



ALABAMA 911 BOARD

**May 15, 2024
Board Meeting
Montgomery, Alabama**



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Alabama 9-1-1 Board



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Board Meeting Agenda

Introduction

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

Programmatic Reports

- ❖ Finance (Tab 3)
- ❖ Education & Outreach (Tab 4)
- ❖ Technology (Tab 5)
- ❖ Governance (Tab 6)

Closing

- ❖ Old Business (Tab 7)
- ❖ New Business (Tab 8)
- ❖ Public Comments
- ❖ Next Meeting
- ❖ Adjournment



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Finance

TAB 3



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Finance

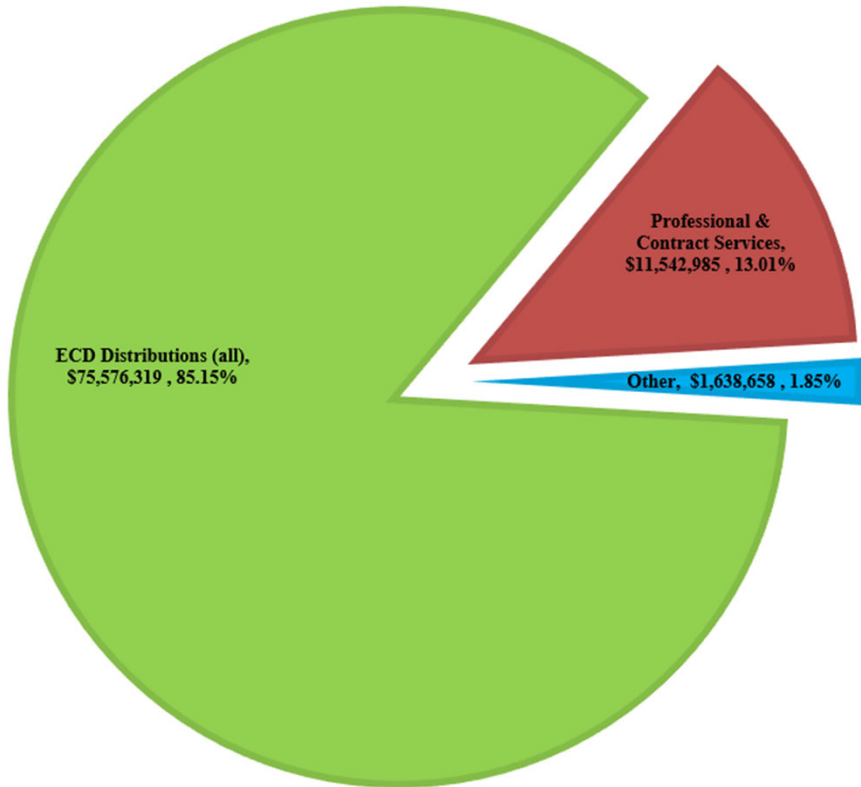
- ❖ **Financial Statements**
- ❖ **Legacy Cost Reimbursements**
- ❖ **DEPA Billing and Quote for ECD Audits**
- ❖ **Distribution Overview**
- ❖ **Prior Grant Cycles Updates**



Statement of Revenue and Expenses - Modified Cash Basis Total Funds
For seven months ending April 30, 2024

	Apr-24	Fiscal Year to Date
Revenues		
Carrier Receipts	\$ 13,398,423	\$ 82,461,664
Interest Income	\$ 54,595	\$ 412,085
Other Income	\$ 655	\$ 655
User Conference Income	\$ (212)	\$ 79,634
Total Revenues	\$ 13,453,461	\$ 82,954,038
Expenses		
ECD Distributions (all)	\$ 10,668,118	\$ 75,576,319
Professional & Contract Services	\$ 1,207,498	\$ 11,542,985
Cost Recovery Payments	\$ -	\$ 610,123
Salaries and Related Taxes and Benefit	\$ 70,252	\$ 510,211
Rent and Utilities	\$ 15,298	\$ 92,638
Travel and Training	\$ 94,798	\$ 165,675
Depreciation	\$ 4,818	\$ 29,048
Software and Hardware Leases	\$ 2,201	\$ 23,743
Office Expenses	\$ 1,188	\$ 39,988
Insurance	\$ 2,126	\$ 8,737
Vehicle Related Expenses	\$ 1,317	\$ 7,782
Dues and Subscriptions	\$ -	\$ 7,738
Examiners Audit	\$ -	\$ 142,975
Total Expenses	\$ 12,067,614	\$ 88,757,962
Change in Net Position	\$ 1,385,847	\$ (5,803,924)

For Internal Management Purposes Only. These financial statements have not been compiled, reviewed, or audited. No assurance is provided on the financial statements. Substantially all disclosures have been omitted.



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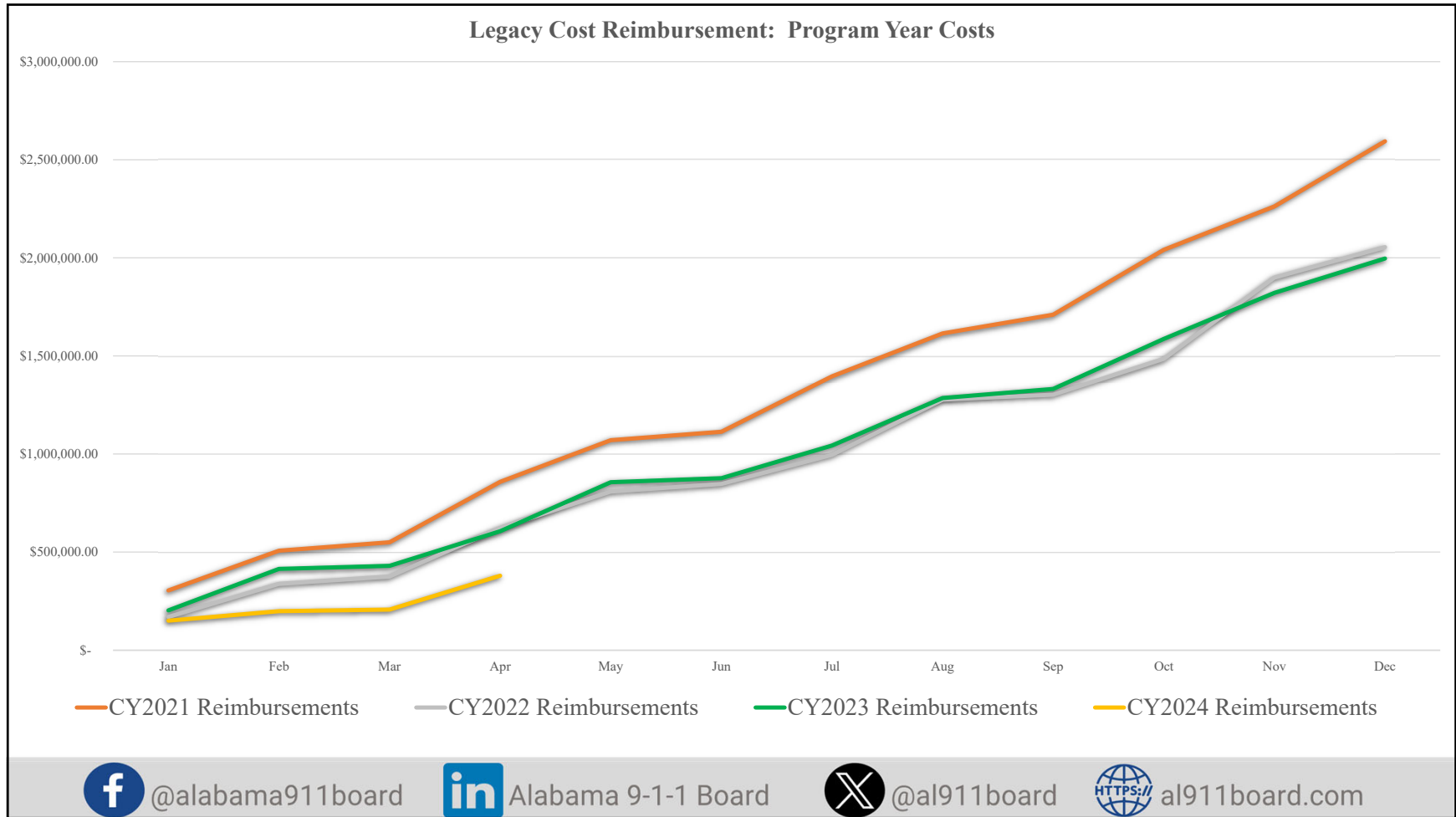
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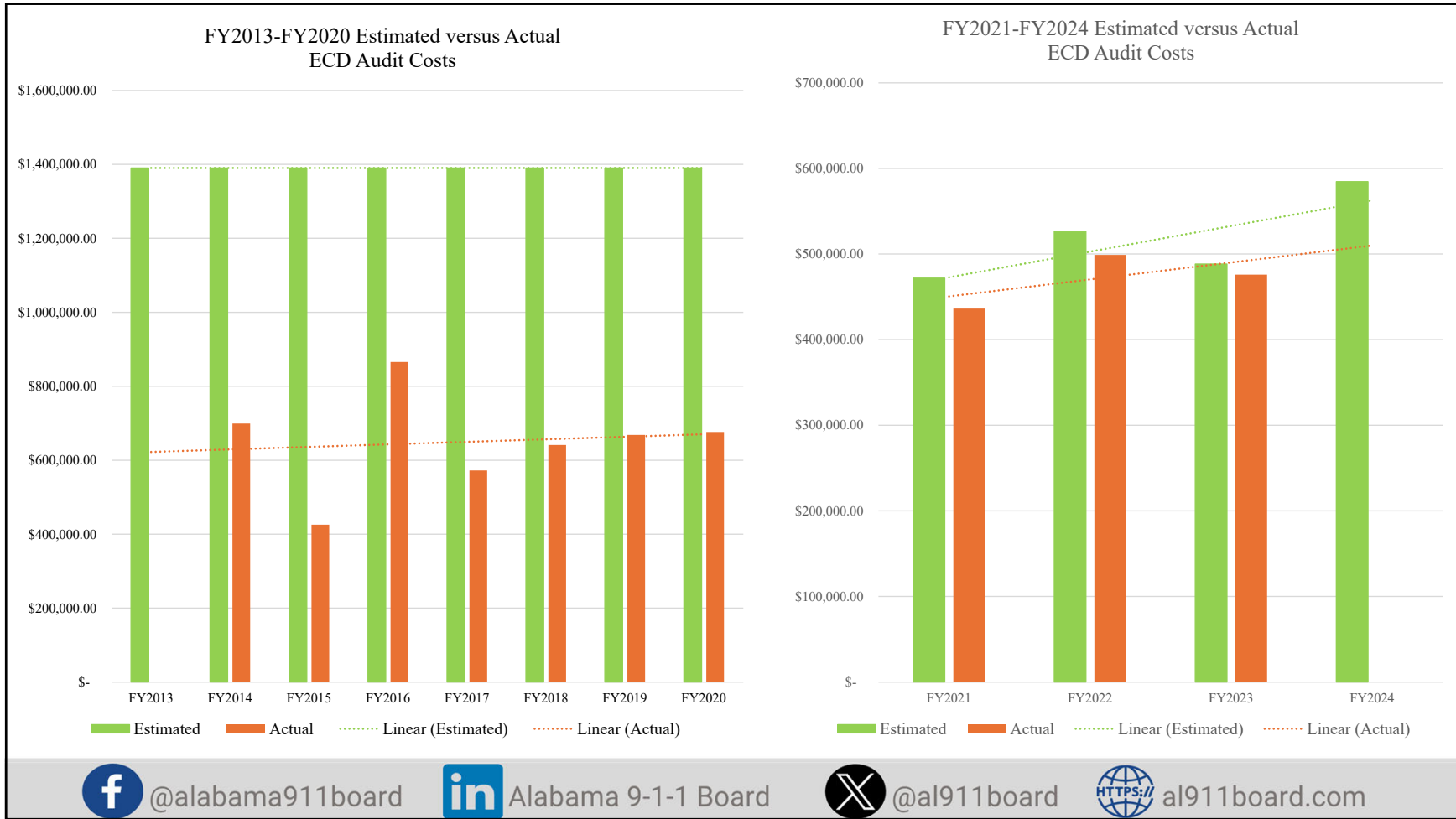


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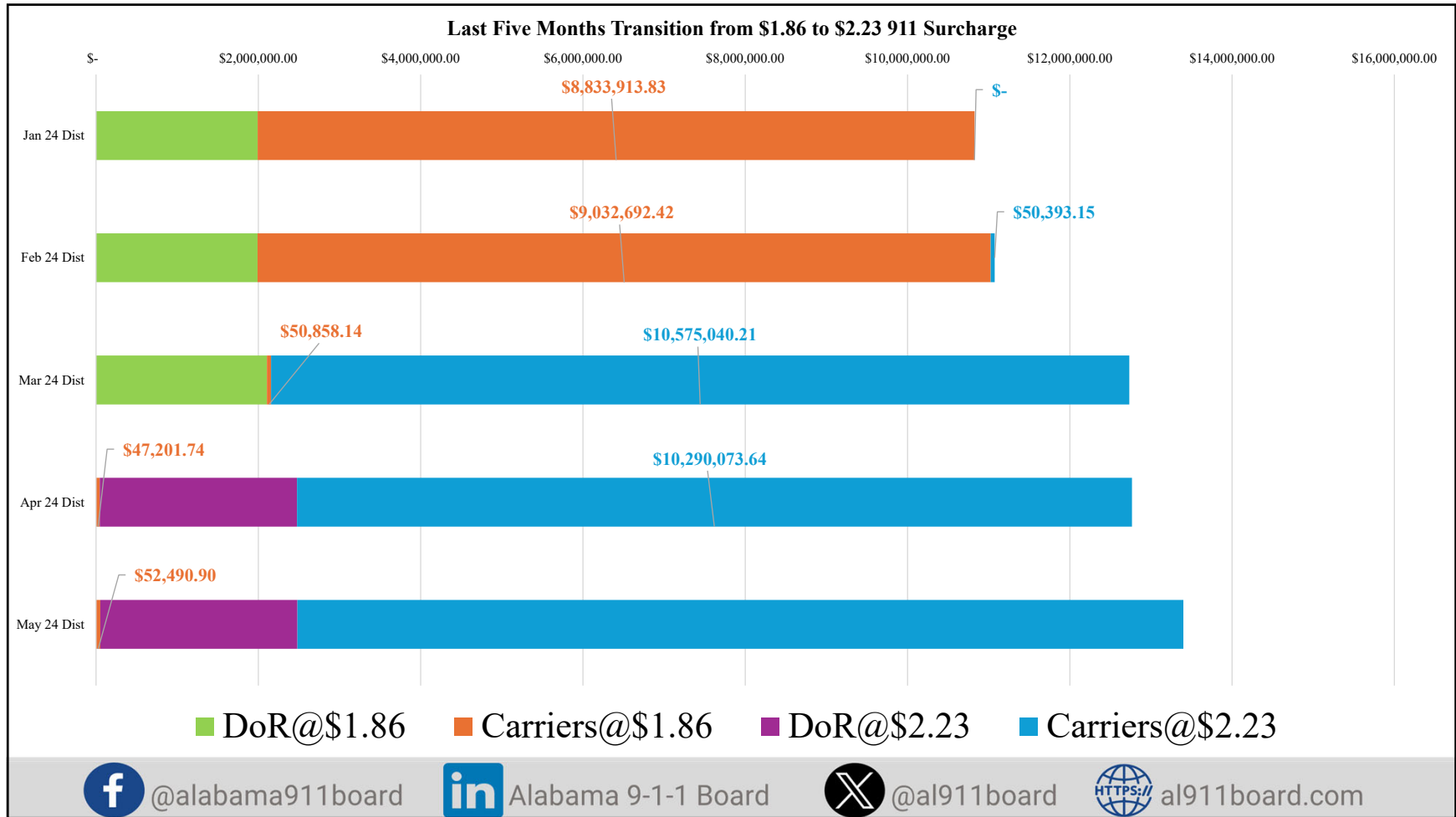
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Prior Grant Cycles Updates

- ❖ **Grant Cycle 5** – 6 of 9 projects have been completed, with two of the outstanding projects being close to completion and one ECD that has been unresponsive in providing status updates.
- ❖ **Grant Cycle 6** – All of the Grant Cycle 6 projects are now complete.
- ❖ **Grant Cycle 7** – There is one project with an outstanding change request that is under review.
- ❖ **Grant Cycle 8** – 14 of 33 projects have been completed. Two projects have change requests ~~under review~~ that have been reviewed and approved. ~~Two ECDs have not submitted status reports and have been notified of such.~~



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Grant Program Updates

❖ **Grant Cycle 9** – 34 of 35 accepted as awarded; one declined. Should pay out 05/17/2024.

❖ **Future Grant Cycles** –

- **Focused on project type(s)? More frequent cycles.**
- **What percentage of ECD funding should be local?**
- **Deliberation/evaluation based on ratio of year-end-cash balance, other grants/funding, etc.?**
- **Consolidation grants.**



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Education & Outreach

TAB 4



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Education & Outreach

❖ Programmatic Updates



Technology

TAB 5



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Technology

- ❖ ANGEN
- ❖ GIS





Alabama Next Generation Emergency Network



ANGEN 2.0
Report for March 1 - April 30, 2024
May 15, 2024

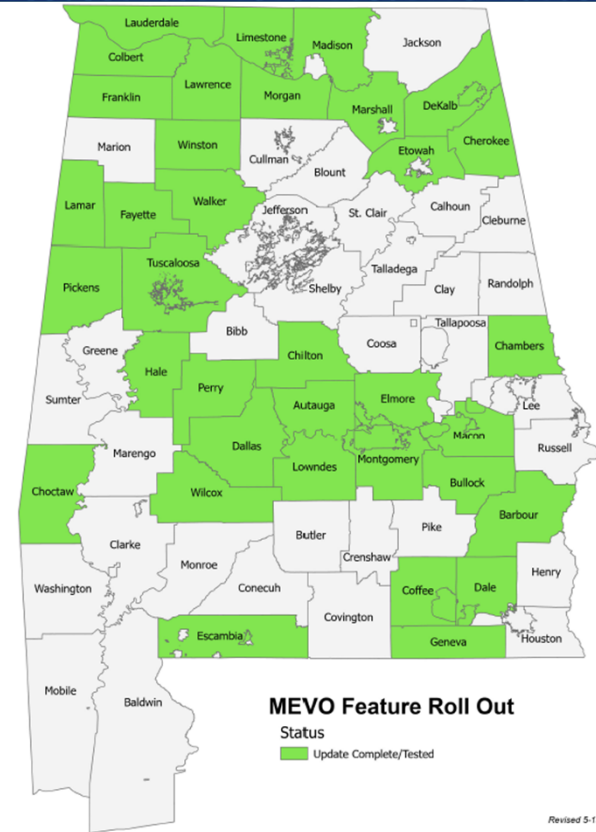
ANGEN Improvements - MEVO Feature



The new features include a barge, monitor and position transfer feature allowing MEVO the same functionality as PSAPs call handling equipment. Also added to the MEVO phone is a visual map display for 911 calls as well as a One Time Password for Texty authentication.

Texty Authentication Tokens will expire at the end of May so all sites remaining on Texty will need to be tested for the Texty OTP Authentication.

These site visits are invaluable as they serve as an opportunity to test call flow and educate dispatchers on the floor of various resources and upcoming events.



ANGEN Improvements

- Prepared

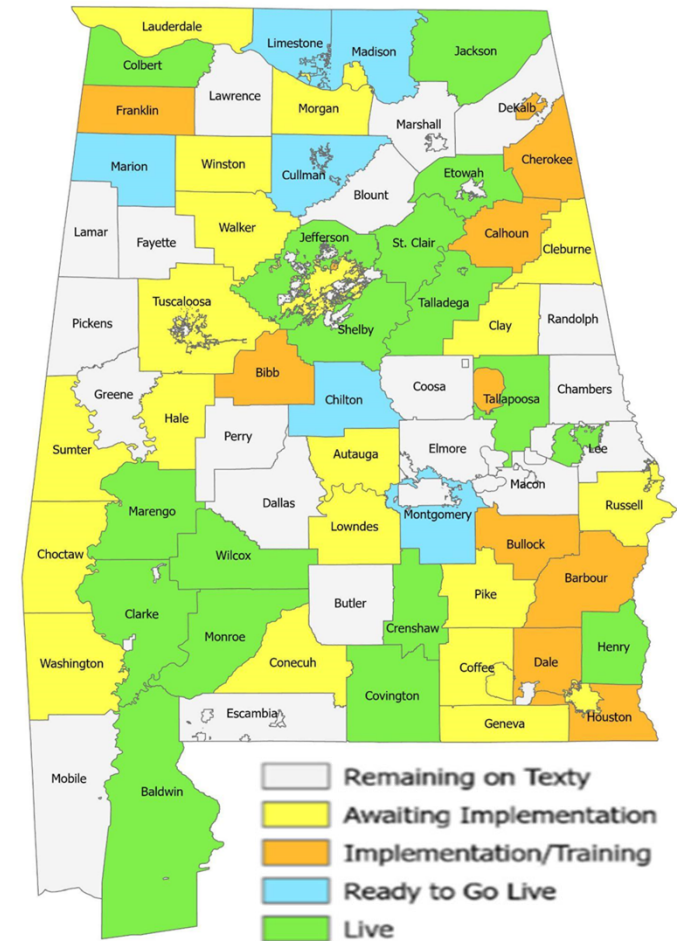
INdigital is proud to partner with Prepared to enhance 911 centers with video and MMS.

- Funded through the existing agreement between the state of Alabama and INdigital
- Optional upgrade that mimics Texty's functionality with the addition of video streaming.

16 Agencies Live

2 Counties Successfully Tested Live but opting to remain on Texty awaiting Prepared System Enhancements

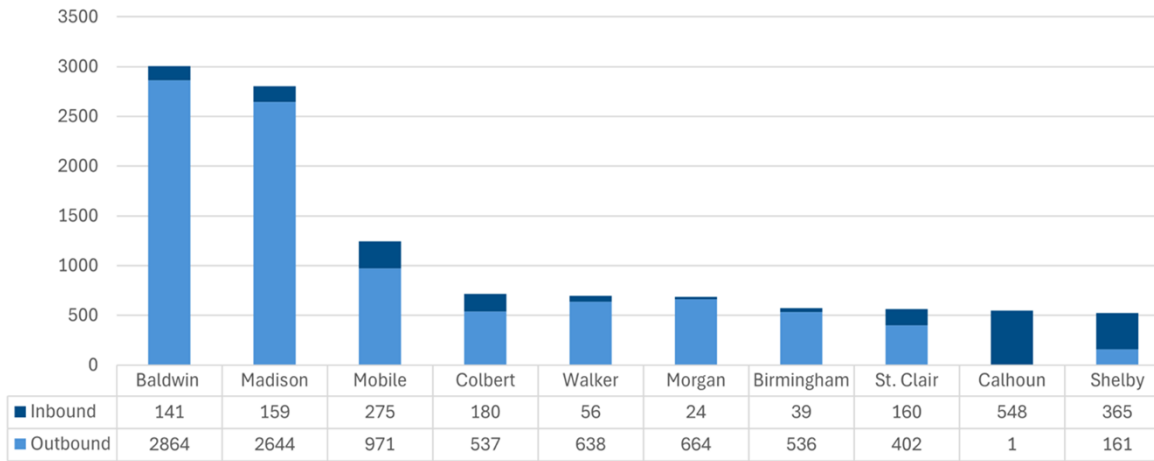
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Texty Stats



Top 10 Text for 911
March 1 - April 30, 2024



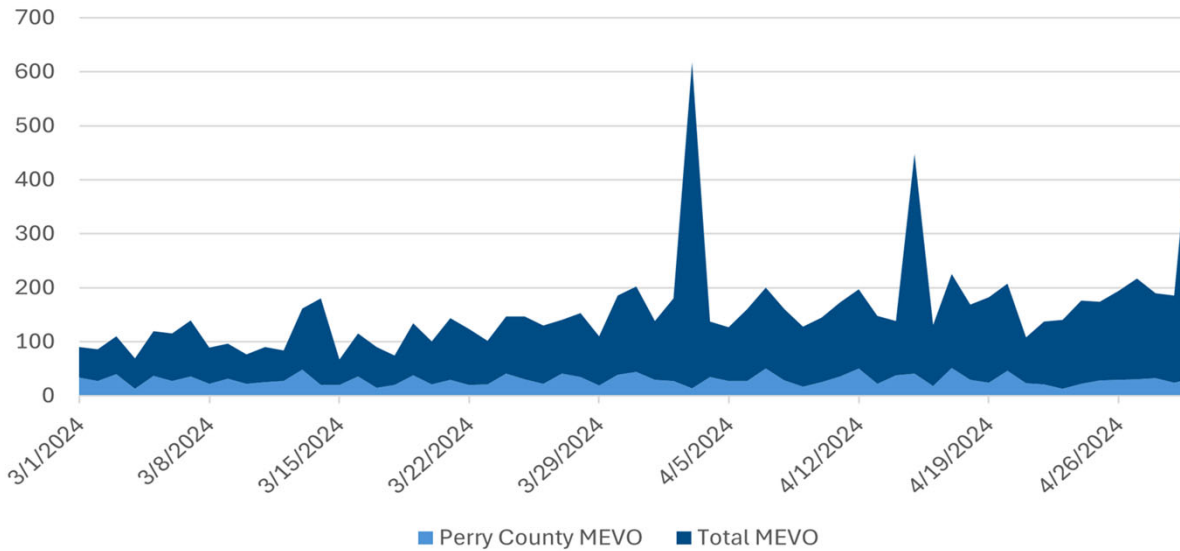
There were a total of 3,382 inbound and 12,717 outbound text sessions for the reporting period.

79% of all text sessions were PSAP initiated.

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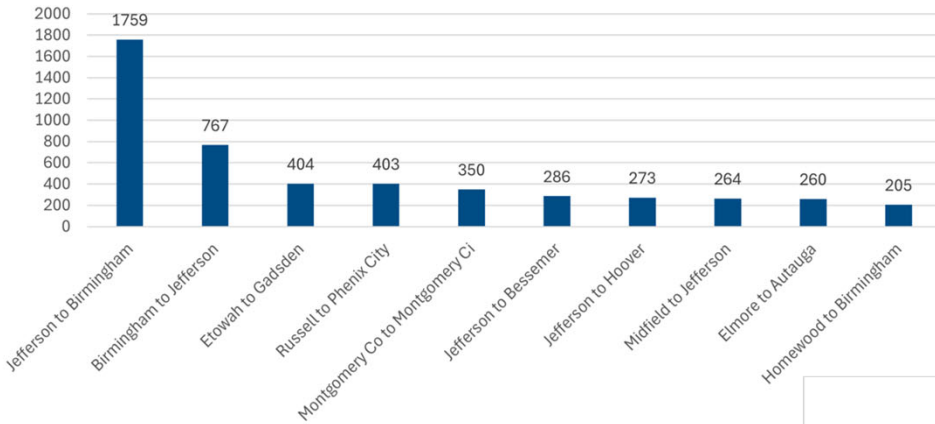
MEVO Call Count
March 1 - April 30, 2024



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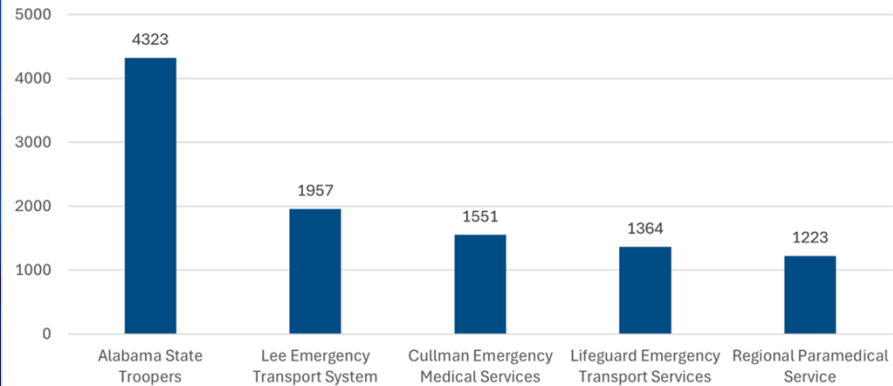
Top 10 Primary to Primary PSAP Transfers
March 1 - April 30, 2024

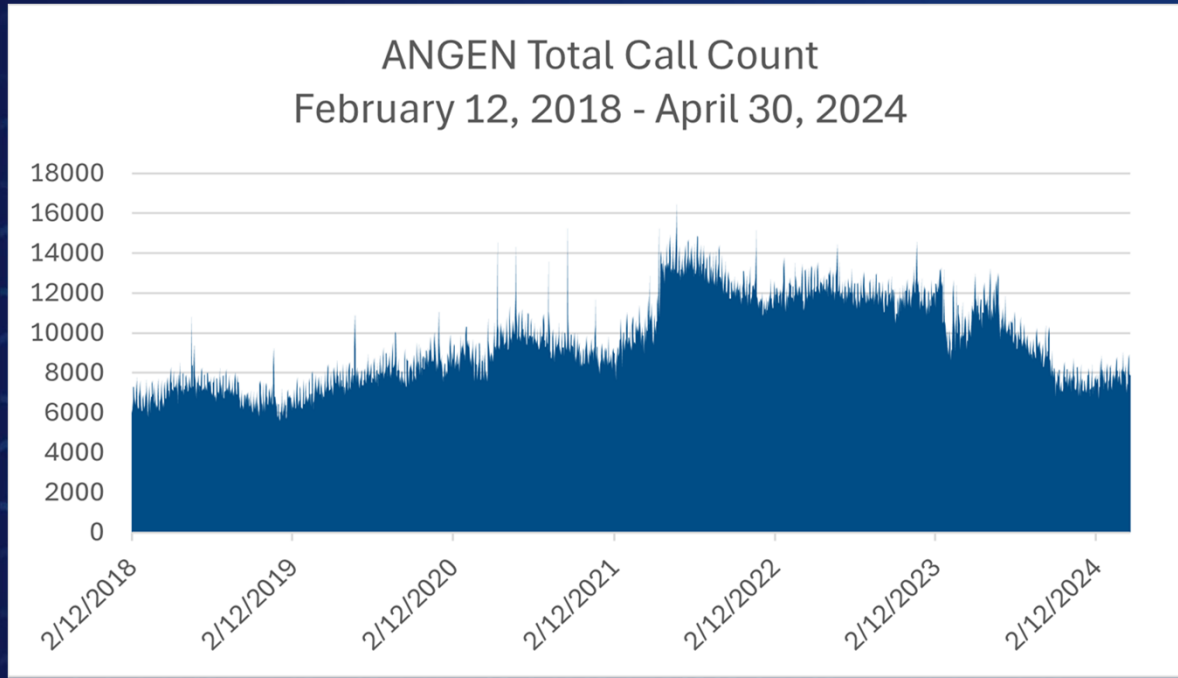


There were 16,964 Primary to Primary PSAP transfers for the reporting period.

9% increase from the last reporting period.

Top 5 In-State Secondary Transfers
March 1 - April 30, 2024





ANGEN has now processed over 21.8 MILLION calls!

Total Call Volume for February 12, 2018 – February 29, 2024: 21,831,202



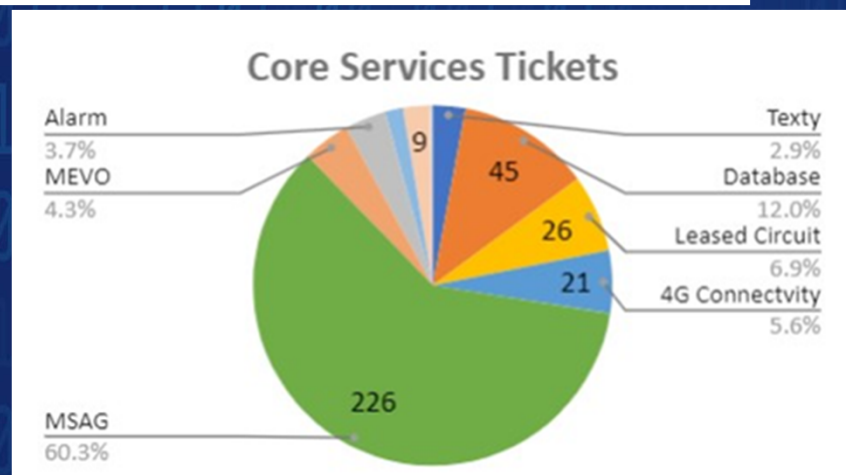
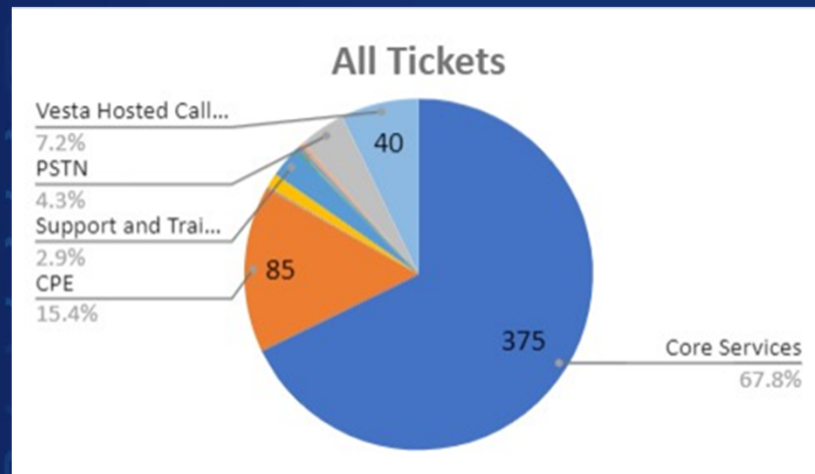
Trouble Ticket Analysis

A total of 553 tickets have been created since the last report.

67.8% of those tickets were core services related.



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Intrado ALI Outage



Both Alabama Intrado links went down Wednesday, April 26th.

Multiple agencies experienced 911 calls from AT&T phones with no ALI.

INdigital was able to reroute the ALI links to search the Indiana and Florida ALI databases allowing ALI to be delivered to the PSAPs.

While Intrado reported the links were repaired two days later, the IN and FL links were kept active for redundancy.

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Talladega Speedway

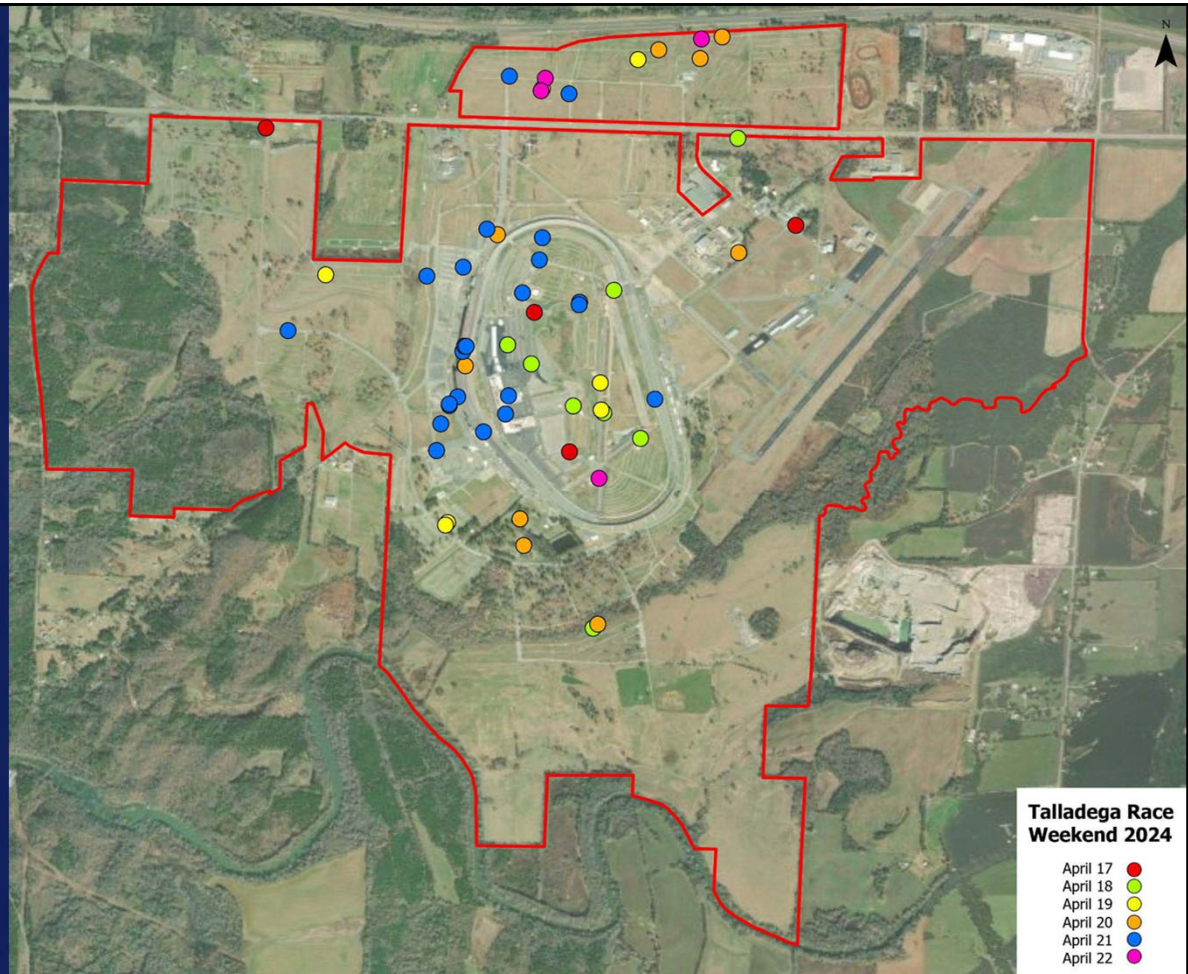
Talladega Speedway
Geo-Routing Event held
April 17 - 22, 2024

Calls were delivered to
remote Vesta CHE
positions

Agency reported no
issues.

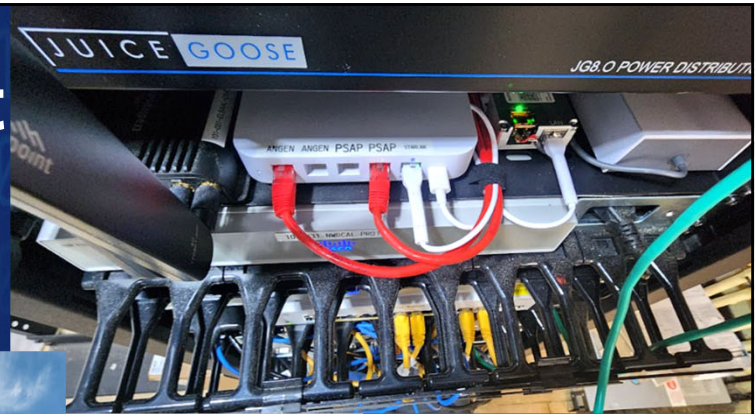


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Wiregrass Starlink Project

The Wiregrass Starlink project is complete, with the exception of Enterprise PD, which will complete after their PSAP renovation.

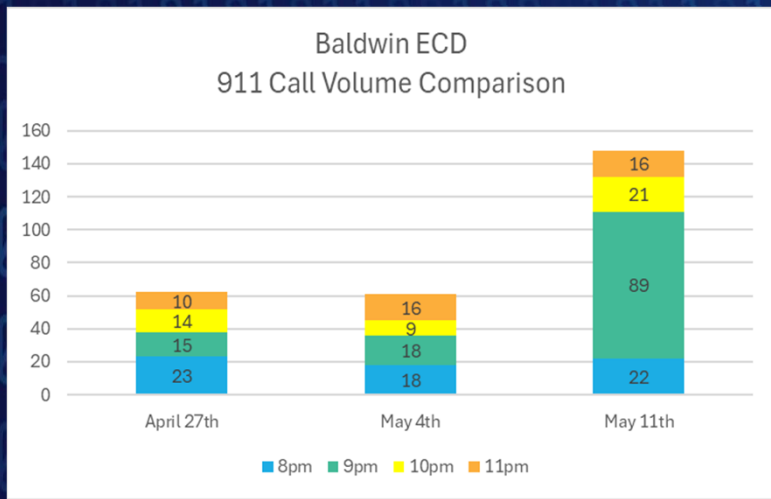
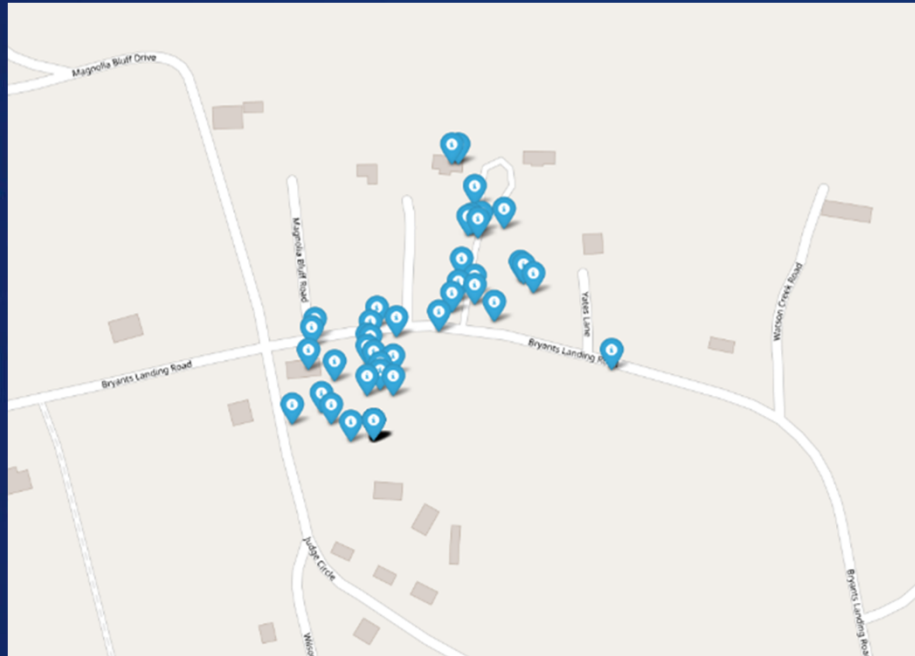


Mass Shooting Event - Baldwin County

May 11, 2024

Three people were killed and sixteen injured at a May Day event held in Baldwin County.

Baldwin County dispatchers experienced an extreme increase in call volume.



Director Kristie Stamnes, reported the dispatchers did a phenomenal job and were provided immediate emotional support and after incident team review.



New Database Release and Authentication Change



INdigital is transitioning to a different authentication for Texty and our Toolkit Database.

Amy Brumbaugh-Smith, with our database team, will be reaching out to users to update their authentication method.

Any AL911.net / toolkit users needing to update their authentication should respond to Amy's upcoming email or reach out to Melissa Carpenter at mcarpenter@indigital.net.

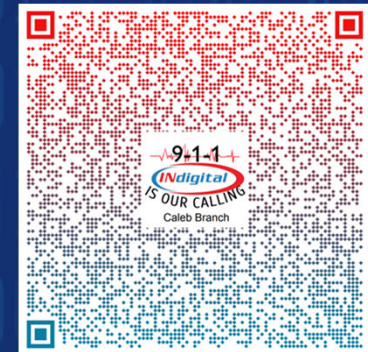
Our upcoming regional training in June will heavily focus on the differences and advancements of the new database.

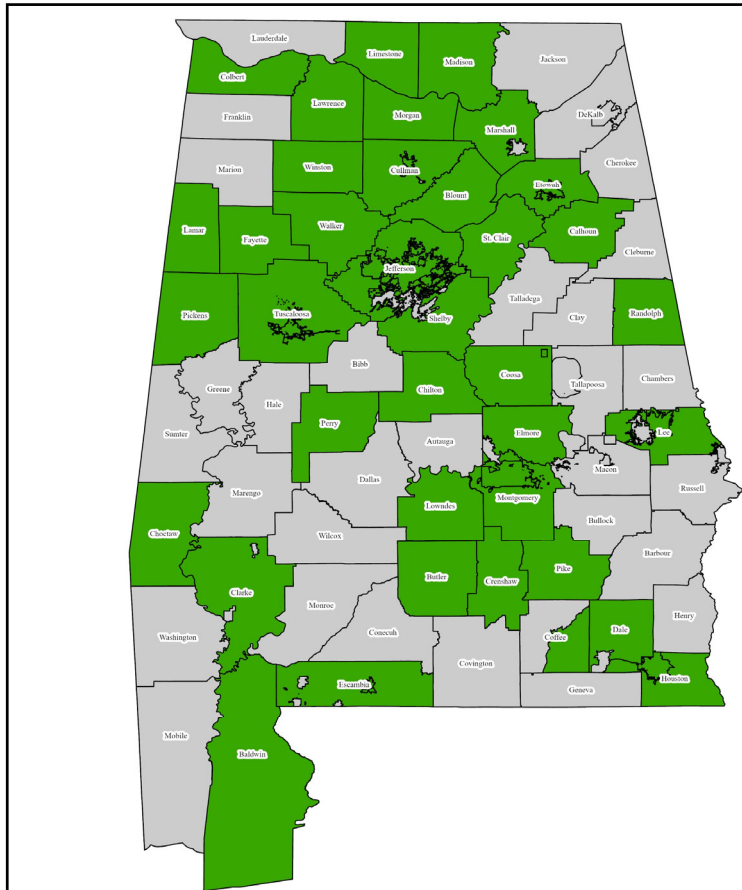
Questions?



Caleb Branch
cbranch@indigital.net
256.276.6854

INdigital
877.469.2010
support@indigital.net
1616 Directors Row,
Fort Wayne, IN 46808





PSAPs Anderson Has Visited

- 55 PSAPs have been visited in person
- Representing 52% of all PSAPs in the State
- 38 County PSAPs
- 17 Municipal PSAPs

Visited This Period

New Visit

- Calhoun County
- Colbert County
- Lauderdale County
- Morgan County

Re-Visit

- Birmingham
- Chilton County
- Gadsden
- Etowah County
- Jefferson County
- Shelby County
- Tuscaloosa County



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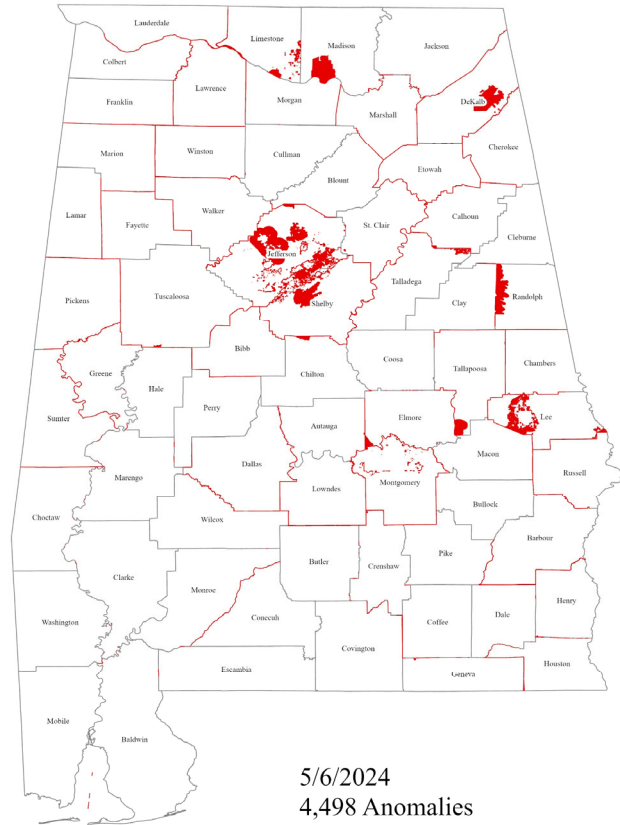
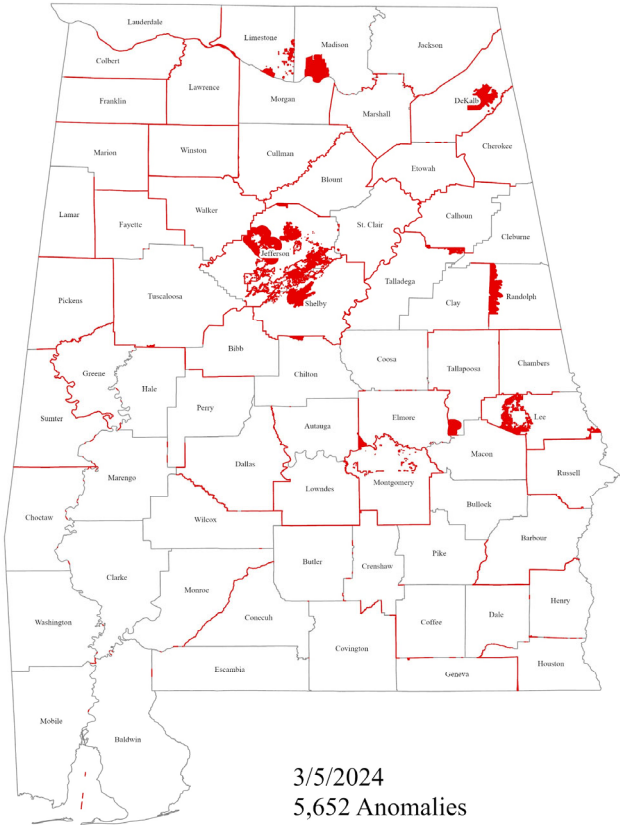


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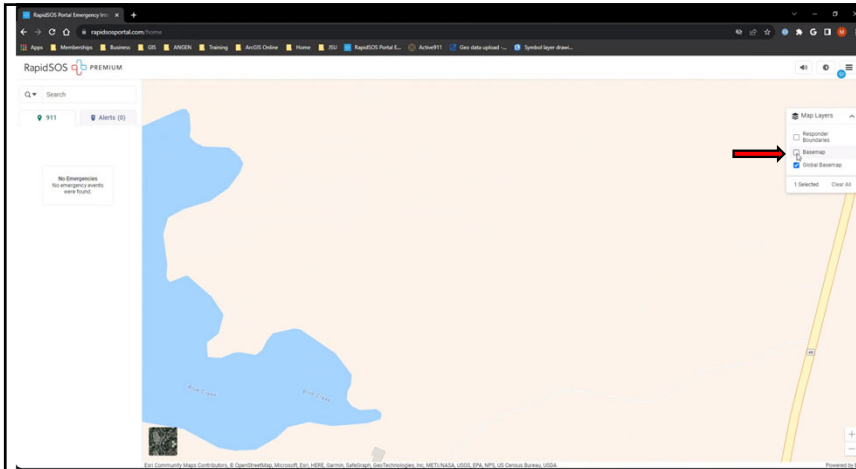


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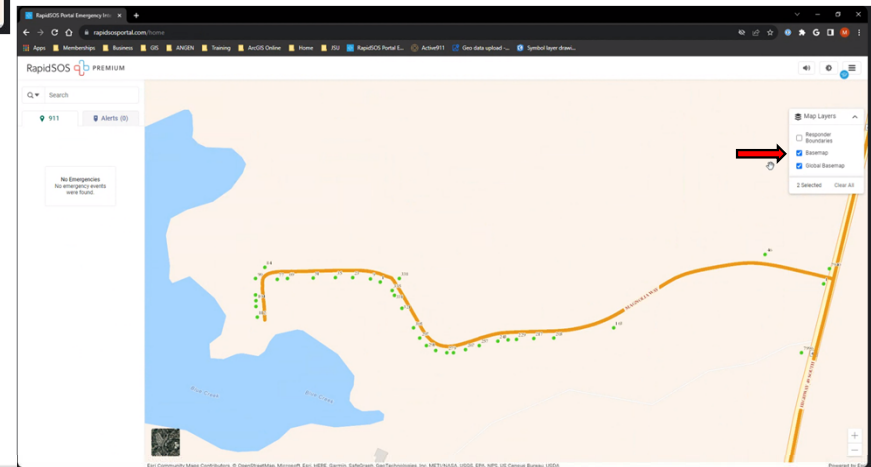


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Using Locally Authoritative GIS Data Matters



Google and ESRI are not the data creators. The most accurate data comes from the ECD and their GIS data inside VEP.



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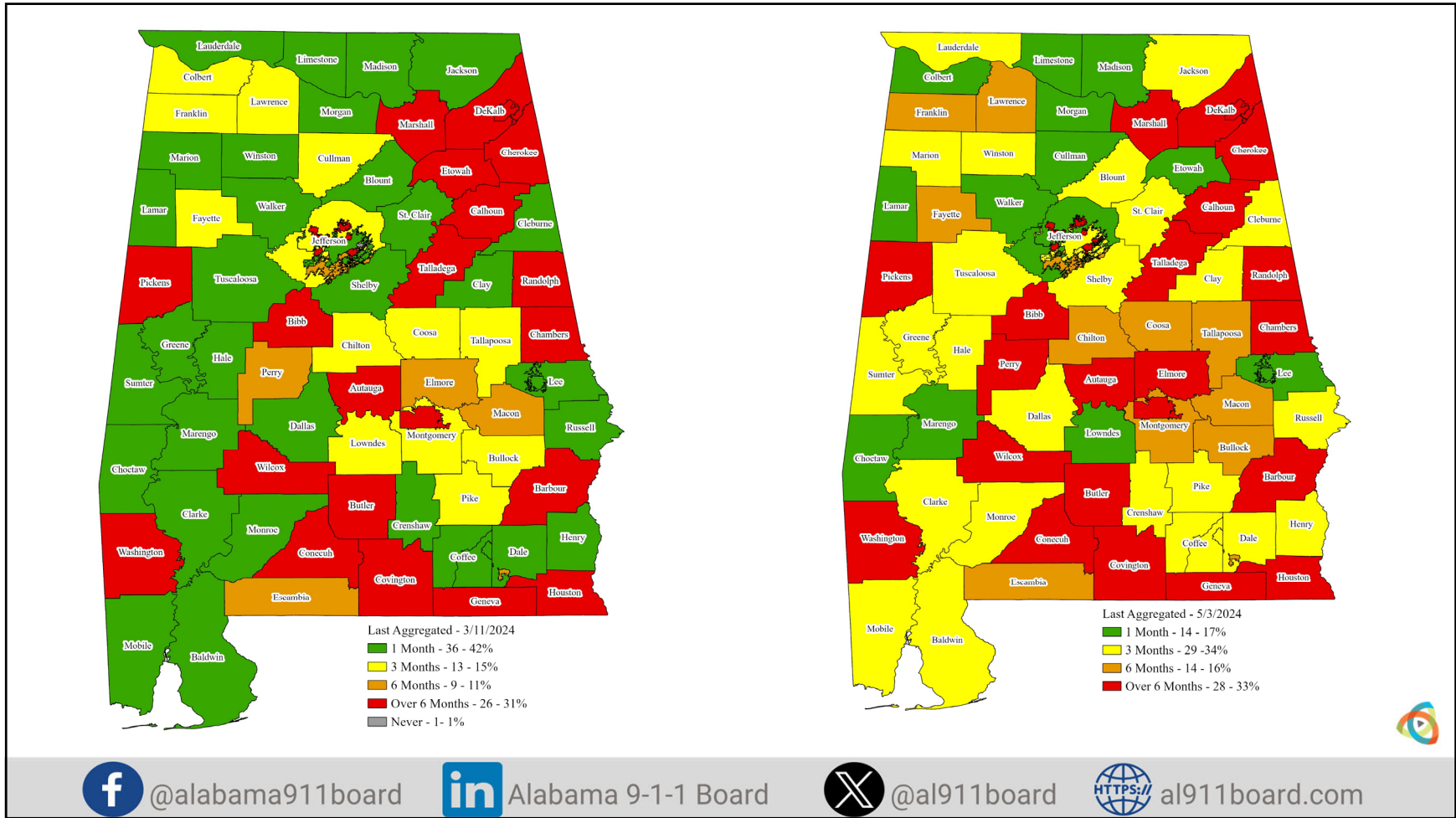
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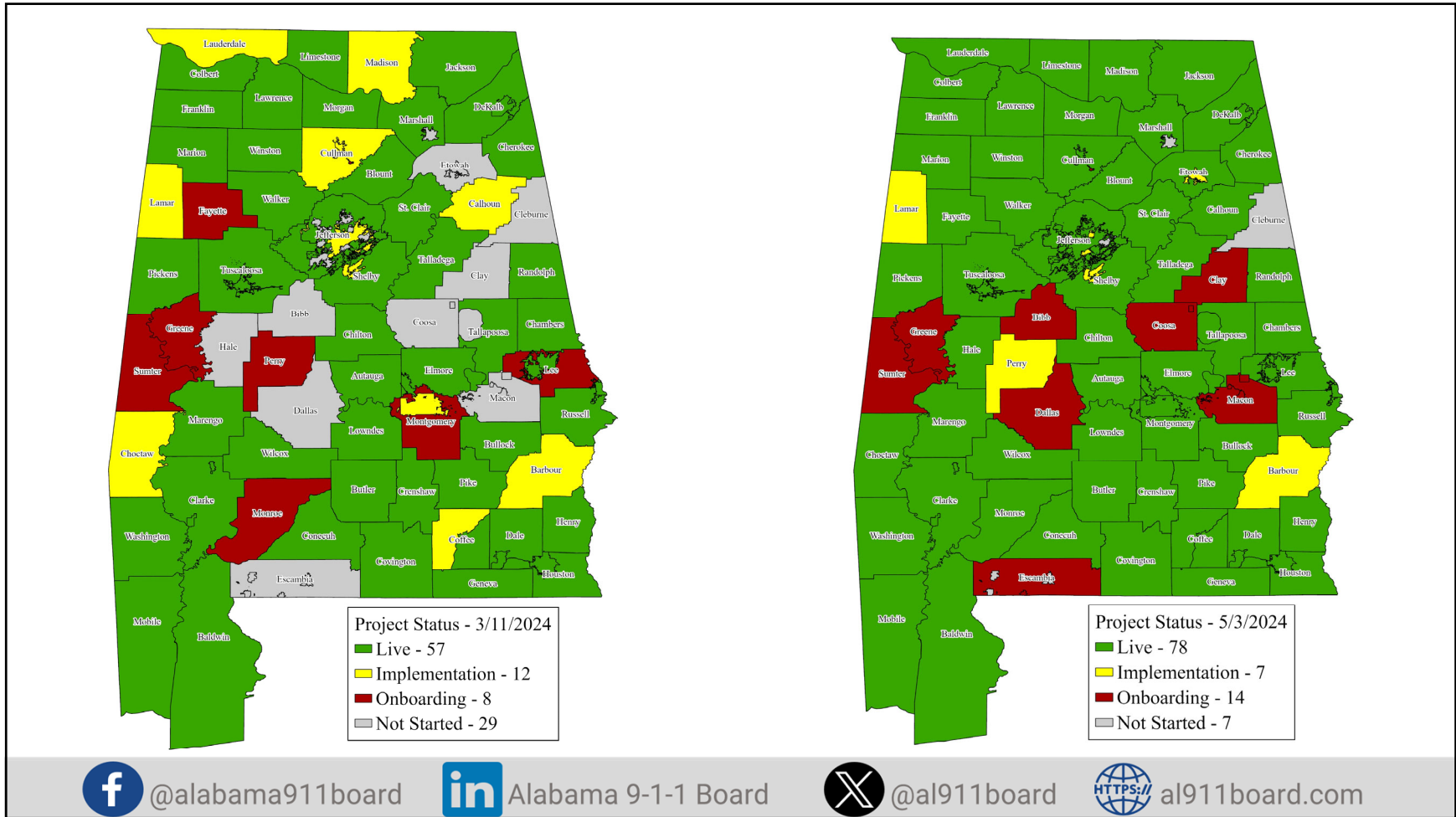


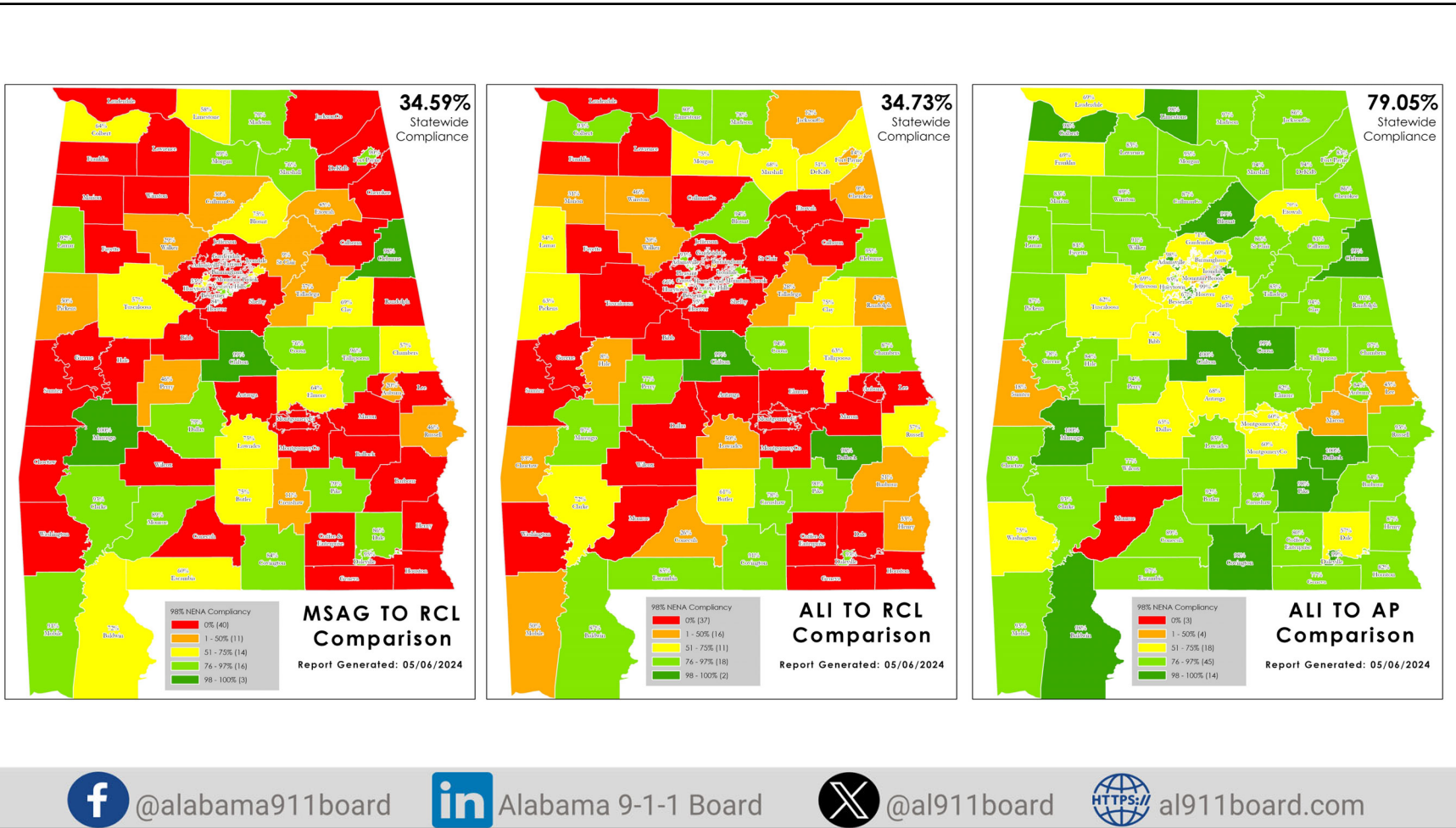
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VEP Training Hosted by the Board in Morgan County



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VEP Doctors Office at the Board's User Conference



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The Locally Authoritative GIS Data Matters!

- Location Based Routing (LBR) is being rolled out nationwide
 - FCC rule FCC-24-4 released January 26, 2024
 - Will utilize our PSAP boundary layer
 - Delivered to T-Mobile and Comtech
- MSAG/ALI synchronization to GIS is a key metric for NG-9-1-1 Data readiness
 - MSAG/ALI VEP update state-wide into VEP
 - Will improve sync rates, but still work to be done
- INdigital has provided GIS data requirements for ANGEN core functionality
 - Guidance given on road centerline and address points
 - In discussion with DATAMARK to provide GIS data remediation to meet these requirements



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Governance

TAB 6



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Governance

- ❖ **2024 Regular Legislative Session**
- ❖ **Administrative Rule Preview**



Old Business

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New Business

TAB 8



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New Business

❖ **North American Numbering Plan Administrator (NANPA)**



North American Numbering Plan Administrator (NANPA) PL-626

- ❖ On March 5, 2024, the Alabama Public Service Commission (Commission), in Docket No. 33429, approved an all-services distributed overlay over the 334 NPA. Cities in the 334 NPA include but are not limited to Montgomery, Dothan, Auburn, Prattville, Phenix City, Enterprise, Opelika, Selma and many other smaller communities. The new 483 NPA will serve the same geographic area currently served by the existing 334 NPA. Additionally, central office (CO) codes in the 334 NPA will be available for assignment only when all assignable prefixes in the 334 NPA have been assigned. The 334-334 NXX will be released as an assignable CO code after the new 483 NPA in-service date.



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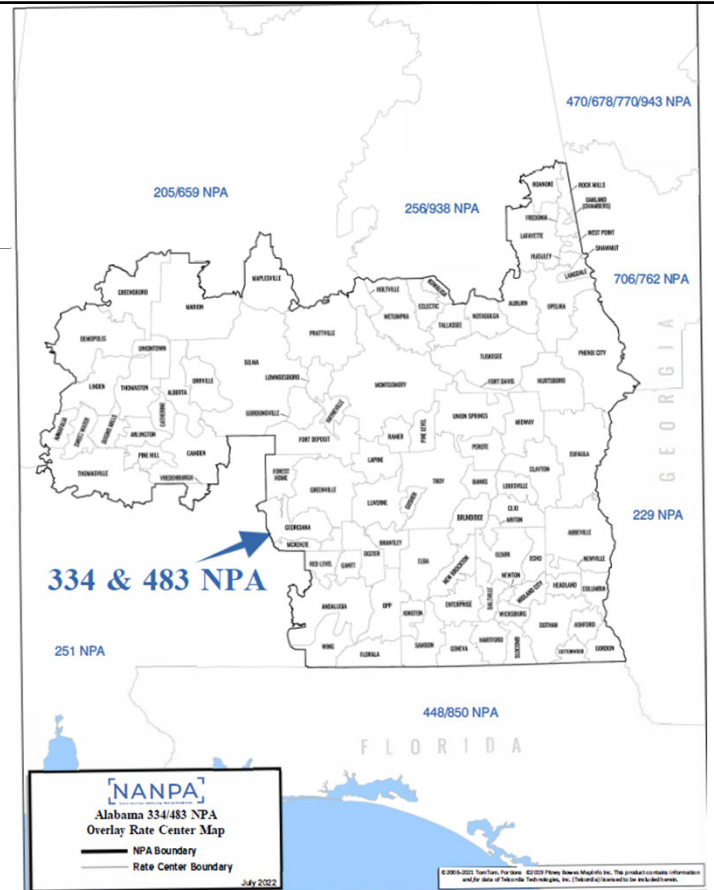


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NANPA PL-626 Timeline & Impacted Areas

	Date
Network preparation and customer education begins	1/23/2025
Start of permissive 10-digit dialing	7/23/2025
End of permissive dialing and start of mandatory 10-digit dialing	1/23/2026
Earliest date CO codes in the new 483 NPA may be ordered through NANPA*	12/19/2025
Earliest new 483 NPA CO code activation date**	2/23/2026

*CO codes in the 483 NPA are available only when all assignable CO codes in the 334 NPA are assigned.
 **In-service date of the new 483 NPA overlay



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Public Comments

OPEN FORUM



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Next Board Meeting

JULY 24, 2024

10:00AM

MONTGOMERY, AL



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Adjournment



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