September 21, 2022
Board Meeting
Montgomery, AL

Board Meeting Agenda

Introduction

❖ Call to Order

❖ Roll Call

❖ Agenda Approval (Tab 1)

❖ Minutes Approval (Tab 2)

❖ Guest Introductions

Reports

❖ Committee Reports (Tabs 3 - 4)
  · Finance/Governance Joint Committee
  · Education & Outreach Committee

❖ 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)

Finance & Governance Joint Committee Meeting* Agenda (Tab 3)

September 7, 2022 Montgomery, AL

Finance Committee Meeting only due to no quorum present of the Governance Committee.

Discussion Item(s):

❑ FY2023 Budgets
- ANGEN Program Budget
- Certification Program Budget
- Operations Budget
- Grant Cycle 7 Budget

Director's Recommendation(s) to the Committee:

❑ Approval of the budgets as presented
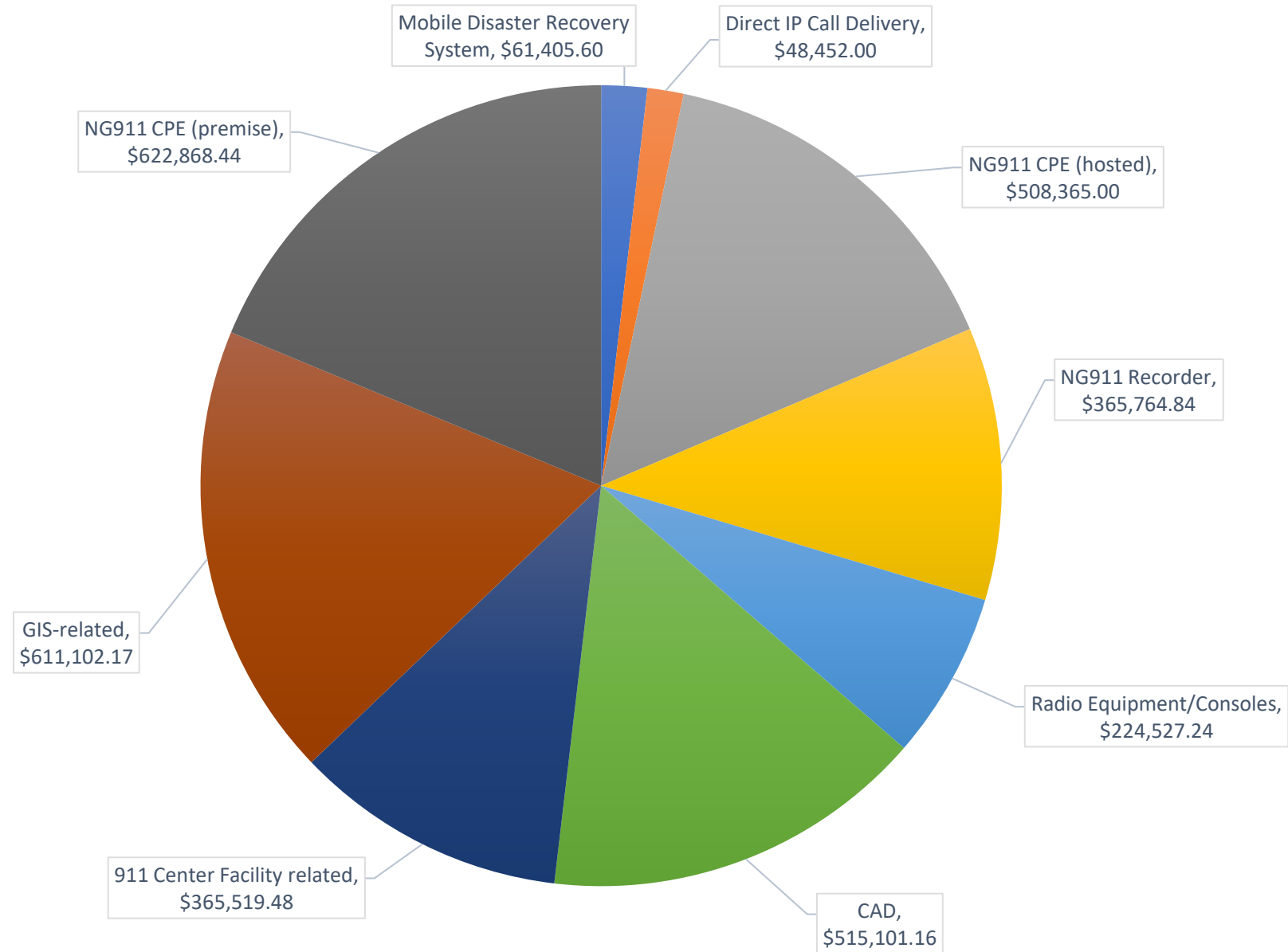
Committee's Recommendation(s) to the Board:

❑ Acceptance of the Committee's report inclusive of the recommendations contained within

Eligibility & Application Review

Eligibility
- ✕ 019 – Failure to submit annual reporting information
- ✕ 023 – Failure to provide reasonable ECD data

Application Review
- ✕ 006 – Project sustainability
- ✕ 009 – Project readiness to proceed
- ✕ 017 – Project soundness and feasibility
- ✕ 021 – Project tabled at this time

Project Types – Categorize & Prioritize
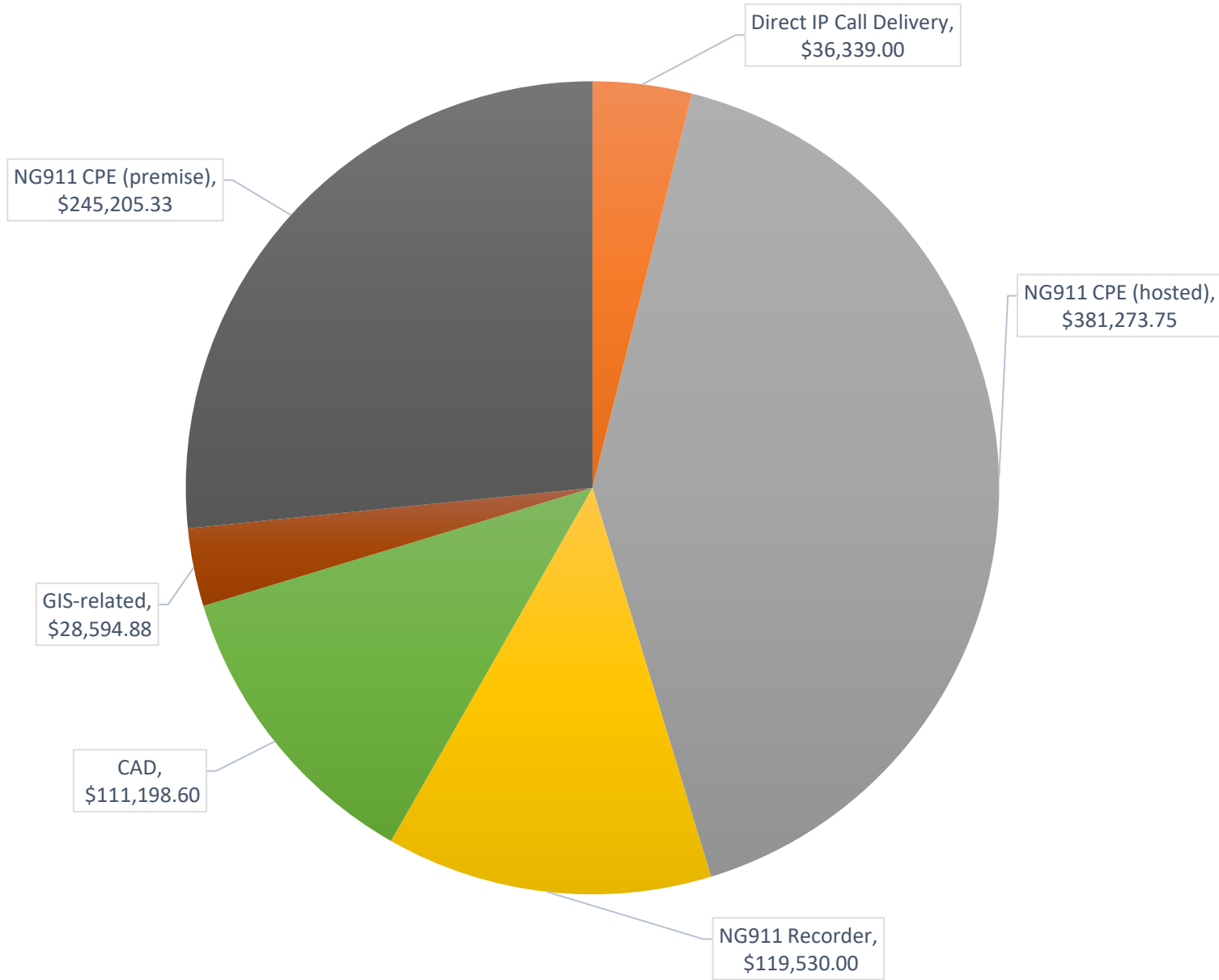
CATEGORIZATION

- Mobile Disaster Recovery System
- Direct IP Call Delivery
- NG9-1-1 CPE
- NG9-1-1 Recorder
- Radio Equipment/ Consoles
- CAD
- 9-1-1 Center Facility related
- GIS-related

PRIORITIZATION

1) Direct IP Call Delivery
2) NG9-1-1 CPE
3) NG911 Recorder
4) GIS-related
5) CAD
6) Mobile Disaster Recovery System
7) 9-1-1 Center Facility related
8) Radio Equipment/Consoles

Recommended Project Awards =$922,141.56

Direct IP Call Delivery, $36,339.00

NG911 CPE (hosted), $381,273.75

NG911 CPE (premise), $245,205.33

GIS-related, $28,594.88

CAD, $111,198.60

NG911 Recorder, $119,530.00

Grant Cycle 7 Awards

Application Number	Emergency Communication District	Project Type	Requested Amount	Award Amount
GC7-2022-001	Henry County	NG9-1-1 Recorder	$ 20,045.00	$ 20,045.00
GC7-2022-002	Autauga County	NG9-1-1 CPE	$ 113,591.95	$ 85,193.96
GC7-2022-003	Tallapoosa County	Direct IP Call Delivery	$ 48,452.00	$ 36,339.00
GC7-2022-004	Marengo County	NG9-1-1 CPE	$ 167,145.00	$ 125,358.75
GC7-2022-007	Marion County	NG9-1-1 CPE	$ 138,645.00	$ 103,983.75
GC7-2022-008	Winston County	NG9-1-1 Recorder	$ 31,510.00	$ 25,000.00
GC7-2022-012	Randolph County	NG9-1-1 Recorder	$ 33,169.84	$ 25,000.00
		GIS-related	$ 172,626.51	$ 7,219.88
GC7-2022-013	Colbert County	CAD	$ 142,264.80	$ 106,698.60
GC7-2022-014	Bullock County	NG9-1-1 Recorder	$ 24,485.00	$ 24,485.00
GC7-2022-015	Morgan County	NG9-1-1 CPE	$ 28,348.49	$ 21,261.37
GC7-2022-016	Choctaw County	CAD	$ 6,000.00	$ 4,500.00
GC7-2022-018	Jefferson County	NG9-1-1 Recorder	$ 256,555.00	$ 25,000.00
GC7-2022-020	Jackson County	NG9-1-1 CPE	$ 185,000.00	$ 138,750.00
GC7-2022-024	DeKalb County	NG9-1-1 CPE	$ 231,075.00	$ 173,306.25
TOTAL			**$ 1,598,913.59**	**$ 922,141.56**

Education & Outreach Committee Meeting Agenda (Tab 4)

September 7, 2022 Montgomery, AL

Discussion Item(s):

- ❑ Alabama Public Safety Telecommunicator Certification Program

- ❑ Upcoming Training Calendar

- ❑ Proposed Budget

Committee's Recommendation(s) to the Board:

- ❑ Acceptance of the Committee's report

Staff Reports

(Tabs 5 - 10)

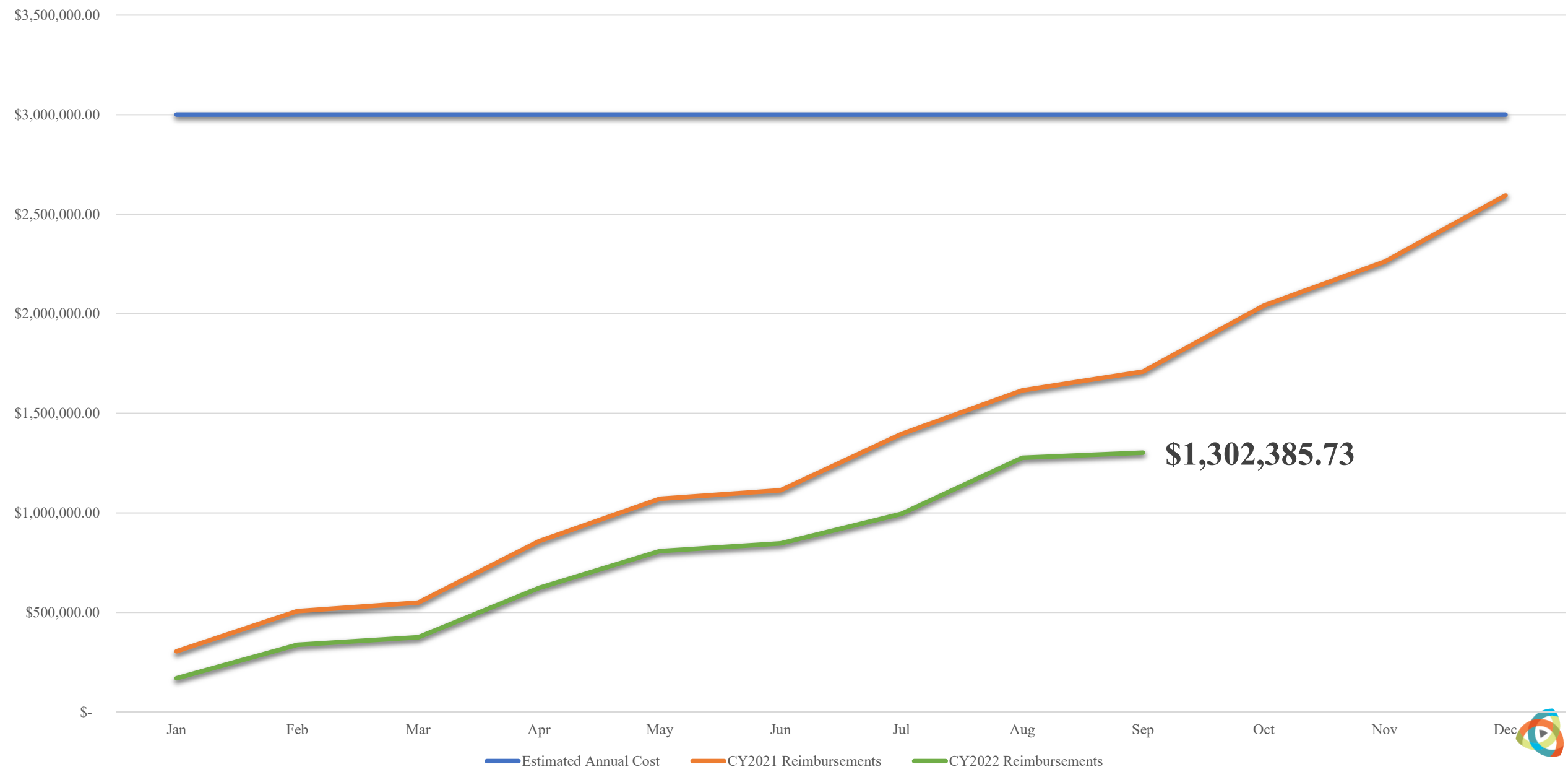# Director's Report

(Tab 5)

MS. LEAH MISSILDINE & MR. ADAM BROWN

Updates and Considerations

❖ **Legacy Reimbursements**

❖ **Gateway versus SIP Conversions**

❖ **CPI-U Timeline Review**

❖ **Building Blocks & Next Steps**

- **ALPST Certification Program**
- **GIS Program**
- **CPI-U Adjustment Preparation**
- **Interoperability Discussions with AL EMA, ALEA, and 911 Board Staff**
- **9-8-8**

Legacy Cost Reimbursement: Estimated vs Actual

$1,302,385.73

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

Y-axis: $3,500,000.00 / $3,000,000.00 / $2,500,000.00 / $2,000,000.00 / $1,500,000.00 / $1,000,000.00 / $500,000.00 / $-

X-axis: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec

Gateway versus SIP Call Delivery Update

➢**Dekalb County 911** – quotes received; will work with vendor to set date

➢**Tallapoosa County 911** – quotes received; will work with vendor to set date

➢**Irondale 911** – scheduled for September 29, 2022

➢**Dallas County 911** – scheduled for September 27-28, 2022

➢**Midfield 911** – scheduled for October 25, 2022

➢**Lee County 911** –
- scheduled for June 21-23, 2022 – pushed due to lack of availability of technician
- rescheduled for September 13-15, 2022 – pushed due to lack of remote connectivity
- rescheduled for all three PSAPs for September 20, 2022 – pushed due to inability to complete work in time alotted for technical support

2023 CPI Adjustment

§11-98-5 (c) (2) states:

(2) The 911 Board, not later than October 1 in the year 2018 and each fifth year thereafter, shall adjust the 911 charge to produce an increase in the baseline 911 revenues sufficient to increase the amount distributed to each district under this chapter during the immediately preceding fiscal year by an amount equal to the rate of growth, determined as a percentage, in the Consumer Price Index for Urban Consumers (CPI-U) for such five-year period. Once adjusted as provided in this section, the resulting revenues shall become the baseline 911 revenues until amended or adjusted under the procedures established in this chapter.

§11-98-5.2 (b) (3) states:

Within 90 days of the effective date of any adjustment in the statewide 911 charge to increase the baseline 911 revenues under subdivision (2) of subsection (c) of Section 11-98-5, the base distribution amount shall be increased by an amount equal to the product of: a. the total amount distributed to the district in the immediately preceding fiscal year, multiplied by b. the rate of growth, determined as a percentage, in the CPI-U utilized by the 911 Board for the prior five-year period pursuant to subdivision (2) of subsection (c) of Section 11-98-5.

Historical Consumer Price Index (CPI-U) Data

YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2012	226.665	227.663	229.392	230.085	229.815	229.478	229.104	230.379	231.407	231.317	230.221	229.601
2013	230.280	232.166	232.773	232.531	232.945	233.504	233.596	233.877	234.149	233.546	233.069	233.049
2014	233.916	234.781	236.293	237.072	237.900	238.343	238.250	237.852	238.031	237.433	236.151	234.812
2015	233.707	234.722	236.119	236.599	237.805	238.638	238.654	238.316	237.945	237.838	237.336	236.525
2016	236.916	237.111	238.132	239.261	240.229	241.018	240.628	240.849	241.428	241.729	241.353	241.432
2017	242.839	243.603	243.801	244.524	244.733	244.955	244.786	245.519	246.819	246.663	246.669	246.524
2018	247.867	248.991	249.554	250.546	251.588	251.989	252.006	252.146	252.439	252.885	252.038	251.233
2019	251.712	252.776	254.202	255.548	256.092	256.143	256.571	256.558	256.759	257.346	257.208	256.974
2020	257.971	258.678	258.115	256.389	256.394	257.797	259.101	259.918	260.280	260.388	260.229	260.474
2021	261.582	263.014	264.877	267.054	269.195	271.696	273.003	273.567	274.310	276.589	277.948	278.802
2022	281.148	283.716	287.504	289.109	292.296	296.311	296.276	296.171				

Source: Bureau of Labor Statistics as of 09/19/2022.
Note: In January 2017 the BLS modified the numbers for May - August 2016 due to a miscalculation based on prescription drug prices.
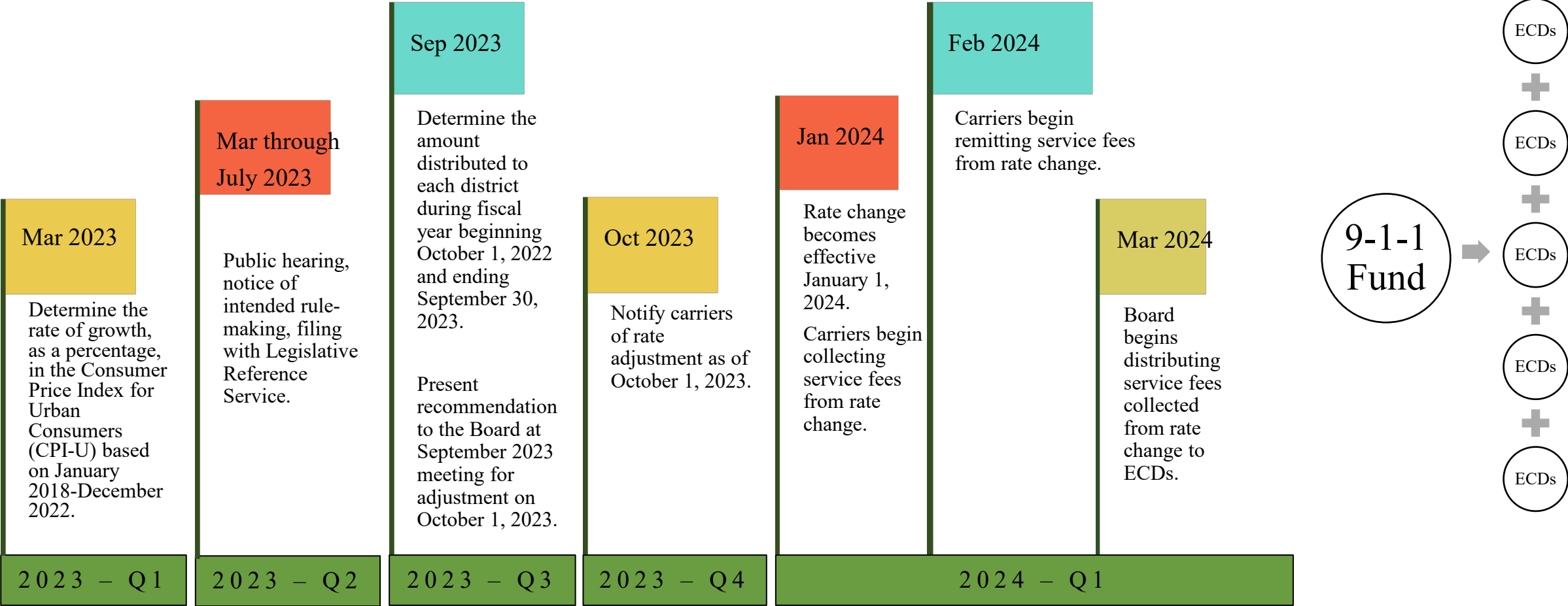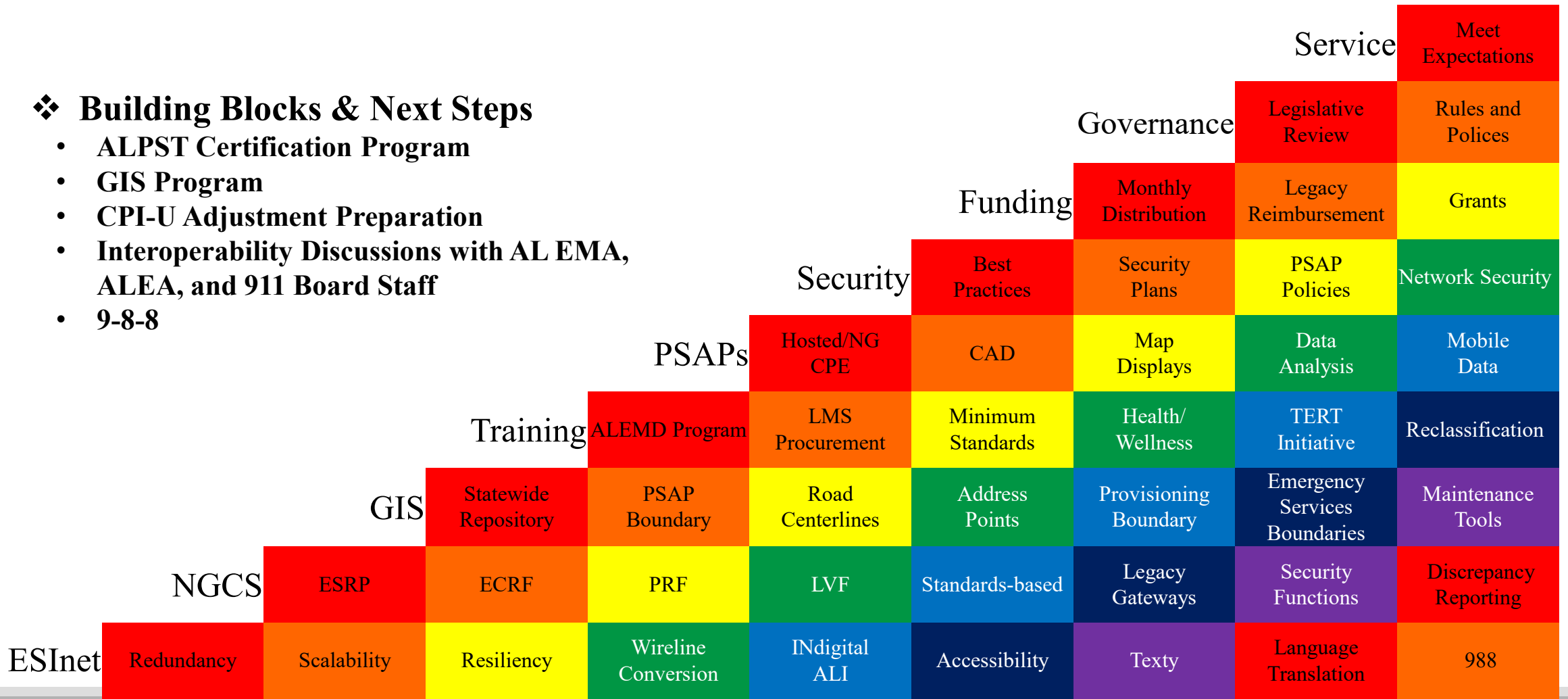
CPI Inflation Calculator

$ [1.00]

in [January ▾] [2018 ▾]

has the same buying power as

$1.19

in [August ▾] [2022 ▾]

[Calculate]

2023 CPI Implementation and Timeline

Mar 2023

Determine the rate of growth, as a percentage, in the Consumer Price Index for Urban Consumers (CPI-U) based on January 2018-December 2022.

Mar through July 2023

Public hearing, notice of intended rule-making, filing with Legislative Reference Service.

Sep 2023

Determine the amount distributed to each district during fiscal year beginning October 1, 2022 and ending September 30, 2023.

Present recommendation to the Board at September 2023 meeting for adjustment on October 1, 2023.

Oct 2023

Notify carriers of rate adjustment as of October 1, 2023.

Jan 2024

Rate change becomes effective January 1, 2024.

Carriers begin collecting service fees from rate change.

Feb 2024

Carriers begin remitting service fees from rate change.

Mar 2024

Board begins distributing service fees collected from rate change to ECDs.

2023 – Q1 **2023 – Q2** **2023 – Q3** **2023 – Q4** **2024 – Q1**

ECDs

ECDs

ECDs

ECDs

ECDs

ECDs

9-1-1 Fund

❖ **Building Blocks & Next Steps**
- **ALPST Certification Program**
- **GIS Program**
- **CPI-U Adjustment Preparation**
- **Interoperability Discussions with AL EMA, ALEA, and 911 Board Staff**
- **9-8-8**

							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.*

Recent and Ongoing Deadlines/Activities

1) **Recent**
   a. Certification Program
   b. GIS Executive Council
   c. NASNA
   d. Fund Outlook & Budgeting
   e. Federal Grant Closeout & Final Vouchering
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)
         - November 16, 2022
      ii. Tentative Education & Outreach (1st Tuesday afternoon of even months)
         - October 4, 2022
         - December 6, 2022
      iii. Tentative Finance (1st Wednesday morning of even months)
         - October 5, 2022
         - December 7, 2022
      iv. Tentative Governance (1st Wednesday afternoon of even months)
         - October 5, 2022
         - December 7, 2022
      v. Tentative Technical (1st Tuesday morning of even months)
         - October 4, 2022
         - December 6, 2022

GIS Report

(Tab 6)

MR. ANDERSON BROOMS

ECD GIS Data On-Boarding Status

Jefferson County Inset

End of Week 66 – January 7th, 2022

ECD GIS Data On-Boarding Status

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

End of Week 78 – April 1st, 2022

ECD GIS Data On-Boarding Status

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 - 49
Gap Analysis Part 2 - 19
Analysis Report Review - 10
Gap Analysis - 7

End of Week 94 – July 22nd, 2022

ECD GIS Data On-Boarding Status

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 - 55
Gap Analysis Part 2 - 22
Analysis Report Review - 3
Gap Analysis - 5

End of Week 101 – September 9th, 2022

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

	Legacy State	On-boarding	Intra-jurisdictional Data Remediation	Cross-jurisdictional Data Remediation	Provision 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 standards change
# of ECDs in this Phase	**0**	**9**	**76**	**15**	**-**	**-**

On-boarding (9)
1. Calhoun
2. Fayette
3. Franklin
4. Gardendale
5. Irondale
6. Lauderdale
7. Lawrence
8. Marion
9. Mountain Brook

Intra-jurisdictional Data Remediation (76)
1. Adamsville
2. Auburn
3. Autauga
4. Baldwin
5. Barbour
6. Bessemer
7. Bibb
8. Birmingham
9. Blount
10. Bullock
11. Butler
12. Chambers
13. Cherokee
14. Chilton
15. Choctaw
16. Clarke
17. Clay
18. Cleburne
19. Coffee
20. Cullman
21. Colbert
22. Conecuh
23. Coosa
24. Covington
25. Crenshaw
26. Dale
27. Daleville
28. Dallas
29. Dekalb
30. Elmore
31. Enterprise
32. Escambia
33. Etowah
34. Ft Payne
35. Geneva
36. Greene
37. Hale
38. Henry
39. Hale
40. Homewood
41. Houston
42. Hueytown
43. Jackson
44. Jefferson
45. Lamar
46. Lee
47. Limestone
48. Lowndes
49. Macon
50. Madison
51. Marengo
52. Marshall
53. Midfield
54. Mobile
55. Monroe
56. Montgomery City
57. Montgomery County
58. Morgan
59. Perry
60. Pickens
61. Pike
62. Pleasant Grove
63. Randolph
64. Russell
65. Shelby
66. St Clair
67. Sumter
68. Talladega
69. Tallapoosa
70. Tarrant
71. Tuscaloosa
72. Vestavia Hills
73. Walker
74. Washington
75. Wilcox
76. Winston

Cross-jurisdictional Data Remediation (15)
1. Adamsville
2. Baldwin
3. Bessemer
4. Birmingham
5. Blount
6. Homewood
7. Hoover
8. Hueytown
9. Jefferson
10. Midfield
11. Mobile
12. Shelby
13. St. Clair
14. Vestavia
15. Walker

ECD GIS Data On-Boarding Phase
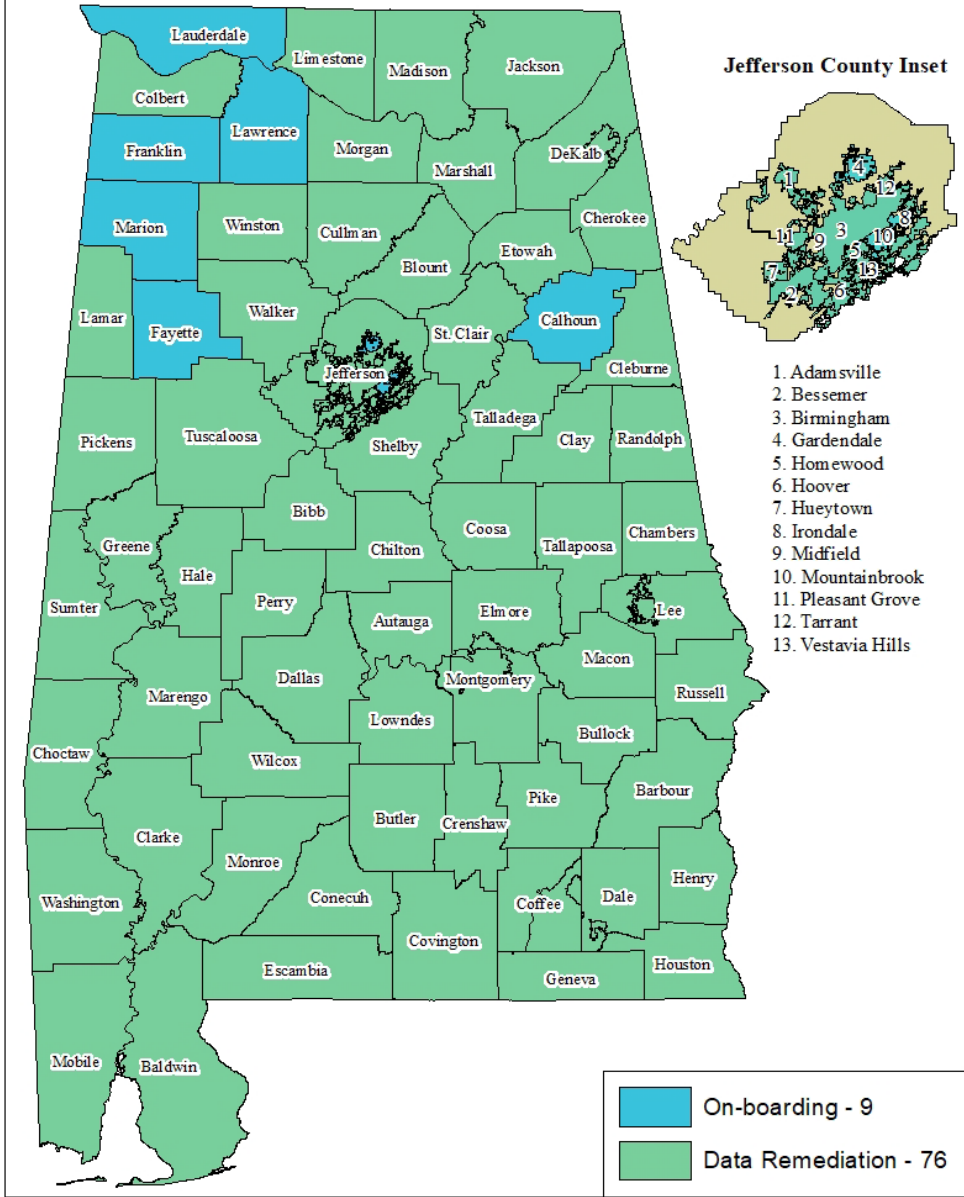
Jefferson County Inset
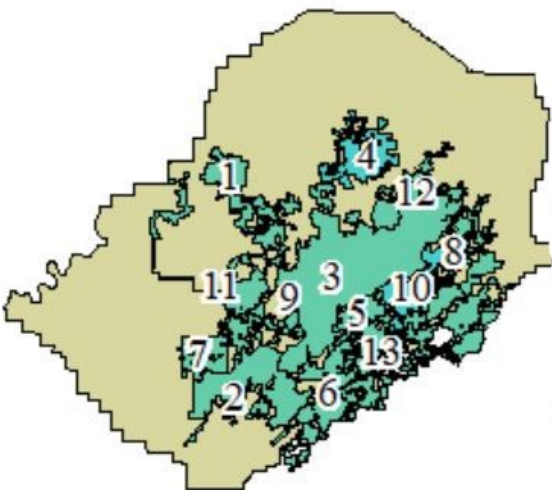
1. Adamsville
2. Bessemer
3. Birmingham
4. Gardendale
5. Homewood
6. Hoover
7. Hueytown
8. Irondale
9. Midfield
10. Mountainbrook
11. Pleasant Grove
12. Tarrant
13. Vestavia Hills

On-boarding - 9

Data Remediation - 76

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

Education Report

(Tab 7)

MS. DANA NATION

Virtual Academy

July 1 – August 31, 2022

- ➢ 1075 Course Completions
- ➢ 1348 Hours of Continuing Education
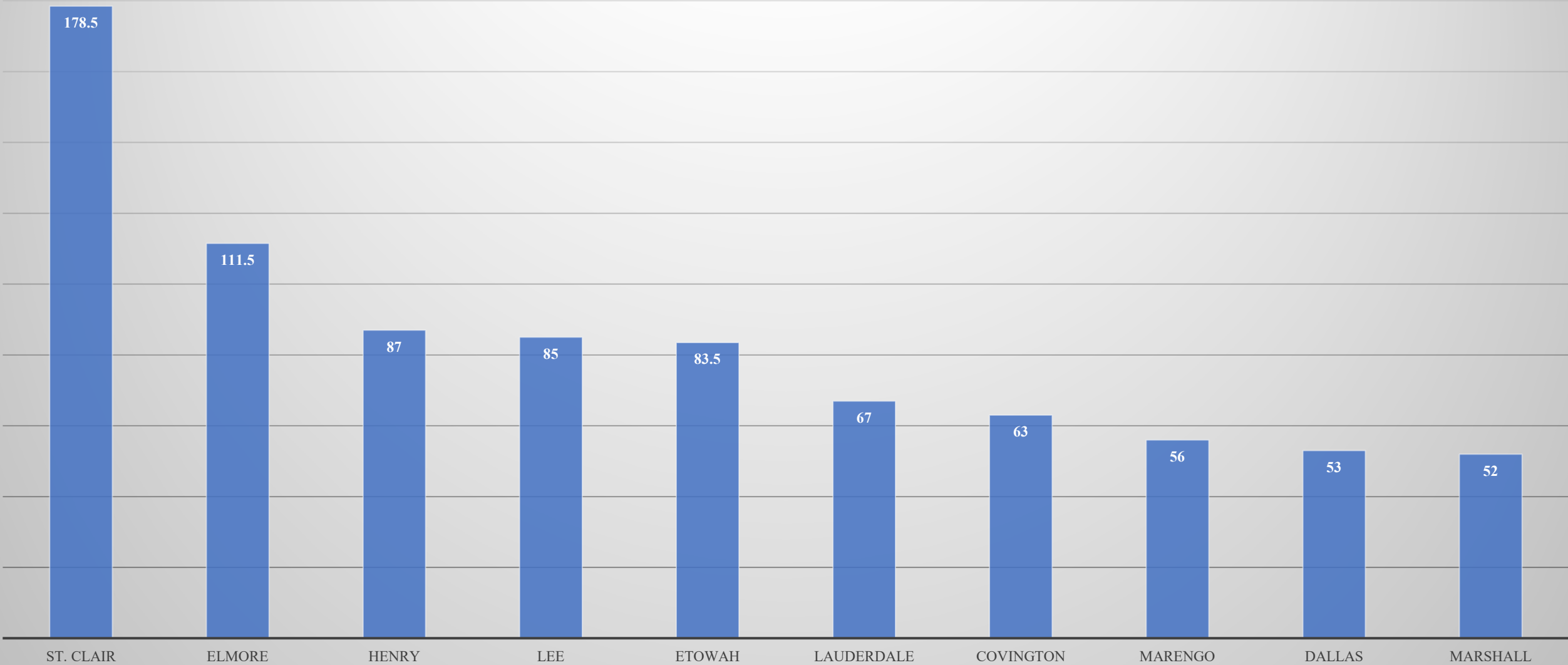- ➢ 104 Different Course Titles

Virtual Academy Completed Courses
July 1 - August 31, 2022
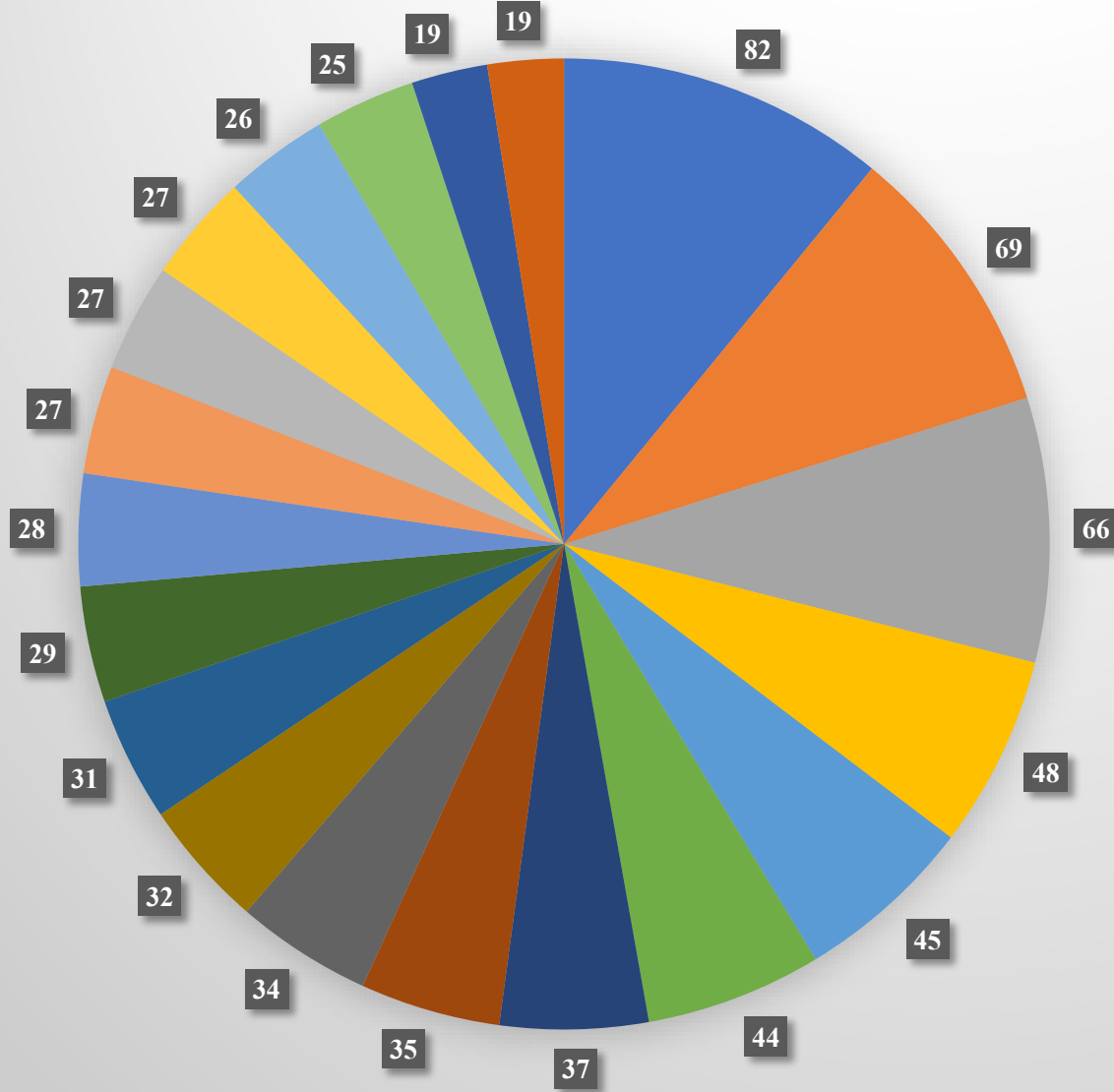
Legend:
- Advanced Harassment and Discrimination Training
- 9-1-1 Cape Building
- Introduction to Harassment and Discrimination
- Autism Awareness for 9-1-1 Telecommunicators
- Understanding Stress for the Telecommunicator
- Call Handling for the Telecommunications Center
- Interpersonal Communication
- De-escalation for Telecommunicators
- Wellness and Resiliency in 9-1-1
- Effective Communication for Telecommunicators
- AMBER and Silver Alerts for Telecommunicators
- Fall Protection Safety
- 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
- Human Trafficking for Telecommunications
- Implicit Bias: Basic Concepts and Countermeasures
- Modern Fire Dispatch
- Responding to an Active Violence Event
- Fitness for First Responders: Yoga

Values on pie chart: 82, 69, 66, 48, 45, 44, 37, 35, 34, 32, 31, 29, 28, 27, 27, 27, 26, 25, 19, 19

Virtual Academy Hours by District
July 1 - August 31, 2022

District	Hours
ST. CLAIR	178.5
ELMORE	111.5
HENRY	87
LEE	85
ETOWAH	83.5
LAUDERDALE	67
COVINGTON	63
MARENGO	56
DALLAS	53
MARSHALL	52

Completed ALEMD Courses

When	What	Where	# of attendees	Hours
July 11-13, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-021	St. Clair County	4	24
July 20-22, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-025	Marshall County	3	24
July 21-23, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-022	Pelham PD	3	24
July 27-30, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-020	Eufaula PD	1	24
August 1-3, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-027	Crenshaw County	9	24
August 3-5, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-024	Colbert County	9	24
August 8-10, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-023	Cullman City	5	24
August 30-September 1, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-026	Adamsville PD	2	24
August 31-September 1, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-028	Randolph County	3	24

Completed Training Courses

When	What	Where	# of attendees	Hours
August 2, 2022	INdigital Regional Training	Dothan	16	4
August 3, 2022	INdigital Regional Training	Dothan	14	4
August 8-12, 2022	IAED Emergency Telecommunicator (ETC)	Montgomery	8	40
August 8, 2022	NENA Recruit, Hire, Retain and Promote	Greenville	16	8
August 10, 2022	NENA Recruit, Hire, Retain and Promote	Cullman	8	8
August 16, 2022	INdigital Regional Training	Alexander City	18	4
August 17, 2022	INdigital Regional Training	Troy	16	4
August 22-26, 2022	Fire and Emergency Services Instructor I	Montgomery	9	40

Talk About It Tuesday Webinars

Date	Topics
July 5	GIS Statewide Address Comparison and Evaluation
July 12	Prepared, Upcoming Training
July 19	Public Safety Telecommunicator Certification Program
August 2	Frontline Public Safety Solutions
August 16	Voiance Open Enrollment
August 23	Planned Event Call Routing Form, GIS Workshop
August 30	Tips for Avoiding Finding on Department of Examiners Reports

Upcoming Training

When	What	Where	Who
September 29	INdigital Regional Training	Homewood	Alabama 9-1-1 Board and INdigital
October 9-12	AL NENA Gulf Coast Conference	Orange Beach	Alabama NENA
October 12-13	GIS Workshop	Orange Beach	Alabama 9-1-1 Board
October 24-28	Emergency Telecommunicator (ETC)	Montgomery	Alabama 9-1-1 Board
October 26-28	AL APCO Fall Workshop	Orange Beach	Alabama APCO

Education & Outreach Committee Agenda

September 7, 2022

➢ Public Safety Telecommunicator Certification Program

➢ Training Update

Administrative Rules Process Timeline

Proposed Draft Rules

Chapter 585-X-5

Public Safety Telecommunicator Certification Program

We are here!

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 http://www.alabamaadministrativecode.state.al.us/UpdatedMonthly/AAM-MAY-22/585-X-5.pdf

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

Outreach

Date	
May 31, 2022	Talk About it Tuesday Webinar
June 28, 2022	Talk About it Tuesday Webinar
June 28, 2022	Alabama 9-1-1 Education Committee Meeting
July 1, 2022	PST/ECD Surveys and Email Notifications Sent
July 19, 2022	Talk About it Tuesday Webinar
July 26, 2022	Alabama 9-1-1 Education Committee Meeting
August 31, 2022	Alabama 9-1-1 Education Committee Meeting
September 6, 2022	Talk About it Tuesday Webinar

Public Safety Telecommicator (PST) Certification Survey

To be completed by primary PSAP employee individually or by the primary PSAP designee

First Name*

Enter PST's first name

Middle Name*

Enter PST's middle name

Last Name*

Enter PST's last name

Date of Birth*

If you were born prior to 1972, type in your birthdate as mmddyyyy with no spaces or punctuation. Then choose from the drop-down calendar.

Email Address*

myEmail@gmail.com

Enter email address specific to the PST being certified, not an non-unique or group email.

PST and ECD Surveys

PSAP Name*

Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with a PSAP, type NA

Date of Hire*

Enter the date of hire of PST with current agency.

Is this person enrolled in Virtual Academy?*

☐ Yes   ☐ No

Has this individual logged in and confirmed access to Virtual Academy?*

If not, the administrator within you agency needs to create their user account now.

☐ Yes   ☐ No

Role of PST *

Enter the role or job title held by PST

What basic PST training level or certification has this individual successfullly completed?*

e.g. APCO PST, NENA TCC, IAED ETC, AL Fire College PST I, AL Fire College PST II, In-house 160 hour program, HITS, etc.)

Have you completed a PST certification program? *

☐ Yes   ☐ No

Upload proof of completion here.*

📎 Click to browse
or drag a file here

e.g certificate, check-off/sign-off on agency letterhead, completed roster or assessment score, etc.

Submit

First Name	Middle Name	Last Name	DOB	Email	PSAP Name	DOH	Role
Enter PST's first name.	Enter PST's middle name.	Enter PST's last name.	Enter the Date of Birth of the PST.	Enter email address specific to the PST being certified, not a non-unique or group email.	Enter the name of primary PSAP the PST is affiliated with at time of certification. (Enter NA if you are not currently affiliated with a primary PSAP.)	Enter the Date of Hire of PST with current agency.	Enter the role or job title held by the PST.
John	Q	Emergency	01/01/2000	John@sampleagency.org	Sample County PSAP	07/01/2018	Public Safety Telecommunicator

Virtual Academy

➢518 of 1515 not currently enrolled

➢Enrollment

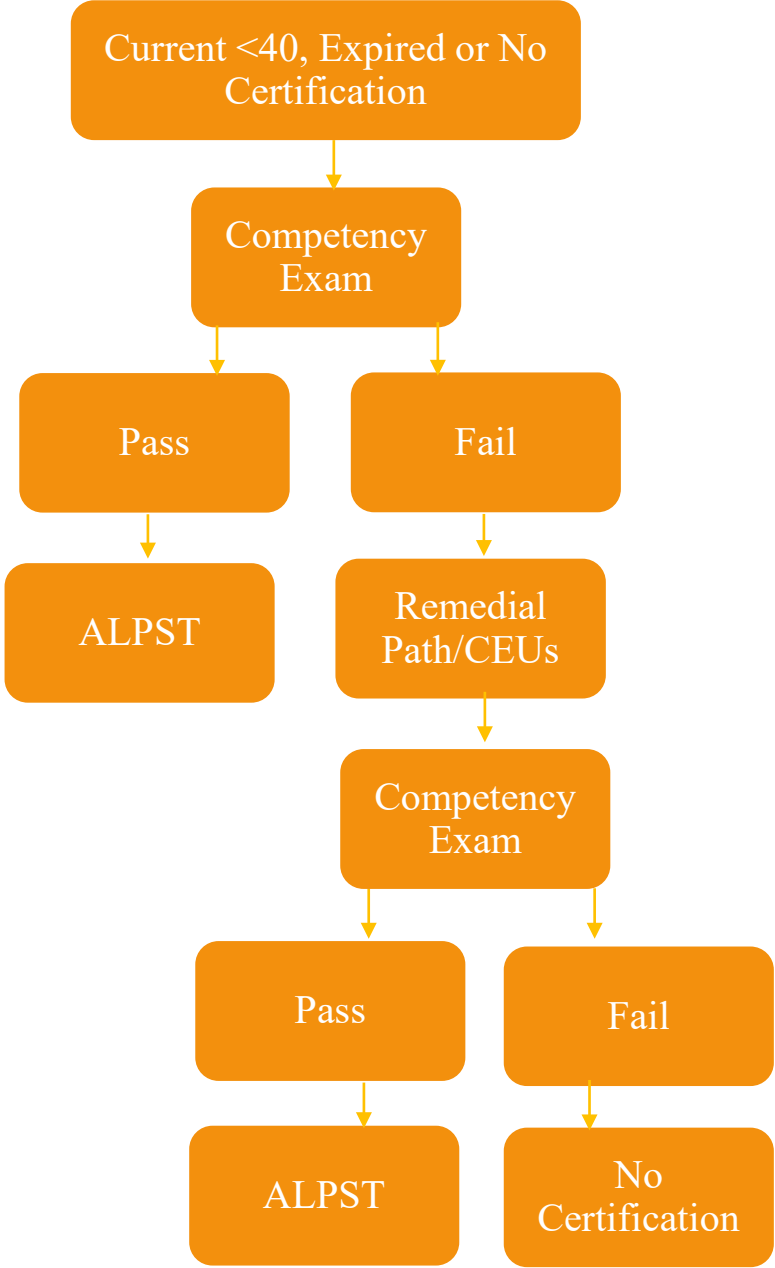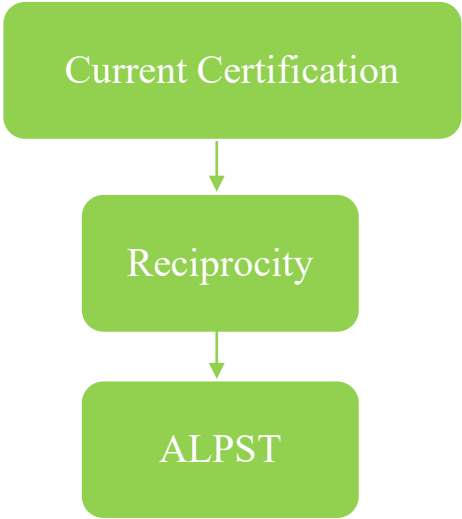| First Name	Middle Name	Last Name	Email	Role	Emp ID#	DOB	District	Admin Acct?	User Acct?

Data Collection

#	Category	Initial Submission	1st Review
1	Reciprocal	480	639
2	Current <40 or no recert/renewal requirement	158	147
3	Expired - prior to July 1	68	66
4	No certification/never certified	200	194
5	Needs additional documentation or clarification	609	468
	Total	**1515**	**1514**

Current Certification → Reciprocity → ALPST

Current <40, Expired or No Certification → Competency Exam

Competency Exam → Pass → ALPST

Competency Exam → Fail → Remedial Path/CEUs → Competency Exam

Competency Exam → Pass → ALPST

Competency Exam → Fail → No Certification

NENA Appointed
Alabama 9-1-1 Education Committee

Alabama NENA Appointed – Alabama 9-1-1 Education Committee			
NENA	**APCO**	**AAND**	**AL 911 Board Staff**
Scott Stricklin	Marcy Ledbetter	Bubba Blue	Leah Missildine
Robbie Young	Ryan Whisenhunt	Rod Coleman	Adam Brown
Donnie West	Charlsie Little	Shelley Ezekiel	Dana Nation
David Morgan	Samantha Sanders	Adam Byrd	Michelle Peel

Committee Work

- June 28, 2022
- July 26, 2022
- August 31, 2022

- Next scheduled meeting on September 27, 2022

- Advisory Role to Board staff
- Administrative Rule Final Language Review
- Course Approval Checklist and Process
- Instructor Requirements
- Approved/Recommended CEU List
- Paths to Certification
- Re-entry Path
- Data Collection Review

Roles and Responsibilities

Public Safety Team
Ethics, Professionalism, Values, Personal Conduct, Image
Policies, Procedures, Rules, Regulations
Duties and Responsibilities
Communities and Agencies Served
Responder Safety

Legal Concepts

Liability/Confidentiality/Negligence/Duty
Law Enforcement Agencies
Fire/Rescue Agencies
EMS Agencies
Public Safety Communications Agencies
Documentation, FOIA Requirements, Recording, and Records
Retention
Privacy Laws

Interpersonal Communications

Communications Techniques
Information Processing, Communication Cycle
Problem Solving, Critical Thinking
Customer Service
Diversity/Demographics
Non-Native-Language Callers
Communications-Impaired Callers (individuals who are deaf, deaf-blind, hard of hearing or have speech disabilities)

Emergency Communications Technology

Telephony Technologies (PBX/MLTS/VoIP)
Basic 9-1-1 and Enhanced 9-1-1
ANI/ALI
Wireless Phase I and Phase II
NG9-1-1
Text to 9-1-1
TDD/TTY/TRS
Telematics
Computerized Mapping/GIS

Emergency Communications Technology (Continued)

Logging Recorders
CAD Systems
Mobile Data Systems, AVL, Paging,   Alarms, etc.
Call Transfers, Alternate and Default Routing, etc.
Mass Notification
Security Breaches, Cybersecurity Threats

Call Processing

Call Receiving
Interviewing/Interrogation Techniques
Controlling the Call
Managing High-Risk Calls
Managing Specialty Calls
Call Categorization/Prioritization
Event Categorization
Homeland Security/Terrorism/WMD
Aircraft/Rail Incidents/Marine
Hazardous Materials Incidents
Missing/Exploited/Trafficked Persons
Fire Service Overview
Fire Service Call Processing
Fire Service Dispatching
EMS Overview
EMS Call Processing
EMS Call Dispatching
Structured Call-Taking Protocols and Standards Overview
Law Enforcement Overview
Law Enforcement Call Processing
Law Enforcement Dispatching
Responder-Initiated Calls
Special-Needs Callers

Emergency Management

Introduction to ICS
NIMS
Emergency Management Roles and Responsibilities
Disaster Preparedness
Mutual-Aid/TERT

Radio Communication

Radio Communication Techniques (Rate of Speech, Common Language, etc.)
Radio Technology (System Types, Coverage Area, Common Malfunctions, etc.)
Procedures and Protocols
Radio Discipline
FCC Rules

Stress Management

Definition, Causation, Identification
Strategies for Dealing with Stress
Management of Critical Incident Stress

Quality Assurance

QA/QC/QI
DOR/Skills Checklist/Performance Standards
Identify Trends from QA to Address in
Continuing Education/In-Service for QI

Course Approval
Topic Outline

ANGEN Report

(Tab 8)

ANGEN TEAM

Alabama Next Generation Emergency Network

ANGEN 2.0
Report for July 1 - August 31, 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

Stage 2 – Deliver all calls over ANGEN to the PSAP

✓ Completed in May of 2021

INdigital

Project Stages Review

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 – Turn up INdigital ALI to all PSAPs

✓ Completed in March 2022

Wireline carrier conversion is now 70% Complete

*green = complete
*dark green = complete with extended format

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 ✓ Completed in February 2022	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

INdigital
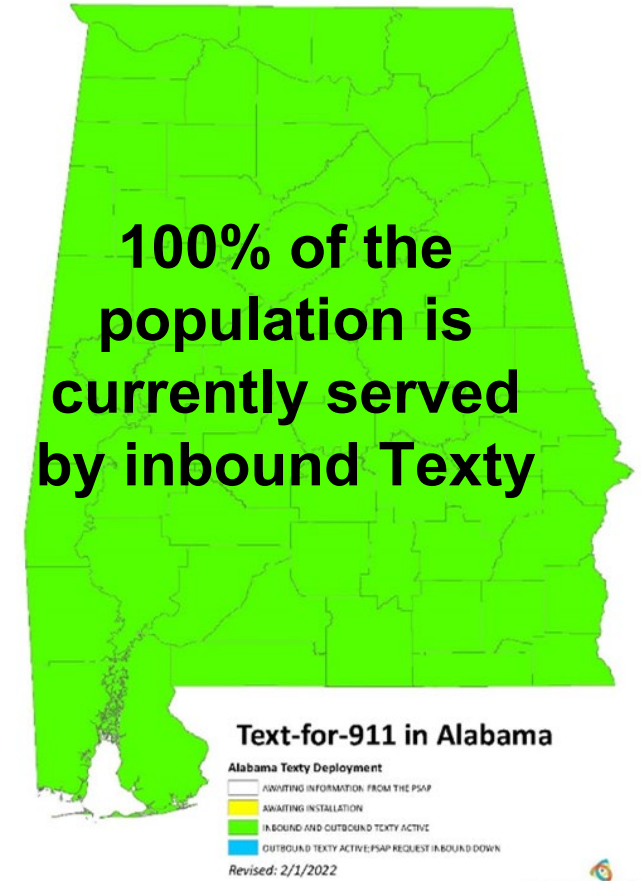
Top Five Text for 9-1-1 PSAPs
July 1 - August 31, 2022

	Huntsville - Madison	Baldwin	Mobile	Morgan	Walker
Outbound	4818	4302	920	774	782
Inbound	107	92	204	41	33
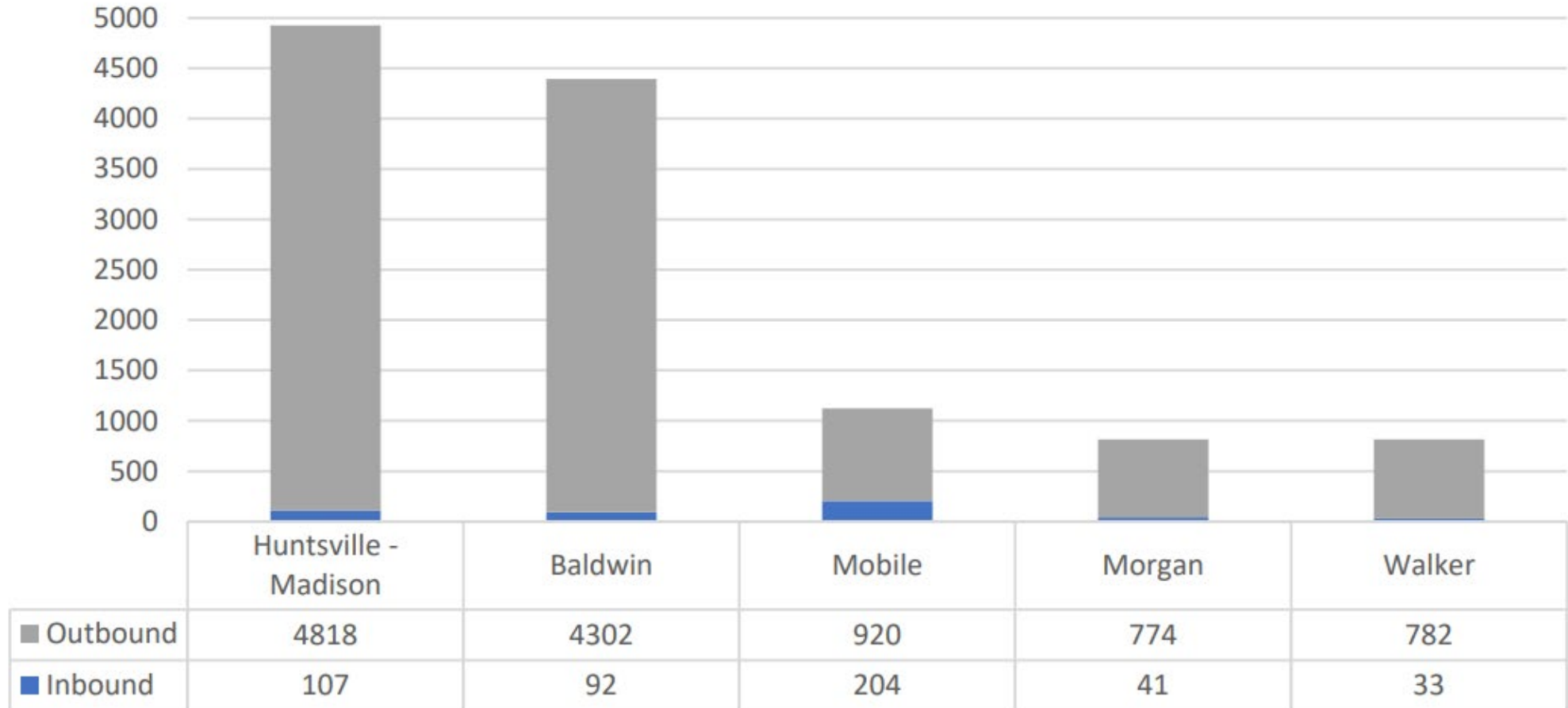
Total of 2,900 inbound and 17,162 outbound text sessions reported.
86% of all text messages were PSAP initiated.

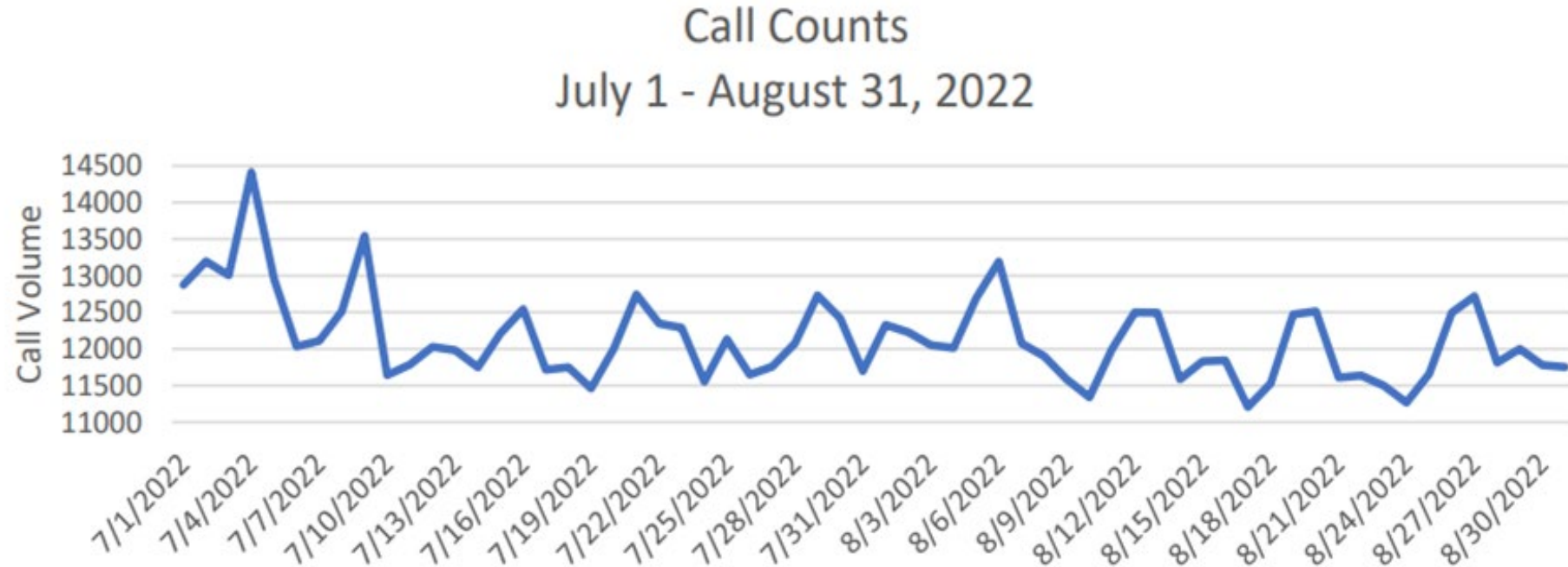# Core Services Upgrades and Changes

INdigital

Lumen Circuit Replacement
as of September 1, 2022

September 2022

- 🟩 Commodity
- 🟩 Complete
- 🟦 Network Ready
- ⬜ None Yet Identified
- 🟧 Ordered

INdigital

Voiance Language Services Deployment
as of September 1, 2022

Admin Accounts have been assigned

FirstNet Conversion
as of September 1, 2022

September 2022

- 🟩 Complete
- 🟧 On Hold
- 🟦 Unavailable

Board Report Page 6
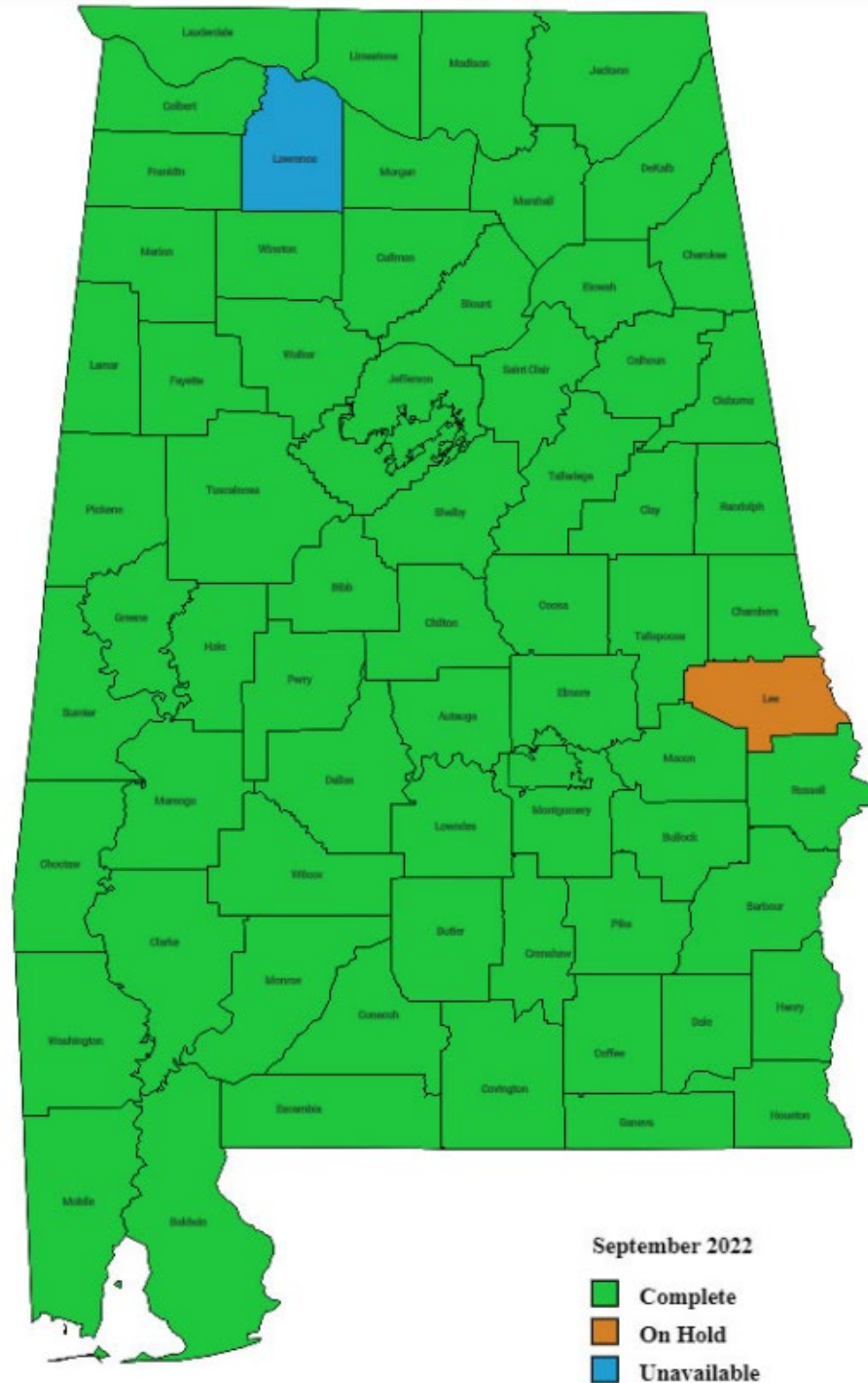
ANGEN Statistics

ESiNet Trends

Call Counts
July 1 - August 31, 2022

The busiest day during the reporting period was July 4th – 14,417 calls were processed.
The second busiest day was July 5th – 13,546 calls were processed.

The average daily call volume was 12,137, down from 12,409 in the previous reporting period.
Total calls since the last report was 752,470.

INdigital

Average Calls by Hour
July 1 - August 31, 2022
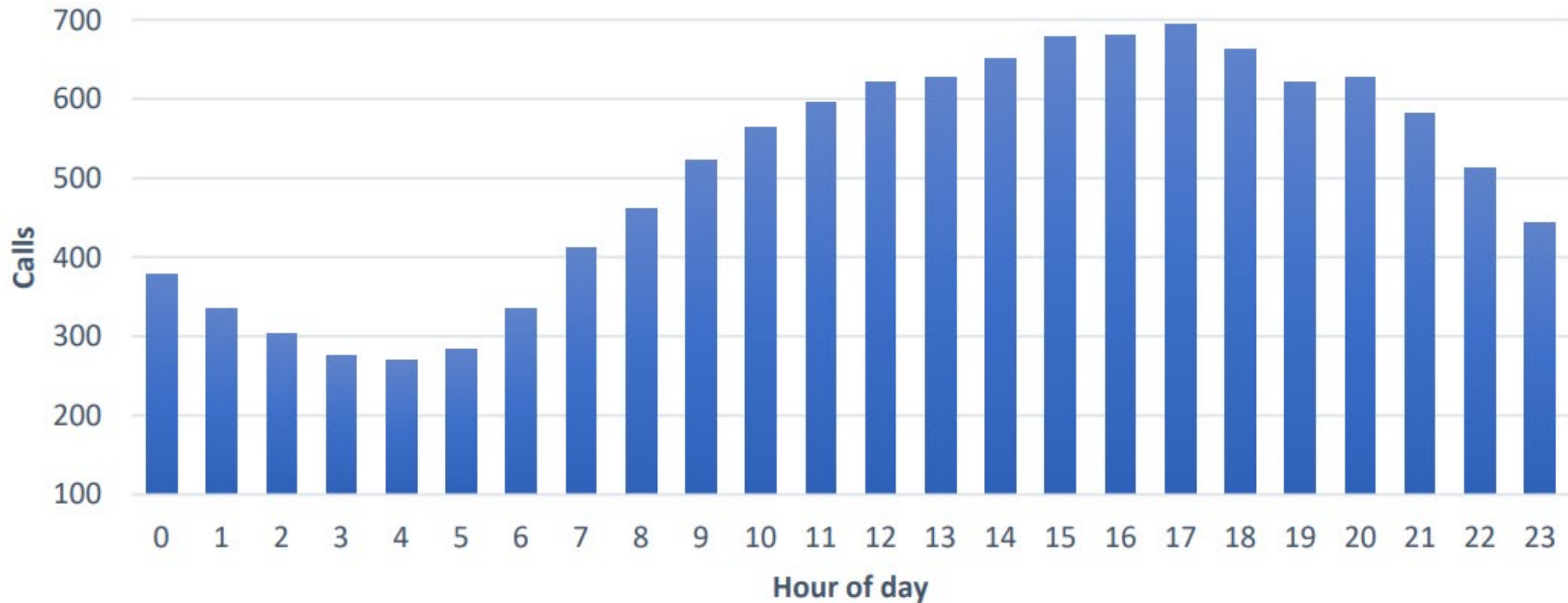
The 4:00 a.m. hour was the least busy, and the 5:00 p.m. hour was the most active for the reporting period.

Average Daily Call Volume
July 1 - August 31, 2022
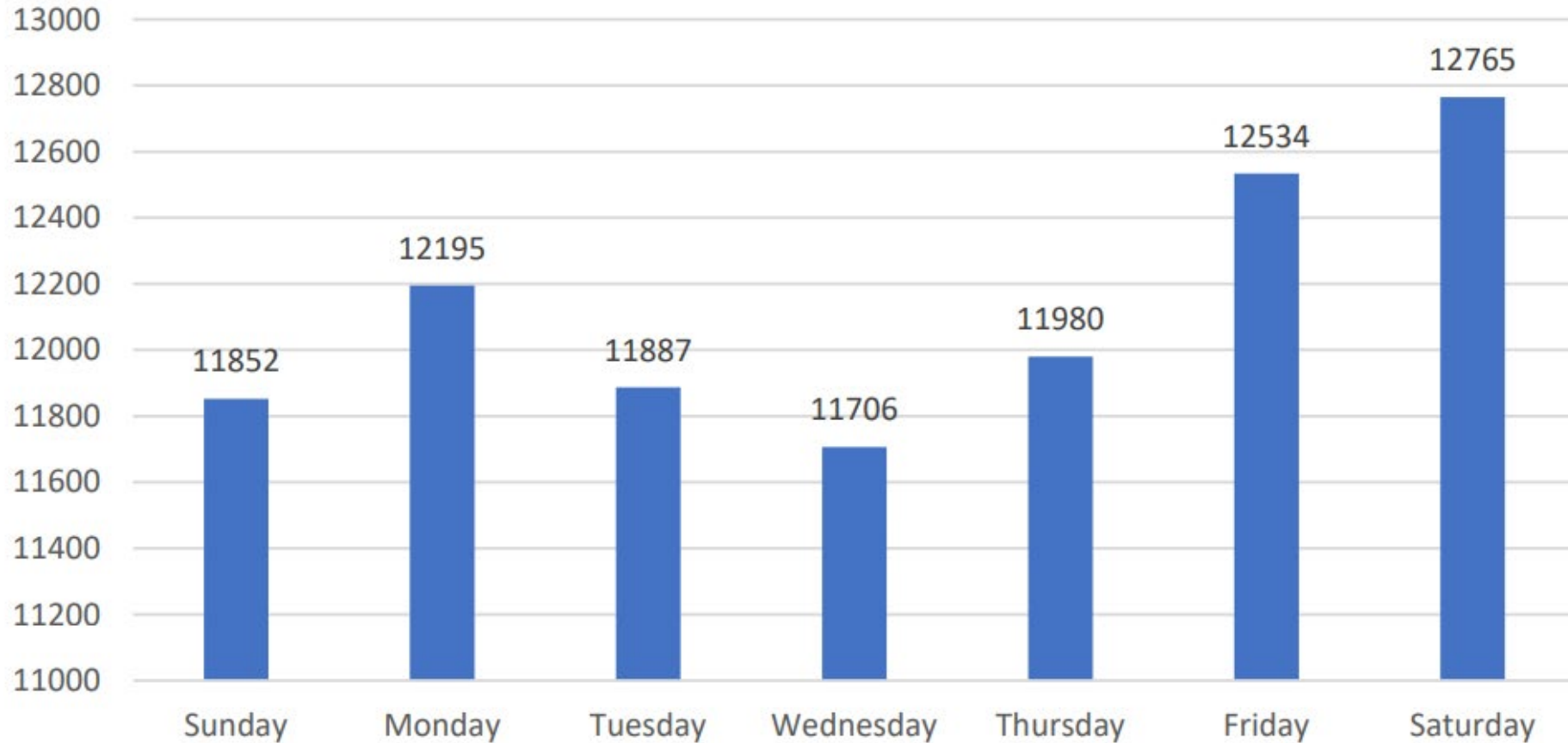
Saturdays proved to have the heaviest call volume with Wednesday showing the least for the reporting period.
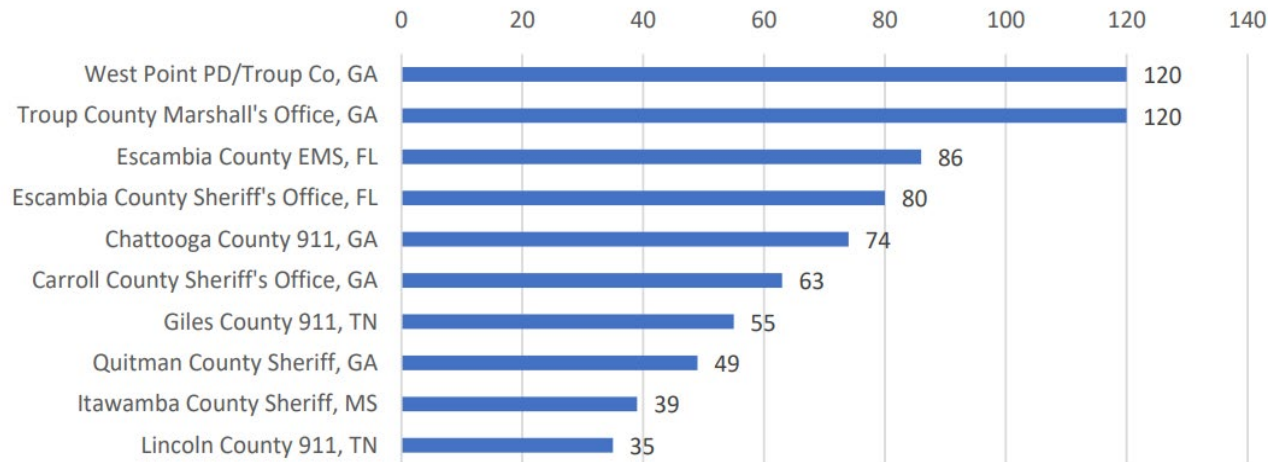
INdigital

Primary PSAP to Primary PSAP Transfers
July 1 - August 31, 2022
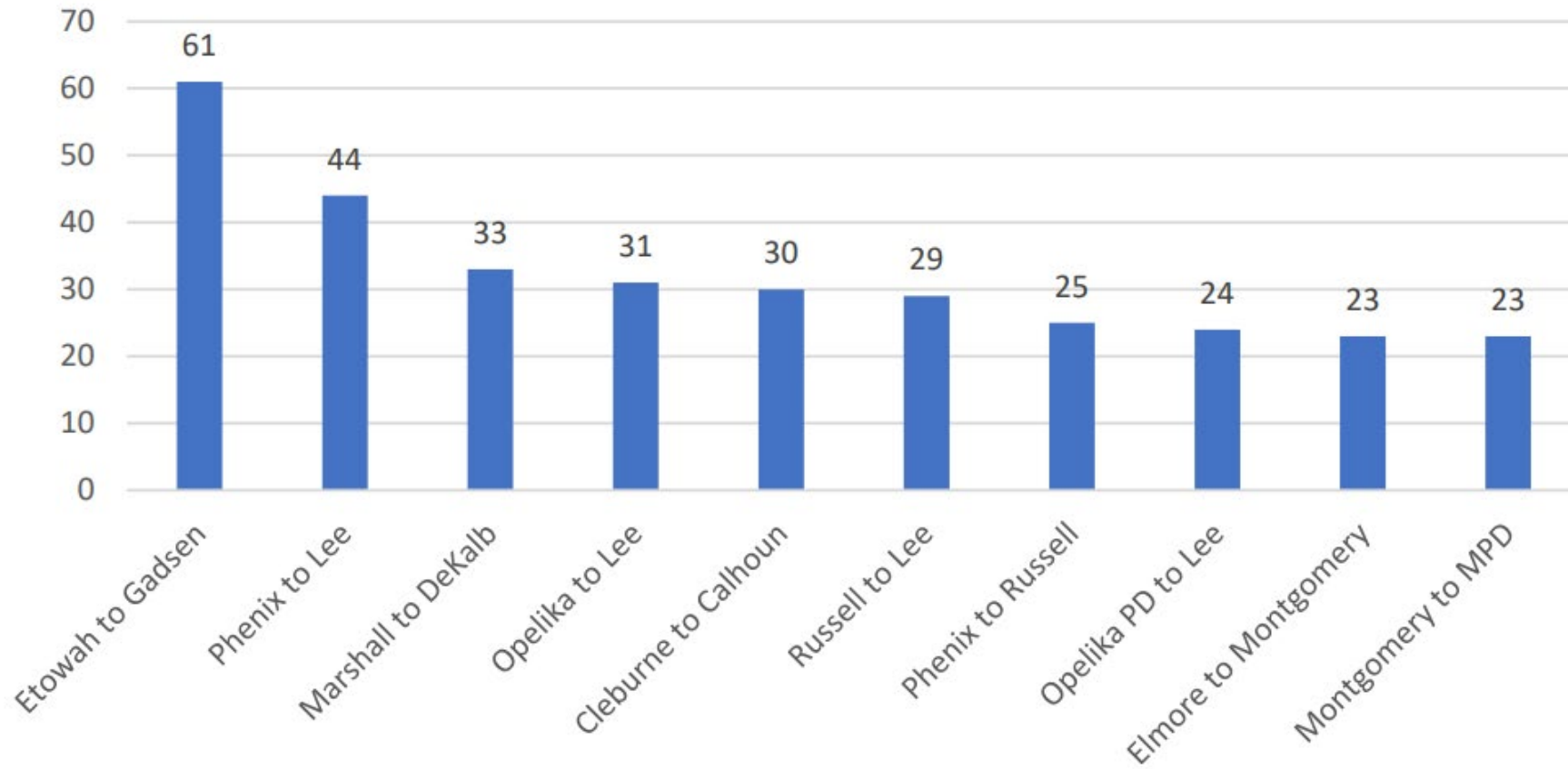
There were 2,296 Primary to Primary PSAP transfers for the reporting period.
13% decrease from last reporting period.
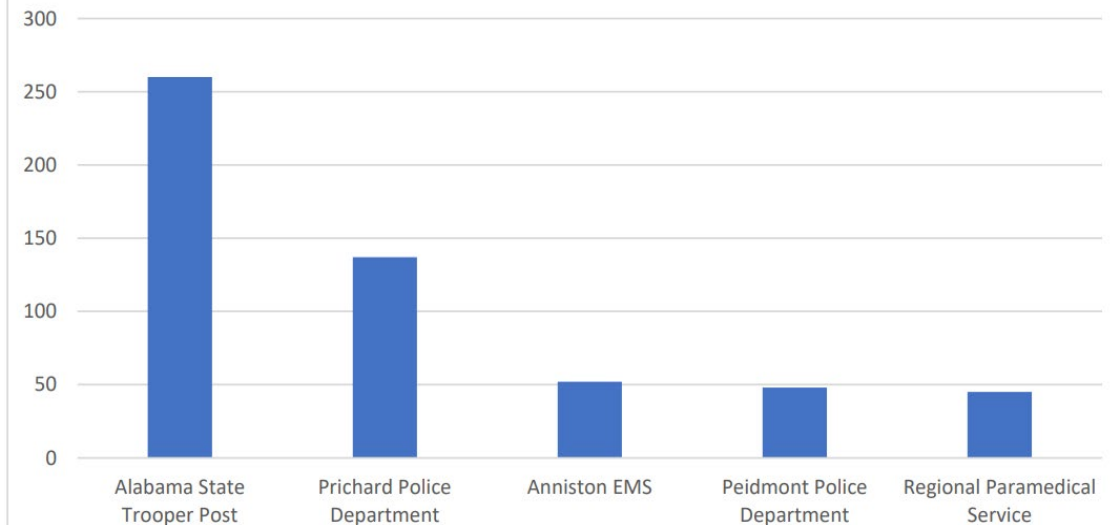
Out of State Transfers (Top Ten)
July 1 - August 31, 2022

PSAP	Transfers
West Point PD/Troup Co, GA	120
Troup County Marshall's Office, GA	120
Escambia County EMS, FL	86
Escambia County Sheriff's Office, FL	80
Chattooga County 911, GA	74
Carroll County Sheriff's Office, GA	63
Giles County 911, TN	55
Quitman County Sheriff, GA	49
Itawamba County Sheriff, MS	39
Lincoln County 911, TN	35

There was a total of 889 Out of State PSAP transfers for the reporting period, up three from the last reporting period.

*These are a combination of on-network (through border connectivity) and off-network (through PSTN connectivity) transfers.
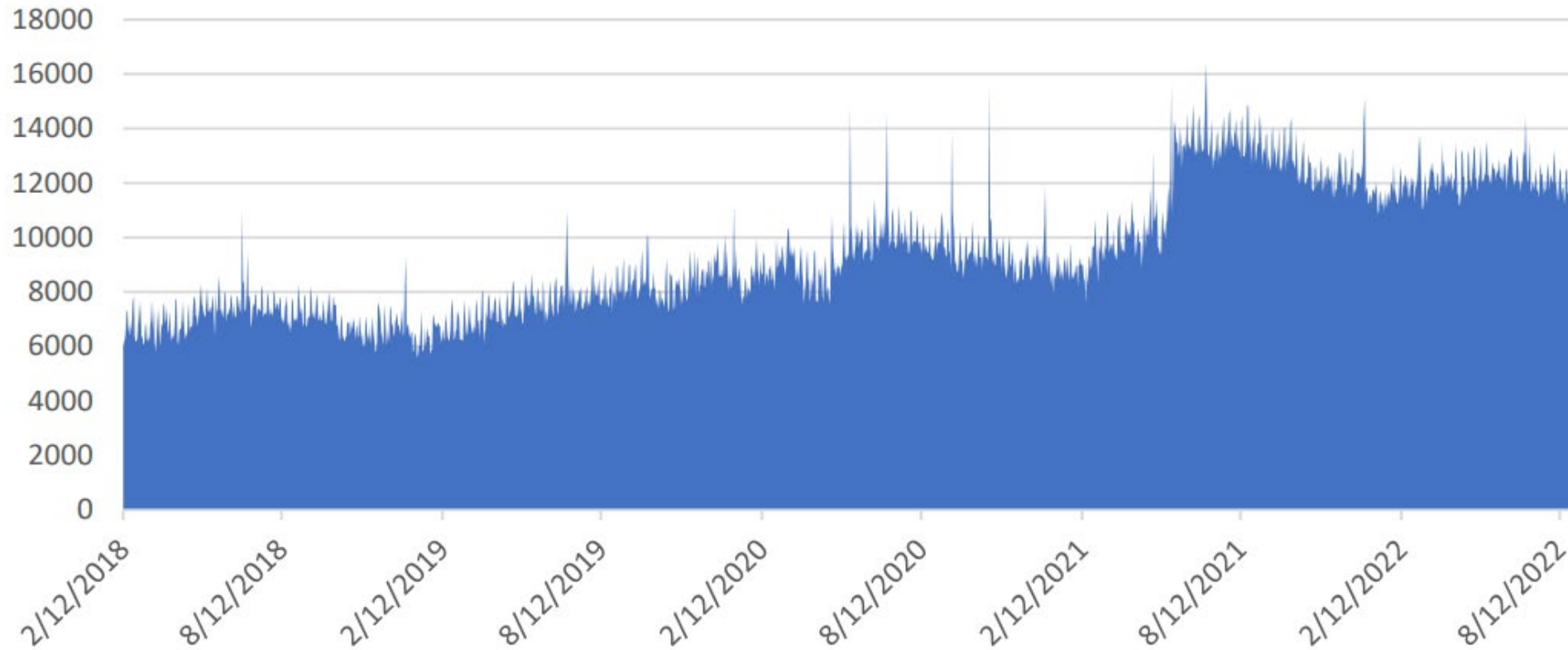
Top Five Secondary PSAP Transfers
July 1 - August 31, 2022

PSAP	Transfers
Alabama State Trooper Post	~260
Prichard Police Department	~138
Anniston EMS	~52
Peidmont Police Department	~48
Regional Paramedical Service	~45

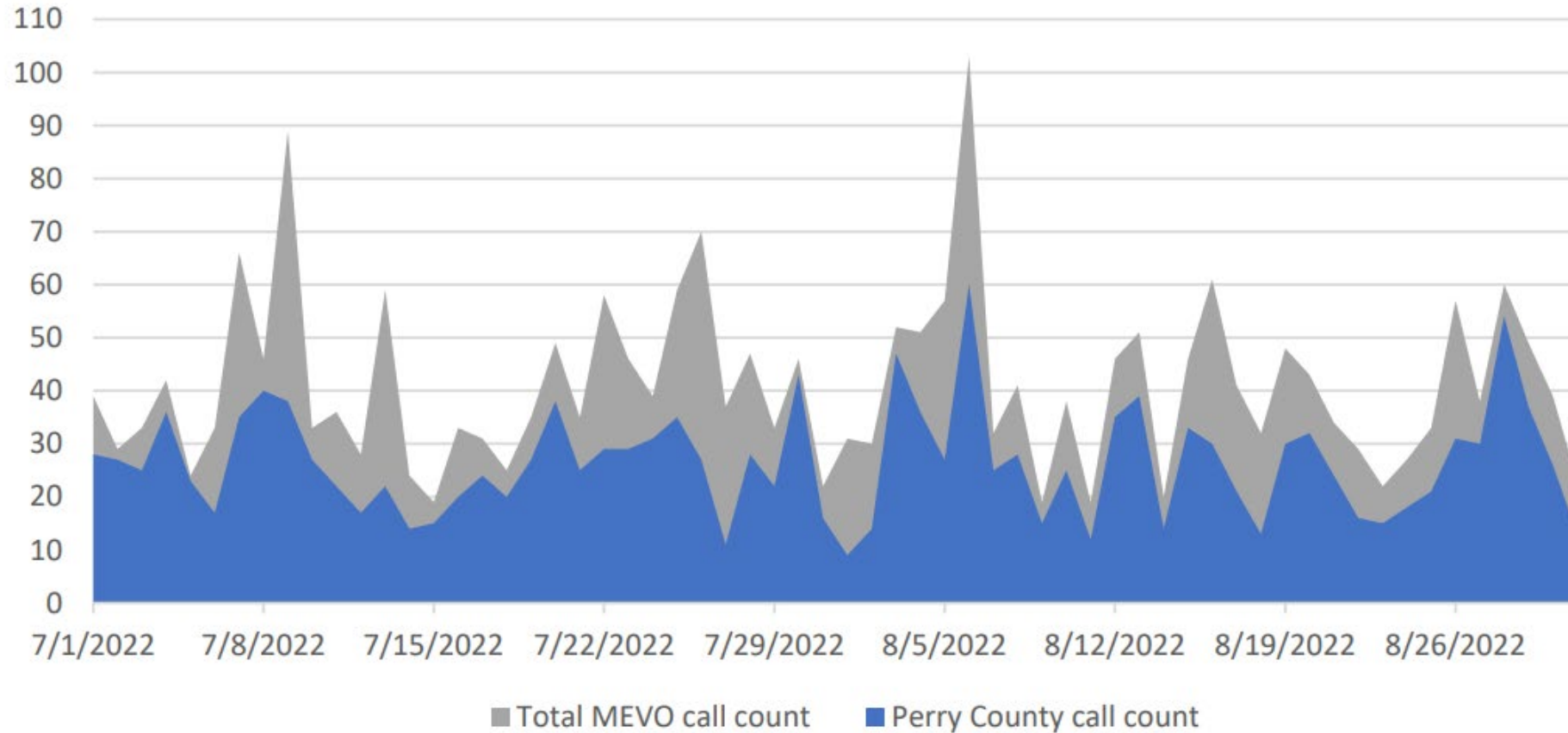Except for the State Troopers, these are off-network transfers

INdigital

ANGEN Total Call Count
February 12, 2018 - August 31, 2022

ANGEN has now processed over <u>15.7 million</u> calls!

Total Call Volume for February 12, 2018 – August 31, 2022: 15,732,273

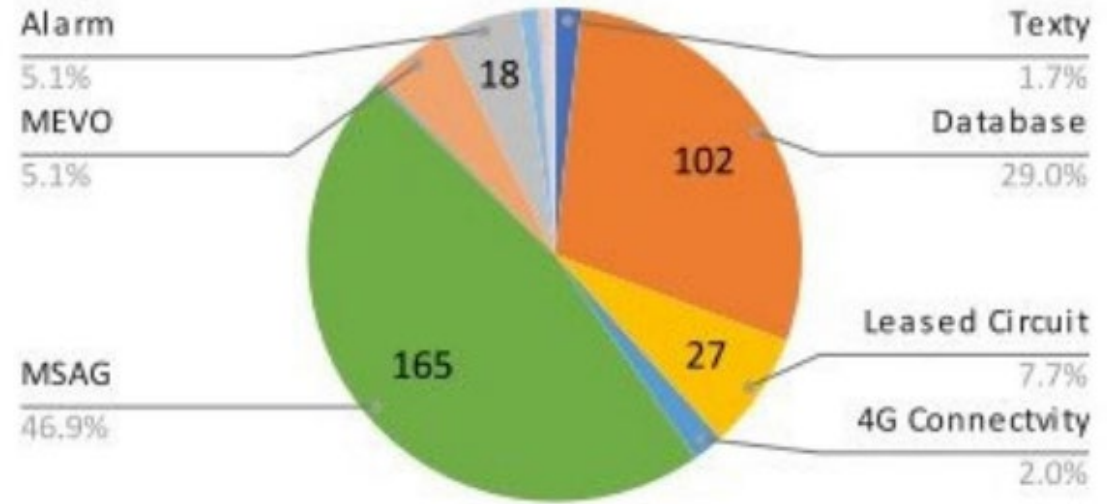**IN**digital

MEVO Call Count
July 1 - August 31, 2022

2,537 total MEVO call count with an average of 41 per day.
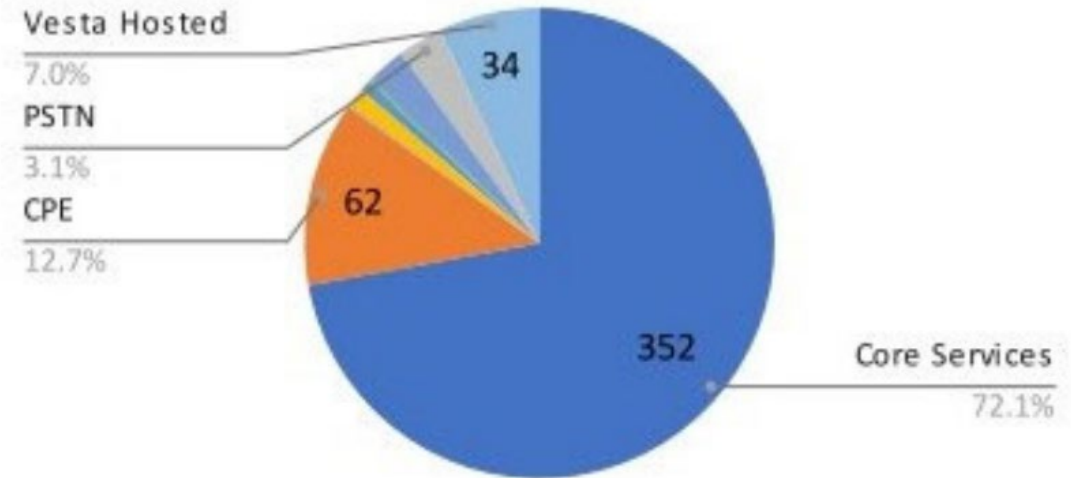Perry County operates solely on MEVO.

Trouble Ticket Analysis

A total of 492 tickets have been created since the last report.

72.1% of those tickets were core services related.

Core Services Tickets

- Alarm — 5.1%
- MEVO — 5.1%
- MSAG — 46.9% (165)
- Texty — 1.7%
- Database — 29.0% (102)
- Leased Circuit — 7.7% (27)
- 4G Connectvity — 2.0%
- 18

All Tickets

- Vesta Hosted — 7.0% (34)
- PSTN — 3.1%
- CPE — 12.7% (62)
- Core Services — 72.1% (352)

INdigital

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

Significant Event Analysis

Rock the South
Cullman, AL
August 5-6, 2022

Above is the call plot map for Rock the South geo-routed calls.

Announcements

Alabama Super Computer (ASC) Move

INdigital is in its final stages of rehoming carriers to API in Huntsville from ASC. After the remaining carrier moves, ASC in Huntsville will no longer be utilized by the ANGEN network.

Hosted VESTA

Due to the popularity of the hosted VESTA system and the number of PSAP using this service, an additional set of servers have been turned up. Between Solacom (14), Vesta (25), ECW (2), and MEVO (1) around 40% of the PSAPs in Alabama are now on a hosted call-handling solution.

Questions?

Caleb Branch
cbranch@indigital.net
256.276.6854

INdigital
877.469.2010
1616 Directors Row,
Fort Wayne, IN 46808

INdigital

Financial Report

(Tab 9)

MR. RON COOLEY, CPA

YTD REVENUES

Months	FY 2022	FY 2021	FY 2020
Oct	$ 11,191,238.21	$ 10,733,014.07	$ 10,220,982.74
Nov	$ 10,138,142.13	$ 10,365,470.68	$ 10,418,140.87
Dec	$ 10,529,792.15	$ 10,429,770.07	$ 10,196,946.48
Jan	$ 10,815,874.35	$ 10,575,435.60	$ 10,482,666.36
Feb	$ 10,693,143.62	$ 10,701,678.25	$ 10,488,836.47
Mar	$ 10,556,828.74	$ 10,306,700.01	$ 10,341,881.78
Apr	$ 11,242,967.29	$ 10,775,524.85	$ 10,200,364.88
May	$ 10,891,461.23	$ 10,658,117.77	$ 10,542,215.20
June	$ 10,775,075.38	$ 10,806,081.28	$ 10,470,060.38
July	$ 10,906,681.32	$ 10,656,411.33	$ 10,545,136.11
Aug	$ 10,898,892.04	$ 10,736,337.03	$ 10,457,399.67
Total	**$118,640,096.46**	**$116,744,540.94**	**$ 114,364,630.94**
Average	**$ 10,785,463.31**	**$ 10,613,140.09**	**$ 10,396,784.63**
Baseline	$ 10,441,979.04	$ 10,441,979.04	$ 10,441,979.04
Cummulative Baselin	**$114,861,769.44**	**$114,861,769.44**	**$ 114,861,769.44**
Over/Under	$ 3,778,327.02	$ 1,882,771.50	$ (497,138.50)

	FY 22	FY 21	Diff
ASSETS			
Current Assets	$ **43,909,888.03**	**$39,250,337.01**	**$4,659,551.02**
Net Property and Equipment	**358,469.69**	**66,332.23**	**292,137.46**
Total Assets	$ **44,268,357.72**	**$39,316,669.24**	**$4,951,688.48**
LIABILITIES AND NET POSITION			
Current Liabilities	$ **7,910.07**	$ **5,323.12**	$ **2,586.95**
Fund Equity	**44,260,447.65**	**39,311,346.12**	**4,949,101.53**
Total Liabilities & Net Position	$ **44,268,357.72**	**$39,316,669.24**	**$4,951,688.48**

Cash Reconciliation

Total Funds

Revenue

Revenue		
Carrier Receipts	$ 118,640,096.46	97.85%
Grant Proceeds	2,544,360.00	2.10%
Interest Income	49,138.41	0.04%
Other Income	10,977.77	0.01%
Total Revenue	$ 121,244,572.64	

Expenses

Expenses		
ECD Distributions	$ 94,764,653.94	81.49%
Recurring Network Charges	9,888,326.96	8.50%
Other ECD Distributions	3,164,908.62	2.72%
GIS-Data Mark	2,196,380.00	1.89%
Legacy Reimbursements	2,152,693.16	1.85%
Cost Recovery Expenses	1,262,276.83	1.09%
Grants to ECD's	1,124,953.75	0.97%
Salaries and benefits	640,467.17	0.55%
Audits	414,728.00	0.36%
All others less than 50,000	314,882.88	0.27%
Rent	138,997.15	0.12%
Education-Virtual academy	85,000.00	0.07%
Legal	74,286.00	0.06%
Consulting Contract-Angen	72,916.65	0.06%
Total Expenses	$ 116,295,471.11	
Net Change in Position	$ 4,949,101.53	

Net Change in Position	$ 4,949,101.53	
Depreciation	28,533.78	
Change in Liabilities	2,586.95	
Property and Equipment	(320,671.24)	
Cash 10/01/21	39,250,337.01	
Cash 08/31/22	$ 43,909,888.03	
Cash Accounts		
Employee Flex account	$ 7,825.04	0.02%
Examiners Fund	1,185,483.03	2.70%
Federal Grant Fund	238.94	0.00%
Grants and Training Fund	307,117.04	0.70%
Operation Fund	1,350,022.99	3.07%
Reserve Fund	25,435,526.33	57.93%
Revenue Fund	15,623,674.66	35.58%
Total	$ 43,909,888.03	

| Fund Balances						
	Revenue	Cost Recovery/Angen	Operations	Examiners	Grants & Education	Federal Grant	Total Funds
Revenue	$ 98,555,658.85	$ 18,064,612.96	$ 1,161,619.55	$ 916,532.54	$ 428.68	$ 2,545,720.06	$ 121,244,572.64
Expense	$ 94,764,653.94	$ 16,963,098.92	$ 1,120,839.50	$ 414,728.00	$ 1,233,453.75	$ 1,798,697.00	$ 116,295,471.11
Net Position	$ 3,791,004.91	$ 1,101,514.04	$ 40,780.05	$ 501,804.54	$ (1,233,025.07)	$ 747,023.06	$ 4,949,101.53

Budget Comparison
Operations Fund
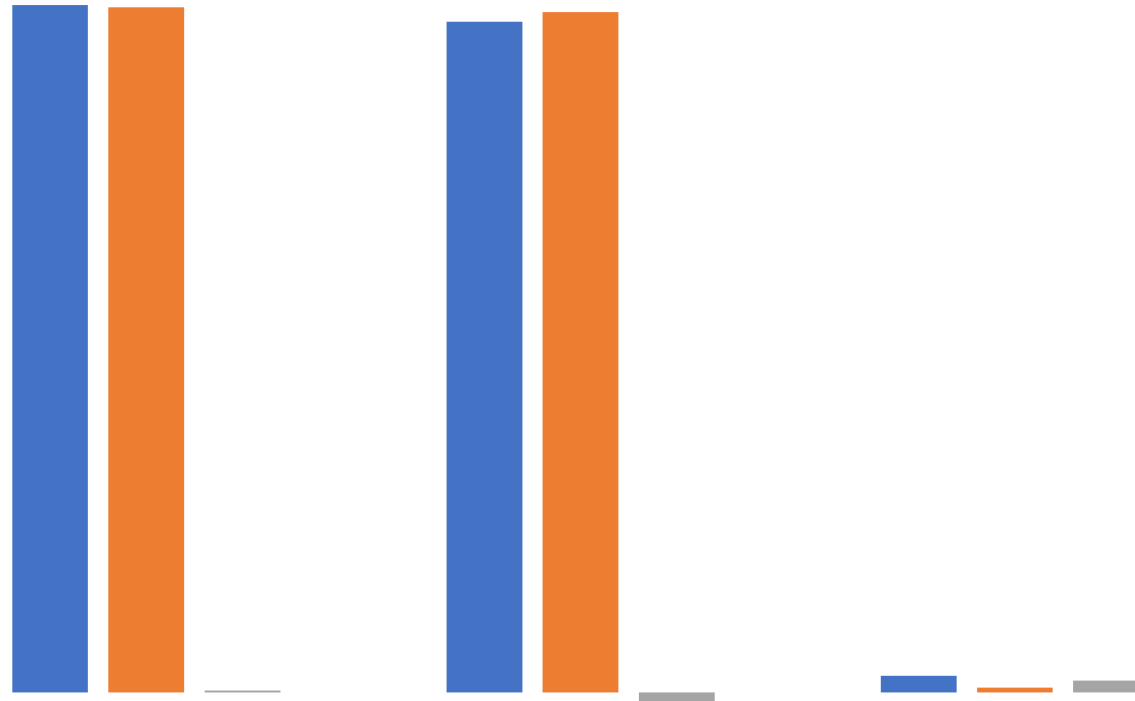
		Revenues	Expenses	Change in Net
■ Year to Date Actual		$1,148,617.69	$1,120,839.50	$27,778.19
■ Year to Date Budget		$1,145,025.86	$1,137,040.02	$7,985.84
■ Difference		$3,591.83	$(16,200.52)	$19,792.35

■ Year to Date   Actual ■ Year to Date   Budget ■ Difference

Legal Report

(Tab 10)

BRUNSON, BARNETT, & SHERRER, P.C.

Legal Report

1) Legal Meeting with Staff
   a. Certification Program
   b. ARPA Fund Question
   c. ECDs Issues
      i. Confidentiality Policy
      ii. Consolidation
         1. Impacts for Grant Funding
         2. Impacts for Personnel Boards
      iii. Litigation
      iv. Other items discussed by ECDs at 911 Summit
   d. Policy Discussion regarding recent legislation
      i. Virtual Meeting Participation
      ii. Methods of Handling 911 Calls Resolution
2) Meeting Support
   a. Finance & Governance Joint Committee

Old Business

BOARD MEMBERS

Old Business

➢Executive Director's Annual Evaluation

New Business

BOARD MEMBERS

New Business

Public Comments

OPEN FORUM

Next Board Meeting

NOVEMBER 16, 2022

10:00AM

MONTGOMERY, AL

Adjournment