ALABAMA 911 BOARD

May 18, 2022
Board Meeting
Montgomery, AL

Agenda

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
- ❖ Adjournment

Committee Reports

(Tabs 3 - 4)

Education & Outreach Committee Meeting Agenda (Tab 3)

April 5, 2022
Montgomery, AL

Discussion Item(s):

- detailed the Education and Outreach packages sent to telecommunicators for National Public Safety Telecommunicator's Week

- review of the upcoming Alabama 9-1-1 Board User Conference in Montgomery including detailed schedules of the three different tracks and presenters

- discussion and summary of HB414 and possible future training needs

Director's Recommendation(s) to the Committee:

- there were no recommendations made to the Committee

Committee's Recommendation(s) to the Board:

- there were no Committee recommendations to the Board

Governance Committee Meeting Agenda (Tab 4)

**April 20, 2022
Montgomery, AL**

Discussion Item(s):

- ❑ Mr. Hutchens was elected as Chair of the Governance Committee

- ❑ staff provided a brief summary of the legislative action that led to the passing of Act No. 2022-387 and the next steps and actions required by the Board

- ❑ the draft Certification Program administrative rule

Director's Recommendation(s) to the Committee:

- ❑ to adopt the draft Certification Program administrative rule of the Alabama 9-1-1 Board and proceed with the rules notice process

Committee's Recommendation(s) to the Board:

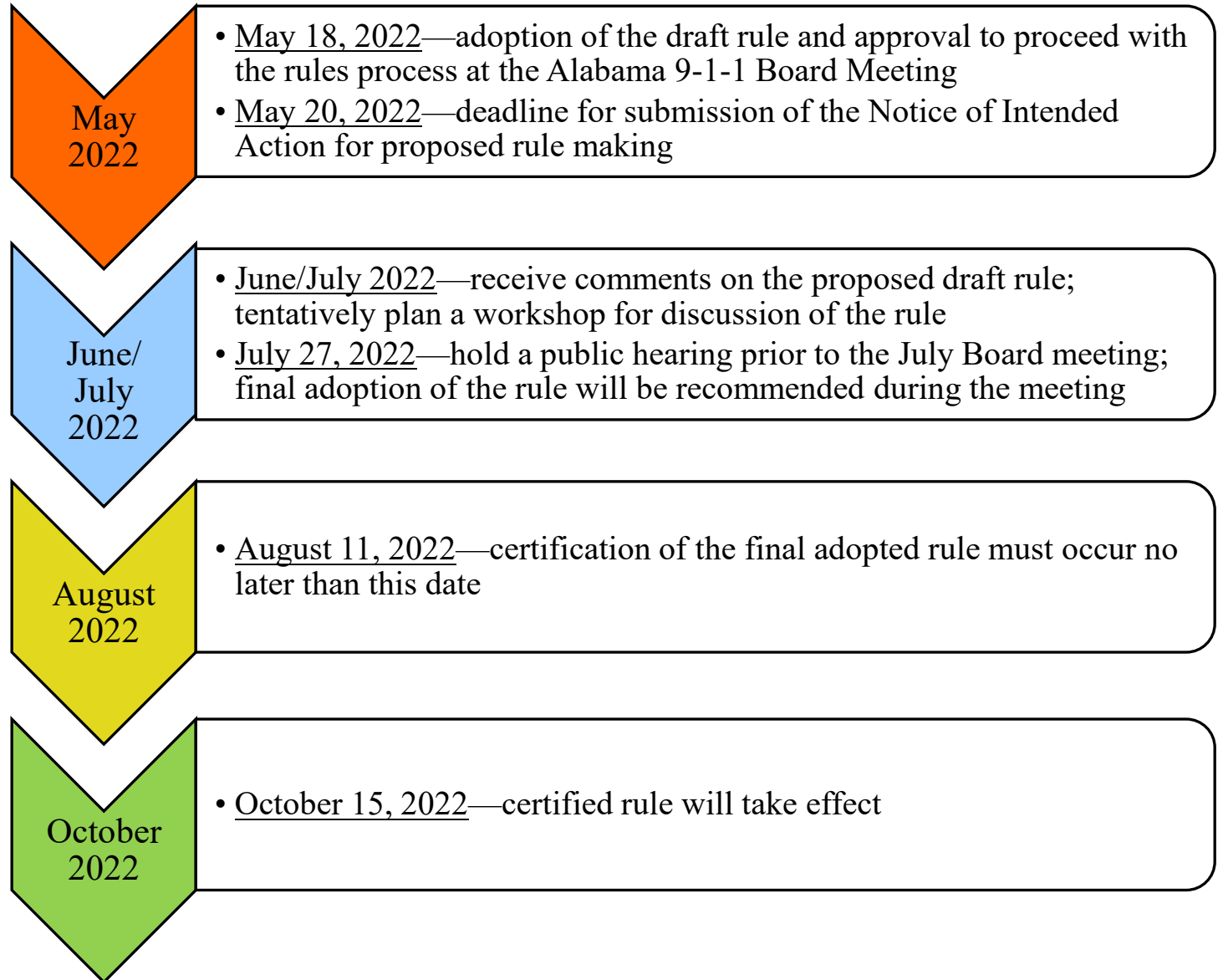- ❑ To accept the Director's as well as the Governance Committee's recommendation

Administrative Rules Process Timeline

May 2022
- May 18, 2022—adoption of the draft rule and approval to proceed with the rules process at the Alabama 9-1-1 Board Meeting
- May 20, 2022—deadline for submission of the Notice of Intended Action for proposed rule making

June/ July 2022
- June/July 2022—receive comments on the proposed draft rule; tentatively plan a workshop for discussion of the rule
- July 27, 2022—hold a public hearing prior to the July Board meeting; final adoption of the rule will be recommended during the meeting

August 2022
- August 11, 2022—certification of the final adopted rule must occur no later than this date

October 2022
- October 15, 2022—certified rule will take effect

Proposed Draft Rules

Chapter 585-X-5

Public Safety Telecommunicator Certification Program

Staff Reports

(Tabs 5 - 10)

Director's Report

(Tab 5)

MR. ADAM BROWN

Updates and Considerations

- ❖ **13ᵗʰ Annual Report to Congress**
- ❖ **2022 Federal Reports**
- ❖ **Board Member Travel Reimbursement**
- ❖ **Legacy Reimbursements**
- ❖ **ALI Circuit Disconnection**
- ❖ **Building Blocks & Next Steps**
  - Updates
    - o Language Translation Services
      - ▪ Deadline with Annual Open Enrollment Period
    - o Telecommunicator Reclassification
    - o Legislative
      - ▪ Act No. 2022-387
  - Next Steps
    - o "automated" alarms from vehicle services connecting to 911
    - o Workforce Development
      - ▪ User Conference
      - ▪ NPSTW outreach packages
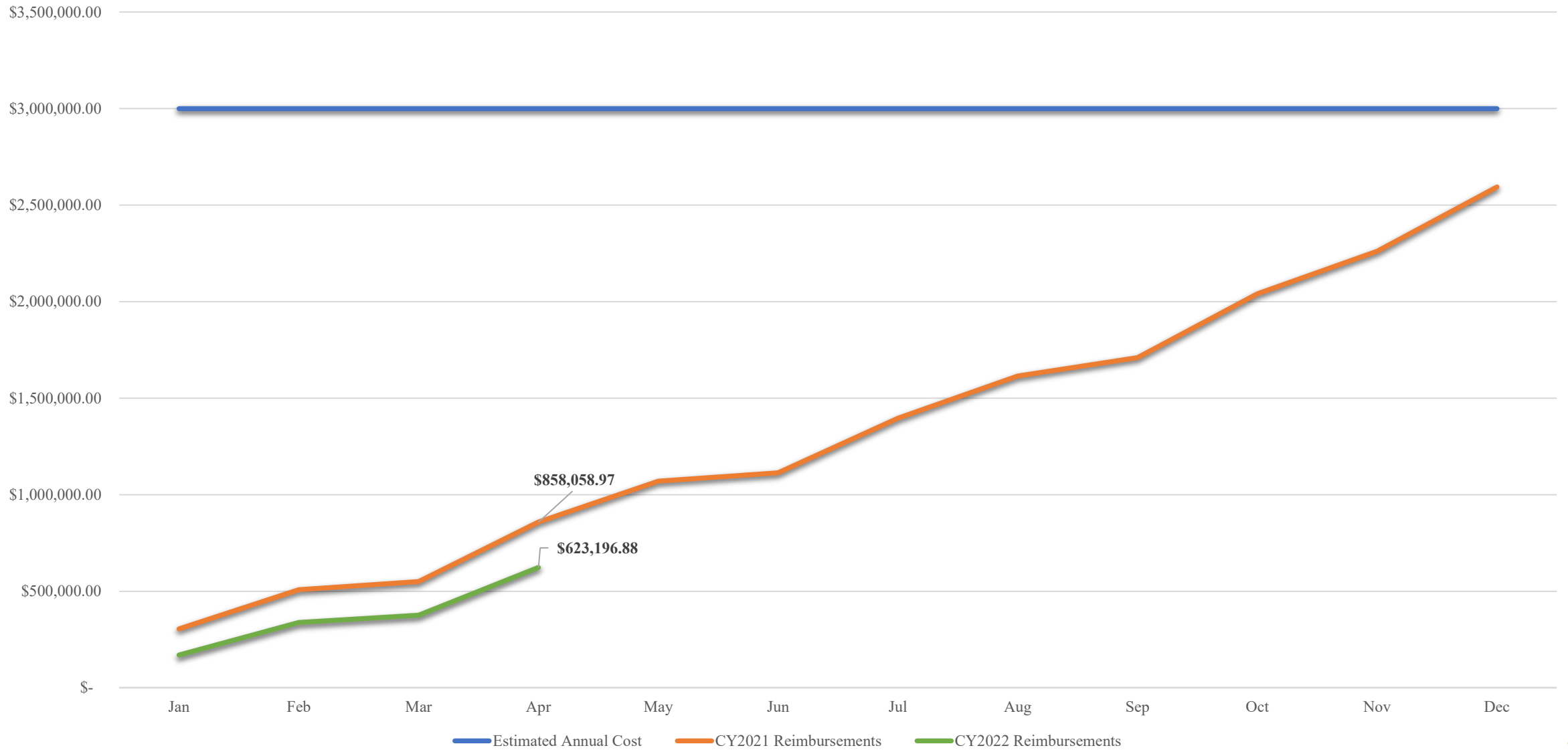   - o Safety & Security
    - o Policy

13ᵗʰ Annual Report to Congress
on State Collections and Distribution of 911 & E911 Fees & Charges

➢ mandated by the New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act)

➢ prepared by FCC staff in the Public Safety and Homeland Security Bureau

➢ submitted by the states, the District of Columbia, U.S. territories, and Tribal authorities

➢ covers the period January 1, 2020 to December 31, 2020

➢ the Executive Director has been preparing a more in-depth summary, as requested, and will be presenting this information at the next meeting

Federal Reports

NATIONAL 911 PROFILE DATABASE

➢the 2022 National 911 Profile Database data collection facilitated by the National 911 Office has been submitted by our office on May 3, 2022

➢after the collection period closes on June 1, 2022, the findings will by summarized to produce a nationwide report

Progress Toward Submission of 2021 Data

Click here to display participation in text-only format.

2021 State/Territory Participation: ■ = No Data Provided ☐ = Not Complete ■ = Complete

14TH ANNUAL REPORT TO CONGRESS

➢preparation of this year's submission is currently underway

➢covers the period of January 1, 2021 to December 31, 2021

➢sections have been added to the report regarding compliance to the FCC's fee diversion rules

➢staff will discuss the draft report with the Governance Committee prior to submission

Board Member
Travel Reimbursement

➢ As a Board member, you are eligible for reimbursement for certain travel expenses related to attending Board and Committee meetings.

➢ Prior to the July meeting, we will have a video call to discuss the form and answer any questions.

➢The current In-state Travel Form has been placed with your Board materials for completion and signature

---

ALABAMA 911 BOARD

IN-STATE TRAVEL FORM
2022 Mileage Rate: $0.585

Please return to invoices@al911board.com

Name of Traveler

Make check payable to:

Official Address of Traveler

Purpose of Travel

☐ Mark the box to the left to refuse per diem.

City ___ State ___ Zip

Month And Date	POINTS OF TRAVEL		Private Car Miles	Hour of Departure From Base		Hour of Return to Base		Amount Per Diem Claimed
	From City	To City		AM	PM	AM	PM	

Total Number of Miles Traveled

TOTAL PER DIEM CLAIMED

MILEAGE (# of miles x mileage rate)

Provide any miscellaneous details here and attach receipts when required.

MISCELLANEOUS EXPENSE

TOTAL THIS EXPENSE ACCOUNT ___ $

I HEREBY CERTIFY that the travel and expense indicated hereon was accomplished in the performance of official duties pursuant to travel granted me.

Signature of Traveler

Signature of Approver

Travel time	Entitlement
6 hours or less	No per diem (per day) allowance
6 to 12 Hours	$12.75 (1 meal allowance at 15% of the regular per diem allowance of $85)
More than 12 hours but not overnight	$34 (1 meal allowance + ¼ of the regular per diem rate of $85)
Overnight	$85 or $100 per day, depending on the length of trip; one overnight stay = $85/day, 2+ nights stay = $100/day

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Legacy Cost Reimbursement: Estimated vs Actual

$858,058.97

$623,196.88

Legend:
- Estimated Annual Cost
- CY2021 Reimbursements
- CY2022 Reimbursements

AT&T ALI Disconnection Process & Progress

WHAT THE ECD DOES --

➤ECD sends email to leah@al911board.com with specific data required by AT&T

➤Confirm INdigital ALI cut with INdigital

➤Submit request to AT&T

➤Await acknowledgement from AT&T

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

➤Board staff sent certified letters to the Districts on INdigital ALI that haven't requested disconnect with all the pertinent information in them for the ECD representative to sign and send back in a self-addressed stamped envelope with a deadline of March 18, 2022

INdigital ALI Cuts

Per AT&T the following PSAPs need to send a disconnect request as of 04/12/2022:

Bibb Co AL Received 05/16/2022
Calhoun Co Host AL Received 05/16/2022
Midfield PD AL Received 04/05/2022

ECD Annual Certification

Number of Annual Certifications not filed by ECD Due January 31st					
2017	**2018**	**2019**	**2020**	**2021**	**2022**
3	5	2	7	0	0
		6 delinquent as of 2/19/2019	29 delinquent as of 05/20/2020	Not filed as of 02/28/2021	Not filed as of 04/19/2022

Action by Board since the March meeting:

- 03/10/2022 Send certified letter to non-compliant ECDs
- 04/15/2022 Withheld 20% of Districts' April distributions until form is submitted
- 04/19/2022 Received ECD Annual Certification form from non-compliant ECDs
- 05/13/2022 Withheld portion of the Districts' April distribution released with May's distribution

❖ Building Blocks & Next Steps

- **Updates**
  - **Language Translation Services**
  - **Telecommunicator Reclassification**
  - **Legislative**
- **Next Steps**
  - **"automated" alarms from vehicle services connecting to 911**
  - **Workforce Development**
    - **User Conference**
    - **NPSTW Outreach packages**
  - **Safety & Security**
  - **Policy**

						Service		Meet Expectations
						Governance	Legislative Review	Rules and Polices
					Funding	Monthly Distribution	Legacy Reimbursement	Grants
				Security	Best Practices	Security Plans	PSAP Policies	Network Security
			PSAPs	Hosted/NG CPE	CAD	Map Displays	Data Analysis	Mobile Data
		Training	ALEMD Program	LMS Procurement	Minimum Standards	Health/ Wellness	TERT Initiative	Reclassification
	GIS	Statewide Repository	PSAP Boundary	Road Centerlines	Address Points	Provisioning Boundary	Emergency Services Boundaries	Maintenance Tools
NGCS	ESRP	ECRF	PRF	LVF	Standards-based	Legacy Gateways	Security Functions	Discrepancy Reporting
ESInet Redundancy	Scalability	Resiliency	Wireline Conversion	INdigital ALI	Accessibility	Texty	Language Translation	988

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
Language Translation Services

Previous Reporting Period
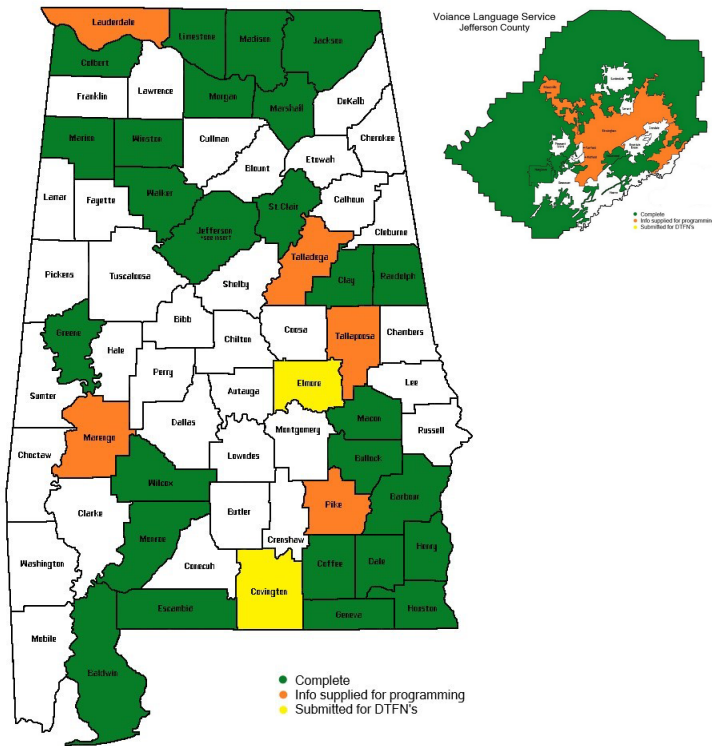
Current Reporting Period
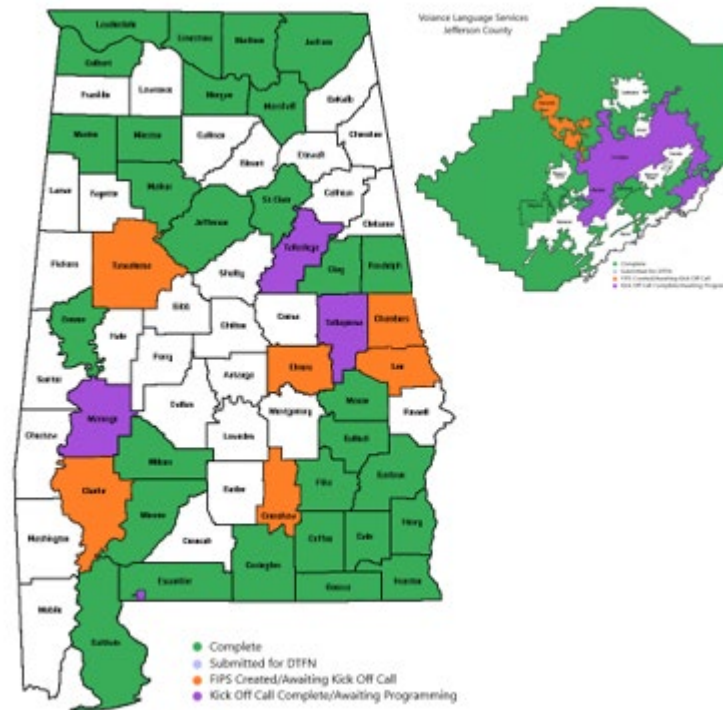
❑ Sign-up deadline for this year was March 31, 2022

❑ Have open enrollment during the month of August annually

❑ Enrollment for 2021/22
  o 44 ECDs
  o 59 PSAPs

Building Blocks and Next Steps

TELECOMMUNICATOR RECLASSIFICATION

- ✓ City of Hoover
- ✓ City of Birmingham
- ✓ City of Daphne
- ✓ Jefferson County
- ✓ Randolph County
- ✓ Colbert County
- ✓ Limestone County
- ✓ Henry County
- ✓ Mobile County
- ✓ Baldwin County
- ✓ Winston County
- ✓ Blount County
- ✓ St. Clair

[2021.12.21 Talk About it Tuesday](#)

[911.gov Reclassification Toolkit](#)

[Reclassification Document 3.0](#)

➤ What the PSAP/ECD can do

➤ Sample letters to Congress

➤ Model Job Description

➤ Resolutions (Alabama & other states)

➤ FCC Letter to OMB

(1 of 2)

St Claire County

ECD Name	St Claire County
County	St Claire
Reclassification Status	Yes
Link to Resolution	More info

Zoom to   Get Directions
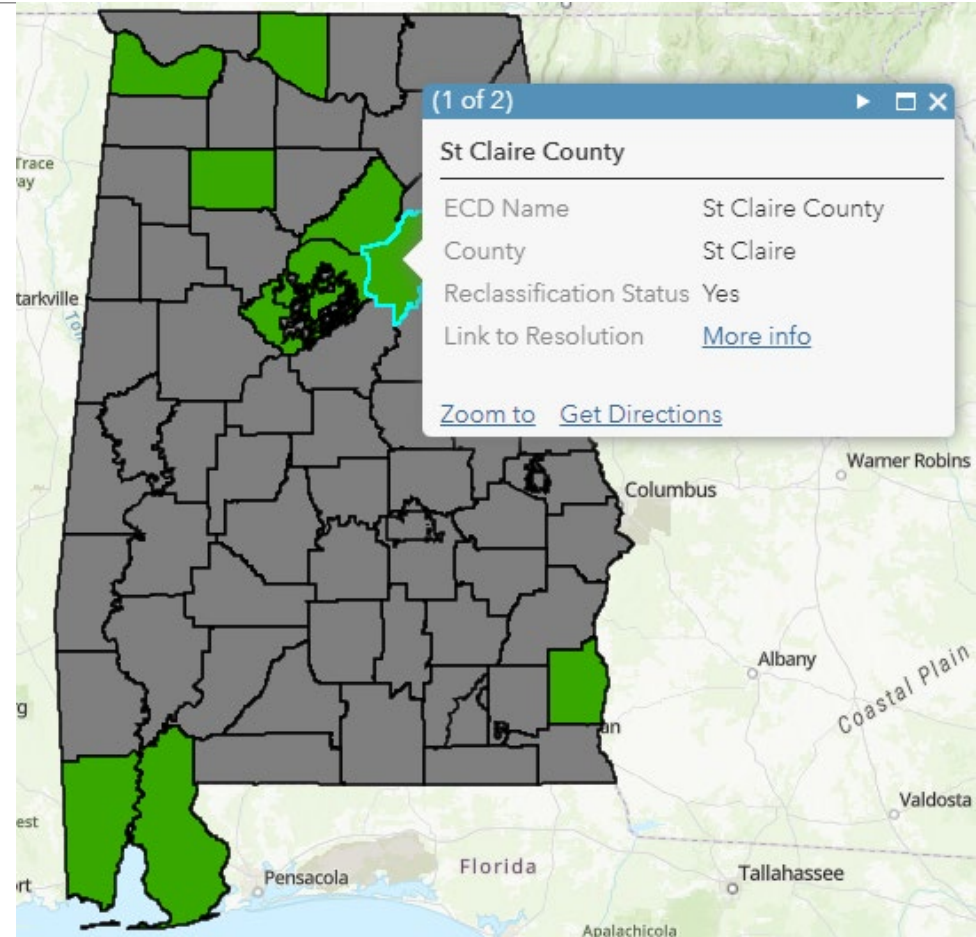
Building Blocks and Next Steps

INAUGURAL USER CONFERENCE
APRIL 11-13, 2022

ALABAMA 9-1-1 BOARD
USER CONFERENCE
2022

Which track is right for you?

→ Are you a headset hero? The **Telecommunicator & End-Users** track is where you want to be.

→ Is your day filled with address assignment, GIS database tasks, or CAD mapping responsibilities? The **GIS & Addressing Personnel** track is for you.

→ Is most of your time is spent administering the operations of a 9-1-1 agency? The **Directors & Administrative Personnel** track is where you need to be.

OTM
Cyber

Cyber WarGames | April 14,2022

National Public Safety Telecommunicator Week 2022
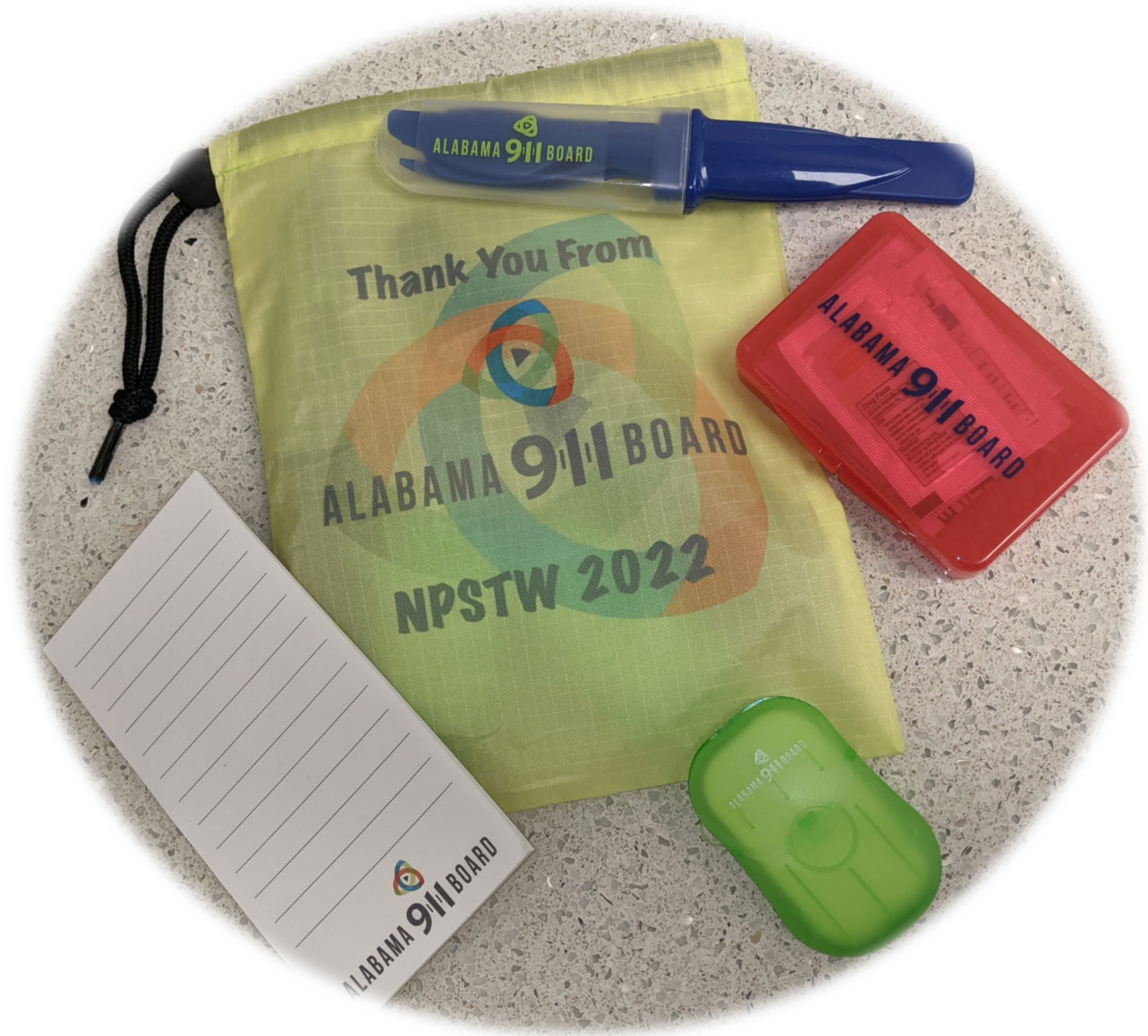
Recent and Ongoing Deadlines/Activities

1) **Recent**
   a. Renovation Wrap-up and Furniture Installation
   b. GIS Executive Council
   c. 911 Goes to Washington
   d. Examiners Boards and Commission Training
   e. Alabama 9-1-1 Board User Conference
   f. OTM Cyber War Games
   g. NPSTW Prep
   h. IAED Navigator Conference
   i. AL NENA Quarterly Meeting
2) **Ongoing**
   a. PSAP Outreach for ANGEN Services, Reimbursement Programs, Education Programs, & the GIS Project Meetings with other States and Entities about GIS and ESInet interoperability
   b. Meeting with Department of Defense on ESInet interoperability
   c. Status Calls with DATAMARK, INdigital, etc.
   d. Statewide Notification System Workgroup Meetings
   e. 988 Coalition/AL Dept. of Mental Health Strategic Planning Focus Group

Upcoming Deadlines/Activities

3) Upcoming
   a. **Meetings (Committees & Board) Scheduled through December 2022**
      i. Board (3rd Wednesday of odd months)
         1. January 19, 2022
         2. ~~March 16, 2022~~ March 9, 2022 (rescheduled due to 911GTW)May 18, 2022
         3. July 27-29 -- 911 Summit, Prattville, AL (shifted two weeks later due to World games July 7-17 and hotel availability per ACCA)
         4. September 21, 2022
         5. November 16, 2022
      ii. **Education & Outreach (1st Tuesday afternoon of even months)**
         1. February 1, 2022
         2. April 5, 2022
         3. ~~June 7, 2022~~ (canceled)
         4. August 2, 2022
         5. October 4, 2022
         6. December 6, 2022

   iii. **Finance (1st Wednesday morning of even months)**
      1. February 2, 2022
      2. April 6, 2022
      3. ~~June 1, 2022~~ July 20, 2022 (rescheduled)
      4. August 3, 2022
      5. October 5, 2022
      6. December 7, 2022
   iv. **Governance (1st Wednesday afternoon of even months)**
      1. February 2, 2022
      2. ~~April 6, 2022~~ April 20, 2022 (rescheduled)
      3. June 1, 2022
      4. August 3, 2022
      5. October 5, 2022
      6. December 7, 2022
   v. **Technical (1st Tuesday morning of even months)**
      1. February 1, 2022
      2. April 5, 2022
      3. June 7, 2022
      4. August 2, 2022
      5. October 4, 2022
      6. December 6, 2022

GIS Report

(Tab 6)

MR. ANDERSON BROOMS

ECD GIS Data On-Boarding Status
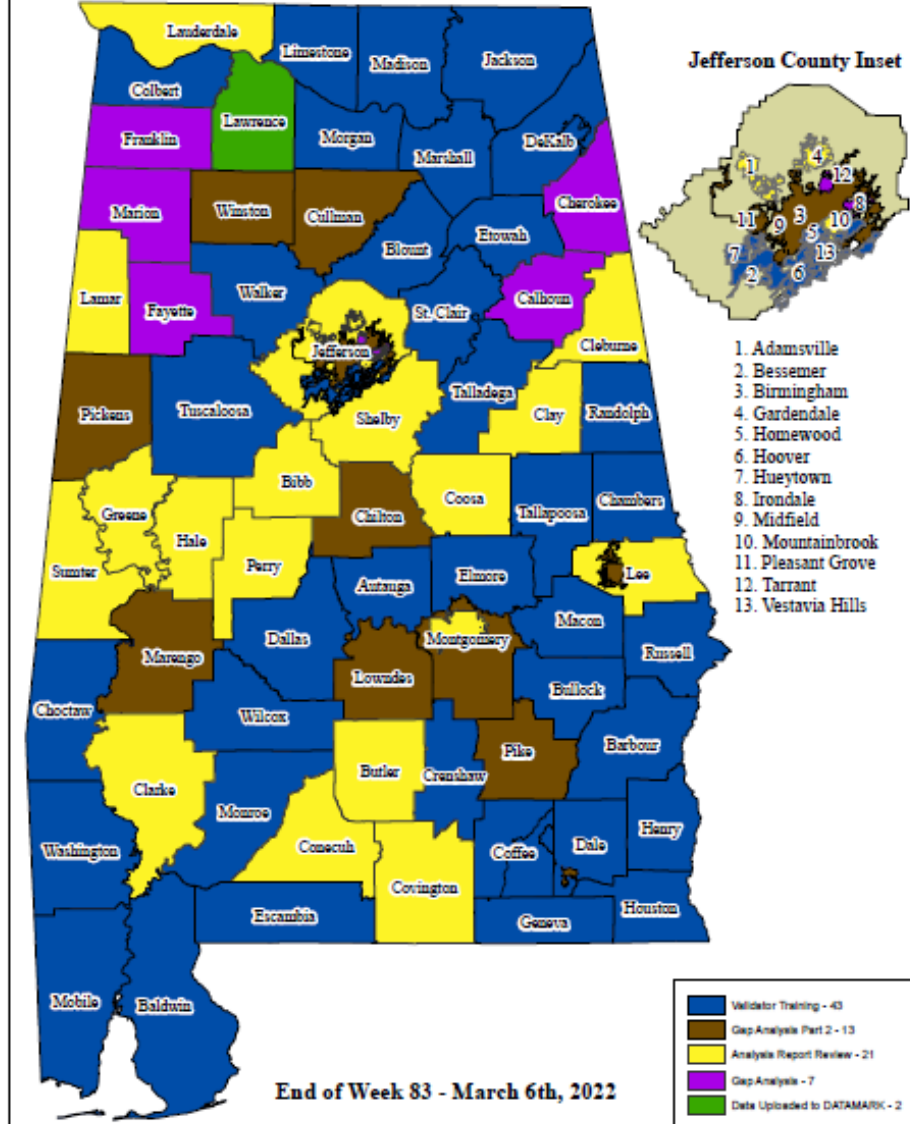
End of Week 49 – September 10th 2021

End of Week 58 – November 12, 2021

End of Week 66 – January 7th, 2022

End of Week 83 – March 6th, 2022

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

Validator Training - 43
Gap Analysis Part 2 - 13
Analysis Report Review - 21
Gap Analysis - 7
Data Uploaded to DATAMARK - 2

	Legacy State	On-boarding	Intra-jurisdictional Data Remediation	Cross-jurisdictional Data Remediation	Provi-sion to NG911	Maintenance
Action(s) Necessary	•None	•Upload Data •Gap 1 Report & Changes •Onboard into VEP •Gap 2 Report & Changes	•Validator Training •Editor Training •Run Validations •Generate & Correct Anomaly Reports •Remediate into Standards-based Schema	•Same as previous Phase, but with your neighbors	•Export to Enterprise Systems •Provision to Spatial Interface •Ingest into NGCS	•Maintain NG911 Dataset •Add all the data layers an ECD wants •Amend as schema or standard changes
# of ECDs in this Phase	0	23	62	8	-	-

Aggregated ECD Boundaries with Anomalies

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

Legend:
- Gaps/Overlaps
- State Boundary
- ECD Boundary

ALABAMA 911 BOARD
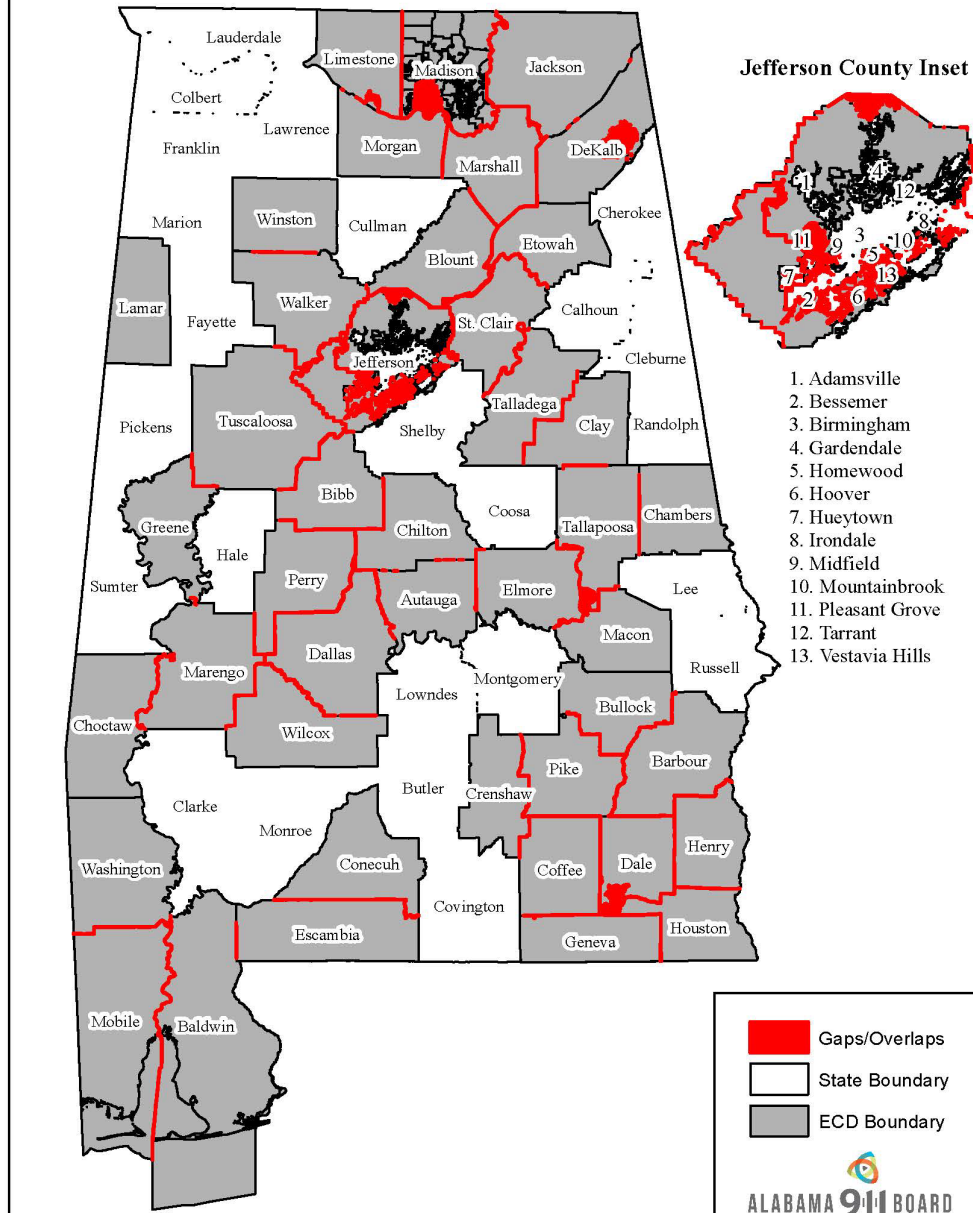
➤ 53 Districts have aggregated their GIS data to the Board's VEP instance.

➤ 3796 individual Gap/Overlap anomalies have been identified in the PSAP Boundary layer.

➤ 10 ECDs have not aggregated but have their VEP instance active.

Jefferson County/City of Birmingham
Boundary Facilitation Workshop

➢ 19 attendees, representing 7 different Emergency Communication Districts from the Jefferson County area

➢ The purpose of the workshop was to identify, discuss, and remediate polygon gaps and overlaps for the purpose of geospatial call routing

➢ Only Jefferson County and exterior neighbors we're discussed. Another workshop is scheduled in May for internal partners.

2022 Alabama 9-1-1 Board User Conference
GIS Track

➢43 attendees, representing 29 different Emergency Communication Districts

➢Topics included general addressing best practices, sub-addressing, GIS data anomaly remediation, and boundary facilitation

➢17 Emergency Communication Districts participated in conference workshops

Education Report

(Tab 7)

MS. DANA NATION

March 1 – April 30, 2022

➢ 538 Course Completions

➢ 698 Hours of Continuing Education

➢ 127 different Course Titles

➢ External Training added by agencies

  ➢ 20 Course Completions

  ➢ 16.5 Hours of Continuing Education

Virtual Academy Completed Courses
March 1 - April 30, 2022
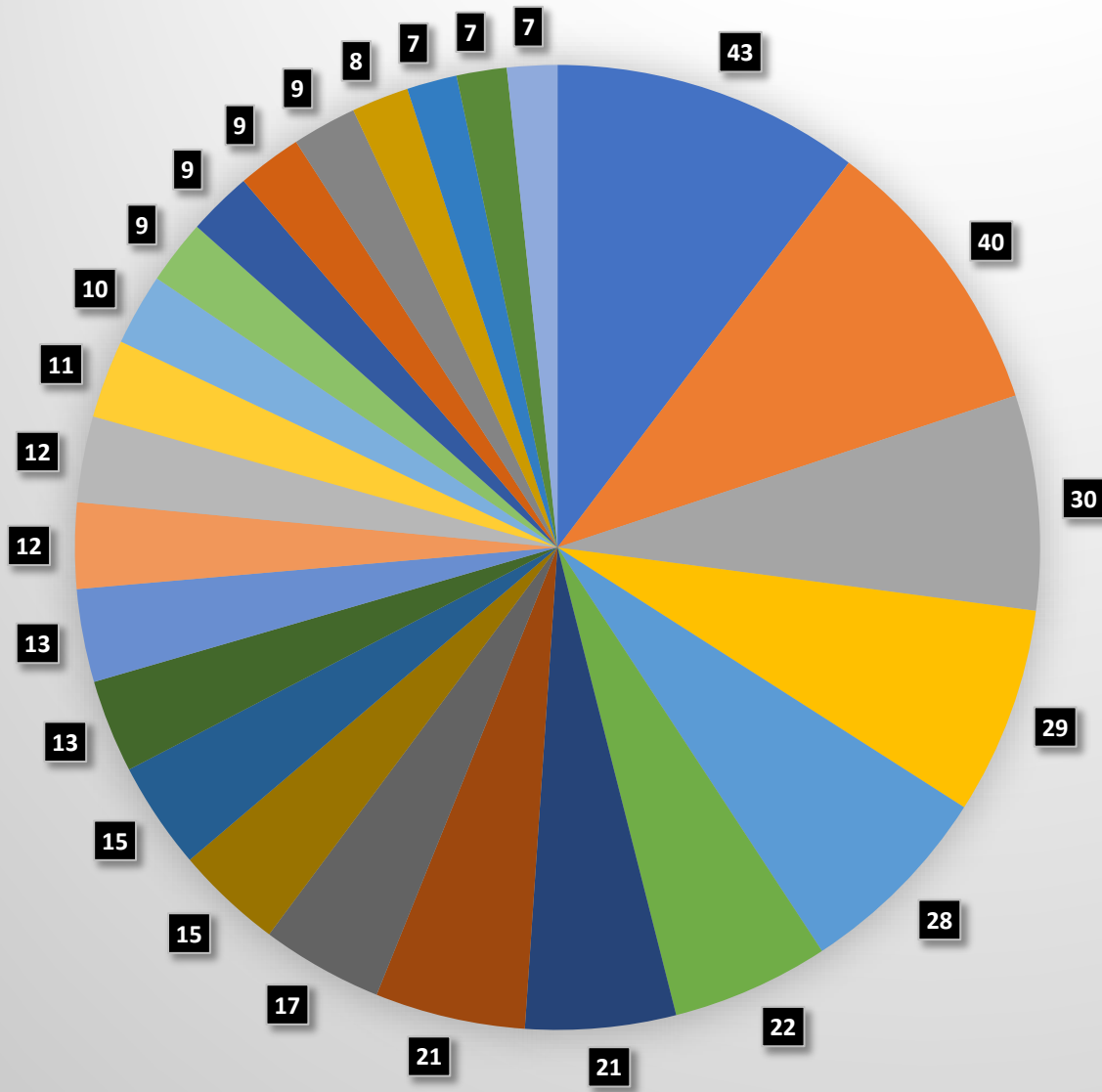
Legend:
- Call Handling for the Telecommunications Center
- 9-1-1 Cape Building
- Modern Fire Dispatch
- Human Fatigue in 24/7 Operations
- Effective Communication for Telecommunicators
- The Power of Peer Support - A Primer
- Survive and Thrive: Core Stress Resilience - A Primer
- Building 9-1-1 Lifebridges to Suicide Callers: An Introduction
- Foundations of Emergency Mental Health Dispatching - An Introduction
- Personnel Issues
- Human Trafficking for Telecommunications
- Counseling & Discipline for the Telecommunications Center
- Team Building for Command Staff
- Utilizing Peer Support to Improve PSAPs
- Advanced Harassment and Discrimination Training
- Understanding Stress for the Telecommunicator
- Autism Awareness for 9-1-1 Telecommunicators
- Responding to an Active Violence Event
- De-escalation for Telecommunicators
- HR Practices for the Telecommunications Center
- Fitness for First Responders: Yoga
- Introduction to Harassment and Discrimination
- Supervision 101 for the Telecommunications Center
- Interpersonal Communication Strategies for PSAPs
- Telecommunicator CPR (TCPR)

Data values shown on pie chart: 43, 40, 30, 29, 28, 22, 21, 21, 17, 15, 15, 13, 13, 12, 12, 11, 10, 9, 9, 9, 9, 8, 7, 7, 7

Virtual Academy Hours by Agency
March 1 - April 30, 2022

Agency	Total
5HENR	112
5LEE	92.5
3STCL	78.5
1COLB	68.5
6BALD	58
8RGPSAMB	47.5
3WALK	29
3IRON	23.5
2CALH	21
1MADI	20
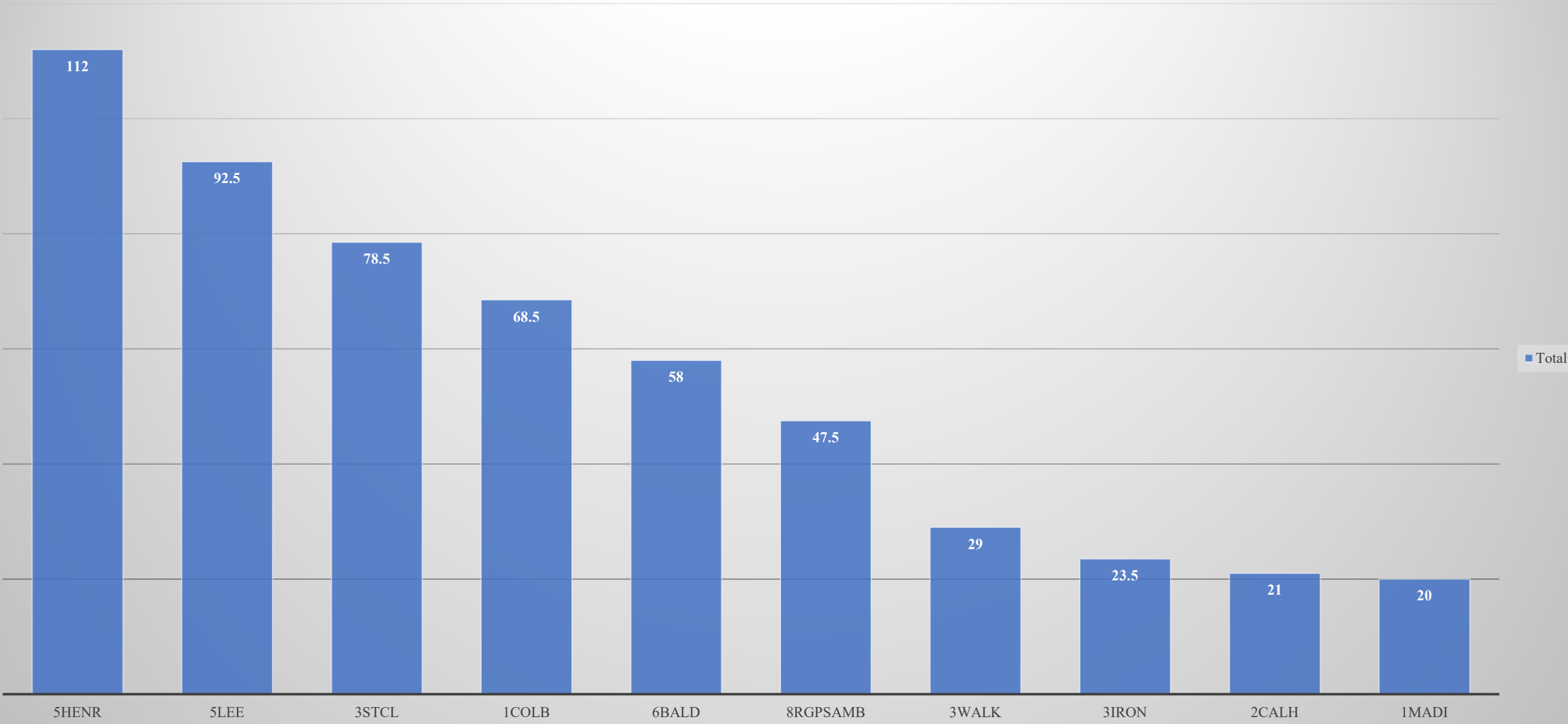
ALEMD Courses

When	What	Where	Who	# of attendees	Hours
March 4-5, 2022	ALEMD Phase 2 Practitioner Course – 22-P1-EMD-005	Shoals Ambulance	Alabama 9-1-1 Board	5	16
March 7-9, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-007	Shoals Ambulance	Alabama 9-1-1 Board	6	24
March 9-11, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-009	Colbert County	Alabama 9-1-1 Board	7	24
March 14-16, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-008	St. Clair County	Alabama 9-1-1 Board	2	24
March 26-31/ April 12-17, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-010	Pike County	Alabama 9-1-1 Board	8	24
April 5-7, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-006	Marshall County	Alabama 9-1-1 Board	3	24
April 5-7, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-011	Haynes Ambulance	Alabama 9-1-1 Board	9	24
April 7-9, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-002	Eufaula PD	Alabama 9-1-1 Board	2	24

Talk About It Tuesday Webinars

Date	Topics
March 1	2022 User Conference Preview
March 15	March 9, 2022 Board Meeting Recap, 2022 User Conference
March 22	Alabama Chapter of NENA
March 29	911 Data Messaging from ADT for PSAPs, ASAP to PSAP, Upcoming Deadlines and Events
April 5	Alabama Association of 9-1-1 Districts, House Bill 414, 2022 User Conference
April 19	2022 User Conference Recap
April 26	CISA's Cybersecurity Resources, Upcoming Training Opportunities

2022
User Conference

Agenda

	Monday April 11	**Tuesday April 12**	**Wednesday April 13**
Directors & Administrative Personnel	1:00 PM–5:00 PM	8:00 AM–11:00 AM	
Telecommunicators & End-Users		1:00 PM–5:00 PM	8:00 AM–5:00 PM
GIS & Addressing Personnel		1:00 PM–5:00 PM	8:00 AM–5:00 PM

Speakers

Director's and Administrative Staff Track	Telecommunicator and End-User Track	GIS and Addressing Personnel Track
• Scott Barnett • Johnny Brunson • Jeff Sherrer • Leah Missildine • Adam Brown • Dana Nation • Michelle Peel • Anderson Brooms	• Dana Nation • Leah Missildine • Caleb Branch • Holly Peacock • Melissa Carpenter	• Annie Cahill • Becca Mangin • Jason Bivens • Anderson Brooms

Attendance

➤ Director's Track – 39

➤ Telecommunicator Track – 46

➤ GIS Track – 42

➤ **Total – 127**

Feedback

2022 User Conference Attendee Survey Results
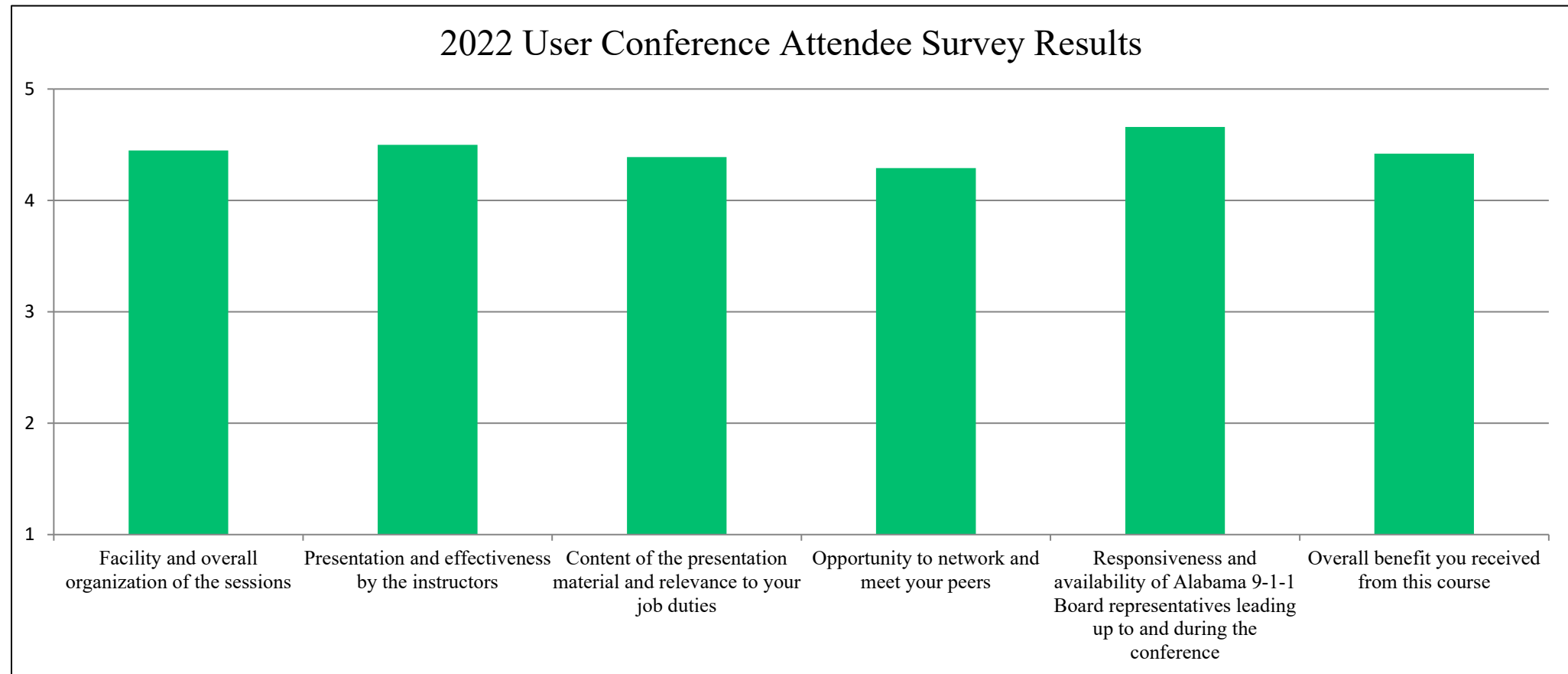
Feedback

➢ **What did you like most about the 2022 User Conference?**

➢ **What did you like least about the 2022 User Conference?**

➢ **What changes would you suggest to improve the conference?**

➢ **Please provide any additional comments or feedback.**

Upcoming Training

INdigital Regional Training

ALABAMA 911 BOARD

WHEN
Tuesday, June 7, 2022
9:00 AM – 2:00 PM

WHERE
Cullman County Sheriff's Office
Training Room
1910 Beech Ave SE
Cullman, AL 35055

WHAT
Training Course designed to review the tools and features available to support your role in the 9-1-1 center. Topics will include ANGEN, Texty, MEVO, Toolkits/MSAG, and Logix.

WHO SHOULD ATTEND
If you work in, supervise, or manage the operations of a PSAP, this training is for you.

INdigital

CLICK HERE TO REGISTER

- June 7, 2022 – Cullman County Sheriff's Office

- June 8, 2022 – Tuscaloosa County 9-1-1

- August 16, 2022 – Alexander City

- August 17, 2022 – Pike County Lake

- September 13, 2022 – Mobile County Communications District

- September 29, 2022 – Homewood Police Department

ANGEN Report

(Tab 8)

ANGEN TEAM

Alabama Next Generation Emergency Network

ANGEN 2.0
Report for March 1 - April 30, 2022

INdigital

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

INdigital

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

INdigital

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.

- The first step to complete is for the PSAP to use INdigital ALI. The map highlights where INdigital ALI is currently active.

green = complete / dark green = complete/extended format

Wireline carrier conversion is done by the legacy selective router, moving from South to North.

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

STAGE 4
Install and enable Texty in the PSAP

PSAP	STATUS	Inbound Text Availability
Irondale	No response to correspondence	Answered by Jefferson 911
Lee	The 9-1-1 board voted to not go forward with text-for-911 implementation	Answered by Auburn
Midfield	No response to correspondence	Answered by Jefferson 911
Tarrant	No response to correspondence	Answered by Jefferson 911

100% of the population is currently served by inbound Texty

Text-for-911 in Alabama

Alabama Texty Deployment

AWAITING INFORMATION FROM THE PSAP
AWAITING INSTALLATION
INBOUND AND OUTBOUND TEXTY ACTIVE
OUTBOUND TEXTY ACTIVE;PSAP REQUEST INBOUND DOWN

Revised: 2/1/2022

ALABAMA 9·1·1 BOARD

Top Ten Text for 9-1-1 PSAPs
March 1 - April 30, 2022

	Baldwin	Huntsville - Madison	Mobile	Walker	Morgan	Birmingham Police Department	Auburn Police Department	Colbert	St. Clair	Calhoun
■ Outbound	4381	3597	837	759	751	549	679	422	446	2
■ Inbound	31	103	178	39	34	165	25	134	106	516
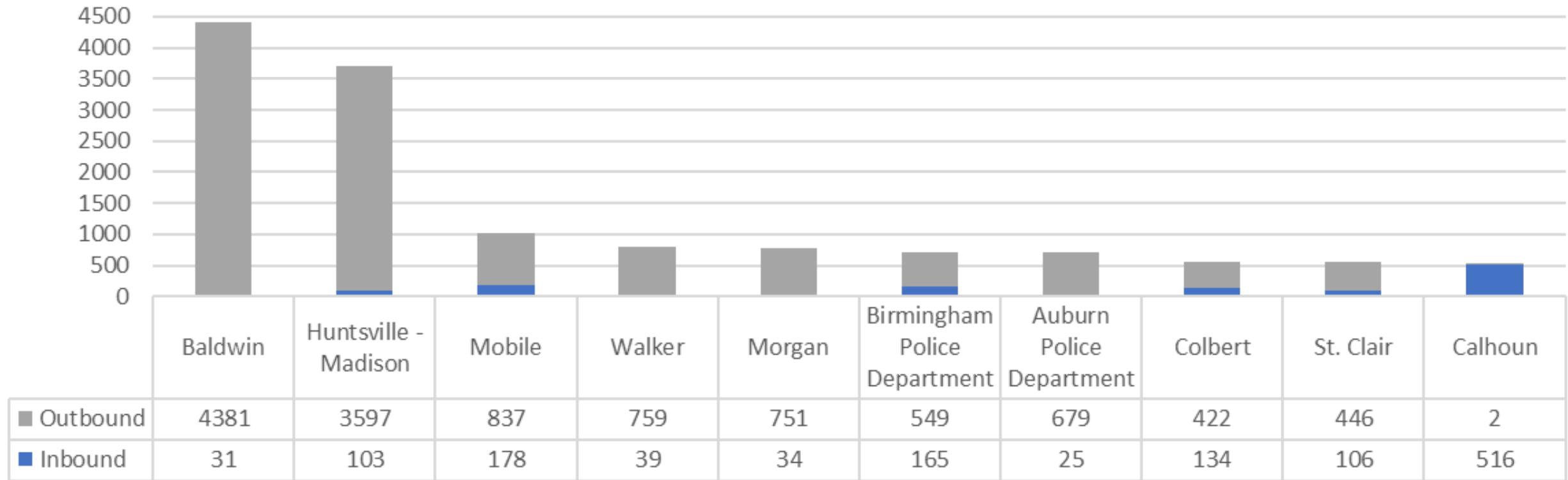
Total of 2,510 inbound and 5,378 outbound text sessions reported.
86% of all text messages were PSAP initiated.

Core Services Upgrades and Changes

Lumen Circuit Replacement
as of May 1, 2022

None Yet Identified
Complete
Adding Commodity
Ordered
To Be Ordered
Ready To Install

Board Report Page 6
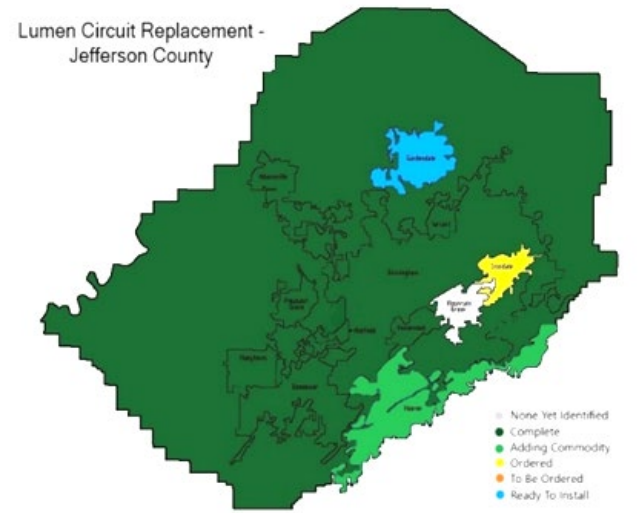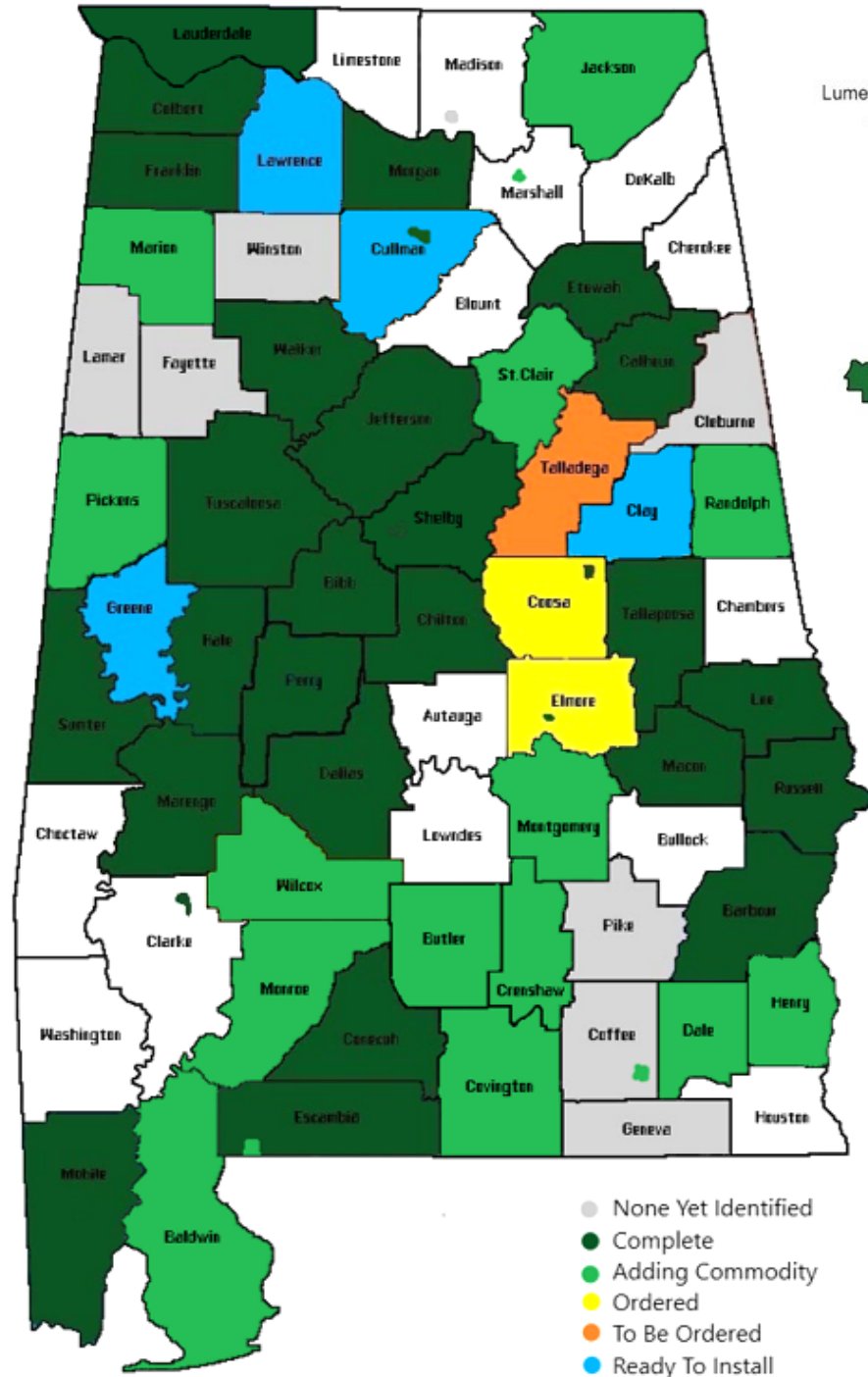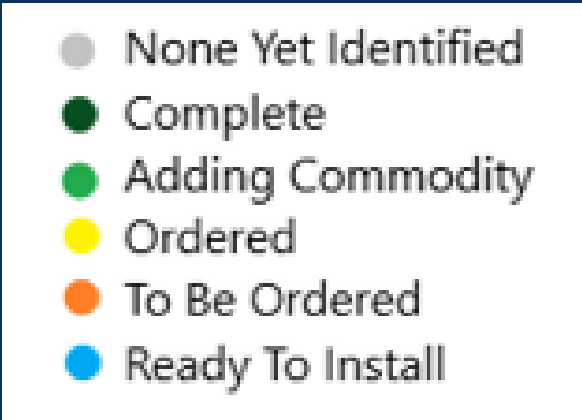
Voiance Language Services Deployment

Complete

Submitted for DTFN

FIPS Created/Awaiting Kick Off Call

Kick Off Call Complete/Awaiting Programming

Non-emergency account numbers and pins have now been issued

FirstNet 4G Project

Complete
Scheduled
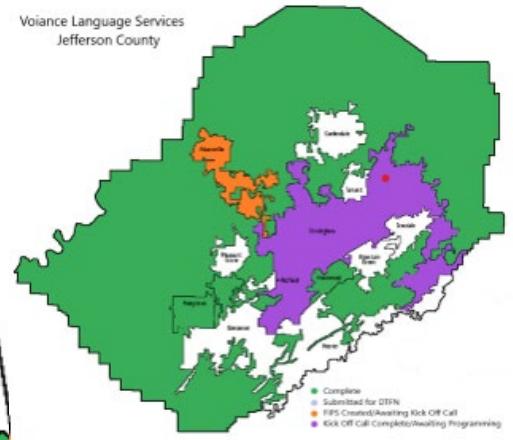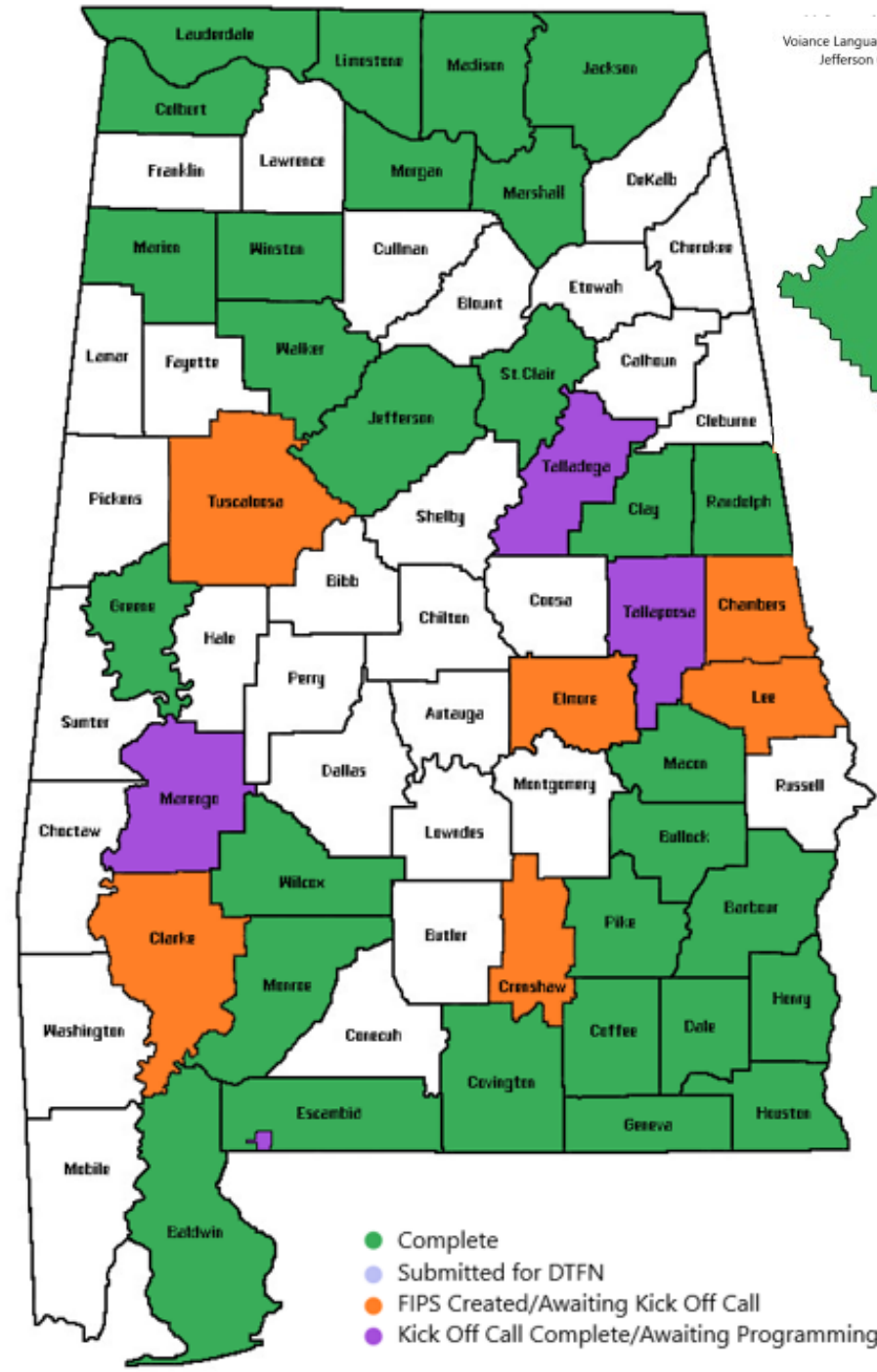
ANGEN Statistics

ESiNet Trends

Call Counts
March 1 - April 30, 2022
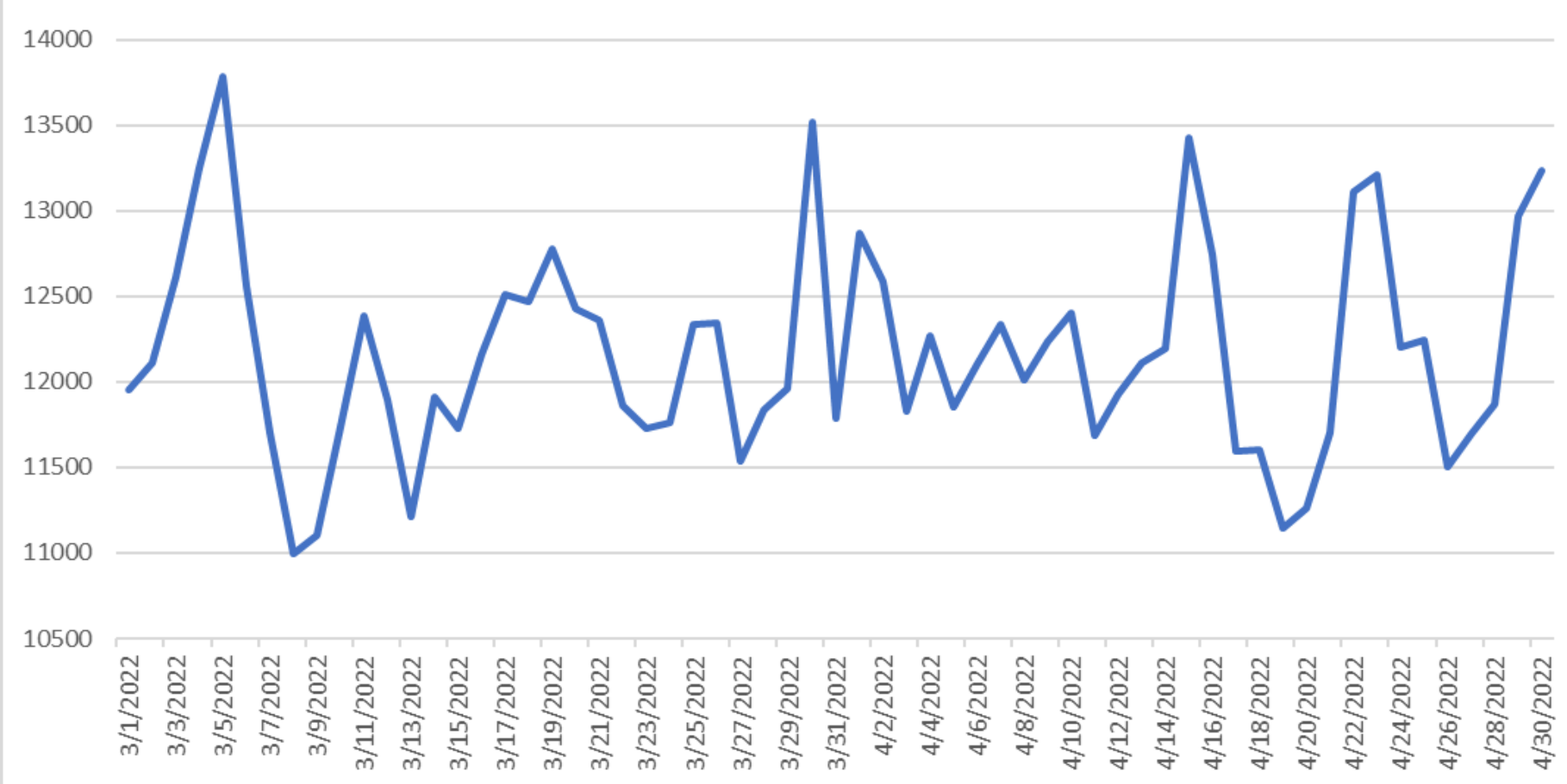
The busiest day during the reporting period was March 5th – 13,786 calls were processed.

The second busiest day was March 30th – 13,522 calls were processed.

The average call volume per day was 12,169 which is up from 11,722 the previous reporting period – total calls since last report was 742,313.

INdigital

Average Calls by Hour
March 1 - April 30, 2022
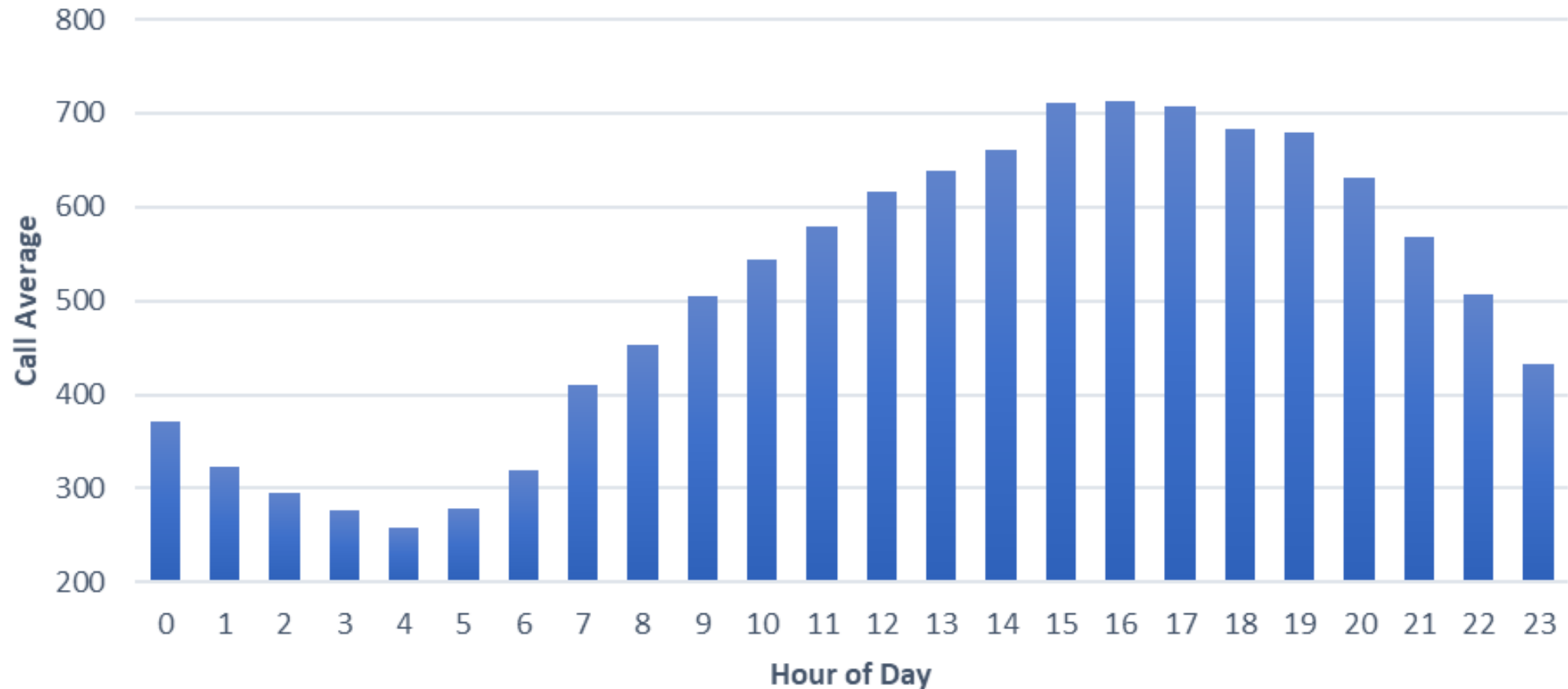
The 4:00 a.m. hour was the least busy and the 4:00 p.m. hour was the most active for the reporting period.

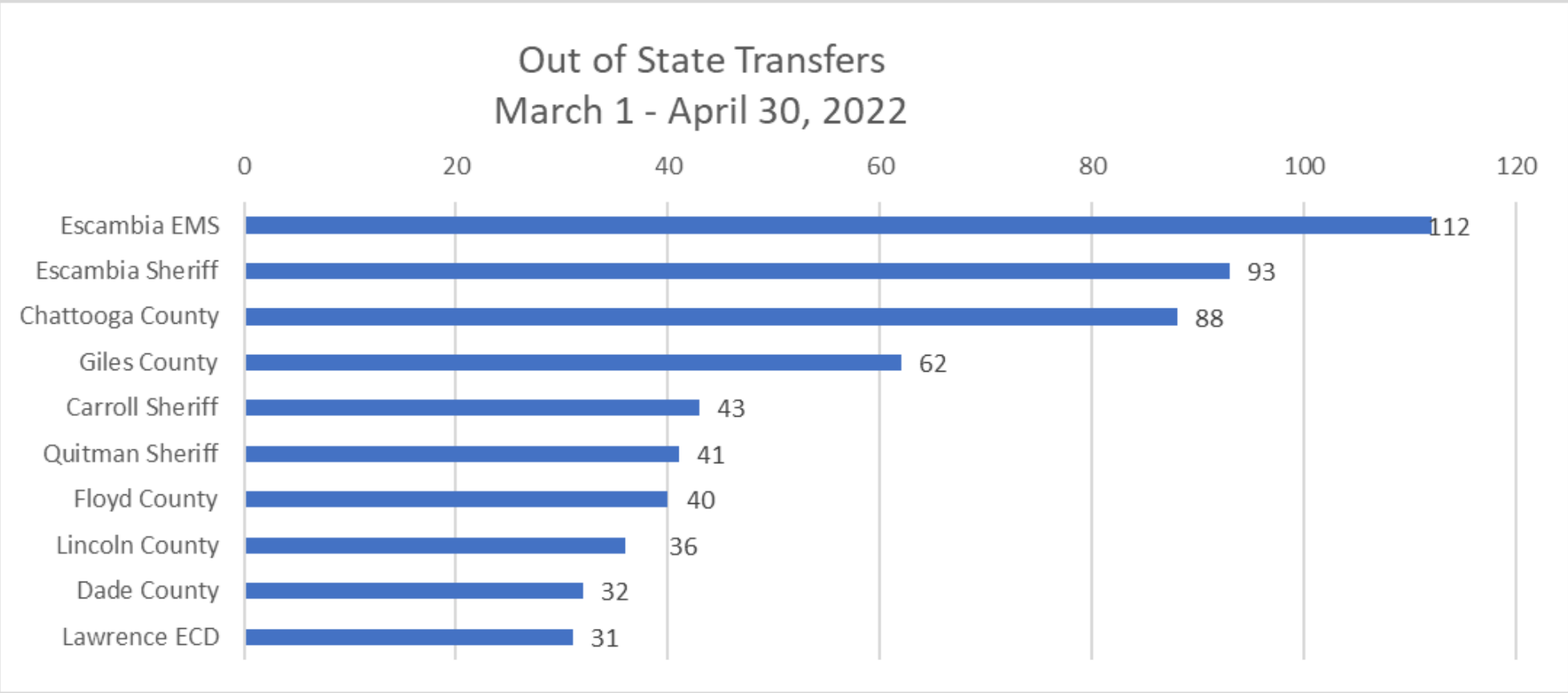Average Daily Call Volume
March 1 - April 30, 2022
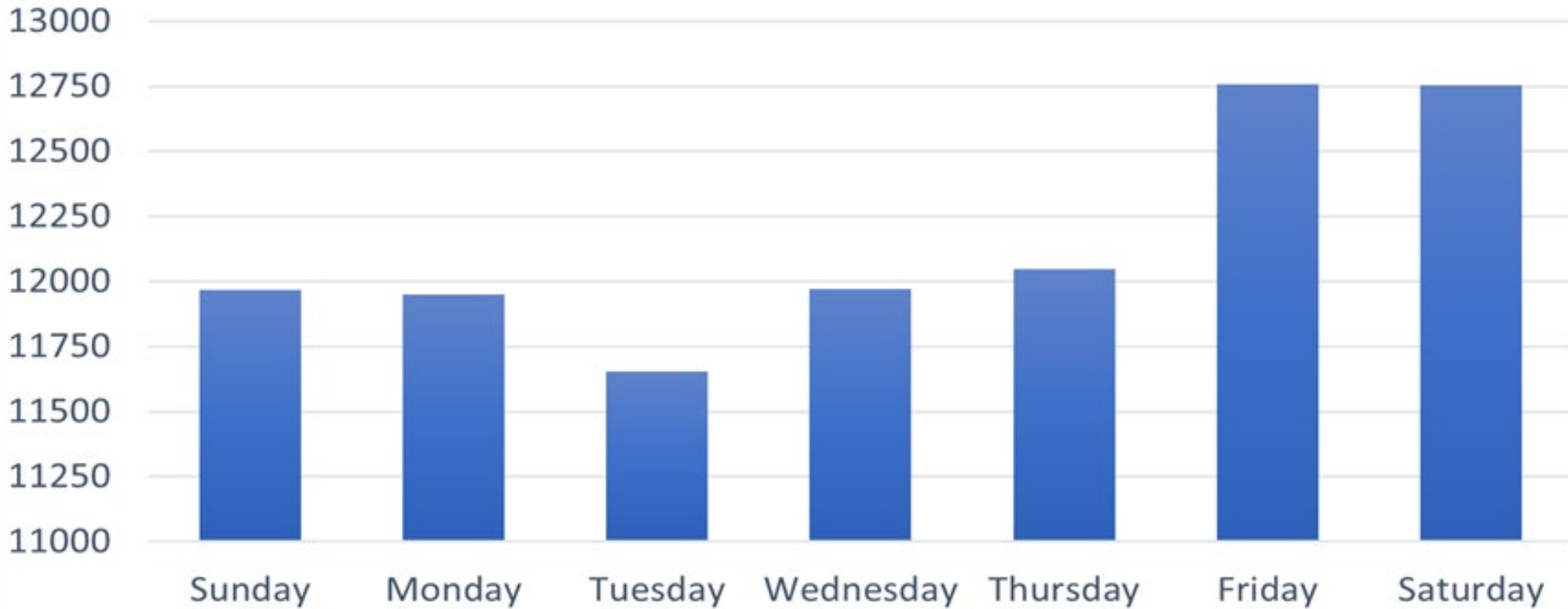
Saturdays proved to have the heaviest call volume with Tuesdays showing the least for the reporting period.

Primary PSAP to Primary PSAP Transfers
March 1 - April 30, 2022
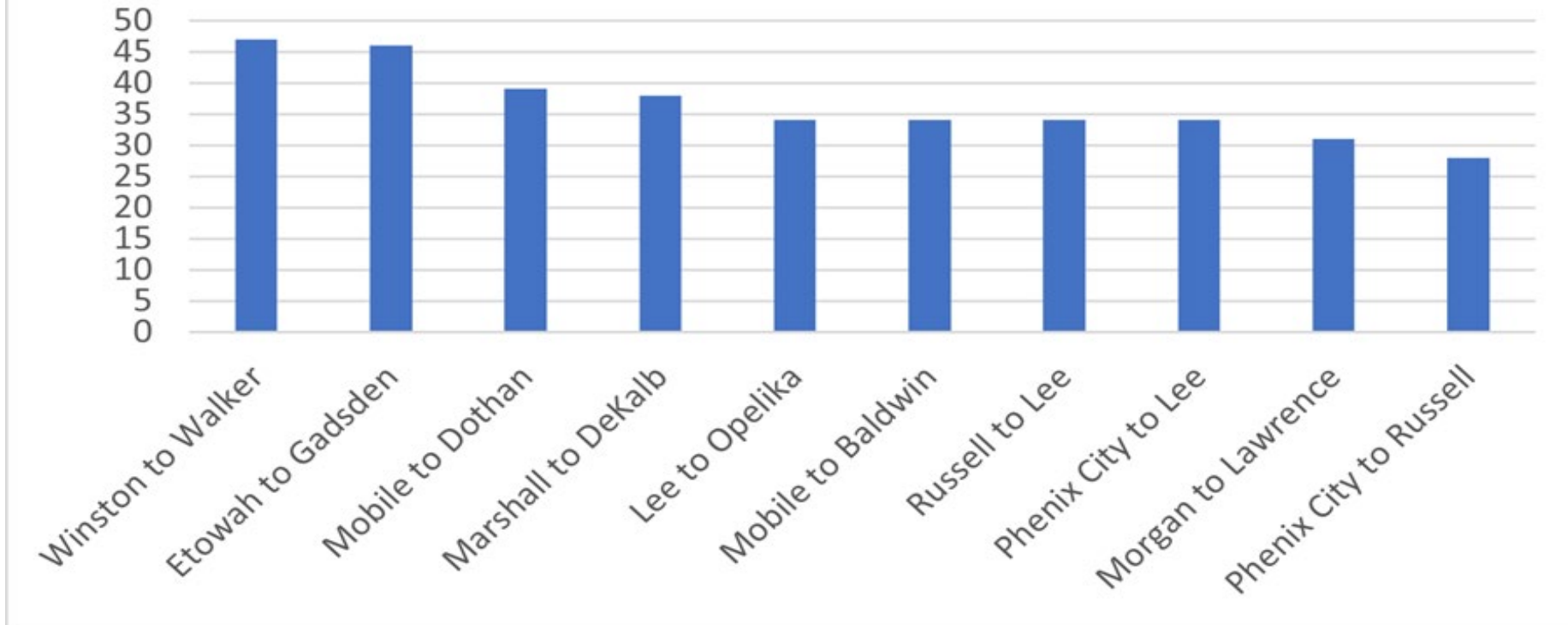
There was a total of 2,551 Primary to Primary PSAP transfers for the reporting period. 11% increase from last reporting period.

Out of State Transfers
March 1 - April 30, 2022

PSAP	Transfers
Escambia EMS	112
Escambia Sheriff	93
Chattooga County	88
Giles County	62
Carroll Sheriff	43
Quitman Sheriff	41
Floyd County	40
Lincoln County	36
Dade County	32
Lawrence ECD	31

There was a total of 721 Out of State PSAP transfers for the reporting period, up 47 from last reporting period.

These are a combination of on-network (through border connectivity)
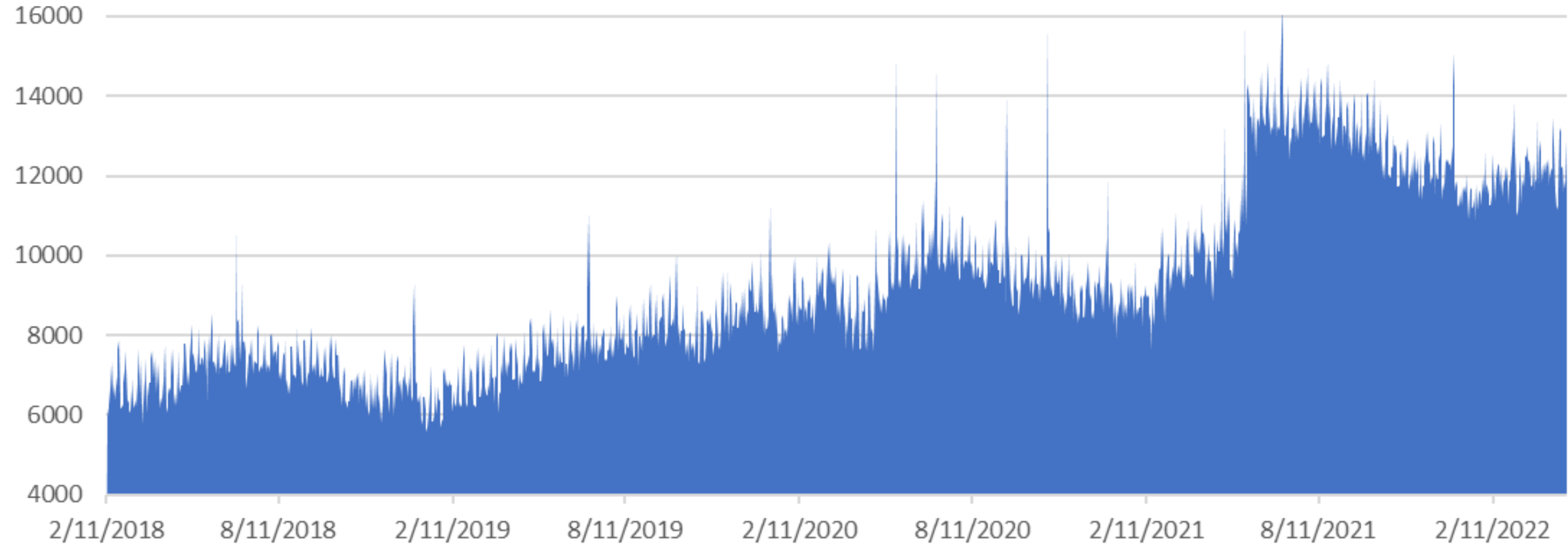and off-network (through PSTN connectivity) transfers.

Top Five Secondary PSAP Transfers
March 1 - April 30, 2022
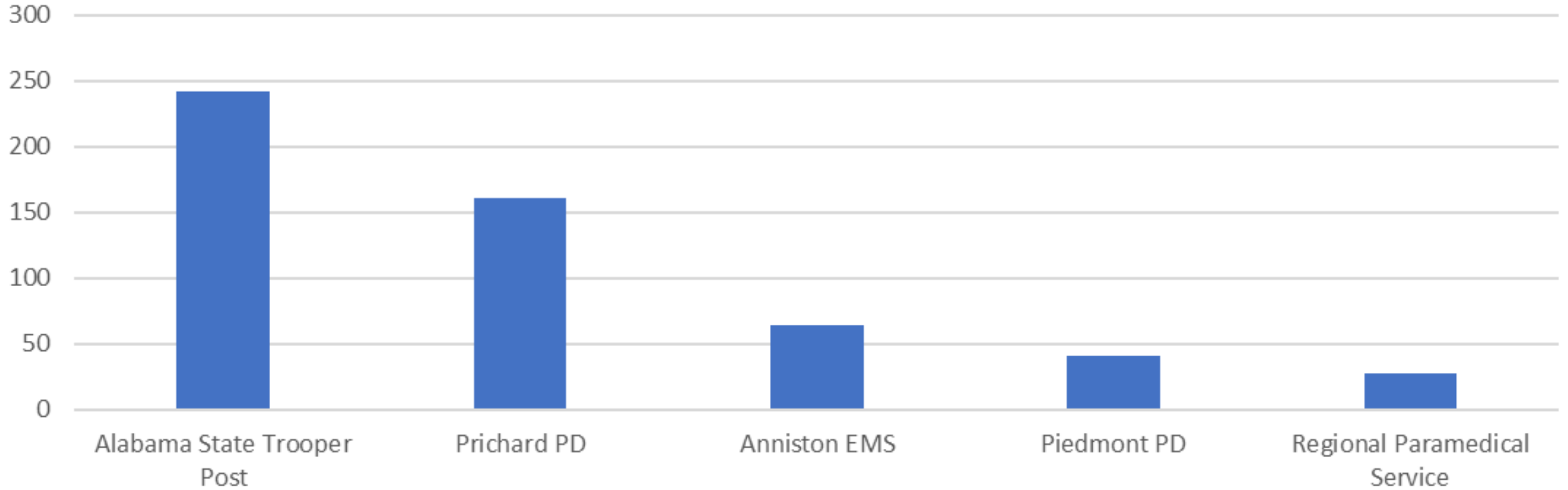
Except for the State Troopers, these are off-network transfers.

ANGEN Total Call Count
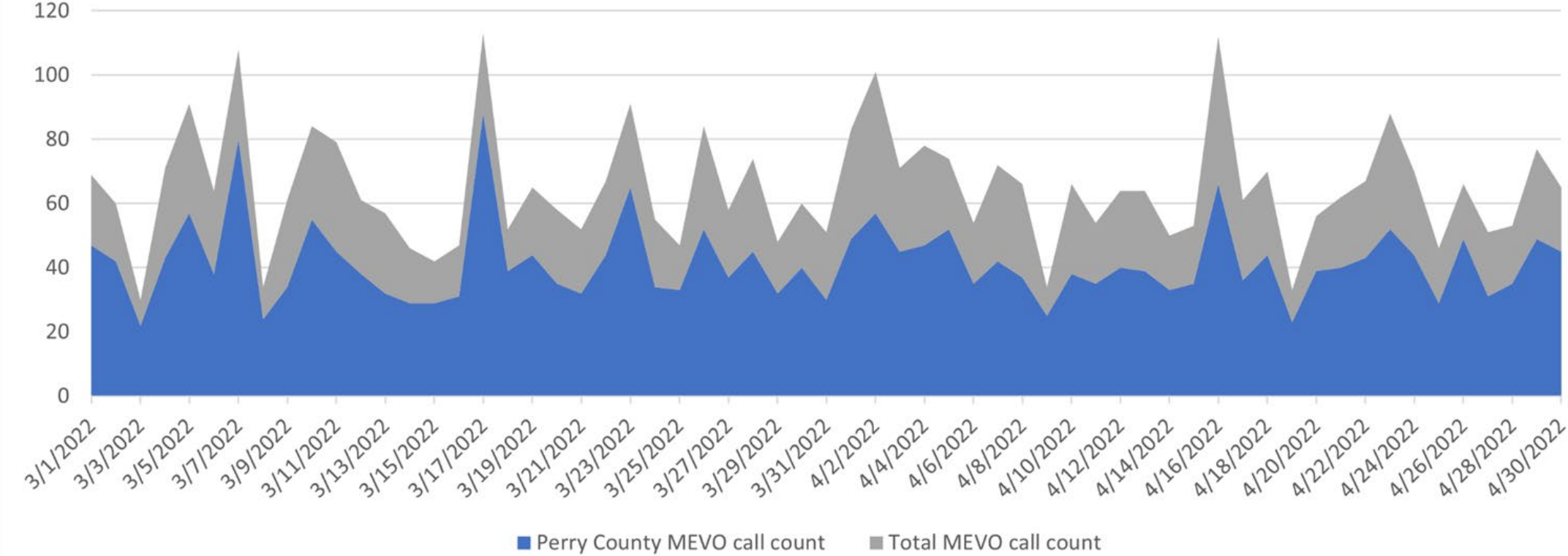February 12, 2018 - April 30, 2022

ANGEN has now processed over 14.2 million calls!

Total Call Volume for February 12, 2018 – April 30, 2022: 14,223,084

MEVO Call Count
March 1 - April 30, 2022

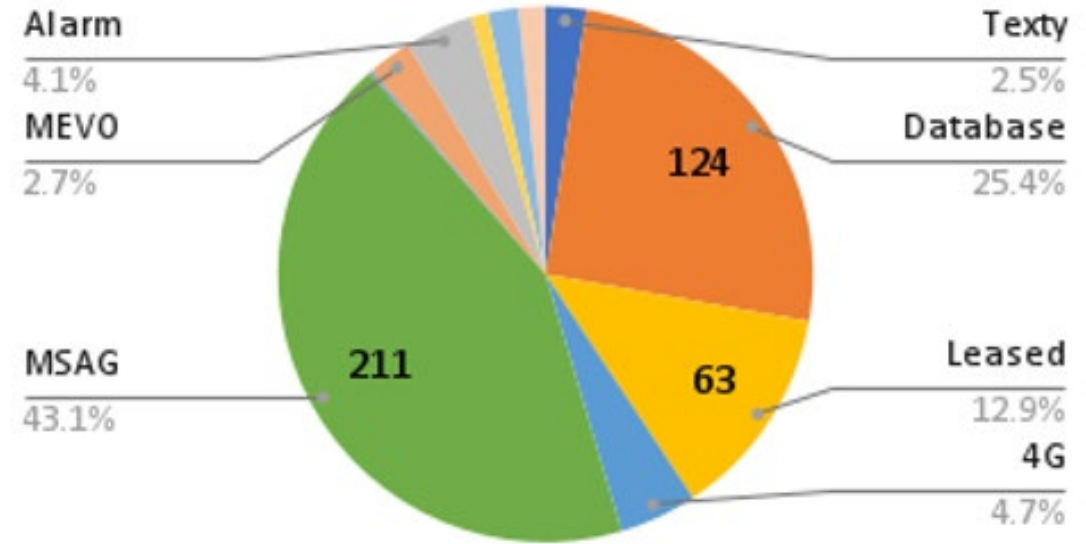2,530 total MEVO call count with an average of 41 per day.

Perry County runs completely on MEVO.
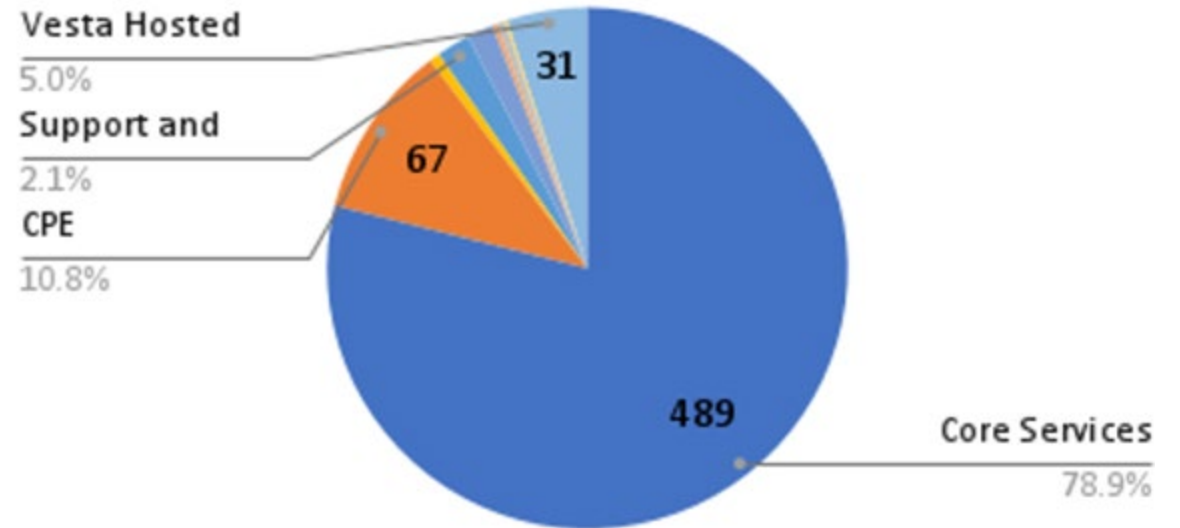
Trouble Ticket Analysis

A total of 620 tickets have been created since the last report.

78.9% 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.

INdigital

The PSAP received a call on an administrative line. The caller was in an area with poor cell service and the only location the telecommunicator was able to hear was "on a dirt road off of Rock Springs." The telecommunicator quickly sent the [what3words](#) link to the caller's phone using Texty. The caller followed the telecommunicators instructions and sent back the 3 words associated with his location. The telecommunicator was then able to pinpoint the precise location of the caller.

The yellow line shows the area of the possible incident location as provided by the initial call. The blue circle indicates the precise location of the caller as determined by what3words.

What is what3words? They have divided the world into 3-meter squares and gave each square a unique combination of three words to find and share exact locations.

///what3words

PSAP Route-to-Number Robodial Mitigation

PSAP Route-to-Number Robodial Mitigation

Green - Call with a database record
Blue - Call with no database record or a pANI only

Database

Caller (Database Load)

PSAP RTN

PBX

PSAP RTN

Successful IVR Challenge

IVR with Dial Through Prompt

ESRP

PSAP

Caller (No Database Load)
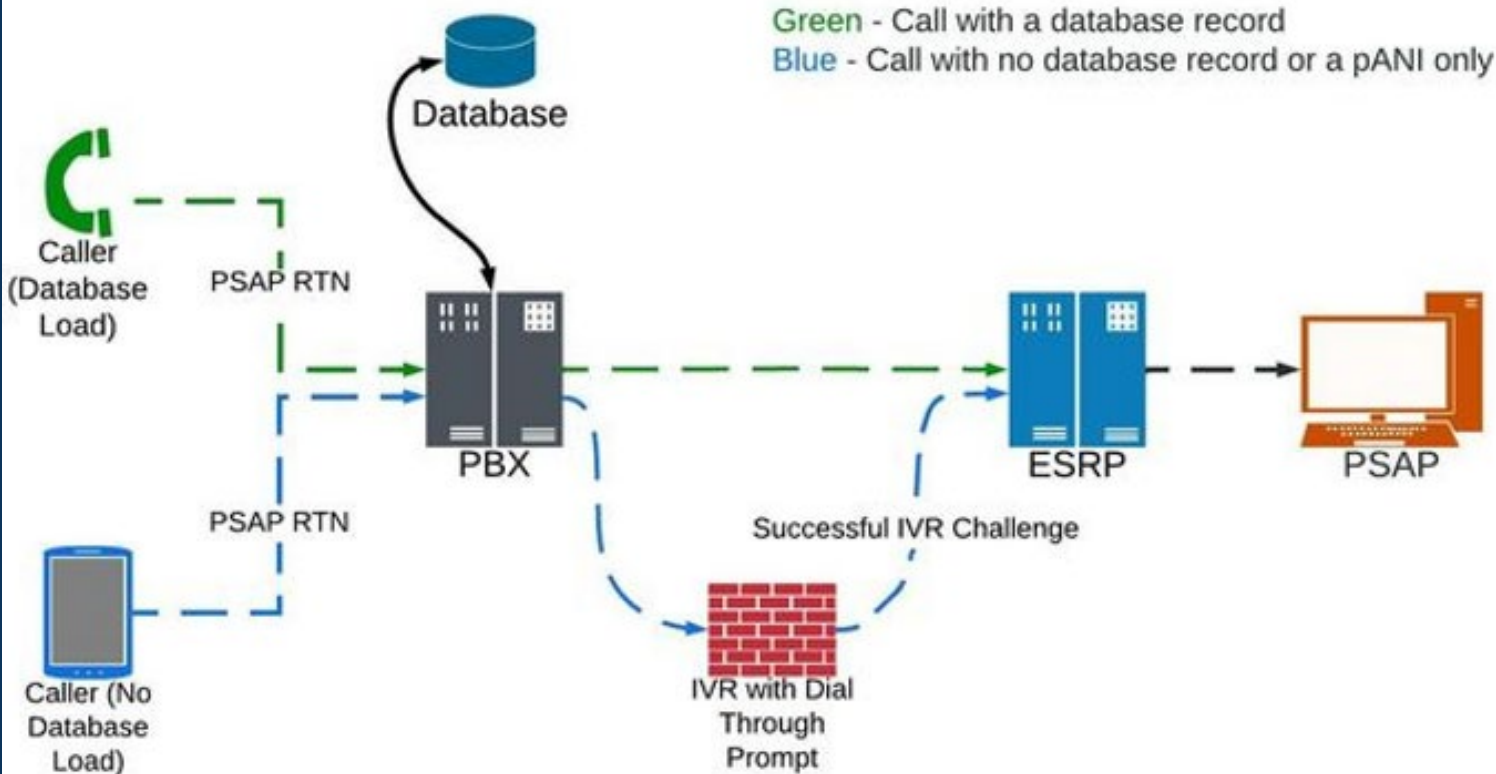
This diagram only contemplates call delivery through a PSAPs RTN, not a 9-1-1 call via traditional carrier connectvity.

Testing and implementation of a robodial mitigator was completed in early April. If a call without an ALI record rings into one of our PSAP Route to Numbers (RTN), an Interactive Voice Response (IVR) is triggered, requiring the caller to "press one" if they have an emergency.

This should cut down on the number of telemarketers reaching the PSAP via the ten-digit RTNs.

INdigital

Questions?

Melissa Carpenter
mcarpenter@indigital.net
334.531.9152

INdigital
877.469.2010
1616 Directors Row,
Fort Wayne, IN 46808

INdigital

Financial Report

(Tab 9)

MR. RON COOLEY, CPA

	FY 22	FY 21
ASSETS		
Current Assets	$ 40,875,033.78	$37,189,274.41
Net Property and Equipment	264,105.03	79,576.15
Total Assets	$ 41,139,138.81	$37,268,850.56
LIABILITIES AND NET POSITION		
Current Liabilities	$ 6,873.16	$ 2,913.21
Fund Equity	41,134,265.65	37,265,937.35
Total Liabilities & Net Position	$ 41,141,138.81	$37,268,850.56

YTD REVENUES

Months	FY 2022	FY 2021	FY 2020	FY 2019
Oct	$ 11,191,238.21	$ 10,733,014.07	$ 10,220,982.74	$ 9,454,486.64
Nov	$ 10,138,142.13	$ 10,365,470.68	$ 10,418,140.87	$ 9,835,591.85
Dec	$ 10,529,792.15	$ 10,429,770.07	$ 10,196,946.48	$ 9,647,082.50
Jan	$ 10,815,874.35	$ 10,575,435.60	$ 10,482,666.36	$ 9,535,902.90
Feb	$ 10,693,143.62	$ 10,701,678.25	$ 10,488,836.47	$ 10,291,855.65
Mar	$ 10,556,828.74	$ 10,306,700.01	$ 10,341,881.78	$ 10,094,536.78
Apr	$ 11,242,967.29	$ 10,775,524.85	$ 10,200,364.88	$ 10,408,761.65
Total	**$ 75,167,986.49**	**$ 73,887,593.53**	**$ 72,349,819.58**	**$ 69,268,217.97**
Average	$ 10,738,283.78	$ 10,555,370.50	$ 10,335,688.51	$ 9,895,459.71
Baseline	**$ 10,441,979.04**	**$ 10,441,979.04**	**$ 10,441,979.04**	**$ 10,409,325.98**
Cummulative Baseline	**$ 73,093,853.28**	**$ 73,093,853.28**	**$ 73,093,853.28**	**$ 72,865,281.86**
Over/Under	$ 2,074,133.21	$ 793,740.25	$ (744,033.70)	$ (3,597,063.89)

Revenue		
Carrier Receipts	$ 75,167,986.49	96.68%
Grant Proceeds	2,544,360.00	3.27%
Other Income	10,667.22	0.01%
Interest Income	29,715.65	0.04%
Total Revenue	$ 77,752,729.36	

REVENUES

Interest Income, 29,715.65 , 0%

Grant Proceeds, 2,544,360.00 , 3%

Other Income, 10,667.22 , 0%

Carrier Receipts, $75,167,986.49 , 97%

- Carrier Receipts
- Grant Proceeds
- Other Income
- Interest Income

@alabama911board   Alabama 9-1-1 Board   @al911board   http://al911board.com
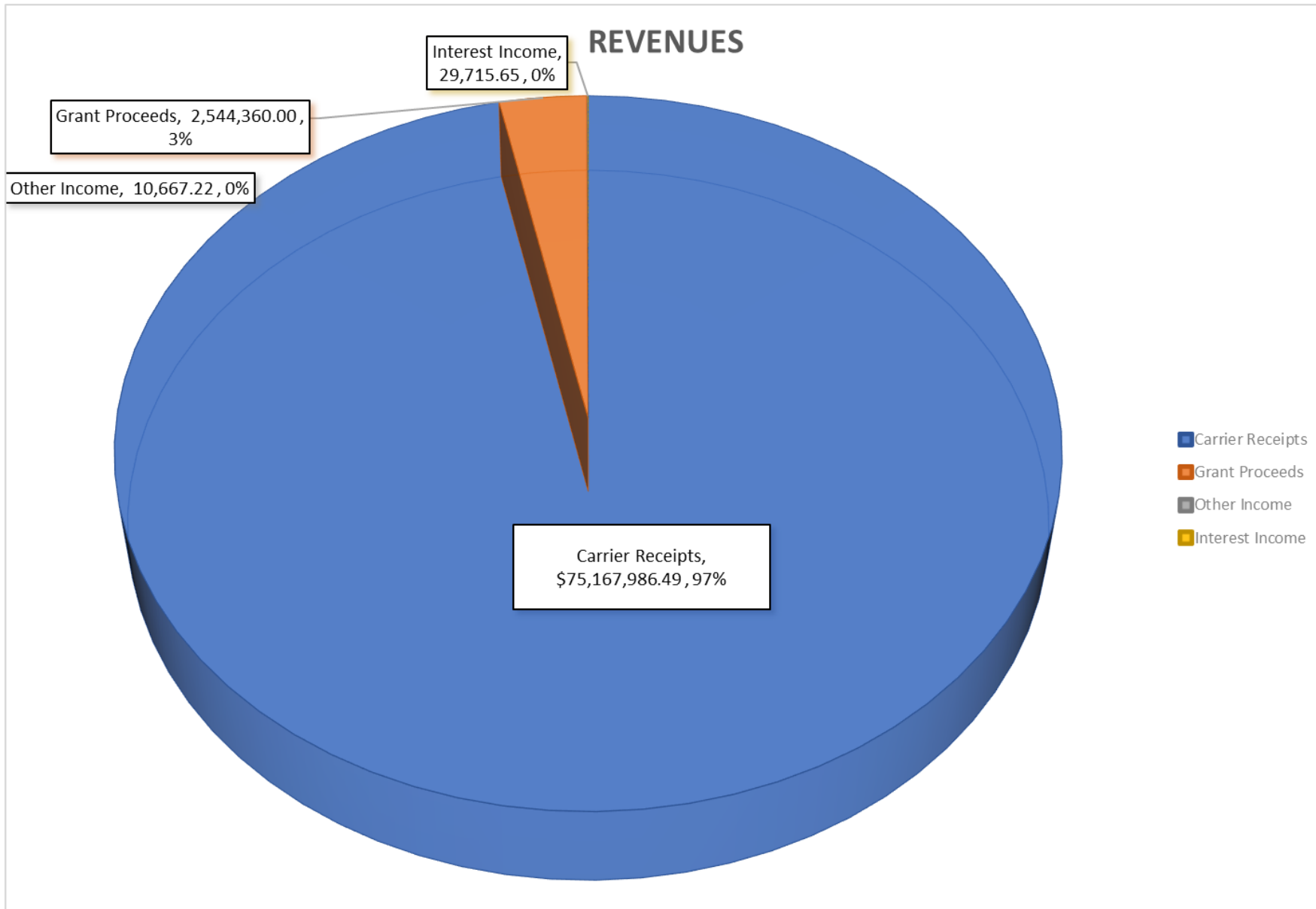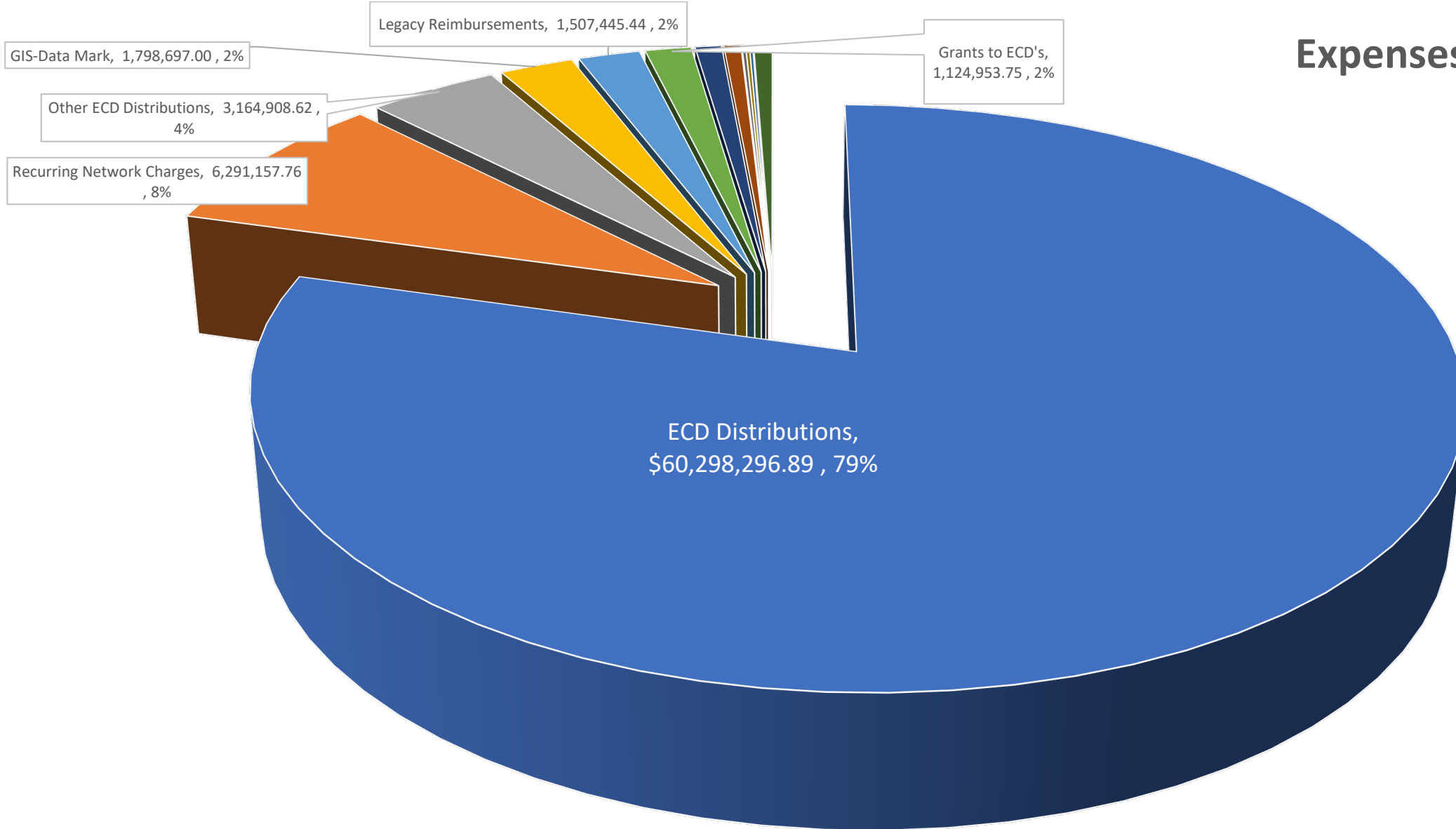
Expenses		
ECD Distributions	$ 60,298,296.89	79.41%
Recurring Network Charges	6,291,157.76	8.29%
Other ECD Distributions	3,164,908.62	4.17%
GIS-Data Mark	1,798,697.00	2.37%
Legacy Reimbursements	1,507,445.44	1.99%
Grants to ECD's	1,124,953.75	1.48%
Cost Recovery Expenses	642,957.60	0.85%
Salaries and benefits	412,139.15	0.54%
Education-Virtual academy	85,000.00	0.11%
Rent	82,486.57	0.11%
Consulting Contract-Angen	72,916.65	0.10%
All others less than 50,000	450,850.40	0.59%
Total Expenses	**$ 75,931,809.83**	

Expenses

Legacy Reimbursements, 1,507,445.44 , 2%

GIS-Data Mark, 1,798,697.00 , 2%

Grants to ECD's, 1,124,953.75 , 2%

Other ECD Distributions, 3,164,908.62 , 4%

Recurring Network Charges, 6,291,157.76 , 8%

ECD Distributions, $60,298,296.89 , 79%

@alabama911board   Alabama 9-1-1 Board   @al911board   http://al911board.com

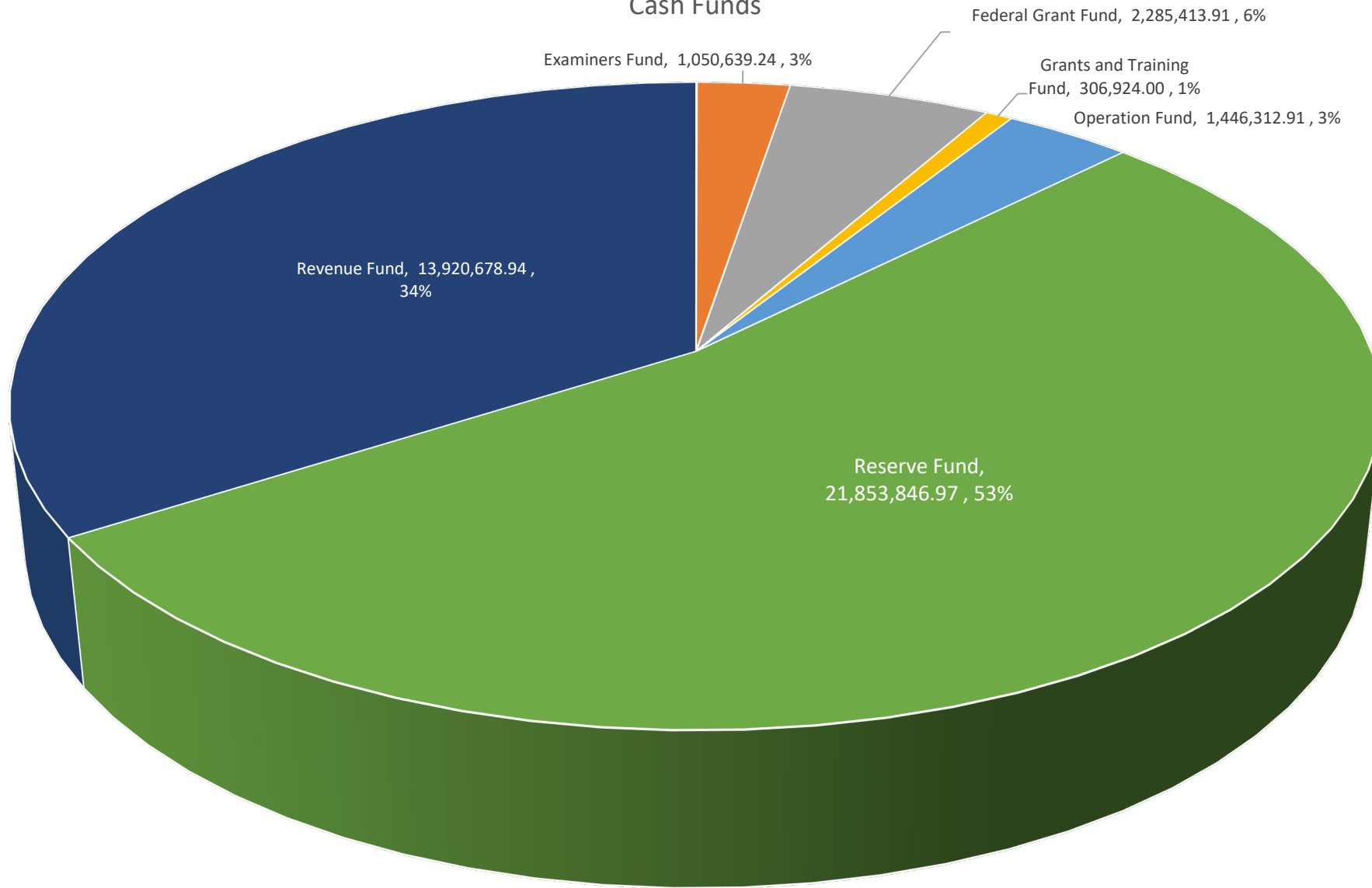| Fund Balances							
	Revenue	Cost Recovery	Operations	Examiners	Grants & Education	Federal Grant	Total Funds
Revenue	$ 62,386,306.08	$ 11,495,444.39	$ 742,932.52	$ 583,160.75	$ 235.64	$ 2,544,649.98	$ 77,752,729.36
Expense	$ 60,298,296.89	$ 12,577,077.22	$ 700,565.25	$ 216,200.00	$ 1,233,453.75	$ 906,216.72	$ 75,931,809.83
Net Position	$ 2,088,009.19	$ (1,081,632.83)	$ 42,367.27	$ 366,960.75	$ (1,233,218.11)	$ 1,638,433.26	$ 1,820,919.53

Net Change in Position	$	1,820,919.53
Depreciation		18,157.86
Change in Liabilities		1,550.04
Property and Equipment		(215,930.66)
Cash 09/30/21		39,250,337.01
Cash 04/30/22	$	40,875,033.78

Cash Funds

Examiners Fund, 1,050,639.24 , 3%

Federal Grant Fund, 2,285,413.91 , 6%

Grants and Training Fund, 306,924.00 , 1%

Operation Fund, 1,446,312.91 , 3%

Revenue Fund, 13,920,678.94 , 34%

Reserve Fund, 21,853,846.97 , 53%
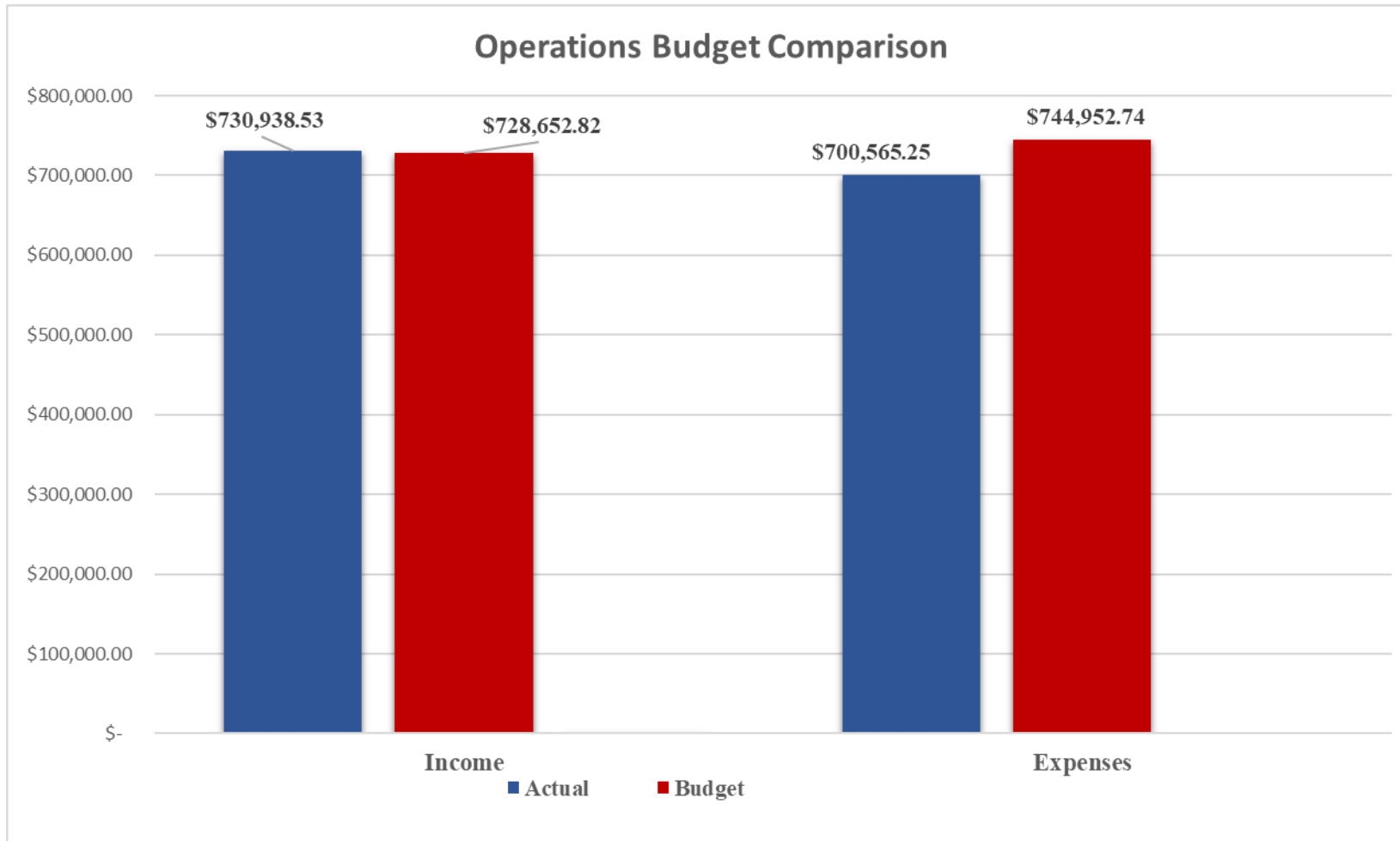
■ Employee Flex account   ■ Examiners Fund   ■ Federal Grant Fund   ■ Grants and Training Fund   ■ Operation Fund   ■ Reserve Fund   ■ Revenue Fund

Operations Budget Comparison

Income: Actual $730,938.53 / Budget $728,652.82

Expenses: Actual $700,565.25 / Budget $744,952.74

Legal Report

(Tab 10)

BRUNSON, BARNETT, & SHERRER, P.C.

Legal Report

1) User Conference

   a. Legal Topics in 9-1-1 Roundtable

2) Meeting Support

   a. Governance Committee

3) Administrative Rule Support

Old Business

BOARD MEMBERS

Gateway versus SIP Handoff

- ❑ <u>Dekalb County</u> – current CPE contract expires 05/31/2023; plans to replace CPE equipment upon contract's end. No issues reported with legacy handoff.
- ❑ <u>Tallapoosa County</u> – current CPE contract expires 09/30/2023; plans to upgrade to SIP-handoff CPE at that time. No current issues reported with legacy handoff.
- ❑ <u>Lee County</u> – received SIP upgrade quote from CPE vendor on 03/30/2022; will attend board meeting on 05/18/2022 per Executive Director's request. Call delivery and presentation issues persist.
- ❑ <u>Dallas County</u> – awaiting correct parts to arrive and installation to be completed as of 03/25/2022. No issues reported with legacy handoff.
- ❑ <u>Midfield City</u> – granted hosted CPE/Vesta; awaiting install by RPSS at the end of current CPE contract. No issues reported with legacy handoff.
- ❑ <u>Irondale City</u> – talked with Motorola technician responsible for site; attempting to get the correct licenses procured for CPE. No issues reported with legacy handoff.
- ❑ <u>Adamsville City</u> – granted hosted CPE/Vesta; awaiting scheduled install by RPSS on 05/24/2022. No issues reported with legacy handoff.

New Business

BOARD MEMBERS

New Business

➢Executive Director's Annual Evaluation due on July 15, 2022

Public Comments

OPEN FORUM

Next Board Meeting

JULY 27, 2022

10:00AM

MONTGOMERY, AL

Adjournment

Rules Process Calendar placeholder

➤ May 18, 2022-Alabama 9-1-1 Board Meeting-adoption of draft rule

➤ May 20, 2022-deadline for submission of Notice of Intended Action for adoption of draft rule

➤ June/July 2022-receive comments on the draft rule; tentatively plan a workshop for discussion of the rule

➤ July 27, 2022-Public hearing will be held prior to the July Board meeting. Final adoption of the rule will be recommended at the July Board meeting

➤ August 11, 2022-certification of the final adopted rule must occur no later than this date

➤ October 15, 2022-certified rule will take effect

Building Blocks and Next Steps
ADT Alarm texts (powered by Intrado)

ADT/Intrado Alarm Processing Overview and Expectations

➢ADT and Intrado partnership

➢new service to 911 Centers interested in improving alarm call processing times at no cost to the center

➢leverages existing text-to-911 and Next Generation systems and ADT's alarm response process to eliminate the need for a voice call from ADT's agents to a 911 center's 10-digit telephone line

➢911 Center will receive the details of the alarm emergency within the text message created by ADT and Intrado and sent via the text-to-911 network

Considerations:

➢Is this a human-to-human interaction (i.e. not in conflict with 11-98-10)?

➢Existing ASAP to PSAP centers (four in AL)?

➢Opt-in and Opt-out options?
  • Opt-in as a state; PSAPs can opt-out within 30-45 days

➢Testing with a handful of PSAPs first?

➢What about secondary PSAPs?