



ALABAMA 911 BOARD

May 28, 2024
Talk About It Tuesday!

01

Our Team

02

Prepared Implementation/April's Usage

03

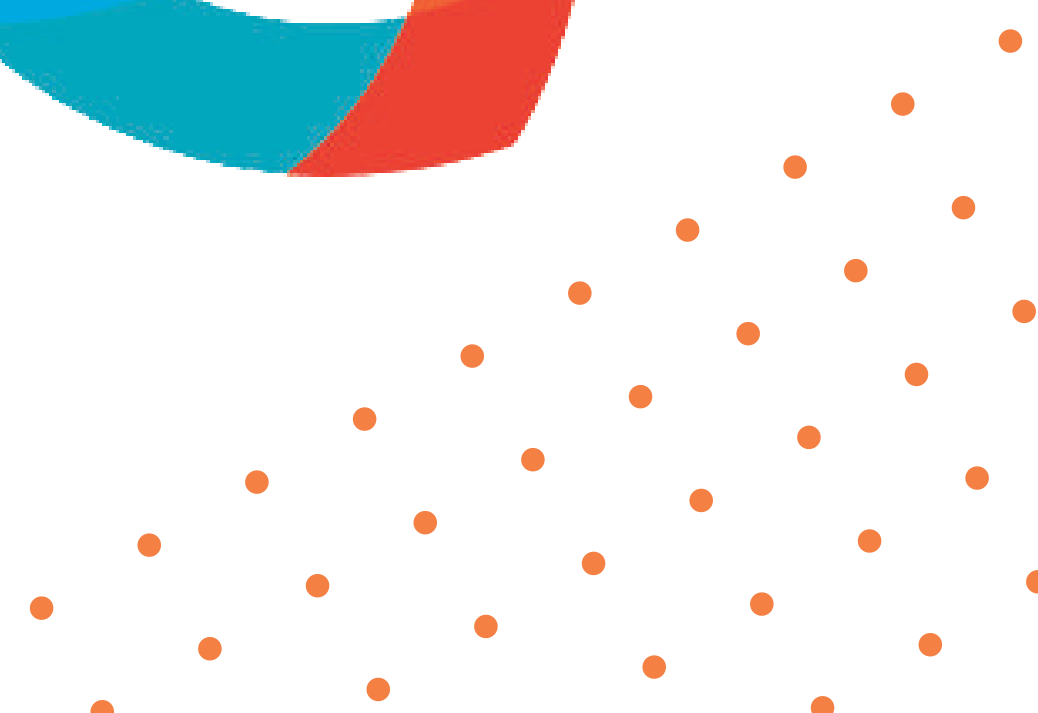
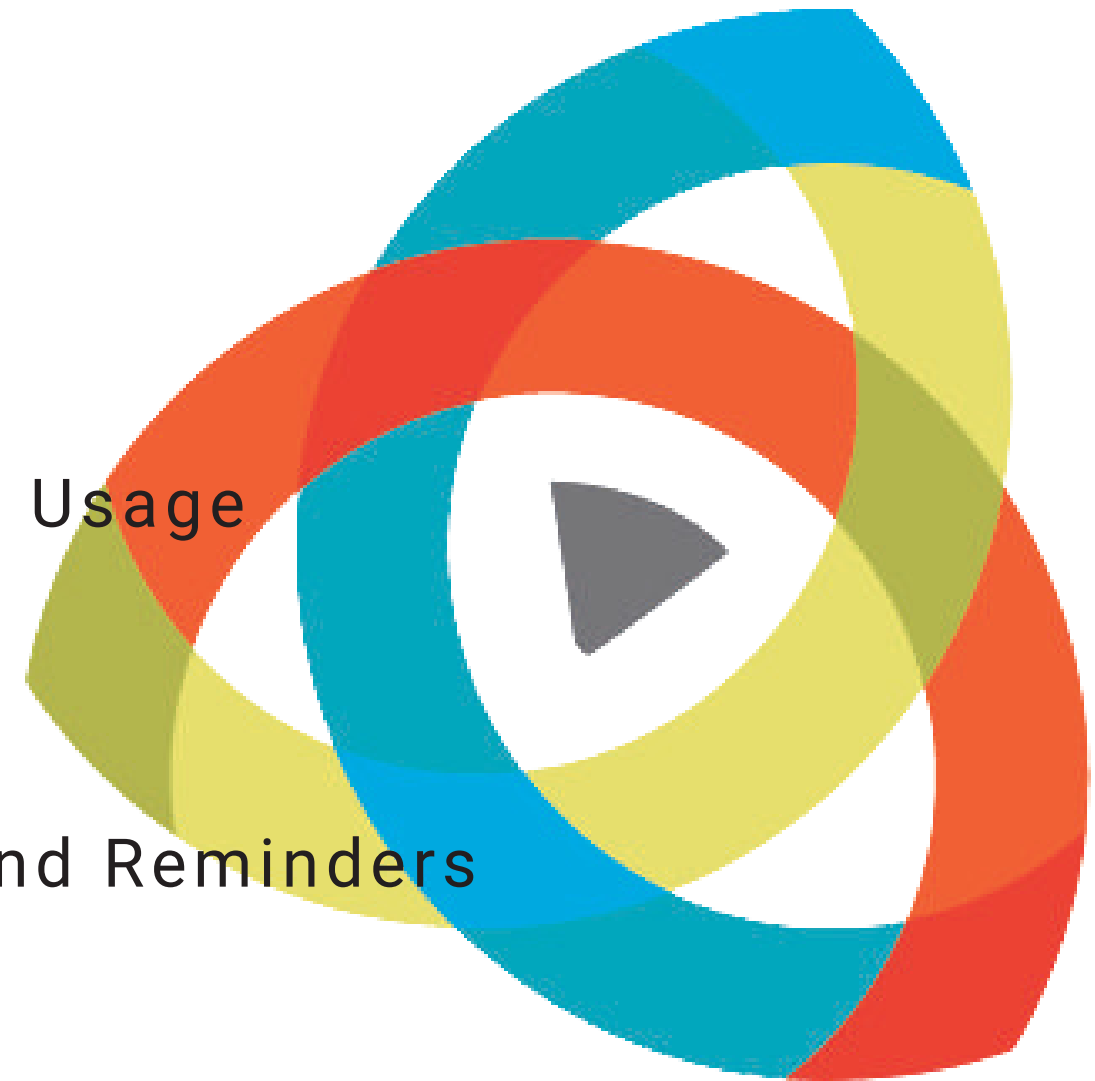
Policy Discussion

04

Upcoming Training, Deadlines, and Reminders

05

Questions



Our Team

(334) 440-7911



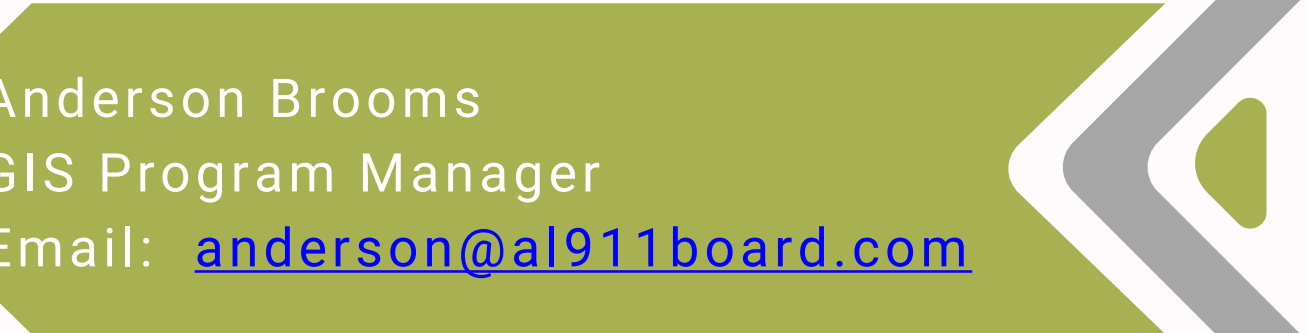
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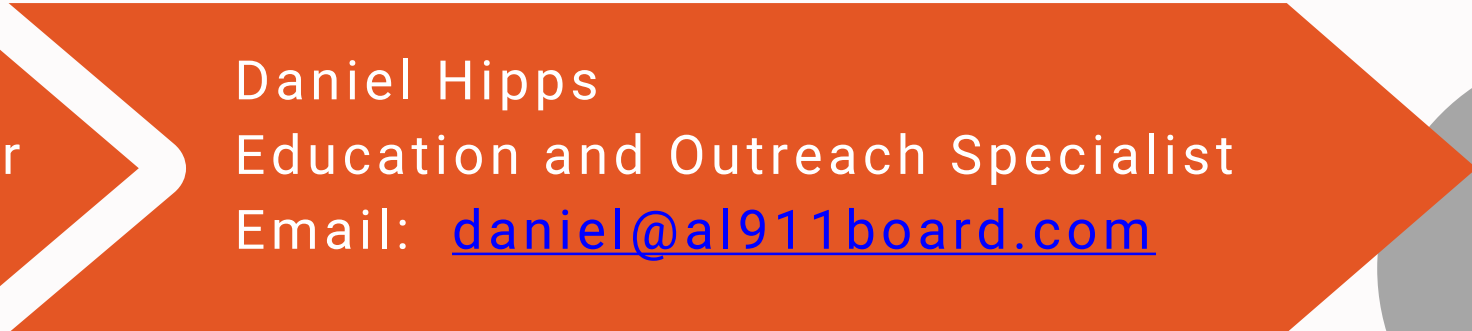
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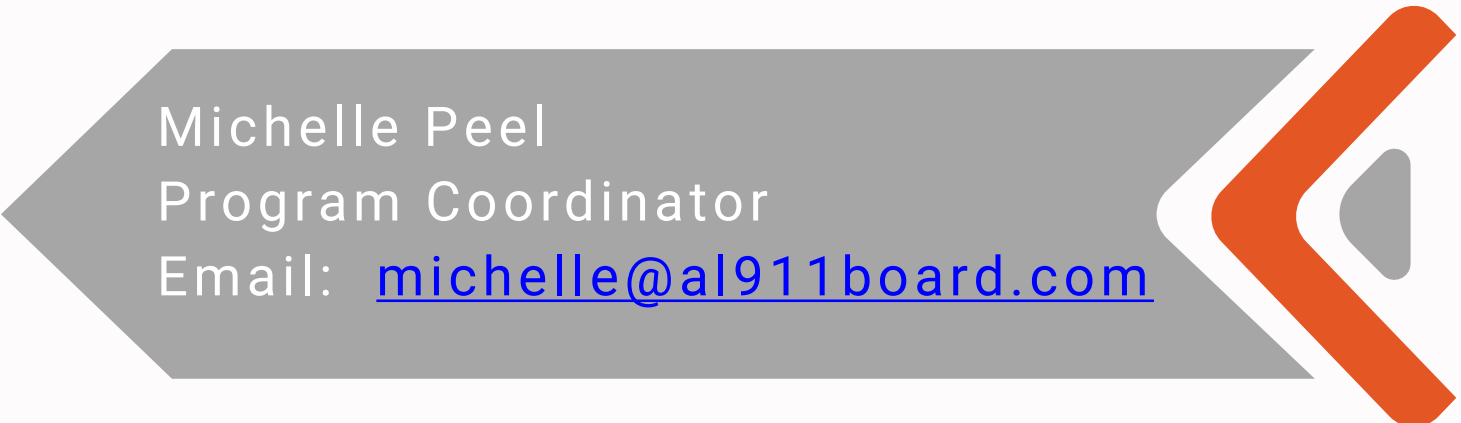
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Prepared Implementation & April's Usage

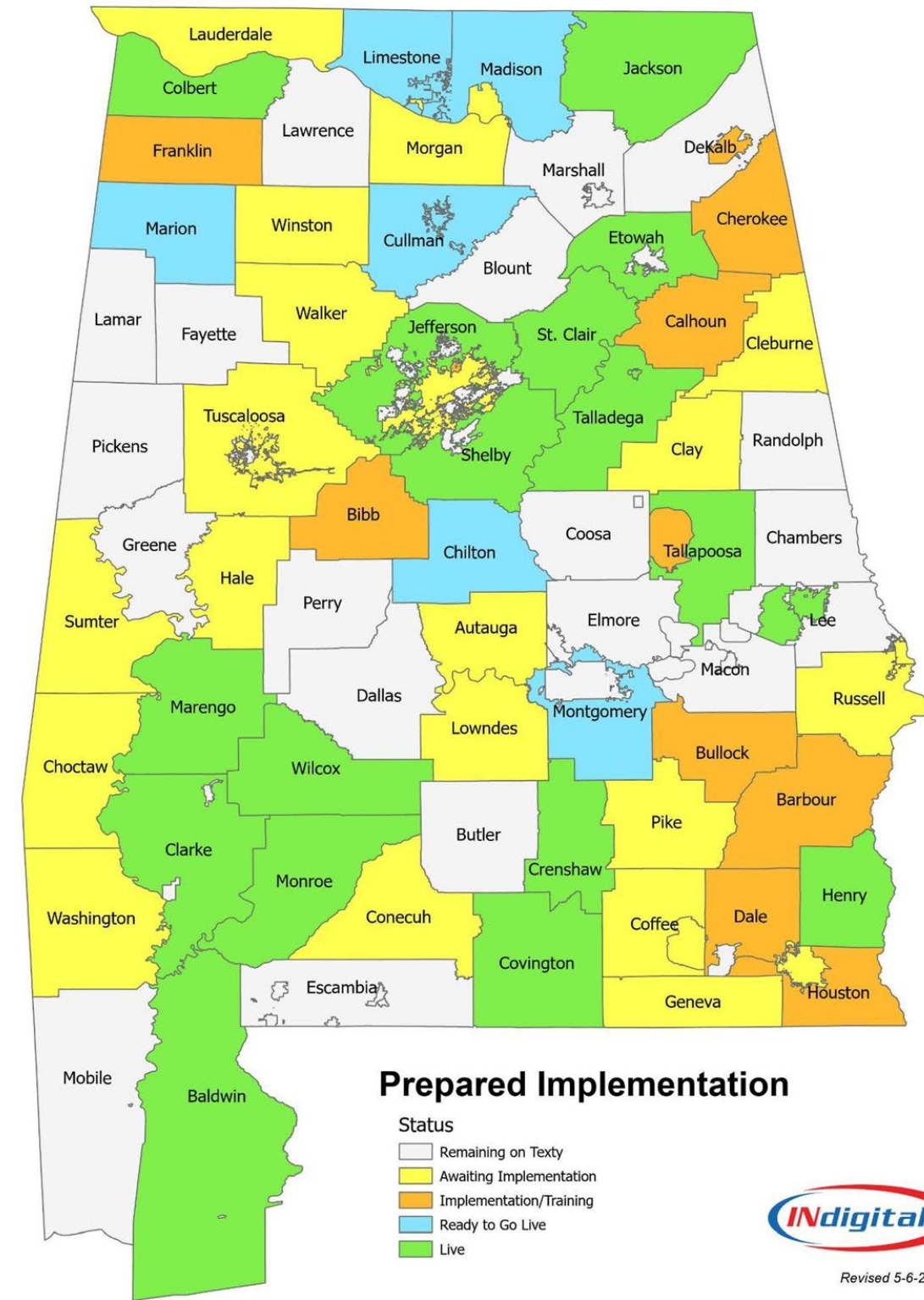




Alabama's Prepared Implementation

(as of April 30, 2024)

- Funded through the existing Alabama 9-1-1 Board | INdigital contract
- Optional upgrade that mimics Texty's functionality with the addition of video streaming
- 16 agencies live
- 2 counties successfully tested but opting to remain on Texty awaiting Prepared system enhancements



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Alabama 9-1-1 Board



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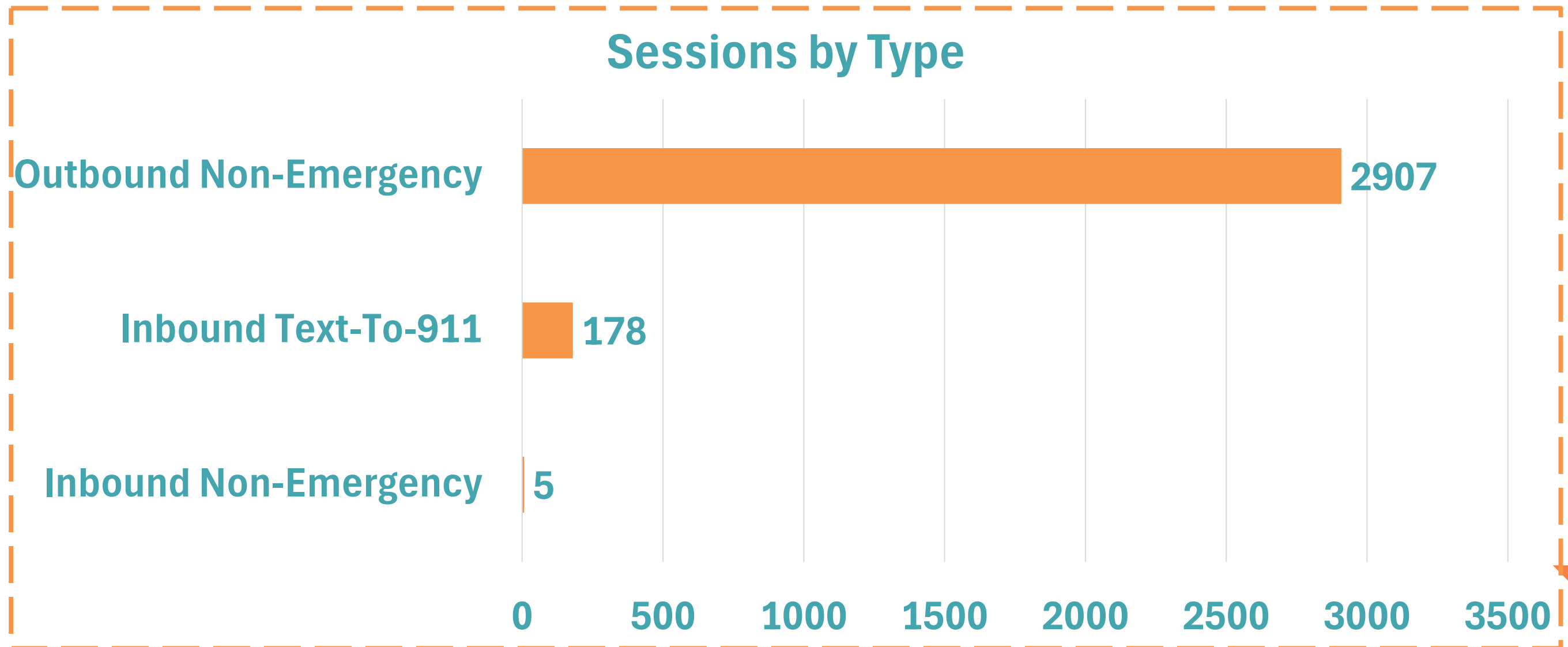
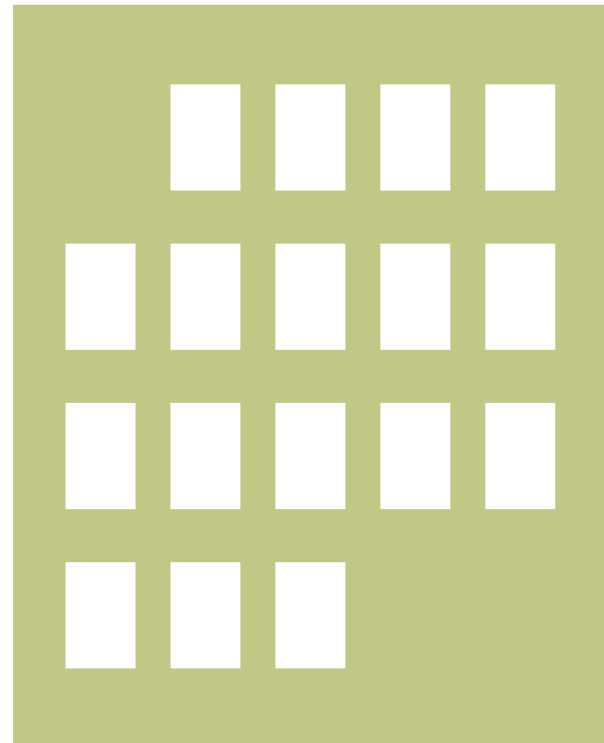


Alabama's Prepared Implementation

(as of April 30, 2024)

April

➤ 3,090 Prepared sessions



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What nature codes is Prepared being used for?

Inbound Text-To-911

- 1038-SUPICIOUS PERSON
- 911 Hangup
- Alarm
- Animal Incident
- Domestic/Disturbance
- DP-DISORDERLY PERSON
- Fire (All fires)
- Hangup/ Abandoned
- Hangup/Abandoned
- Missing Person
- OTHER
- Responder Communications
- Suspicious Activity
- Suspicious Item/Activity
- TEST
- Training
- Trans to Other Agency
- Welfare check Request

Inbound Non-Emergency

- Hangup/ Abandoned
- Training



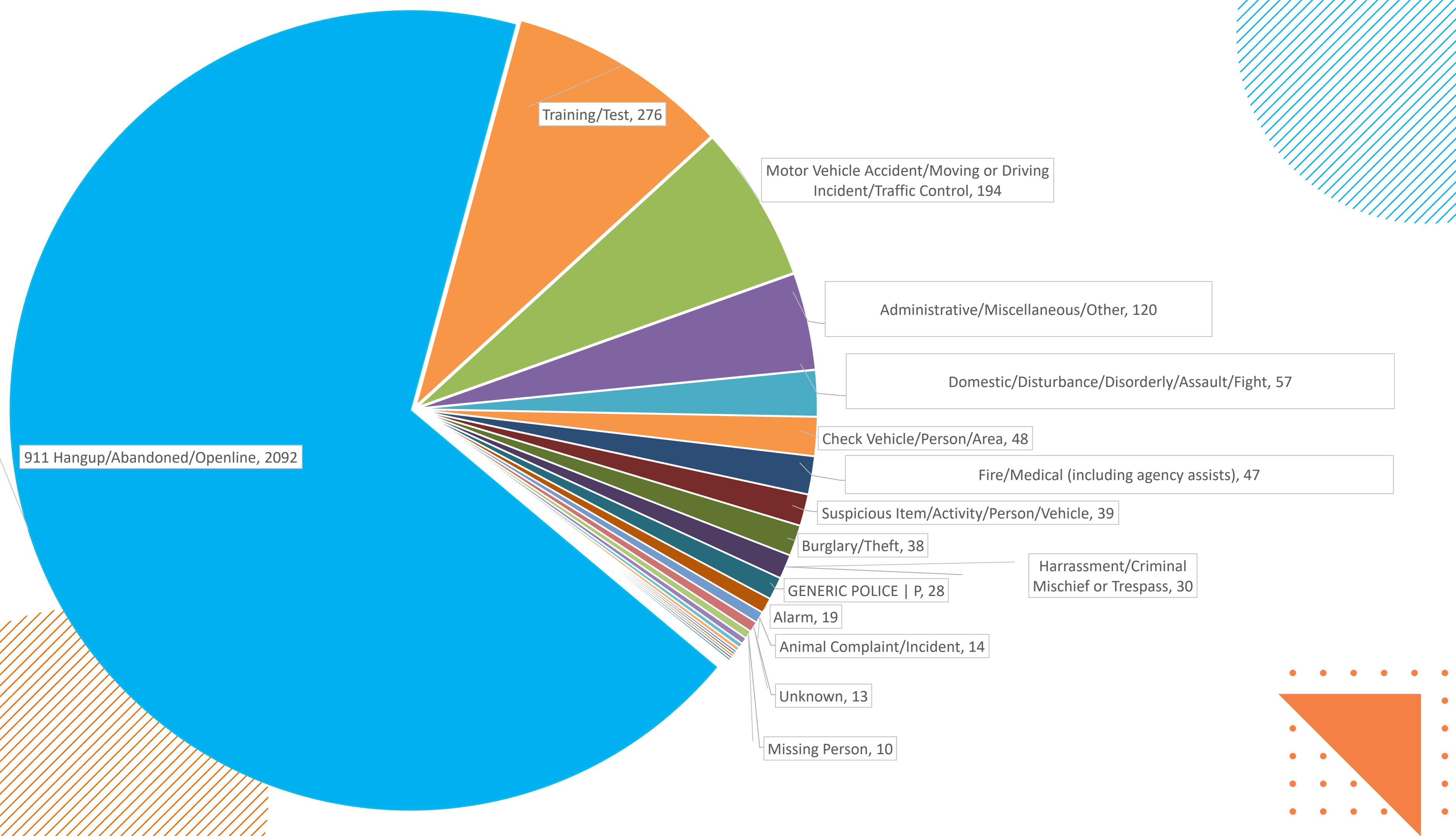


What nature codes is Prepared being used for?

Outbound Non-Emergency

1038/J2-SUPICIOUS VEHICLE-UNOCCUPIED	ASSAULT / ASLT	DRUGS	Lost Property	Stolen Vehicle
1038-SUPICIOUS PERSON	AUTO THEFT AT	FIGHT	Medical	SUPPLEMENTAL
1097-CIVIL COMPLAINT	BROADCAST & CANCEL B&C	Fire	MEDICAL EMERGENCY	Suspicious Activity
911 Hang-Up	BURGLARY BURG	Fire (All fires)	Medical(All medical)	SUSPICIOUS CIRCUMSTANCES
911 Hangup	CA-CITIZENS ASSIST	Found Property	MISCELLANEOUS	Suspicious Item/Activity
911 HANGUP 911HU	Call A Person	GENERIC POLICE P	Missing Person	SUSPICIOUS PERSON
911 Hangup Call	Cardiac or Respiratory Arrest / Death	HA-HARASSMENT	MOTOR VEHICLE ACCIDENT MVA	SUSPICIOUS VEHICLE
911 OPEN LINE 911OL	CHECK AREA	Hang Up/ Open Line	MOVING TRAFFIC VIOLATION MTV	SWIMMER IN DISTRESS
Abandoned Vehicle	CHECK SUBJECT	Hangup/ Abandoned	NOISE	THEFT
ABDUCTION	CHECK VEHICLE	Hang-up/ Abandoned	OTHER	TH-THEFT
ABUSE	CRIMINAL MISCHIEF CM	Hangup/Abandoned	Parking Complaint	TRAFFIC CONTROL TC
Administrative	CRIMINAL TRESPASSING TRESP	HANGUP/ABANDONED	POLICE	Training
AE-ASSIST ETS	Debris in Roadway	Harassing Communications	Public Information	UNKNOWN
Agency Assist - Fire/Med	DISTURBANCE DIST	HARASSMENT HAR	Rescue/Lost Person	UNWANTED GUEST TRESP
Alarm	Disturbance-Domestic	HU- 911 HANG UP	Responder Communications	U-UNKNOWN
Animal Complaint	DOMESTIC DOM	HU-911 OPEN LINE	SEE SUBJECT GET INFO SEE/S	Vehicle Incident
Animal Incident	Domestic/Disturbance	INDECENT EXPOSURE IDEXP	Self-Harm/Suicide	Vehicle/Driving Incident
ANIMAL INCIDENT/COMPLAINT ANM	DP-DISORDERLY PERSON	LOCATION REQUEST	SHOTS FIRED	Welfare Check
				Welfare check Request





Primary PSAP Name	Sum of total_locations_count	Sum of total_messages_count	Sum of total_media_count	Sum of total_livestreams_count
Auburn 911 (AL)	1,133	1,164	46	21
Baldwin County E911 (AL)	3,454	1,836	42	31
Bessemer 911 (AL)	239	4	2	2
Bullock County E911 (AL)	0	9	0	0
Cherokee County 911 (AL)	1	122	2	2
Chilton County E-911 (AL)	0	400	1	1
Clarke County 911 (AL)	51	90	3	1
Colbert County 911 (AL)	762	151	12	12
Covington County E-911 (AL)	404	258	22	5
Crenshaw County 911 (AL)	444	85	21	14
Cullman City Communications Center (AL)	0	5	2	1
Etowah County 911 (AL)	91	17	1	1
Franklin County 911 (AL)	86	21	3	2
Gadsden Police Department (AL)	710	196	45	29
Henry County 911 (AL)	921	236	9	9
Huntsville Police Department (AL)	17	3	1	1
Jackson County 911 (AL)	236	277	3	3
Jefferson County 911 (AL)	578	1,057	8	5
Madison County 911 (AL)	9,608	3,130	375	112
Marengo 911 (AL)	28	24	0	0
Marion County 911 (AL)	28	94	0	0
Montgomery County (AL)	56	14	1	1
Opelika 911 (AL)	454	536	17	12
Pike County 911 (AL)	43	6	2	0
Shelby County 911 (AL)	368	51	7	3
St Clair County Sheriff's 911 (AL)	2,070	100	26	20
Talladega County 9-1-1 (AL)	0	5	1	1
Tallapoosa County Sheriff's Department 911 (AL)	1,845	222	23	22
Wilcox County e-911 (AL)	1,465	257	43	22
Grand Total	26,495	10,964	803	365



Policy Discussion





Main Parts of ANY Policy

Purpose

- The purpose of policies and procedures is **to create uniformity in operations**, which can help reduce the risk of unwanted events. They can also help employees stay on track and organizations achieve their goals.

Policy

- A policy **defines an organization's objectives** and the guidelines that can be followed to meet those objectives. Policies can also provide guidance for decision-making and help improve an organization's culture. For example, a policy might outline the topics that should be discussed during a performance review.

Procedure

- A procedure provides **detailed instructions on how to complete specific tasks**. Procedures can help employees understand what to do and how to do it, which can lead to more efficient operations.





Sample Purpose(s)

Sample Purpose 1

- [YOUR CENTER NAME] is tasked with obtaining the most accurate information about an incident being reported. The Emergency Communications Center (ECC) will use available tools and resources to gain information about the incident.
- Prepared Live is a software program that allows [YOUR CENTER NAME] to see the incident through individual caller's cameras using their Smart devices. This policy covers how the ECC will interact with the public and first responders utilizing Prepared Live.

Sample Purpose 2

- The purpose of this directive is to establish procedures for the utilization of Prepared, for Video to 9-1-1 Service.

Sample Purpose 3

- To provide [AGENCY] members with guidelines and procedures for access and use of the Prepared Live software.





Policy Considerations

SOFTWARE

- Prepared Live is a web-based software, and no software is downloaded to ECC computers. Prepared Live will be used on the PSDS network.

SYSTEM SECURITY

- Each telecommunicator utilizing Prepared Live will have unique log-in credentials, which will consist of their ECC email address and password. Users will not share their credentials.
- Telecommunicators may never share their passwords with anyone else. This includes anyone in the ECC, including co-workers, managers, administrative assistants, IT staff members. Supervisors can reset passwords.

REQUIRED SIGN IN

- Telecommunicators and supervisors must sign into Prepared Live upon taking over a dispatch console and remain signed in throughout their shift regardless of their assignment. Each user will sign in using their login credentials at the beginning of their shift and logout at the end of their shift.

ROLES

- User – Telecommunicator -- The User role will be able to utilize Prepared Live and will be able to see their calls, both Live and Archived calls, for a period of 12 hours. Telecommunicators will only review data for work related purposes only. You will not view calls that are not your own, unless instructed to do so by a supervisor. Telecommunicators can create a link to share when beneficial to a responding agency.
- Supervisor -- The Supervisor role will be able to see all user's chats, both Live and Archived. Furthermore, the supervisor will be allowed to download media when requested by a responding agency supervisor or as directed by ECC administration. Supervisors will review data for work related purposes only.

TRAINING

- All users must participate in Prepared Live training before utilizing the tool. This tool may be used on 9-1-1 phone lines as well as non-emergency phone lines.





Procedures

Use

- Based on different roles in the organization, how will it be used by each?
- Types of calls for service it will be used for.
 - In-progress versus not in-progress.
 - Specific call types.
 - Call types by discipline.
- Where/how to document the use of this technology.
 - Notify the responding agency/unit.
 - Document in CAD.
- When/how to stop using.
 - How to resolve the “call.”
- Data sharing and archival/retention of data/recordings.
 - Pursuant to Alabama open or public records laws, retentions laws (RDAs), and organization’s policies.



Questions?



Upcoming Training in June

IAED Emergency Telecommunicator

Mental Health First Aid for First Responders

Alabama EMD Practitioner 24 Hour

Alabama APCO Summer Workshop

A Victim's Plea - Meeting Expectations

Mental Health First Aid for First Responders

Deadly Calls & Fatal Encounters - Level Up 911

OTMCyber Wargames

INdigital Regional Training

More details are on our [website](#).



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Alabama 9-1-1 Board



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DEADLY CALLS & FATAL ENCOUNTERS



8:00 a.m. - 5:00 p.m.



June 18, 2024
Opelika Police Dept
501 S. 10th St. Opelika, AL



June 19, 2024
Shelby County 911
19220 U.S. 280. Ste 201. Birmingham, AL



June 20, 2024
University of AL, Huntsville*
4700 Holmes Ave., Huntsville, AL

Responder safety and best practices for everyday calls including domestics, disturbances, burglaries, and much more.

This will help identify ways to prevent responder injuries and death.

We will discuss the ways a Telecommunicator plays a critical role in these types of calls.



Instructor

Jason Long

CEO of LevelUp 911 Training

INdigital Regional Training focuses on network services and products used in the PSAP



INdigital

Regional Training

- ▶ ANGEN network
- ▶ Geo-Routing
- ▶ MEVO
- ▶ Texty/Prepared
- ▶ Logix reporting
- ▶ Toolkit
- ▶ NEW PSALI database
- ▶ Network services



June 19, 2024

8:00 a.m. - 12:00 p.m.



University of AL, Huntsville

Conference Training Center Exhibit Hall
1410 Ben Graves Drive, Huntsville 35805



provided by

at NO charge to attendees

LUNCH provided by INdigital

19 JUNE

OTM CYBER WARGAMES

FUN AND INTERACTIVE CYBER PREPAREDNESS TRAINING
FOR EVERYONE.

UAH CONFERENCE TRAINING CENTER EXHIBIT HALL
1410 BEN GRAVES DRIVE, HUNTSVILLE 35805
THURSDAY, JUNE 19TH, 2024
1:00 PM - 5:00 PM

REGISTER HERE



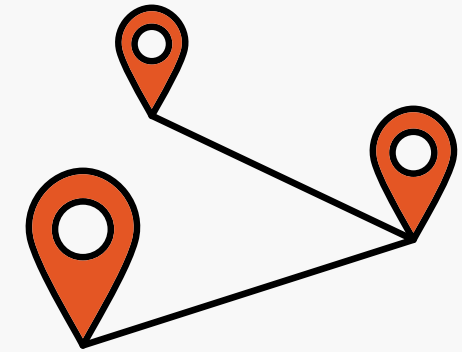
PRESENTED BY:
ALABAMA 911 BOARD
INDIGITAL
OTM CYBER

DEADLINES AND REMINDERS

FY24 Legacy 9-1-1 Cost Reimbursement program is open! The new form is [here](#).



Upload, validate, aggregate your GIS data to the State office VEP.



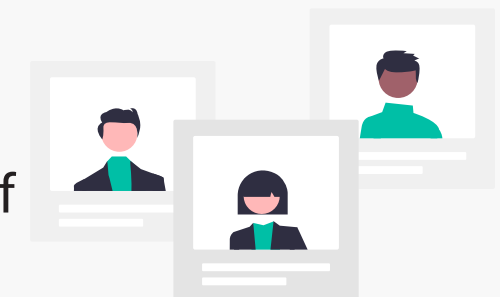
PST CERTIFICATION REIMBURSEMENT

Request for Payment for PST Certification submissions made by the 10th will be paid out at the end of the month. Anything submitted after the 10th will be paid at the end of the following month. You can find more information [on our website](#).



STAFFING CHANGES

Have you had a staffing change? If that person is ALPST certified or answering 911 calls, please fill out this [form](#). If that person is admin staff or otherwise does not answer 911 calls, fill out this [form](#).



UPCOMING TALK ABOUT IT
every 2nd & 4th TUESDAY



June 11

Considerations
for Upgrades



June 25

Highlights of the
new and improved
INdigital database

**Twice Monthly
Newsletter**



Scan to sign up!



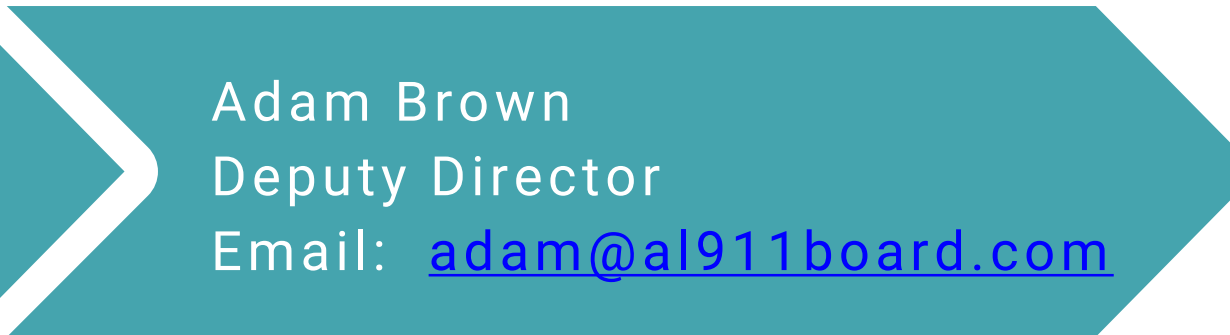
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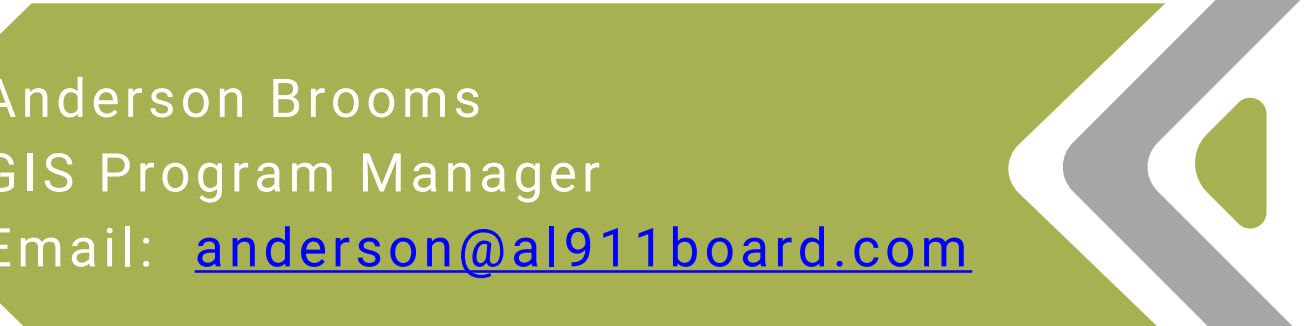
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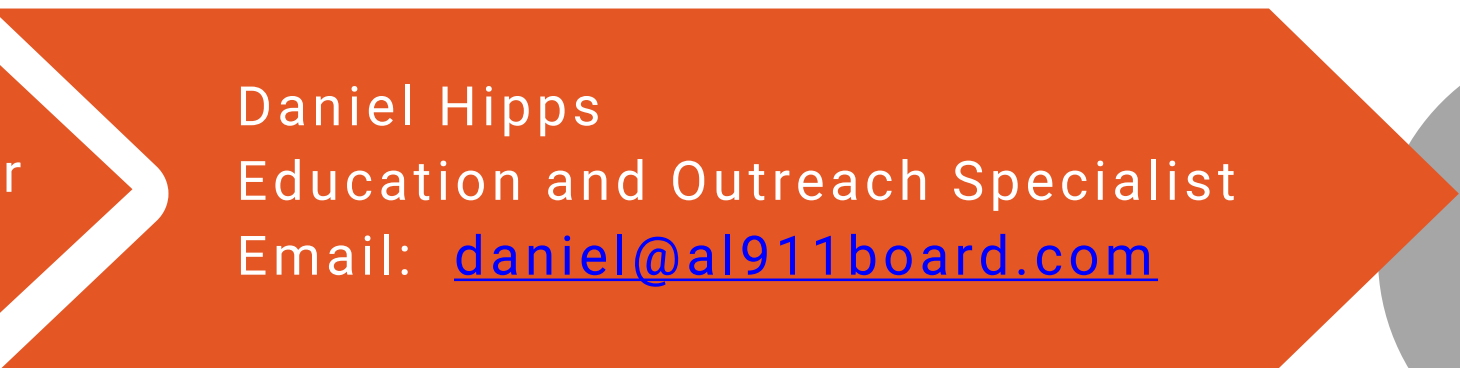
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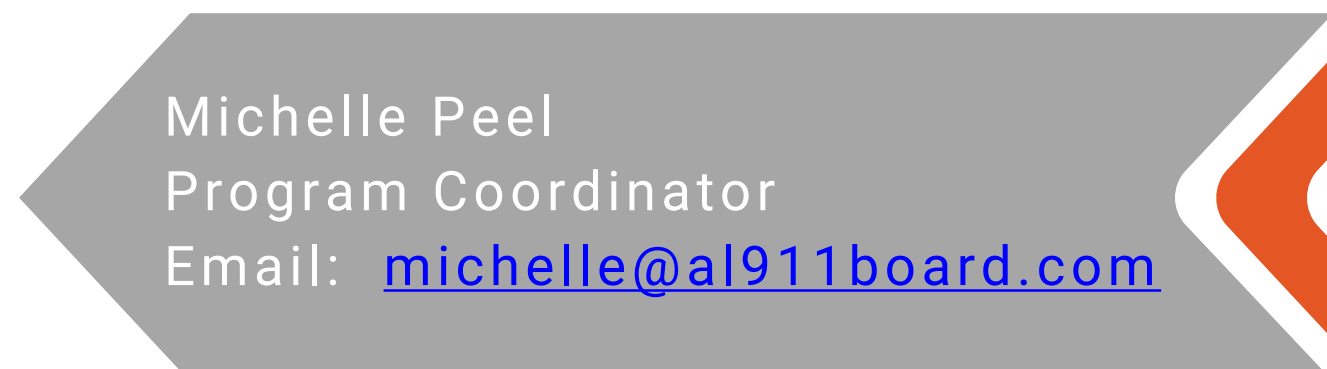
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