,187.00
GC6-2021-020	CAD Upgrade	\$ 33,076.96	\$ 29,769.26
		<b>TOTAL</b>	<b>\$ 1,249,948.62</b>
			<b>\$ 1,124,953.76</b>



# Remaining Agenda Items

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- FY2022 Operations Budget
- July 2021 Financial Statements



# Recommendations of the Finance Committee

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- Grant Cycle 6
  - Fund the recommended projects at 90% for a total of \$1,124,953.76 with availability stipulations for the MEVO Anywhere kit awards
- FY2022 Operations Budget
  - Recommended approval as presented, but updated to include replacement of the Board's 2013 Black Chevy Tahoe
  - Extend the legal services contract to a 3-year term rather than a 1-year term
- July 2021 Financial Statements
  - Recommend approval as presented
- Continuation of the Legacy Costs Reimbursement Program through FY2022 (i.e. October 1, 2021 through September 30, 2022)
  - Recommend approval of the program through an additional fiscal year



<b>Application Number</b>	<b>Emergency Communication District</b>	<b>Project Type</b>	<b>Requested Amount</b>	<b>Award Amount</b>
GC6-2021-001	Winston County	NG9-1-1 CPE	\$ 92,430.00	\$ 83,187.00
GC6-2021-002	Bessemer	NG9-1-1 CPE	\$ 121,578.00	\$ 109,420.20
GC6-2021-003	Pickens County	NG9-1-1 CPE	\$ 138,645.00	\$ 124,780.50
GC6-2021-004	Clay County	NG9-1-1 CPE	\$ 92,430.00	\$ 83,187.00
GC6-2021-005	Ft. Payne	NG9-1-1 CPE	\$ 138,645.00	\$ 124,780.50
GC6-2021-006	Adamsville	NG9-1-1 CPE	\$ 92,430.00	\$ 83,187.00
GC6-2021-007	Baldwin County	NG9-1-1 CPE	\$ 117,281.00	\$ 105,552.90
GC6-2021-009	Henry County	Mobile Disaster Recovery System	\$ 6,498.90	\$ 5,849.01
GC6-2021-010	Choctaw County	Backup System	\$ 54,898.96	\$ 49,409.06
GC6-2021-012	Hueytown	NG9-1-1 CPE	\$ 92,430.00	\$ 83,187.00
		Mobile Disaster Recovery System	\$ 5,796.37	\$ 5,216.73
GC6-2021-014	Morgan County	NG9-1-1 Recorder	\$ 33,305.43	\$ 29,974.89
GC6-2021-016	Wilcox County	NG9-1-1 CPE	\$ 92,430.00	\$ 83,187.00
		NG9-1-1 Recorder	\$ 500.00	\$ 450.00
GC6-2021-017	Lauderdale County	NG9-1-1 Recorder	\$ 45,143.00	\$ 40,628.70
GC6-2021-018	Midfield	NG9-1-1 CPE	\$ 92,430.00	\$ 83,187.00
GC6-2021-020	Perry County	CAD Upgrade	\$ 33,076.96	\$ 29,769.26
<b>TOTAL</b>			<b>\$ 1,249,948.62</b>	<b>\$ 1,124,953.76</b>

# Technical Committee Report

(Tabs 4)

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# Meeting Agenda

## August 31, 2021

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### Introduction

- ❖ Call to Order
- ❖ Roll Call
- ❖ Agenda Approval
- ❖ Guest Introductions

### Action Items

- ❖ ANGEN Update
- ❖ GIS Project

### Closing

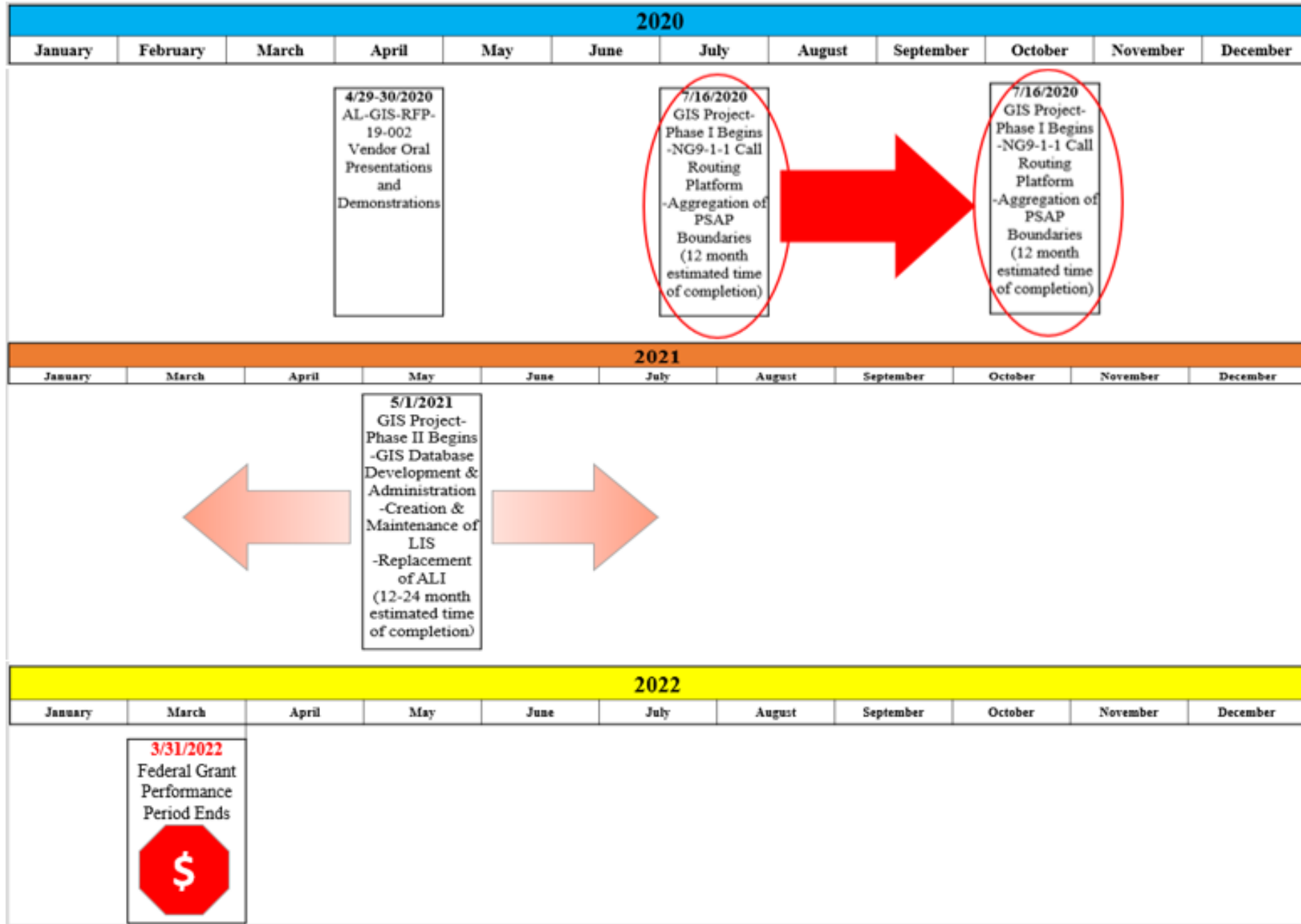
- ❖ Public Comments
- ❖ Next Meeting
- ❖ Adjournment



ANGEN  
&  
GIS  
Program  
Updates

- INdigital ALI Conversions
- AT&T ALI Disconnect Process & Progress
- Wireline Conversion Overview
- Other ANGEN Updates





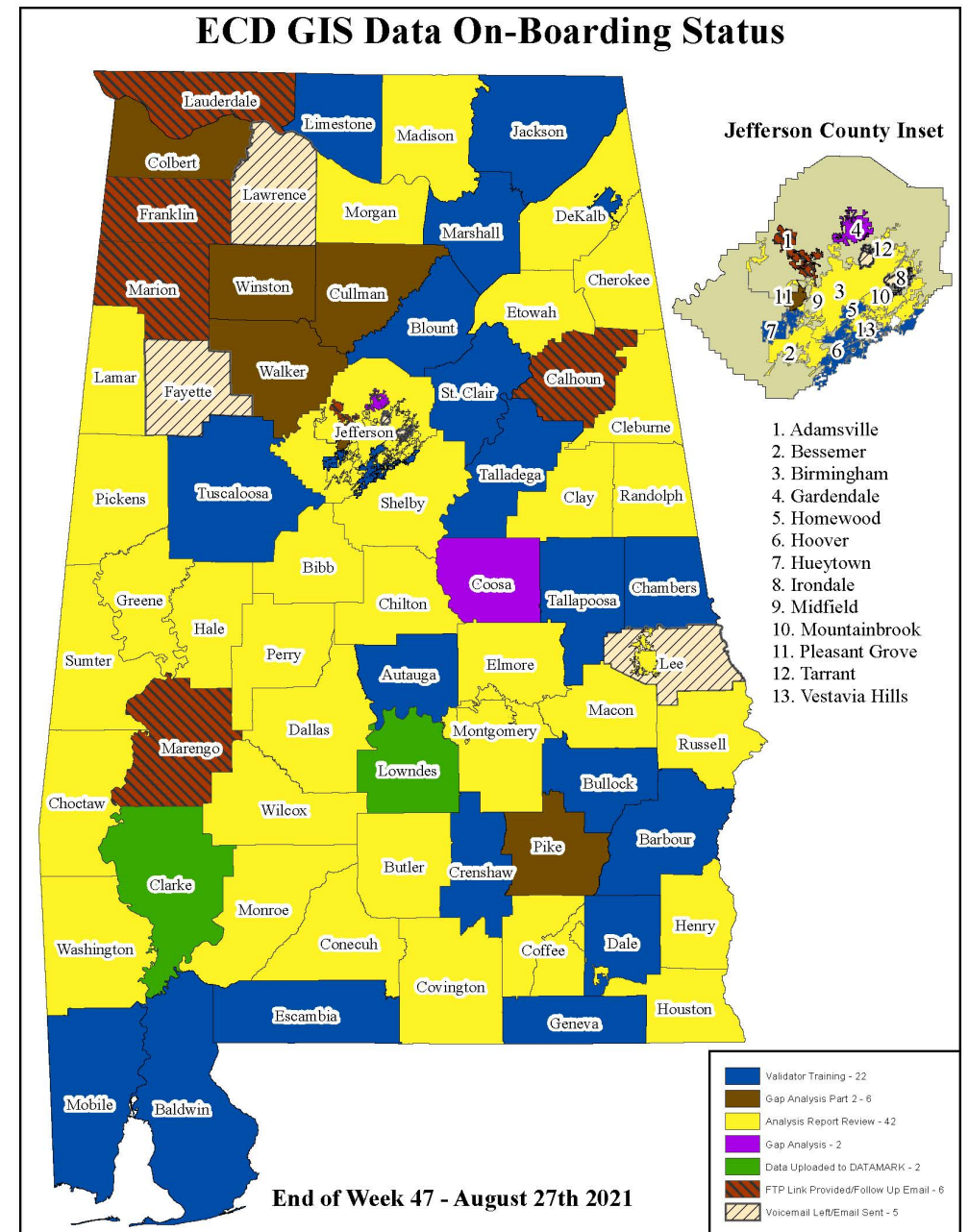
# Progress and Direction

\$4.2M to spend in performance period

- Ends March 31, 2022
- Problems faced:
  - ECD's lack of resources/understanding or apathy
  - Time constraints
- Needs:
  - Authoritative PSAP Boundaries
  - Provisioning Boundaries
  - Road Centerlines
  - Site/Structure Address Points
  - Emergency Service Boundaries (Fire, Law, Medical)

\$3.2M committed in contract period

- Ends September 30, 2023





# GIS PROGRAM STRATEGY

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## **FEDERAL GRANT STRATEGY**

- Spend \$4.2M in the performance period toward developing the GIS platform to ensure that all PSAPs utilize a consistent, standardized Statewide database.
- Centralize the management of the database with common tools and processes.

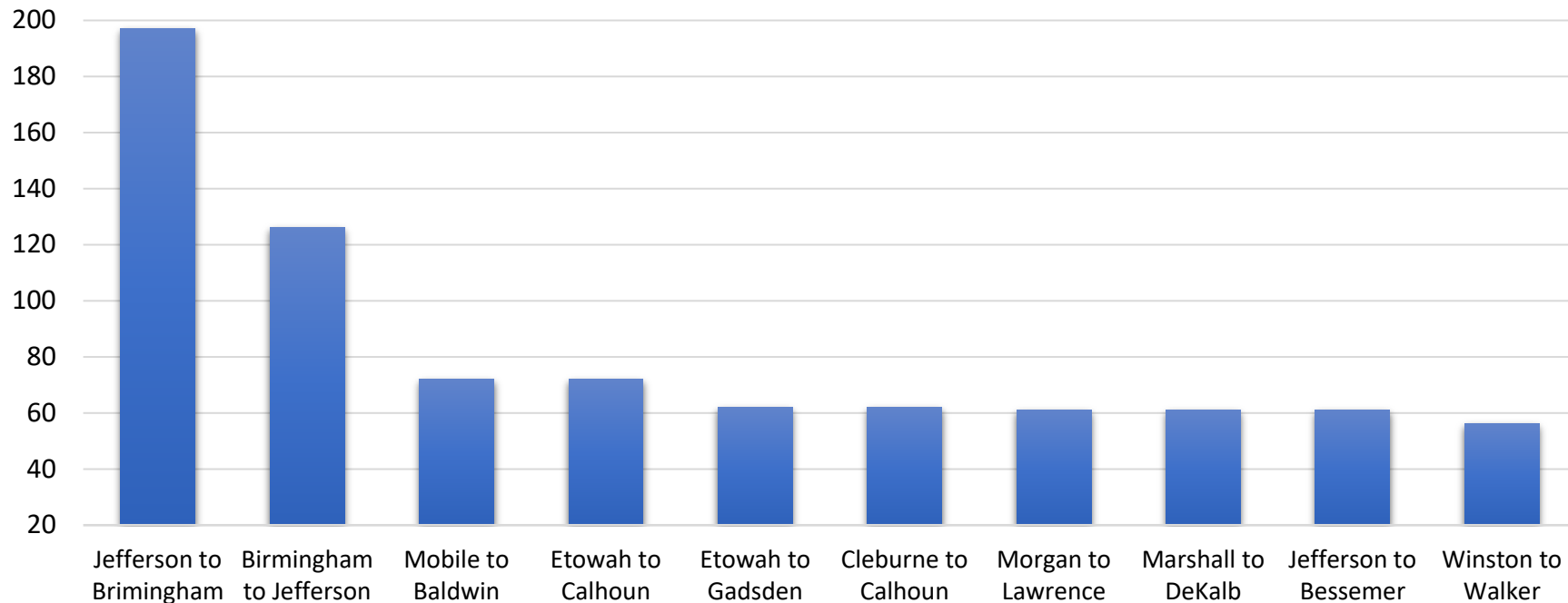
## **CONTRACT PERIOD STRATEGY**

- Once the GIS platform is completed, ANGEN can fully implement the Location Validation Function / Emergency Call Routing Function (LVF/ECRF) and NG911 call routing system.
- Additional impacts include the ability to access GIS information for all PSAPs across the State (with proper authorization) between PSAPs.



# Jefferson County Agencies Sandbox

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



# Jefferson County Agencies Sandbox

**Wireless Routing Pilot, AL Validations**

Validation Results	Latest Run	Number of Anomalies	Percentage of Total	+/- Change (Previous Run)
PSAP Boundary Gap	08/18/2021	827	N/A	827 ▲
PSAP Boundary is Multipart	08/18/2021	1054	N/A	1054 ▲
PSAP Boundary Overlap	08/18/2021	715	N/A	715 ▲

**Wireless Routing Pilot, AL Validations**

Validation Results	Latest Run	Number of Anomalies	Percentage of Total	+/- Change (Previous Run)
PSAP Boundary Gap	08/30/2021	847	N/A	20 ▲
PSAP Boundary is Multipart	08/30/2021	0	N/A	1054 ▼
PSAP Boundary Overlap	08/30/2021	1827	N/A	1112 ▲



# Recommendation(s) of the Technical Committee

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- Continuation of the Legacy Costs Reimbursement Program through FY2022 (i.e. October 1, 2021 through September 30, 2022)
  - Recommend approval of the program through an additional fiscal year



# Staff Reports

(Tabs 5-10)

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# Director's Report

(Tab 5)

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MS. LEAH MISSILDINE



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>



# Updates and Considerations

- a. ANGEN Reimbursements**
- b. Legacy Reimbursements**
- c. ALI Circuit Disconnection**
- d. 988 Coalition**
- e. 911 Strike Force**
- f. Building Block & Next Steps**
  - a. Language Translation Services**
  - b. Telecommunicator Reclassification**
  - c. Partnership with Alabama Fire College**
  - d. Federal Funding for NG911 Introduced**

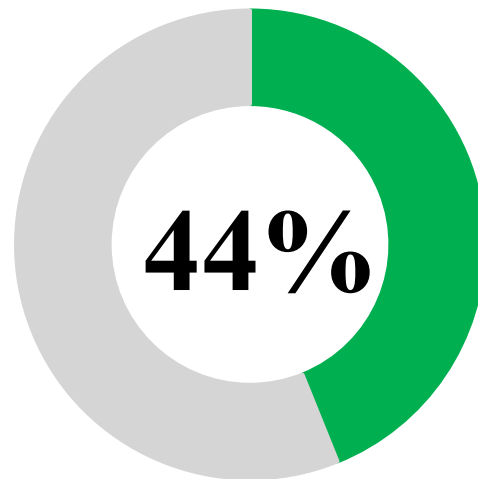


# ANGEN Reimbursement

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

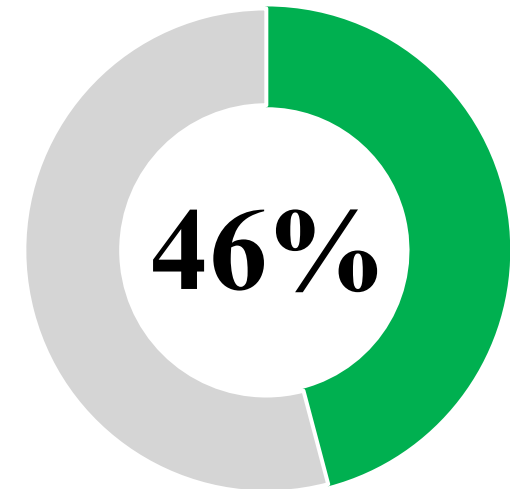
**CLOSED**

Percentage of Funds Claimed



■ Funds Claimed = \$111,942.25  
■ Funds Remaining = \$143,057.75

Percentage of District Participation



■ Number of Districts Participating = 39  
■ Number of Districts Not Participating = 46





# 2021 Q1 – Q3 Legacy Costs Reimbursements

	January	February	March	April	May	June	July	August
<b># of ECDs Submitted</b>	18	19	6	23	16	6	21	19
<b>Reimbursement Total</b>	\$304,950.54	\$202,449.38	\$42,545.07	\$308,113.98	\$212,491.92	\$42,956.07	\$282,505.34	\$218,819.79
<b>Deficiencies</b>	15	13	2	7	6	2	2	5
<b>Types of Deficiencies</b>	<b>**missing complete phone bills or proof of payment**</b>							

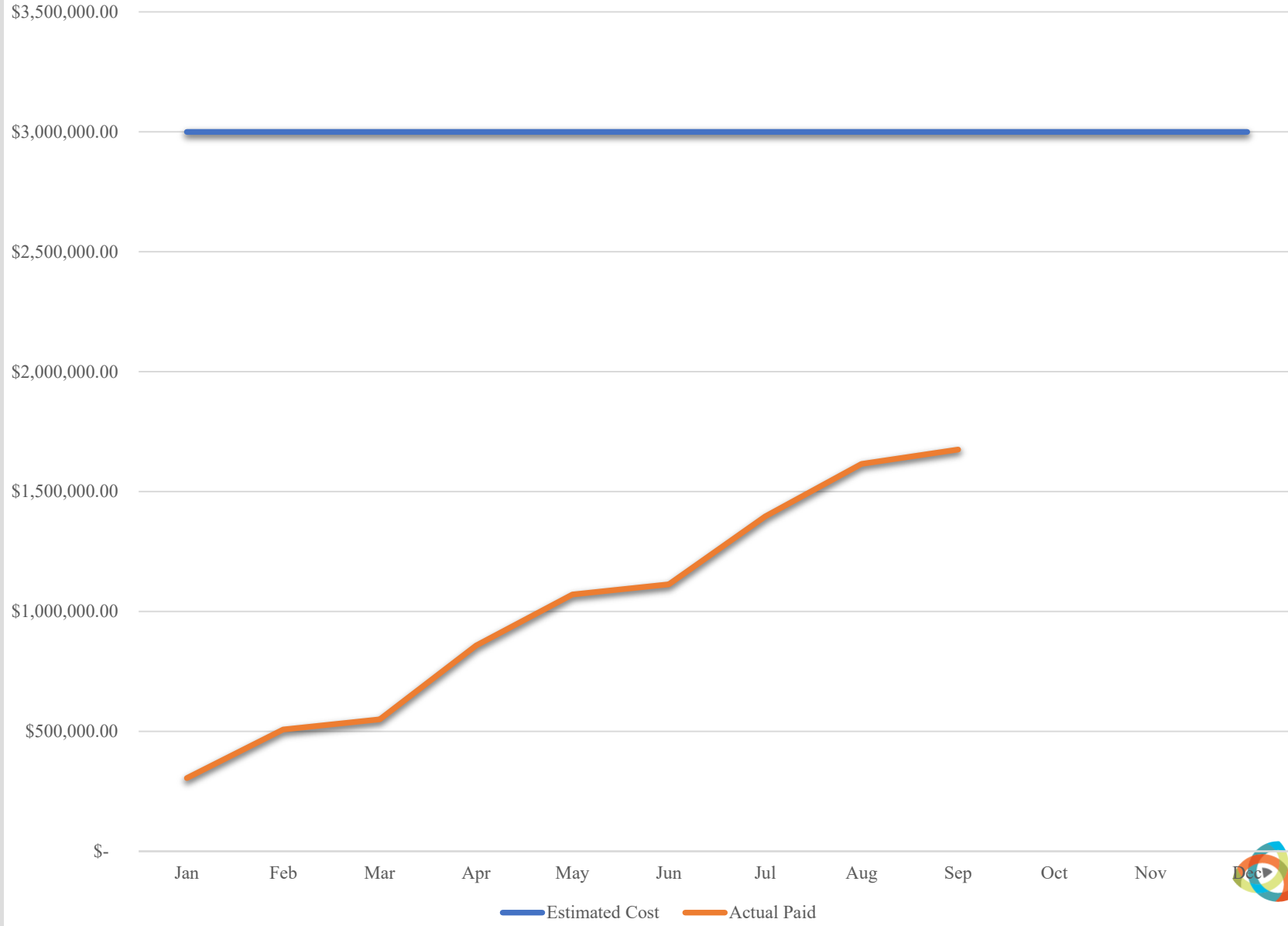


# Legacy Reimbursement

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
Aug	2	2	18
Sep	1	2	5
	53	46	44

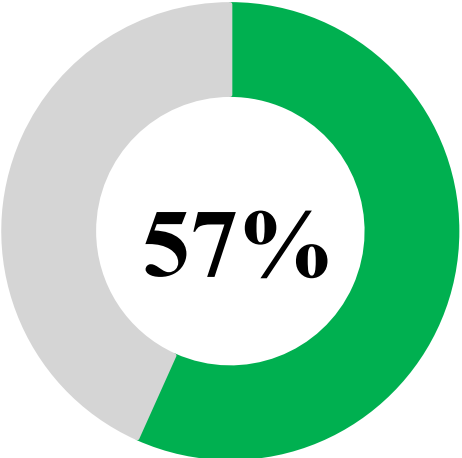
## Legacy Cost Reimbursement: Estimated vs Actual (through 09/07/2021)



# Legacy Costs Reimbursement

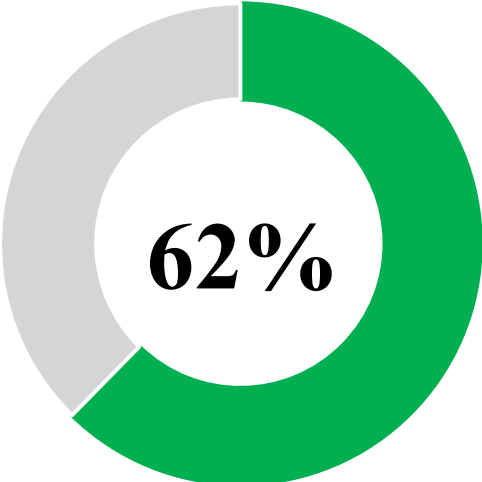
Final Submission  
Deadline for  
FY2021 Bills –  
December 10, 2021

Percentage of Funds Claimed



- Funds Claimed = \$1,701,473.45
- Funds Remaining = \$1,298,526.55

Percentage of District Participation



- Number of Districts Participating = 53
- Number of Districts Not Participating = 32



# AT&T ALI Disconnection Process & Progress

## WHAT THE ECD DOES --

➤ Once your PSAP is on INdigital ALI, begin a new email to [leah@al911board.com](mailto: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:

## WHAT LEAH DOES --

➤ Confirm INdigital ALI cut with INdigital

➤ Submit request to AT&T

➤ Await acknowledgement

Colbert County

Barbour County

Montgomery City & County

Tallapoosa County &

Alexander City PD

Birmingham

City of Auburn

Macon County

Dallas County

Lowndes County

Bullock County

Mobile County

Etowah County

Covington County

Wilcox County

Chambers County

Washington County

Pike County

Jackson County

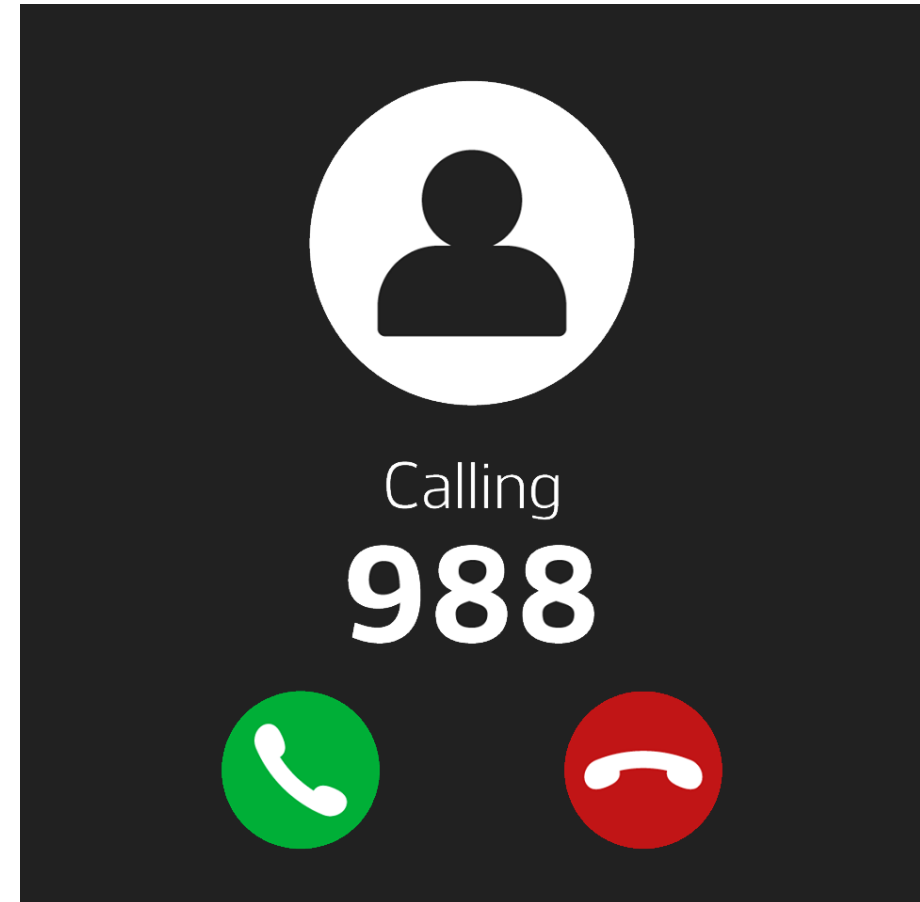
Marshall County

➤ Confirm reduction on bill (if you've put in for legacy 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

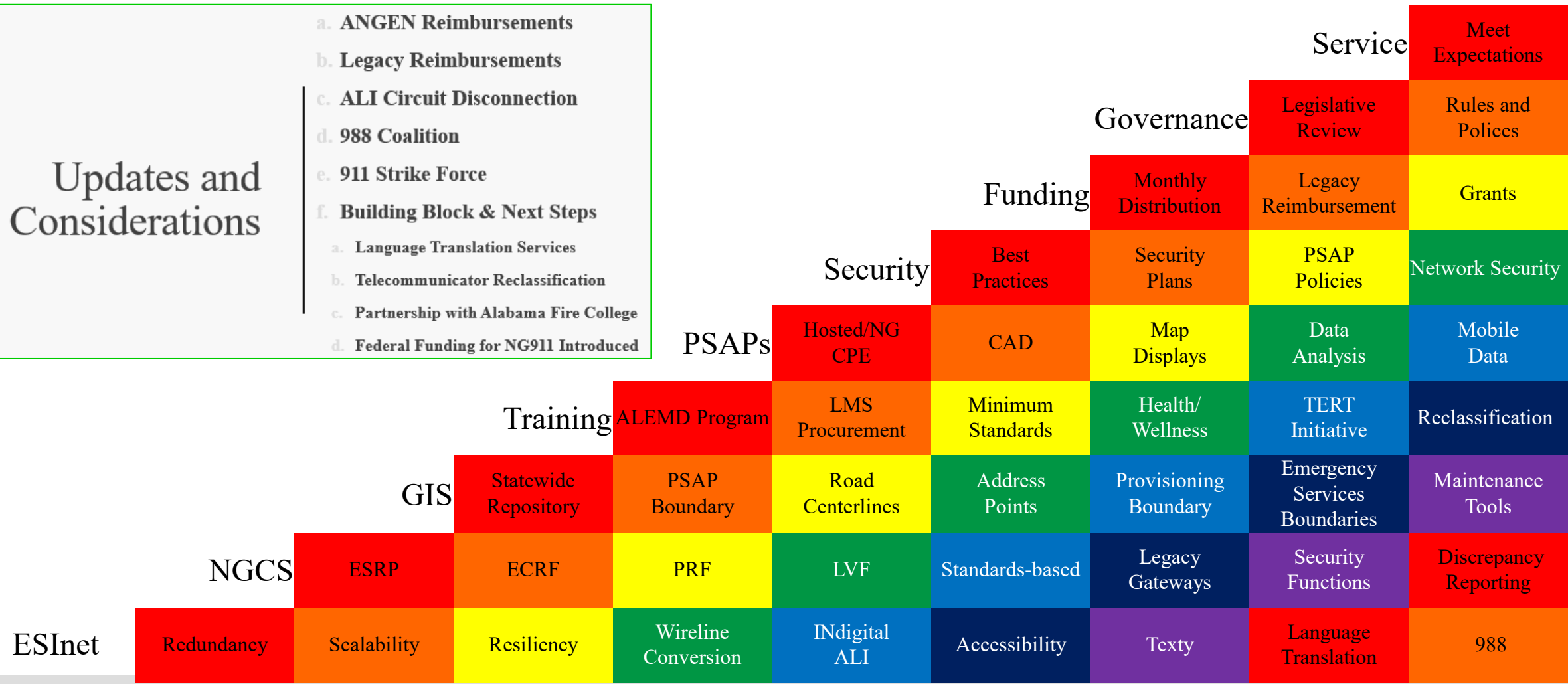
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- Alabama Department of Mental Health awarded grant funding for 9-8-8 implementation and long-range planning in March 2021
- State Legislature established the 9-8-8 Study Commission in April 2021 to consider eight main criteria outlined in the grant 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



# Updates and Considerations

- a. ANGEN Reimbursements
- b. Legacy Reimbursements
- c. ALI Circuit Disconnection
- d. 988 Coalition
- e. 911 Strike Force
- f. Building Block & Next Steps
  - a. Language Translation Services
  - b. Telecommunicator Reclassification
  - c. Partnership with Alabama Fire College
  - d. Federal Funding for NG911 Introduced



# 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.*



# Voiance Update - What to Expect

- Bill Martin from Voiance will reach out to your agency.
- You'll have a Kick-Off call with 3-5 other agencies.
  - Reporting walk through
  - Any menu set-up
  - Q&A
- Then you'll receive a welcome email from Voiance.

## Walker County 911

Randolph County E911

Dothan Communications

Jefferson County 9-1-1

Houston Co Communications

Winston County E 9-1-1 Communications District

Headland Police Department

Marshall County 911

HUEYTOWN 911

Colbert County 911

Baldwin County Emergency Communication District

Marion County 911

Greene County E-911 Communication District

Dale County

Elba PD

Athens/Limestone County 911

Huntsville-Madison County 9-1-1 Center

MONROE COUNTY E911

BIRMINGHAM ECD

Macon county E-911

Wilcox County ECD

Jackson County 9-1-1

St Clair County

City of Homewood 911

Marengo County Emergency Communications District

Adamsville Police Department

Clay County E911

Bullock County E-911 Emergency Communications District

Enterprise PD

TALLAPOOSA COUNTY SO PSAP

ALEXANDER CITY PD PSAP

Troy Police Department

Talladega County Emergency Management Communications District





# Voiance Update - What to Expect

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- How it's set up “on network” and why.
  - Dedicated toll-free numbers behind one FIPS code
  - No PIN required
- Considerations for your operations and finances.
  - How is your agency currently set up?
  - How do you want it to “work” for your telecommunicators?
  - Do you want to save money for 911 language translation services?
  - Do you want to utilize state contract pricing (currently Voiance) for your agency's other translation needs?
- ❖ **REMEMBER – it's completely up to you! And...you have options.**



# Building Blocks and Next Steps

## TELECOMMUNICATOR RECLASSIFICATION

- ✓ City of Hoover
  - ✓ City of Birmingham
  - ✓ City of Daphne
  - ✓ Jefferson County
- [Reclassification Document 2.0](#)
- What the PSAP/ECD can do
  - Sample letters to Congress
  - Model Job Description
  - Resolutions (Alabama & other states)

## PARTNERSHIP WITH ALABAMA FIRE COLLEGE

- ✓ Kick-off Call on September 7, 2021
- ✓ Build on their existing TC I/II course
- ✓ Process
- ✓ Access to their materials
- ✓ Assigned to their Program Manager
- ✓ Development of a model class and/or crossover class



# Building Blocks and Next Steps

## Federal Funding for NG911 “re-”introduced

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- Late on 09/09/2021, the House Energy & Commerce Committee released its portion of the Budget Reconciliation Act, which will be considered by Congress in the coming weeks as the legislative process moves forward.  
<https://energycommerce.house.gov/newsroom/press-releases/pallone-announces-full-committee-markup-of-build-back-better-act>
- The bill includes an appropriation of \$10 billion for Next Generation 911.  
[https://energycommerce.house.gov/sites/democrats.energycommerce.house.gov/files/documents/E%26C\\_Subtitle%20K\\_Next%20Generation%209-1-1.pdf](https://energycommerce.house.gov/sites/democrats.energycommerce.house.gov/files/documents/E%26C_Subtitle%20K_Next%20Generation%209-1-1.pdf)
- The latest mark-up as of late 09/13/2021:  
<https://docs.house.gov/meetings/IF/IF00/20210913/114039/BILLS-117-K-E000215-Amdt-1.pdf>



# Recent, Ongoing, and Upcoming Deadlines/Activities

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## 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 (3<sup>rd</sup> Wednesday of odd months) **\*\*\*November's Board Meeting\*\*\* moved to 3<sup>rd</sup> Thursday of November due to GISA Conference\*\*\***
  2. Education & Outreach (1<sup>st</sup> Tuesday afternoon of even months)
  3. Finance (1<sup>st</sup> Wednesday morning of even months)
  4. Governance (1<sup>st</sup> Wednesday afternoon of even months)
  5. Technical (1<sup>st</sup> Tuesday morning of even months)



# GIS Report

(Tab 6)

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MR. ANDERSON BROOMS



@alabama911board



Alabama 9-1-1 Board



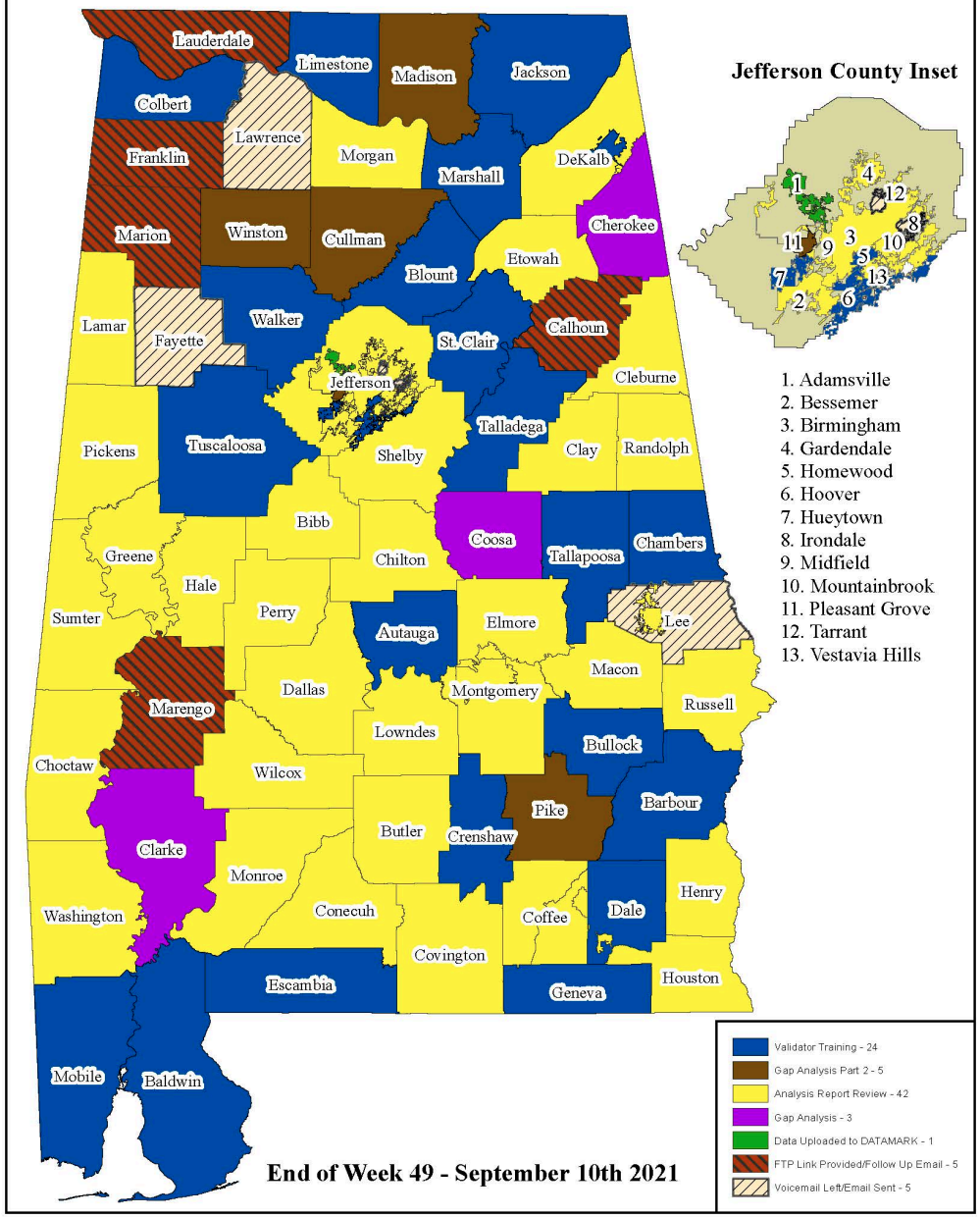
@al911board



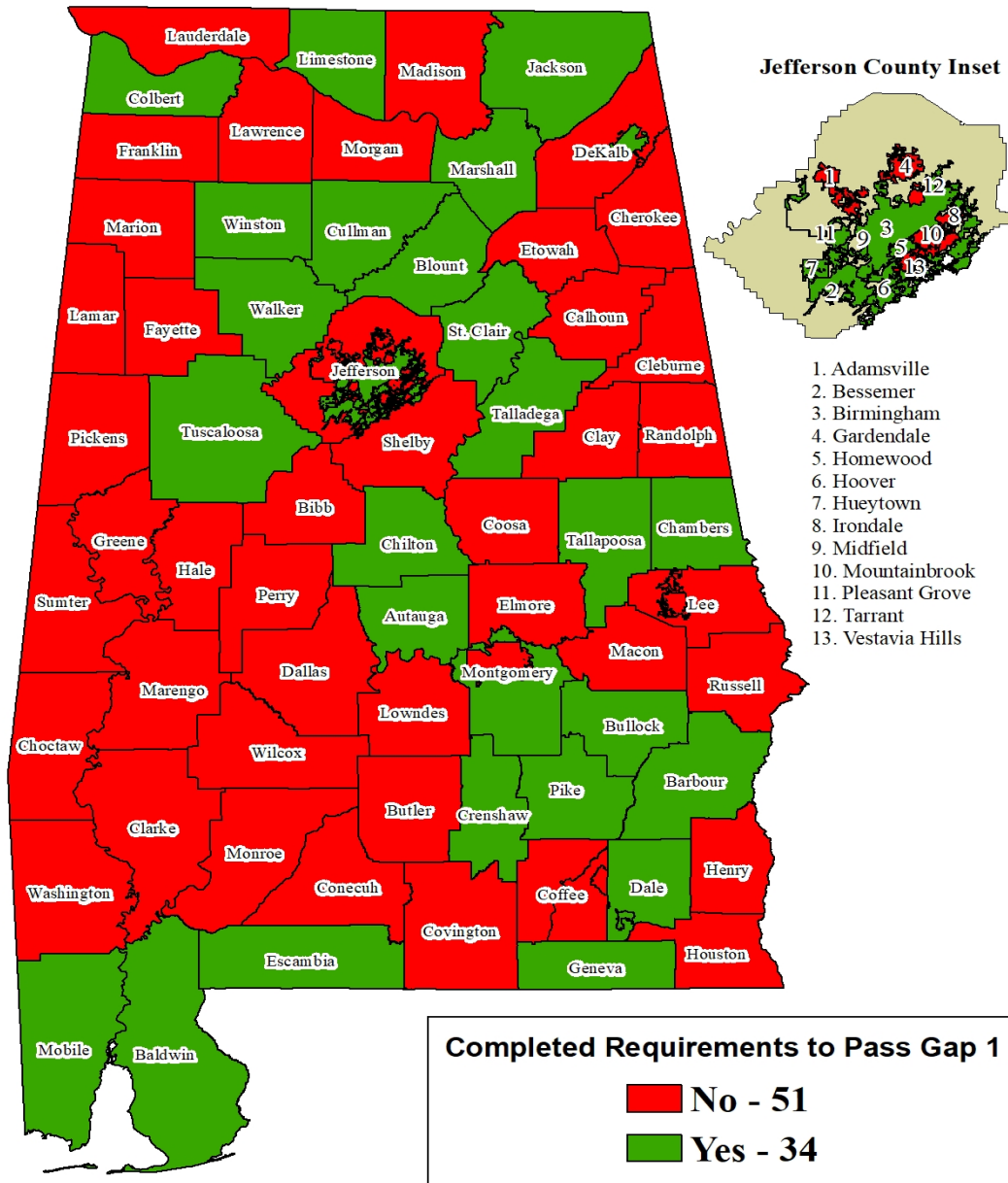
<http://al911board.com>



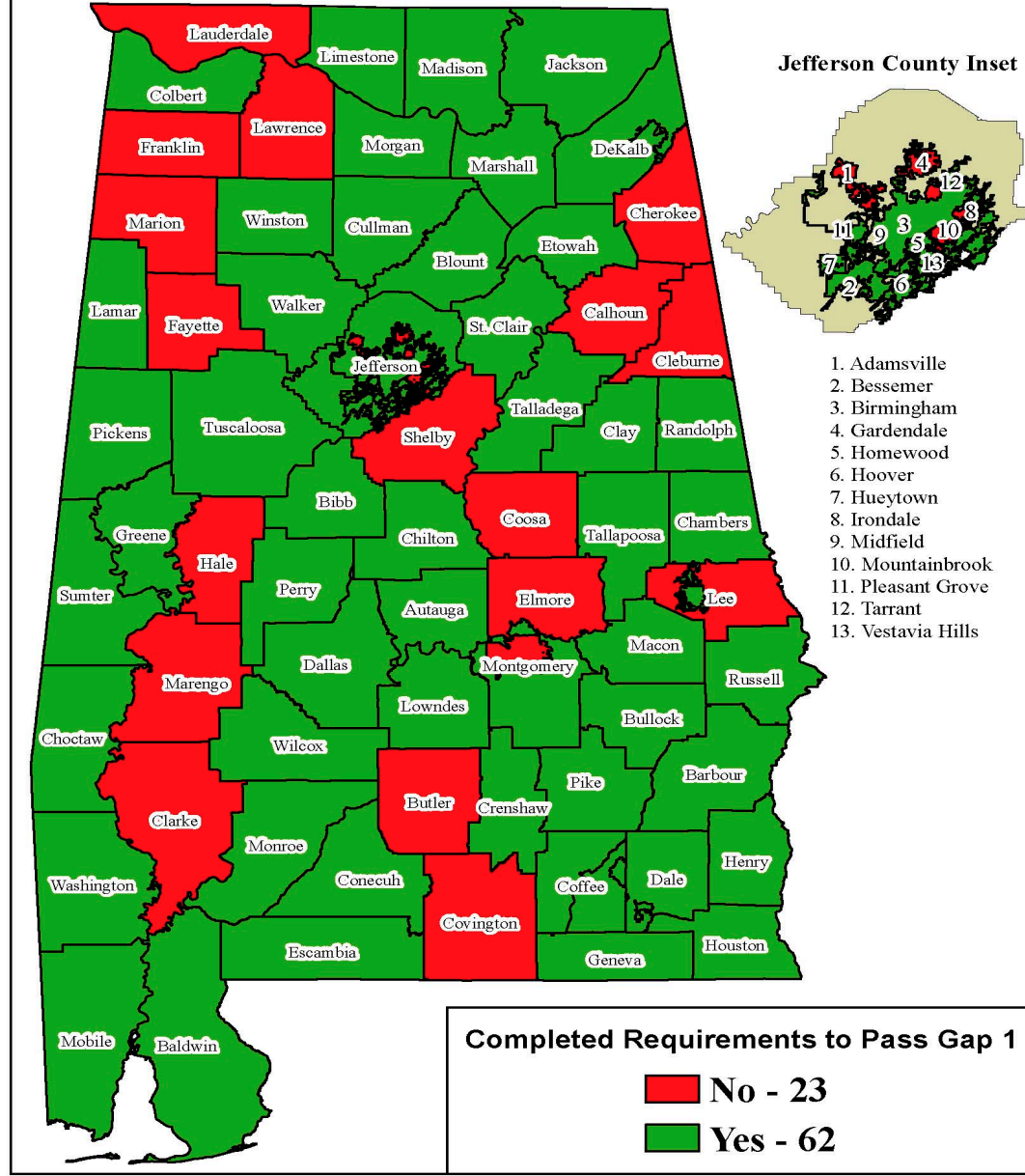
# ECD GIS Data On-Boarding Status



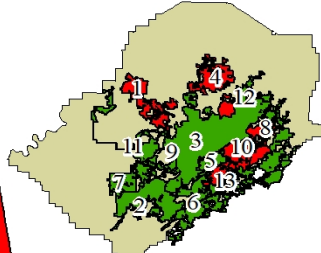
## Gap 1 Completion Status Map



## Gap 1 Completion Status Map

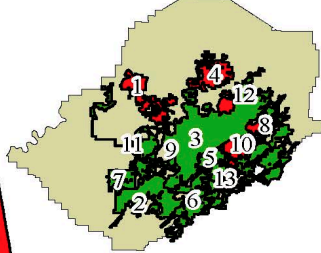


Jefferson County Inset



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

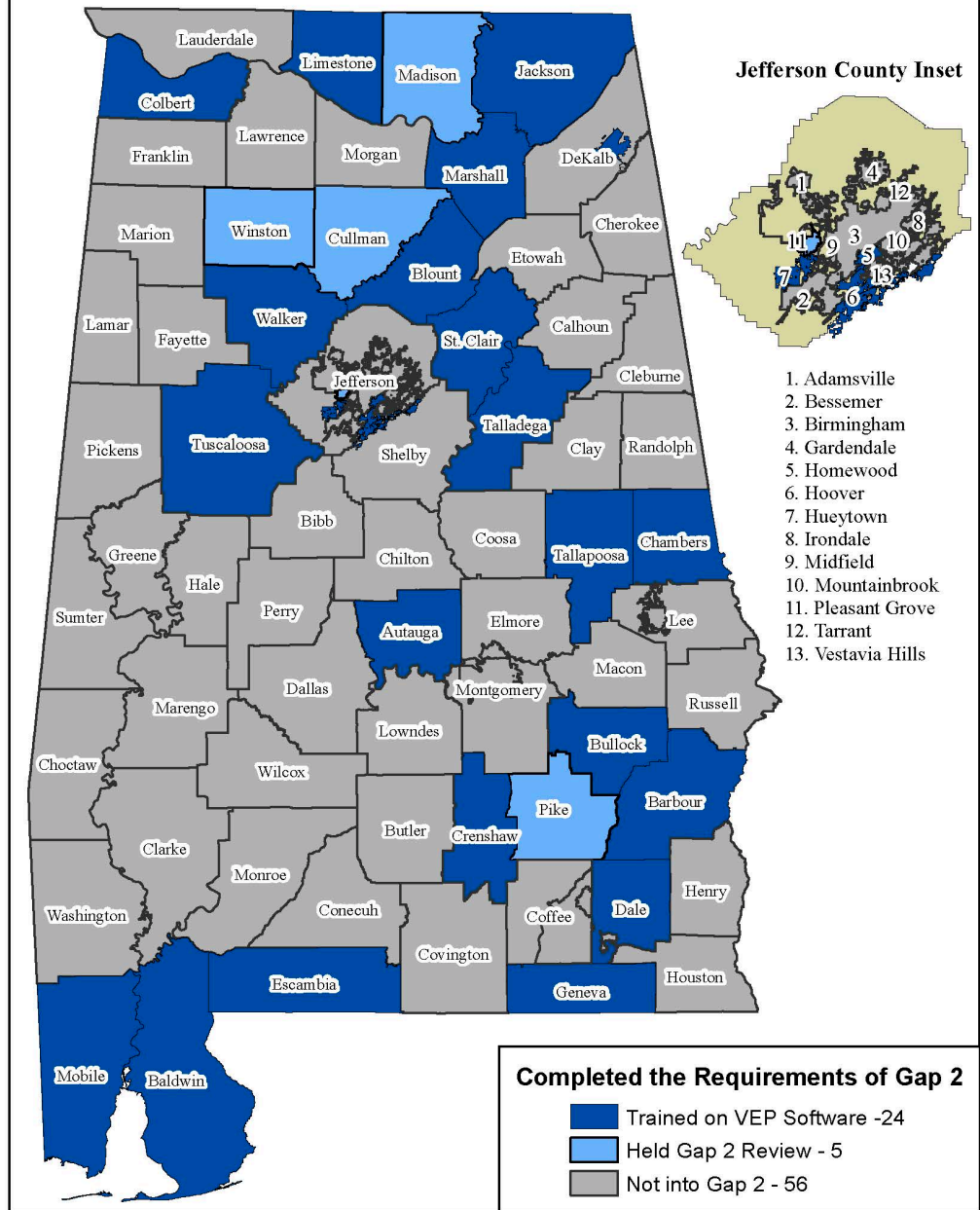
Jefferson County Inset



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



# Gap 2 Completion Status Map





# Education Report

(Tab 7)

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STAFF



# Virtual Academy

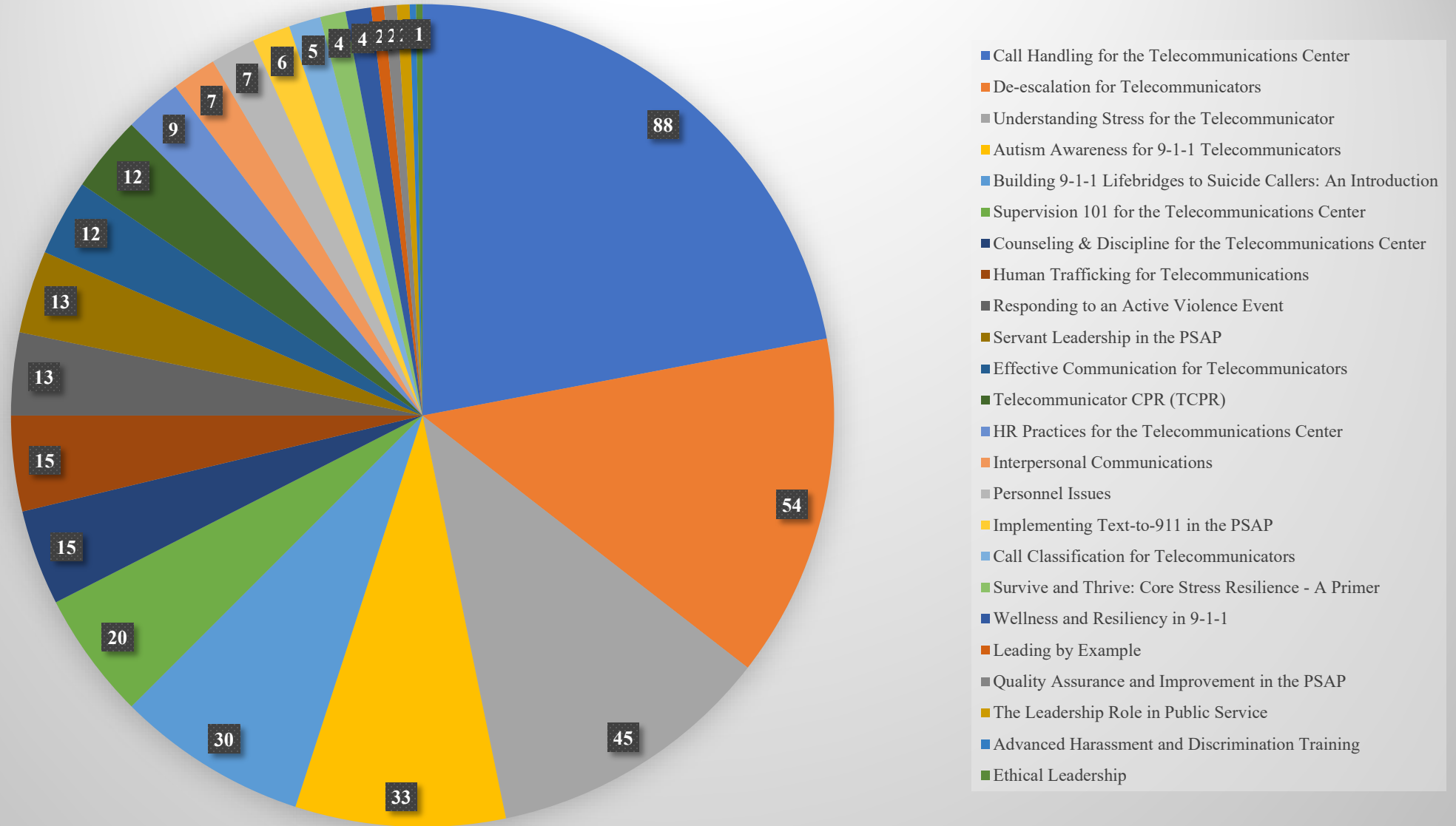
---

## July 1 – August 31, 2021

- 400 Course Completions
- 476.5 Hours of Continuing Education
- 24 different Course Titles
  
- External Training added by agencies
  - 77 Course Completions
  - 102 Hours of Continuing Education



# Completed Courses - July 1 - August 31, 2021



<u>When</u>	<u>What</u>	<u>Where</u>	<u>Who</u>	<u># of attendees</u>	<u>Hours</u>
July 6-8, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-022	Bessemer PD	Alabama 9-1-1 Board	2	24
July 21-23, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-023	Pelham PD	Alabama 9-1-1 Board	1	24
August 10-11, 2021	ALEMD Phase 2 Practitioner Course - 21-P1-INST-001	Prattville, AL	Alabama 9-1-1 Board	7	16
August 16-18, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-024	Adamsville PD	Alabama 9-1-1 Board	1	24
August 30-September 2, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-025	Talladega County 9-1-1	Alabama 9-1-1 Board	2	24



# Alabama 9-1-1 Board and ALNENA Pre-Conference Course

## October 10, 2021

Alabama 9-1-1 Board & Alabama NENA  
Proudly Hosts  
2021 Pre-Conference Course:



**ON SCENE FIRST**

**“Be the Leader you would want to follow”**

Instructor: Tracy Eldridge, ENP

October 10, 2021

8:00 am – 4:00 pm

**Class Location**

Perdido Beach Resort  
27200 Perdido Beach Blvd.  
Orange Beach, AL 36561

This session will share the importance of building better interpersonal relationships through self-awareness and improved communication skills. We will also discuss the importance of mentoring, developing internal talent, and succession planning. Bottom line: treat and train your people so well that they would be hired no matter where they go but treat them well enough, they do not want to leave.

In addition, students will learn how to identify not only their personalities, but the personalities of their co-workers. Also, they will know the needs/wants, and motivating/demotivating behaviors for each personality type. They will also learn the importance of being a leader regardless of their role in the 9-1-1 center. Finally, they will learn how to change their behavior, which is causing them difficulties with certain people. In turn, they will be able to build better relationships

Lunch provided to all class attendees.

Registration for this class should be completed during conference registration.

Special thanks to our Lunch Sponsors:

RapidSOS 

 xybix

*Saving lives on both sides of the call!*



# NENA Center Training Officer (CTO)

October 13-15,  
2021

Course is Full



## 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](mailto:dana@al911board.com)  
Amanda Tegtmeyer - [ategtmeyer@nena.org](mailto:ategtmeyer@nena.org)



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[@911NENA911](https://www.facebook.com/911NENA911) & [facebook.com/911NENA911](https://www.facebook.com/911NENA911)



# NENA Center Training Officer (CTO)

## December 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** December 13 - 15, 2021, 8:30 AM – 5:00 PM

**WHERE** Calhoun Community College-Health Science Bldg., Rm 109  
6250 US-31, Tanner, AL 35671

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

**REGISTRATION** [www.al911board.com](http://www.al911board.com)

**FOR MORE INFORMATION** Dana Nation - [dana@al911board.com](mailto:dana@al911board.com)  
Amanda Tegtmeyer - [ategtmeyer@nena.org](mailto:ategtmeyer@nena.org)



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[@911NENA911](https://twitter.com/911NENA911) & [facebook.com/911NENA911](https://facebook.com/911NENA911)



# Talk About It Tuesday Webinars

Date	Topics
August 3	Recent Lumen Outage, Hosted CPE Solutions; Pros & Cons, Grant Cycle 6
August 10	GIS Project – Where you are?, Language Translation Services, ALEA Call Transfers & CPE Programming
August 17	ANGEN Reimbursement, Training Programs, Legacy 9-1-1 Cost Reimbursement
August 24	INdigital ALI Cuts, ALI Disconnects, Wireline Conversion
August 31	Quarterly Education Program Review
September 7	Updating INdigital Database, Statewide MSAG Viewing, Default Routing, Voiance Implementation Update





# Jefferson County COMT and INTD Courses – October 25-29, 2021

## Communications Unit Technician (COMT)



Dates: October 25-29, 2021 Time: 08:00 – 17:00  
 Location: Jefferson State Community College  
 2601 Carson Road, Birmingham, Alabama 35215



**Course Overview:** This class provides introductory and refresher training for the NIMS ICS COMT position. It introduces public safety professionals and support staff to various communications concepts and technologies including interoperable communications solutions, LMR communications, satellite, telephone, data, and computer technologies used in incident response and planned events. It is designed for state/territory, tribal, urban, and local emergency response professionals and support personnel in all disciplines who have a technical communications background.

Participants develop the essential core competencies required for performing the duties of the COMT in an all-hazards incident, including responsibilities while operating in a local, regional, or state-level All-Hazards Incident Management Team.

The course is instructor-led and supports learning through discussion, lecture, and hands-on exercises to explain processes used for establishment and operation of the technical communications resources for an incident or planned event. The course provides a realistic, hands-on approach to mastering the tasks and skills of a COMT. Each attendee receives a Position Task Book.

This class is taught by CISA instructors who have both practitioner and Communications Unit experience. Prior to the on-site class, CISA staff will work with the requesting site to incorporate communications technologies in use by the participants' agencies. SWICs are encouraged to notify the STO prior to its start to ensure the course is documented.

**Prerequisites for Attendance:** (prerequisites must be verified two weeks in advance of the course)

- A public safety background with experience in field operations o A technical communications background
  - o Awareness of fundamental public safety communications technology
  - o Basic knowledge of applicable communications plans
- Completion of the following online courses from the FEMA EMI website:
  - o IS-100: Introduction to the Incident Command System, ICS 100
  - o IS-200: Basic Incident Command System for Initial Response
  - o IS-700: An Introduction to the National Incident Management System
  - o IS-800: National Response Framework, An Introduction Familiarity with the precourse reading materials



CYBERSECURITY & INFRASTRUCTURE SECURITY AGENCY

**Course Application and Registration Instructions:** <https://jeffcoal911.org/current-news/>

## Incident Tactical Dispatcher (INTD)



Dates: October 25-29, 2021 Time: 08:00 – 17:00  
 Location: Jefferson State Community College  
 2601 Carson Road, Birmingham, Alabama 35215



**Course Overview:** The course provides a realistic, hands-on approach to mastering the tasks and skills of an Incident Tactical Dispatcher. An Incident Tactical Dispatcher is a specially trained individual qualified to operate in a command post, base camp or at the incident scene in support of a specific incident or tactical operation. Incident Tactical Dispatchers leverage the multi-tasking, communication, accountability and documentation skills of successful telecommunicators to provide public safety communications expertise and support at planned events and extended incidents such as hostage situations, multi-alarm fires, search and rescue operations, bombings, and active shooter incidents in accordance with FEMA National Qualifications Standards. Incident Tactical Dispatchers may support the Communications Unit as a single resource or as part of an incident tactical dispatch team. This course provides a basic understanding for the roles and responsibilities of an incident tactical dispatcher working in a tactical environment.

This course is for experienced dispatchers who are familiar with the Incident Command System and dispatch operations. This course is four days long with an end of course INTD exercise on the fourth day. It is limited to 20 students. Each attendee participates in hands-on training exercises and receives a Position Task Book.

**Prerequisites for Attendance:** (prerequisites must be verified two weeks in advance of the course)

- A public safety background with minimum three years of experience in dispatch operations
  - o Awareness of fundamental public safety communications technology
- Must have completed the following online courses from the FEMA EMI website:
  - o IS-100: Introduction to the Incident Command System, ICS 100
  - o IS-144, Telecommunicators Emergency Response Taskforce (TERT) Basic Course
  - o IS-200: Basic Incident Command System for Initial Response
  - o IS-700: An Introduction to the National Incident Management System
  - o IS-800: National Response Framework, An Introduction
- Additional recommended training:
  - o ICS-300: Intermediate Incident Command System for Expanding Incidents, is recommended, but not required



CYBERSECURITY & INFRASTRUCTURE SECURITY AGENCY

**Course Application and Registration Instructions:** <https://jeffcoal911.org/current-news/>



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Alabama 9-1-1 Board



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<http://al911board.com>

# ANGEN Report

(Tab 8)

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ANGEN TEAM



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Alabama 9-1-1 Board



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<http://al911board.com>



# ANGEN

## July 2021 – September 2021

### Project Review

Presented September 16, 2021

911 Authority

# Past Months' Activity

- ANGEN Planning and support with INdigital
- Ongoing technical and project management support
  - ALI transitions
- GIS Project participation
- Federal Grant report filing
- Independent Validation and Verification (IVV) report finalization
- Support outreach at Gulf Coast conference in October

# Alabama Next Generation Emergency Network

ANGEN 2.0

Report for July 1 – August 31, 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

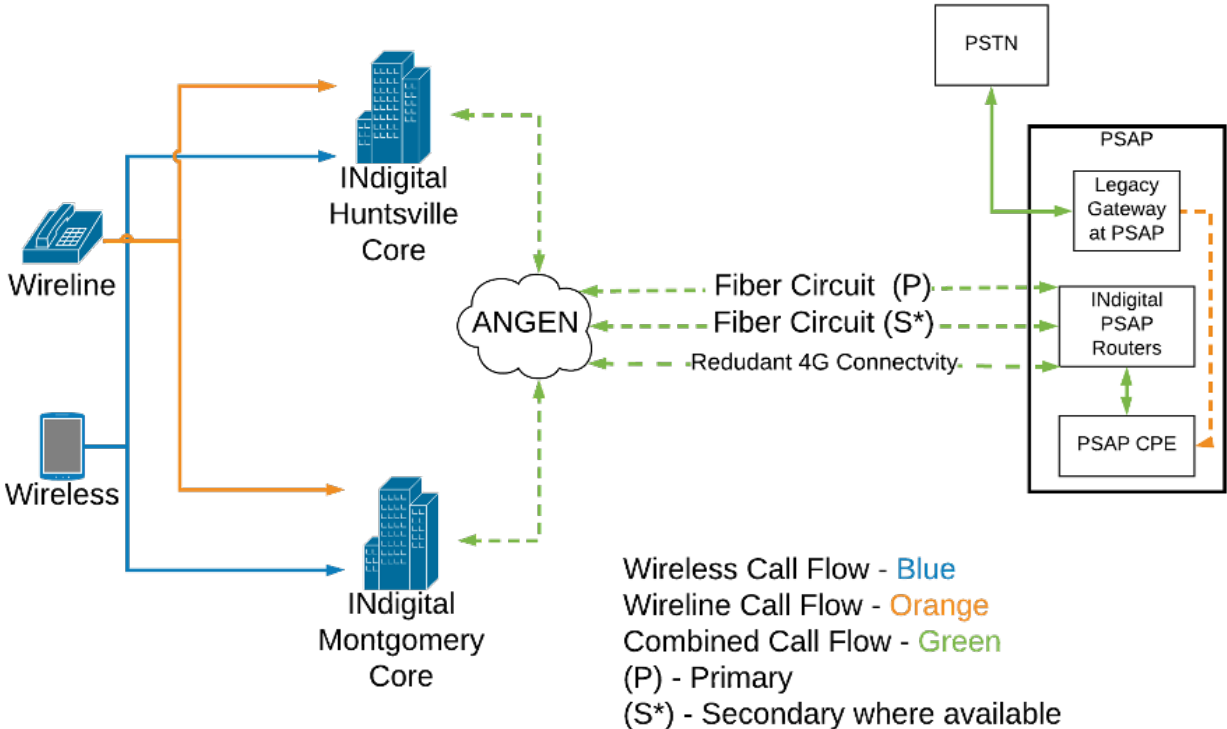
Stage 3.a – Deliver wireline 9-1-1 calls directly to the PSAP instead of picking up wireline CAMA at the PSAP

- ✓ 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.



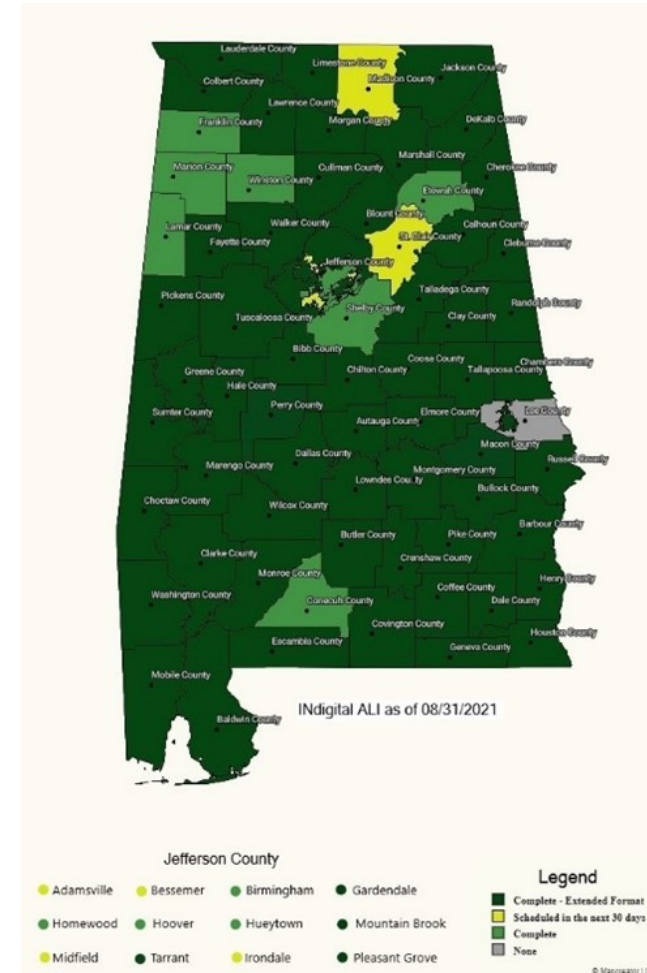


# STAGE 3.B

## 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.

**We anticipate INdigital ALI work to be complete by the end of November and carrier conversion to be complete by the end of the year except for AT&T and Lumen ILEC traffic.**



# Huntsville Wireless Trunk Rehoming

Many PSAPs might have recently received an email from T-Mobile highlight a move from their “legacy trunks to the Next Gen 911 routes from INdigital/Inteliquent”.

This is a part of the trunk rehoming that is being done in Huntsville to remove the ANGEN 1.0 Bandwidth equipment.



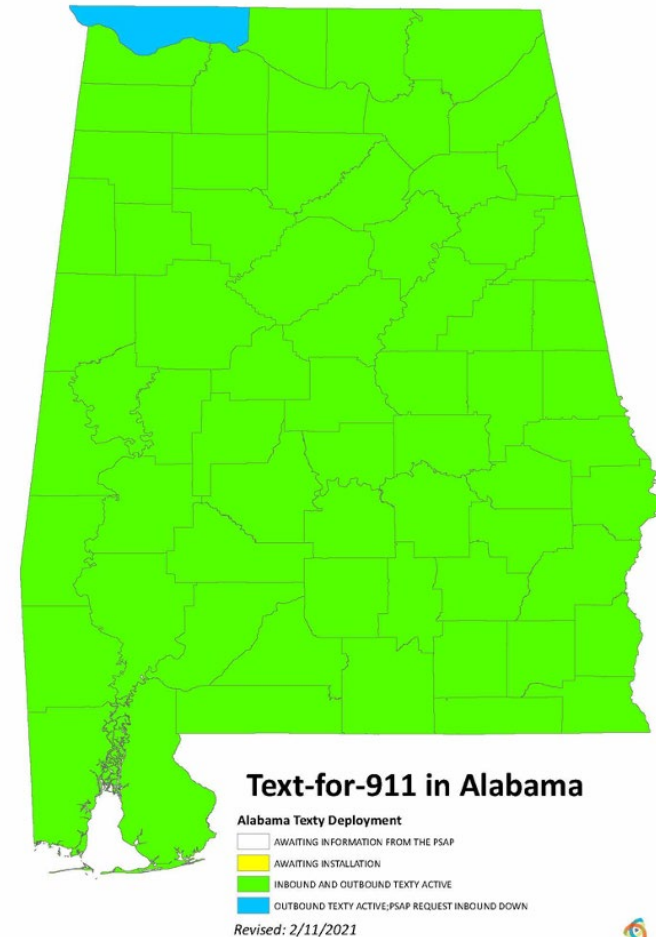
# Textity

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

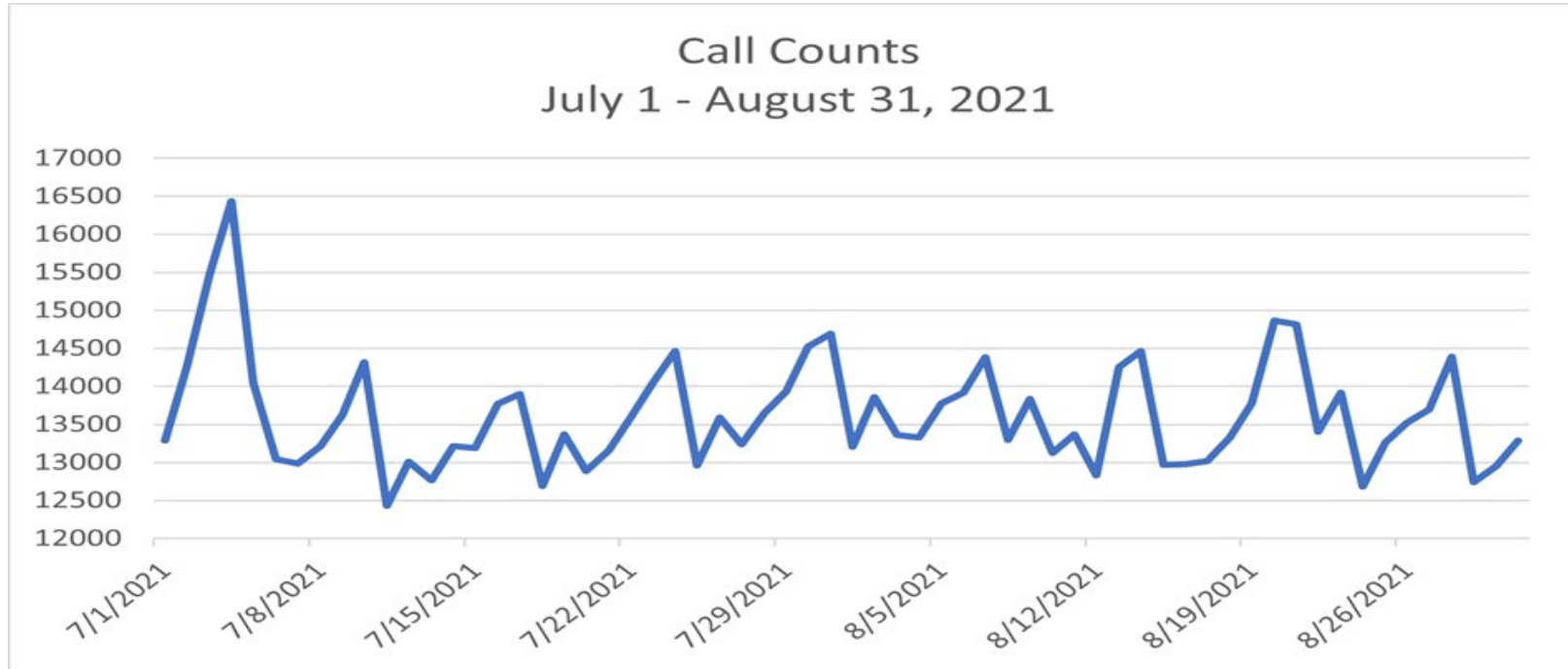
# STAGE 4

## 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.



# ESiNet Trends

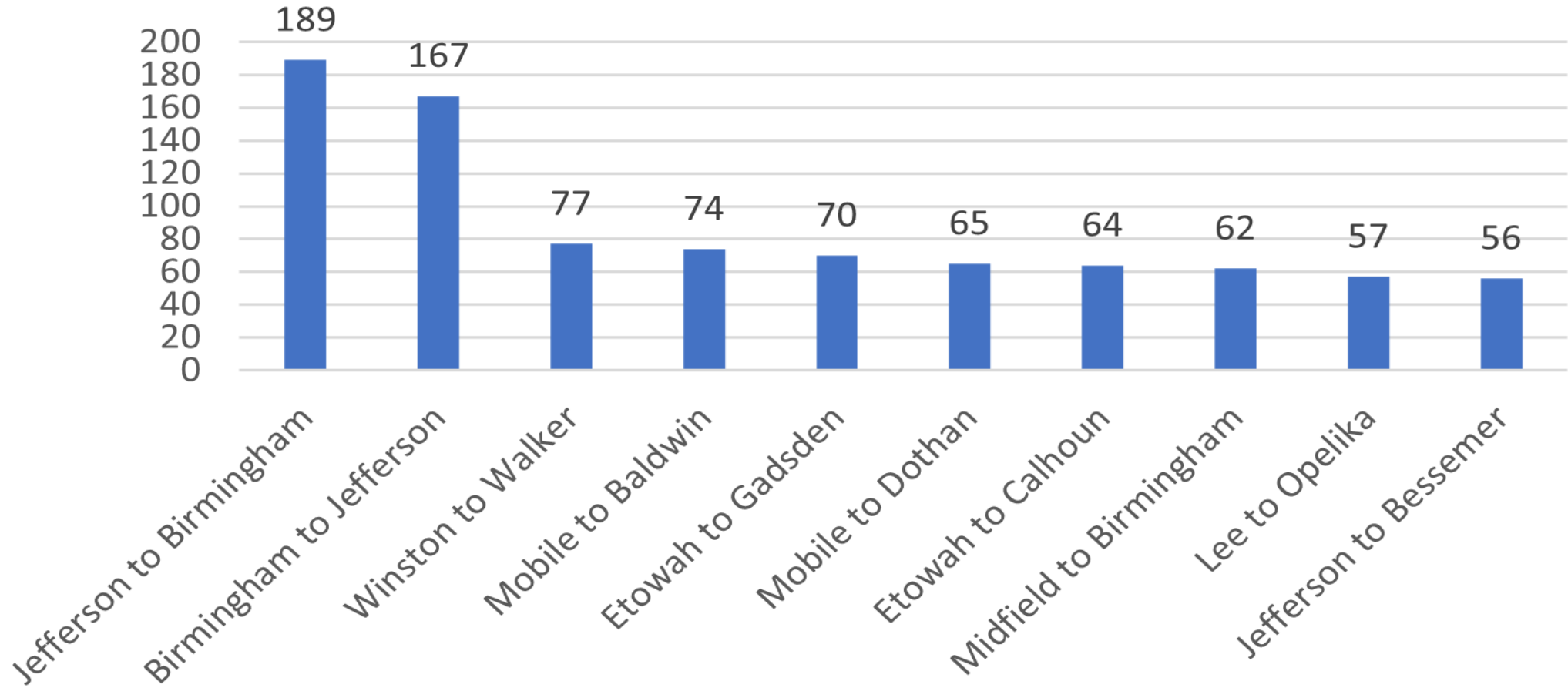


The busiest day during the reporting period was July 4<sup>th</sup> – 16,432 calls were processed. The second busiest day was July 3<sup>rd</sup> – 15,466 calls were processed.

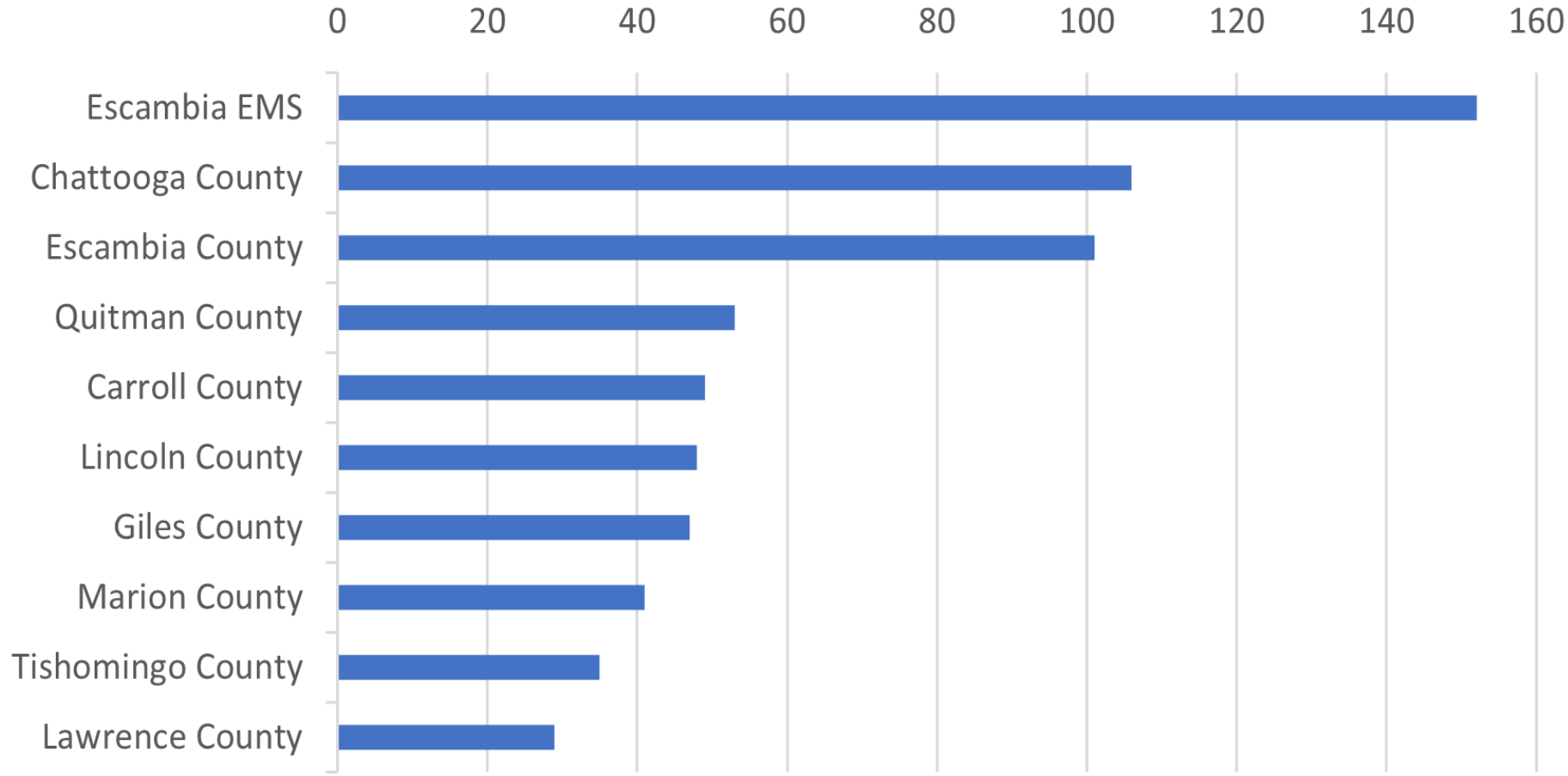
The average call volume per day was 13,619 which is up from 12,416 the previous reporting period – total calls since last report was 844,356.



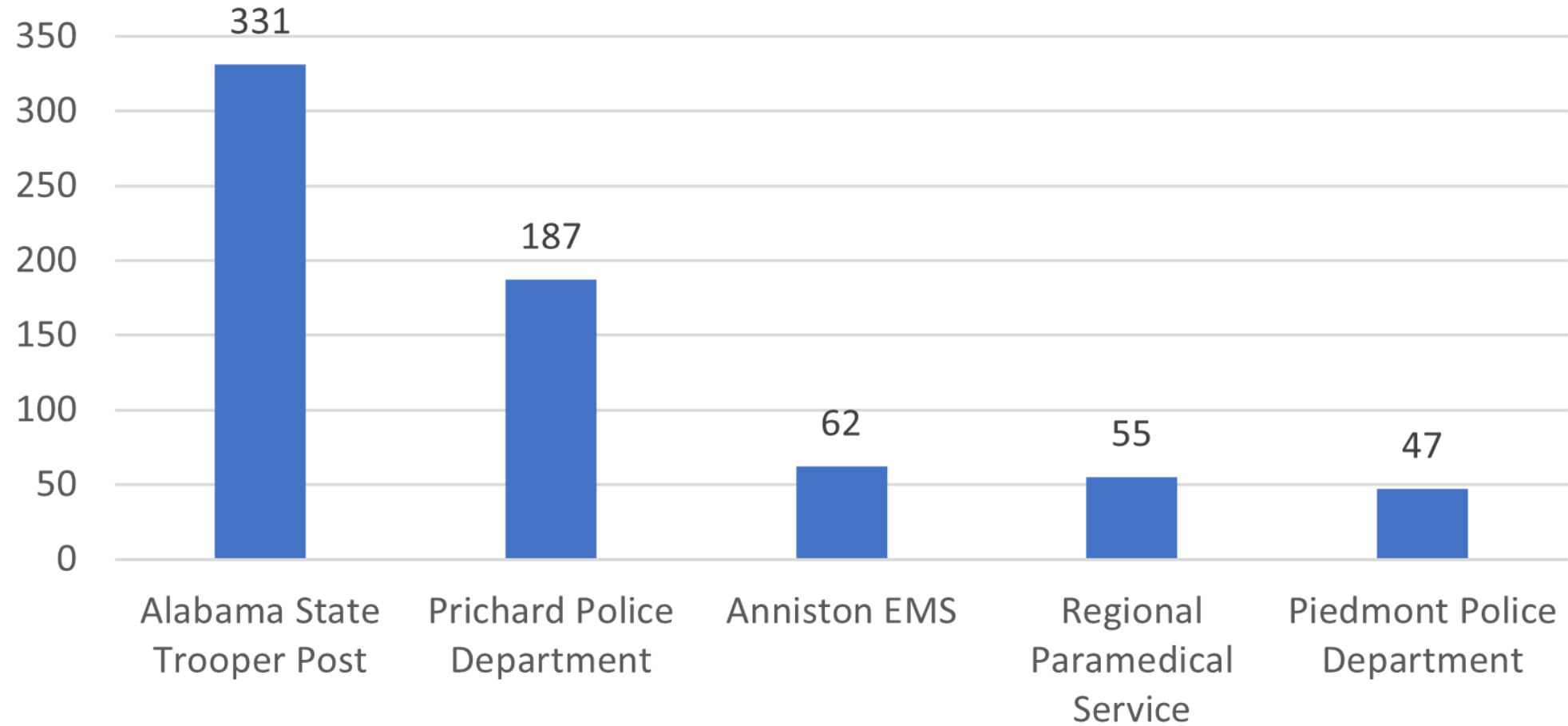
# Primary PSAP to Primary PSAP Transfers July 1 - August 31, 2021



# Out of State Transfers July 1 - August 31, 2021



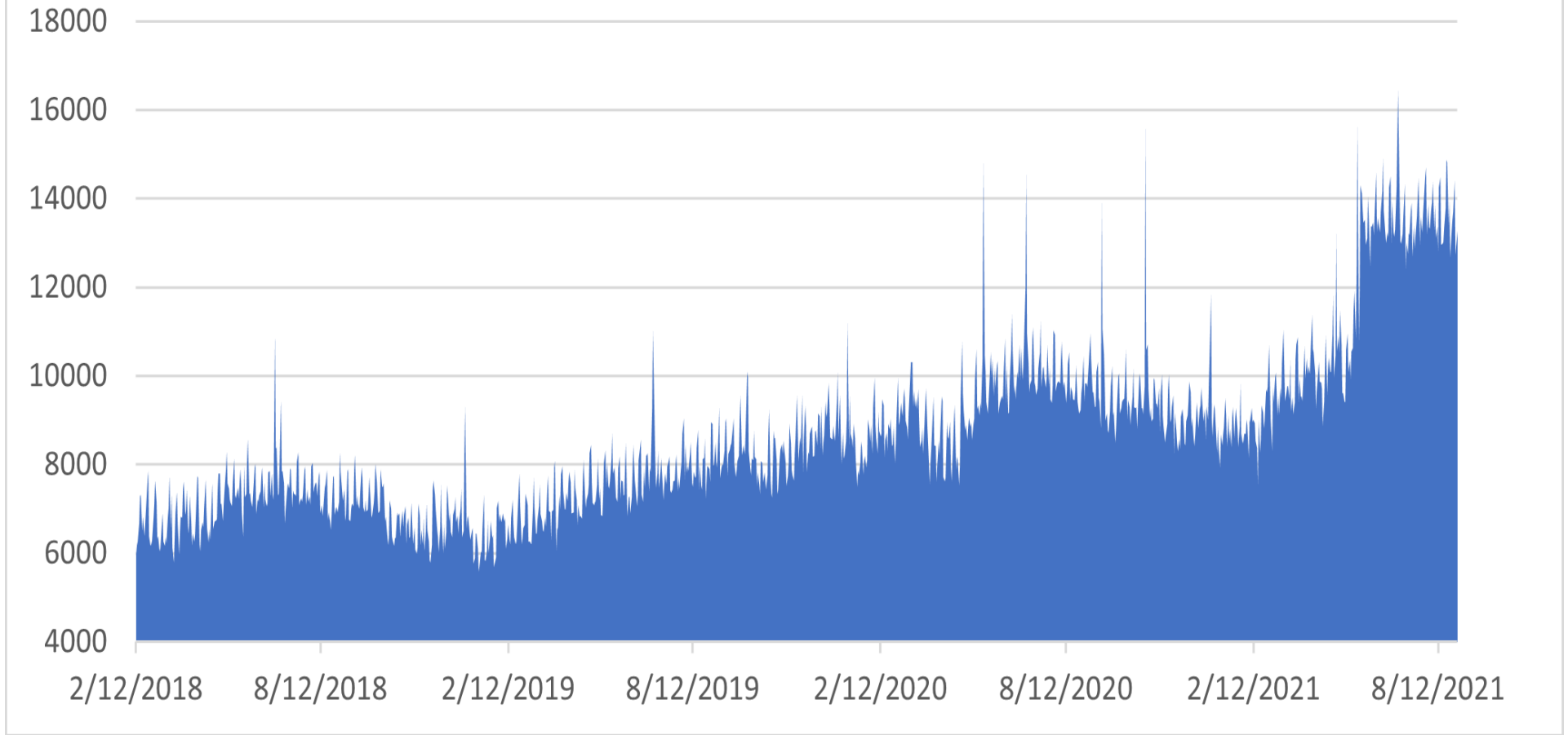
## Top Five Secondary PSAP Transfers July 1 - August 31, 2021





# ANGEN Total Call Count

February 12, 2018 - August 31, 2021

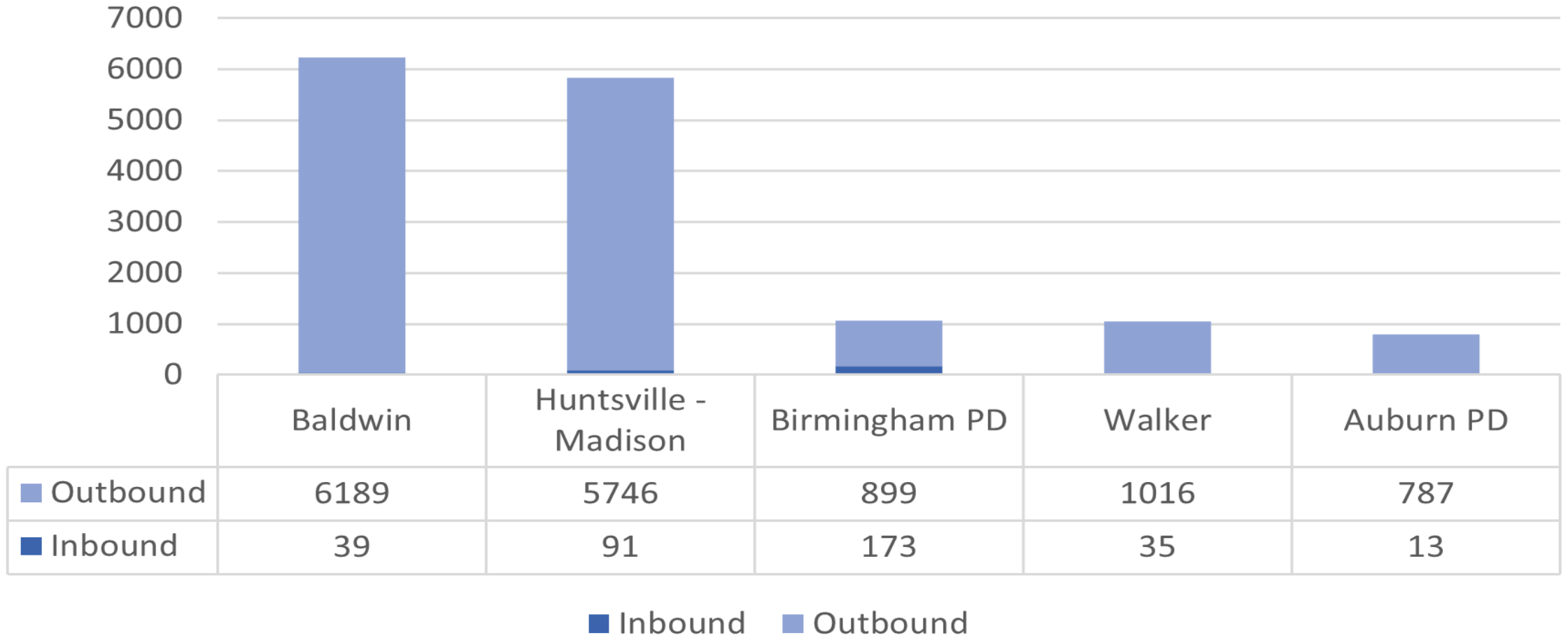


**ANGEN has now processed over 11.2 million calls!**

Average call volume per day: 8,673

Total Call Volume Feb 12, 2018, August 31, 2021: 11,248,486

## Top Five Text for 9-1-1 PSAPs July 1 - August 31, 2021



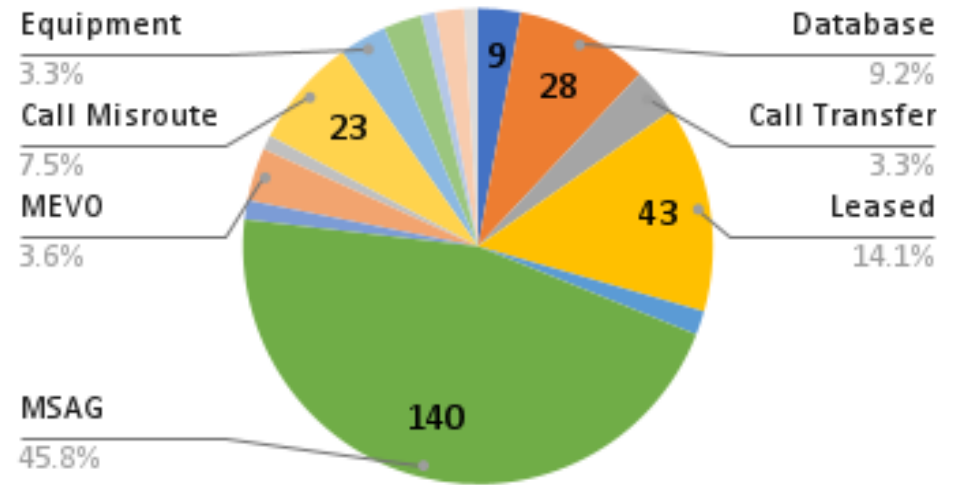
90% of all text messages were PSAP initiated.

# Trouble Ticket Analysis

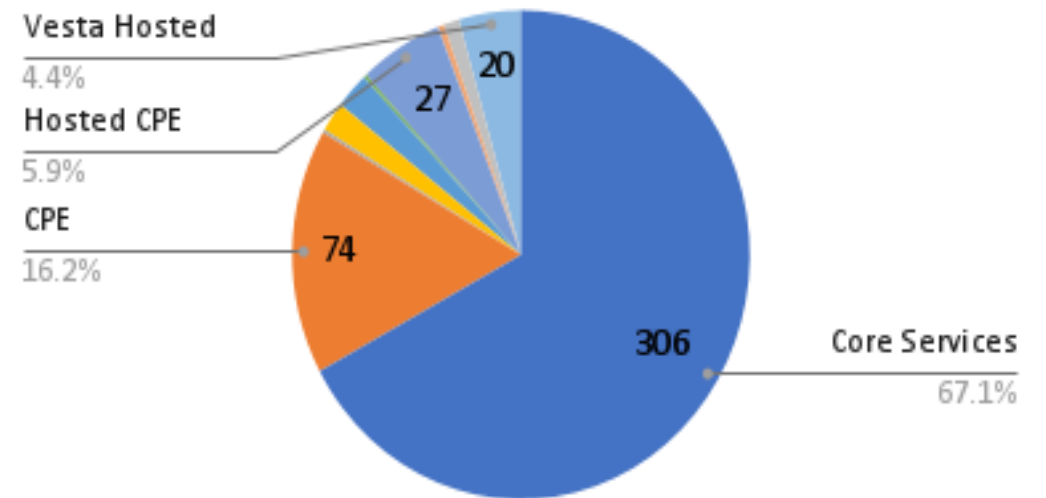
A total of 460 tickets have been created since the last report.

67.1% of those tickets were core services-related

### Core Services Tickets



### All Tickets



# 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](mailto:support@indigital.net).



# Significant Event Analysis

## Rock the South

Rock the South, an outdoor country music event, occurred on August 13<sup>th</sup> and 14<sup>th</sup>.

During this event, calls within the geofence were routed to a MEVO Anywhere Kit that was on site.

The boundary was activated and deactivated each day via a call to the NSOC from the personnel on-site.



# Rock the South

Cullman, AL  
August 13 - 15, 2021



- 9-1-1 Calls
- August 13
  - August 14
  - August 15

500FT

# Significant Event Analysis

## Trump Rally

The weekend following Rock the South, former President Trump held a rally at the same venue in Cullman County with an estimated 50,000 in attendance.

All 9-1-1 calls were routed normally during this event, as directed by the Feds, as they oversaw security.

# Trump Rally - Cullman, AL

August 21, 2021





# Significant Event Analysis

## Verizon Business Misroute

On August 26<sup>th</sup>, Verizon business made a change to their routing table, causing business VOIP calls that were intended for Georgia to be delivered to Alabama.

The problem was resolved through escalation but provided a valuable example of why default ANGEN default PSAPs are valuable.

# ANGEN Round Robin Default Routing



9-1-1  
Caller

9-1-1 Call (No Data)



ESRP  
Routing  
Table

Call 1

Call 2

Call 3



Calhoun



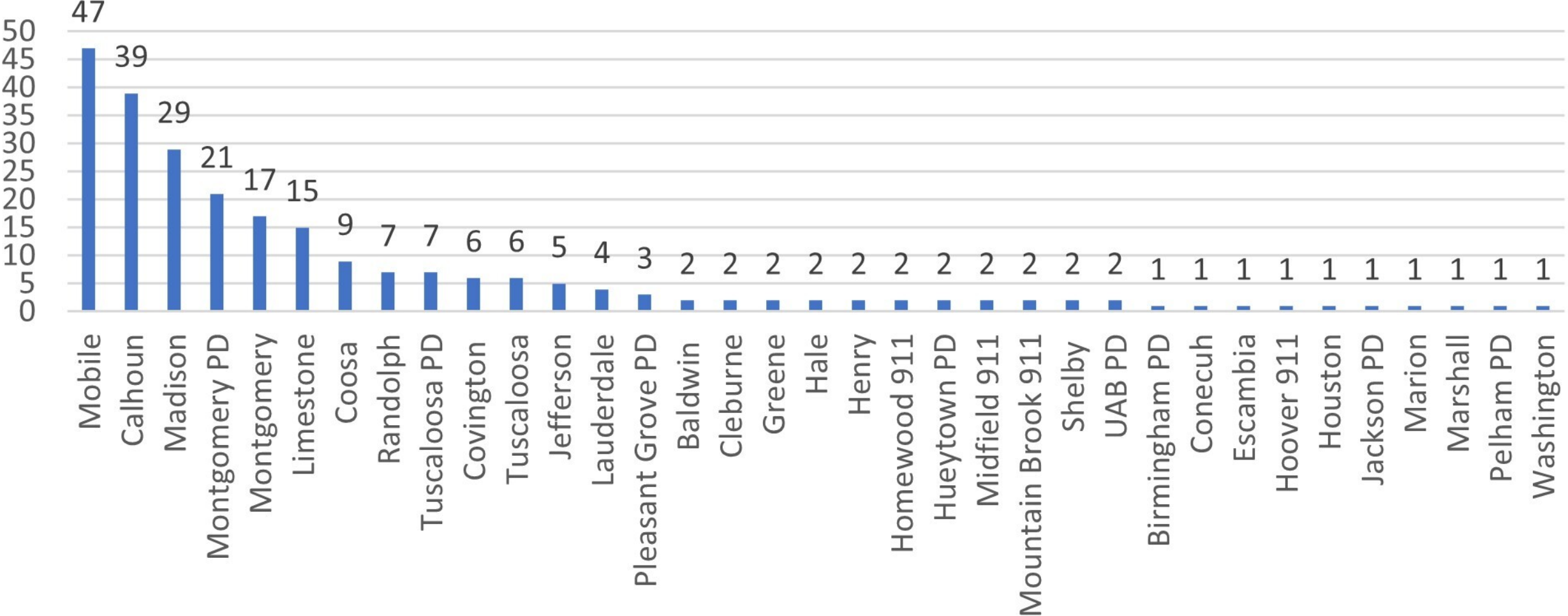
Mobile



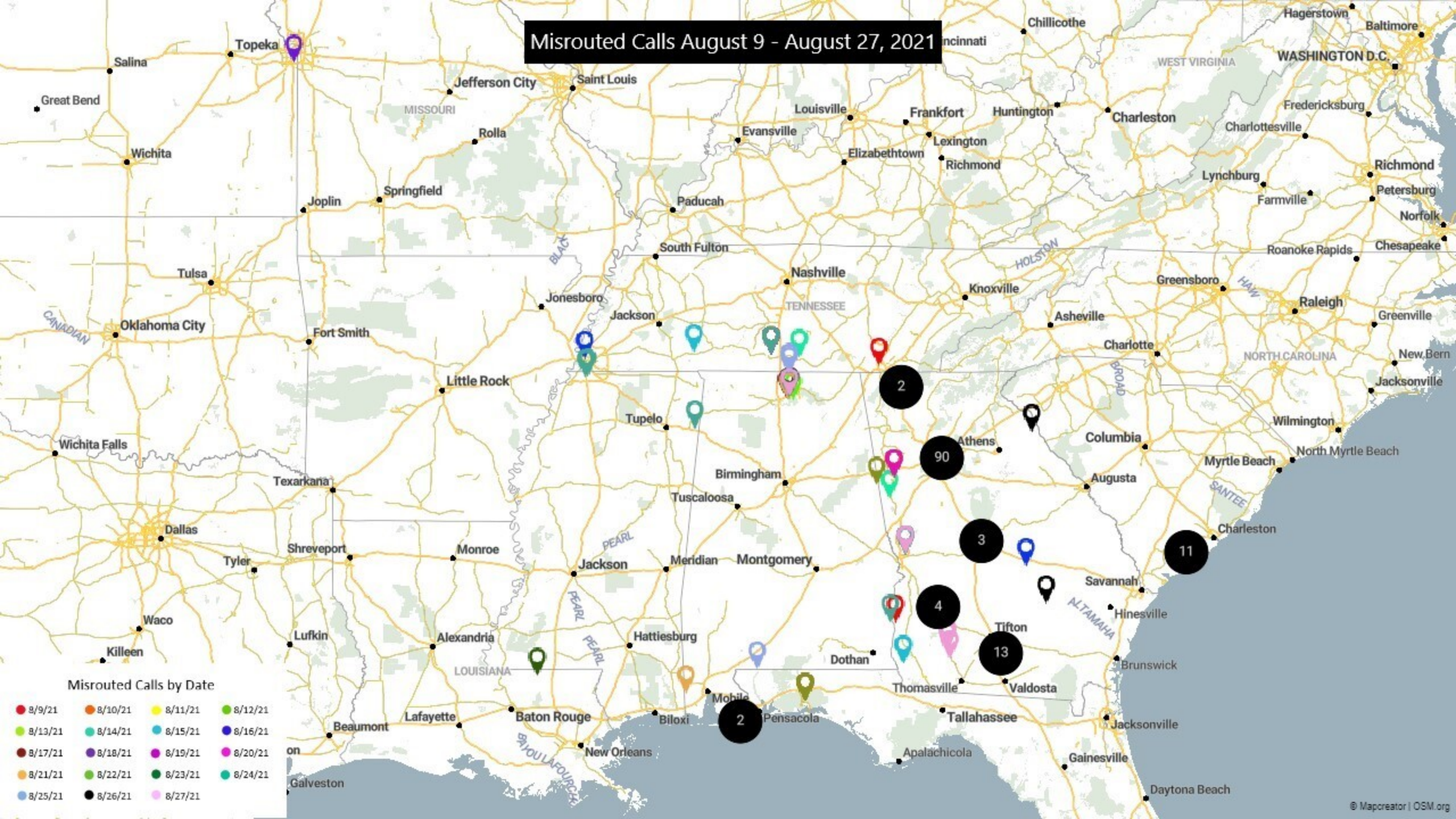
Montgomery

# Misrouted Calls to PSAP

## August 9 - August 27, 2021



# Misrouted Calls August 9 - August 27, 2021

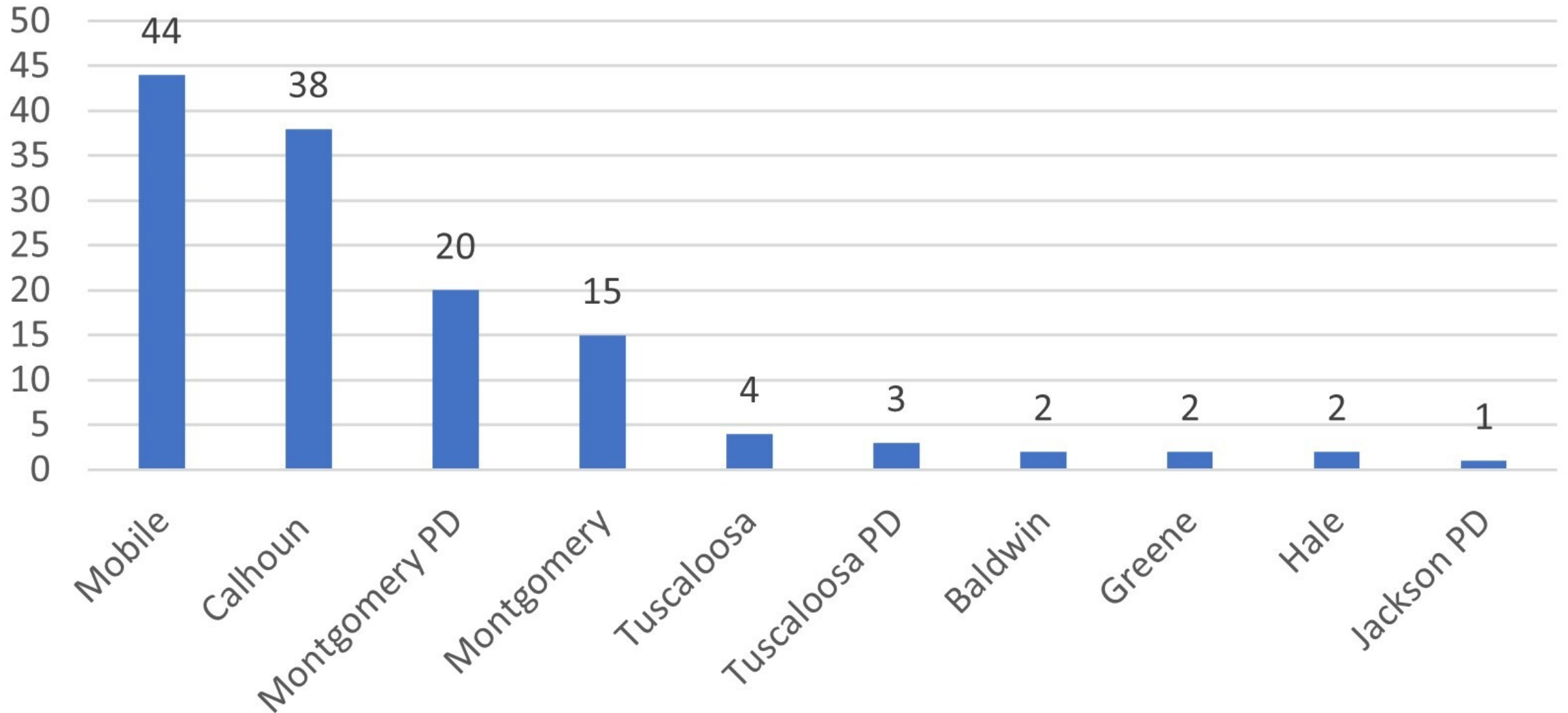


## Misrouted Calls by Date

- 8/9/21
- 8/10/21
- 8/11/21
- 8/12/21
- 8/13/21
- 8/14/21
- 8/15/21
- 8/16/21
- 8/17/21
- 8/18/21
- 8/19/21
- 8/20/21
- 8/21/21
- 8/22/21
- 8/23/21
- 8/24/21
- 8/25/21
- 8/26/21
- 8/27/21

# Misrouted calls to PSAP

## August 26, 2021





# Questions?

**Caleb Branch**

cbranch@indigital.net  
256.276.6854

**INdigital**

877.469.2010  
1616 Directors Row,  
Fort Wayne, IN 46808



# Financial Report

(Tab 9)

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MR. RON COOLEY



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>





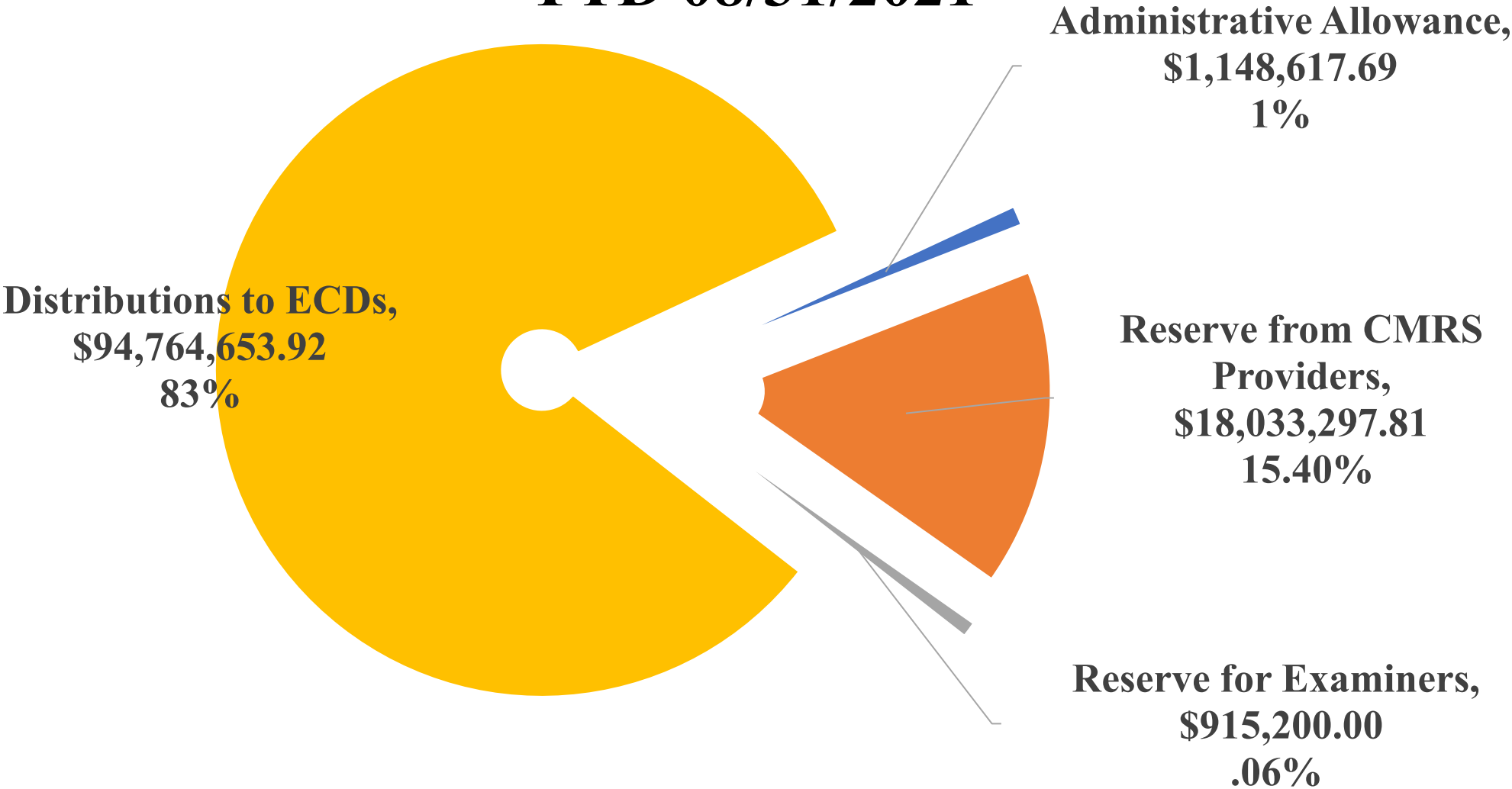
	<b>FY2021</b>	<b>FY2020</b>
<b>ASSETS</b>		
<b>Current Assets</b>	<b>\$ 39,737,857.31</b>	<b>\$35,968,446.52</b>
<b>Net Property and Equipment</b>	<b>68,981.03</b>	<b>98,369.81</b>
<b>Total Assets</b>	<b>\$ 39,806,838.34</b>	<b>\$ 36,066,816.33</b>
<b>LIABILITIES AND NET POSITION</b>		
<b>Current Liabilities</b>	<b>\$ 3,565.54</b>	<b>\$ 5,354.80</b>
<b>Fund Equity</b>	<b>39,803,272.80</b>	<b>36,061,461.53</b>
<b>Total Liabilities &amp; Net Position</b>	<b>\$ 39,806,838.34</b>	<b>\$ 36,066,816.33</b>



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
July	\$ 10,656,411.33	\$ 10,545,136.11	\$ 10,284,158.81
Aug	\$ 10,736,337.03	\$ 10,457,399.67	\$ 10,400,181.66
<b>Total</b>	<b>\$ 116,744,540.94</b>	<b>\$ 114,364,630.94</b>	<b>\$ 110,664,464.17</b>
<b>Average</b>	<b>\$ 10,613,140.09</b>	<b>\$ 10,396,784.63</b>	<b>\$ 10,060,405.83</b>
<b>Baseline</b>	<b>\$ 10,441,979.04</b>	<b>\$ 10,441,979.04</b>	<b>\$ 10,409,325.98</b>



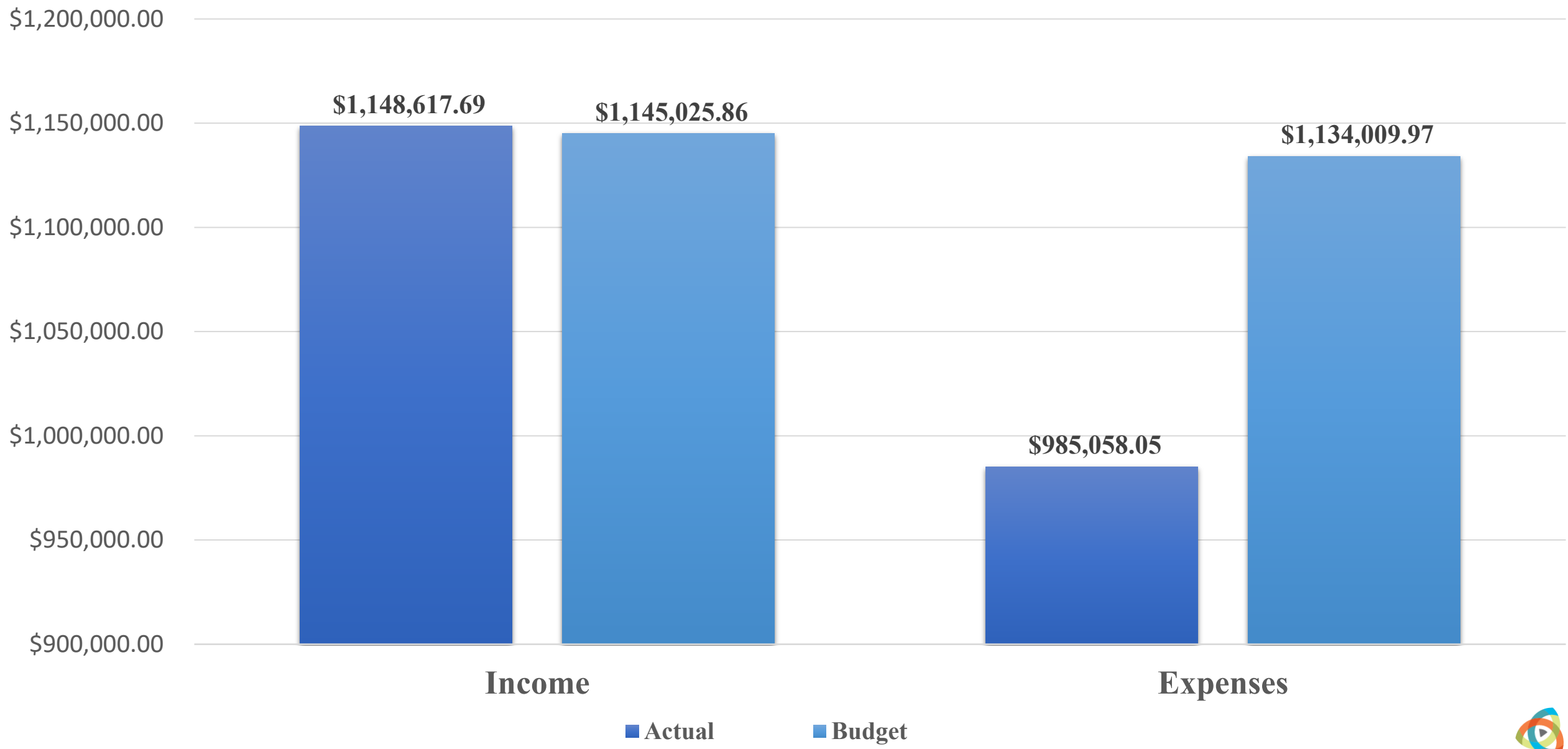
# Allocation of 9-1-1 Fund YTD 08/31/2021



<b>Fund Balances</b>							
	<b>Revenue</b>	<b>Cost Recovery/Angen</b>	<b>Operations</b>	<b>Examiners</b>	<b>ECD Grants &amp; Training</b>	<b>Federal Grant Match</b>	<b>Total</b>
<b>Receipts</b>	\$ 96,658,447.11	\$ 18,070,690.03	\$1,194,970.89	\$915,847.78	\$ 658.24	\$ 1,965.75	\$116,842,579.80
<b>Expenses</b>	\$ 94,764,653.92	\$ 15,107,018.56	\$ 985,058.05	\$330,980.00	\$ 910,405.90	\$ 1,429,287.72	\$113,532,812.07
<b>Net</b>	\$ 1,893,793.19	\$ 2,963,671.47	\$ 209,912.84	\$584,867.78	\$ (909,747.66)	\$(1,427,321.97)	\$ 3,309,767.73



# Operations Budget Comparison



# Legal Report

(Tab 10)

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BRUNSON, BARNETT, & SHERRER, P.C.



# Legal Report

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- 1) Governor's most recent Emergency Proclamation
- 2) Continued Office Lease Support
- 3) FCC proposed rule changes/federal register Review
- 4) American Rescue Plan First Responder Issue
- 5) IV&V Report Handling
- 6) Morgan County/TVM Filing
- 7) Meeting Support
  - a. Technical Committee
  - b. Finance Committee



# Old Business

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BOARD MEMBERS



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>





# New Business

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BOARD MEMBERS



# New Business

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- Ethics Disclosure
- Executive Director's Evaluation



# Public Comments

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OPEN FORUM



# Officer Elections

---

BOARD MEMBERS FOR:

CHAIR, VICE-CHAIR, & SECRETARY/TREASURER



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[Alan Campbell](#)  
District 6 | Vice Chair



[Wayne Hutchens](#)  
Wireless



[Brandon Wallace](#)  
District 5



[Melissa Dove](#)  
District 7



[John Nettles](#)  
Wireless



[Jeremy Williams](#)  
District 2



[Evelyn Causey](#)  
Wire Line | Chair



[J. Frederick Johnson](#)  
Wire Line



[Tim Webb](#)  
District 4

POSITION  
VACANT

[Seat is vacant - D3](#)  
District 3



[Robert Smith](#)  
Cable - VoIP

POSITION  
VACANT

[Seat is vacant - CV](#)  
Cable - VoIP

# Next Board Meeting

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NOVEMBER 18, 2021

10AM

LTBD

MONTGOMERY, AL



# Adjournment

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