



# ALABAMA 911 BOARD

**June 11, 2024**  
**Talk About It Tuesday!**



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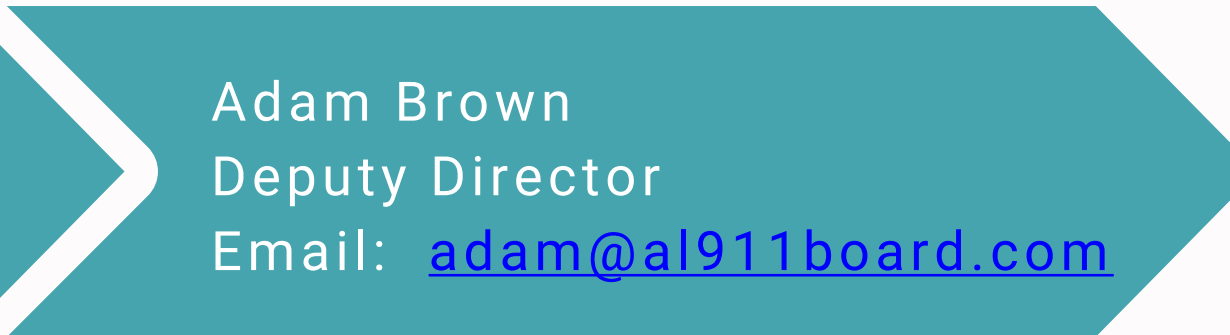


# Our Team

(334) 440-7911



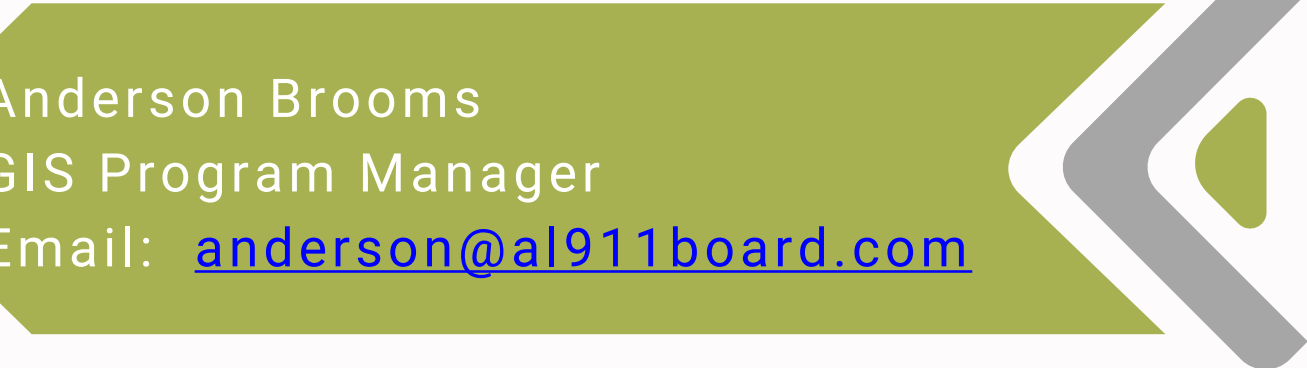
Leah Missildine  
Executive Director  
Email: [leah@al911board.com](mailto:leah@al911board.com)



Adam Brown  
Deputy Director  
Email: [adam@al911board.com](mailto:adam@al911board.com)



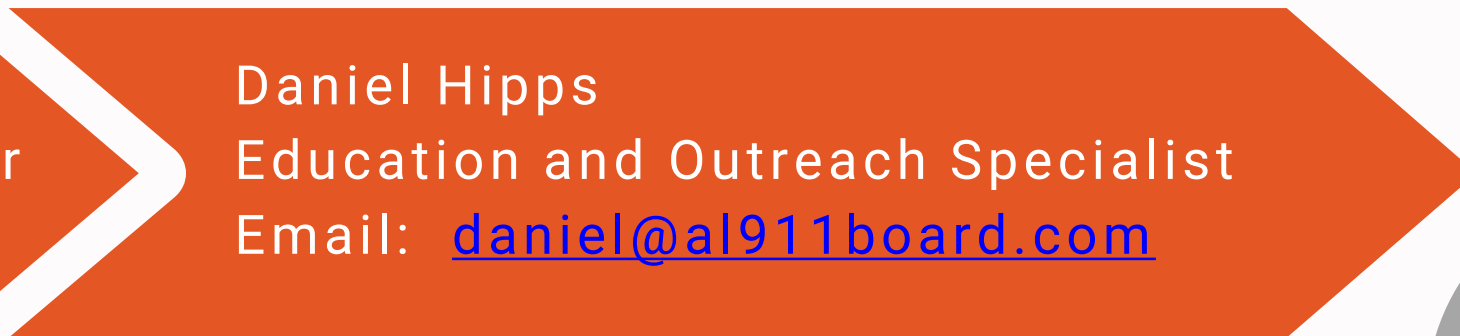
Nida Jackson  
Senior GIS Specialist  
Email: [nida@al911board.com](mailto:nida@al911board.com)



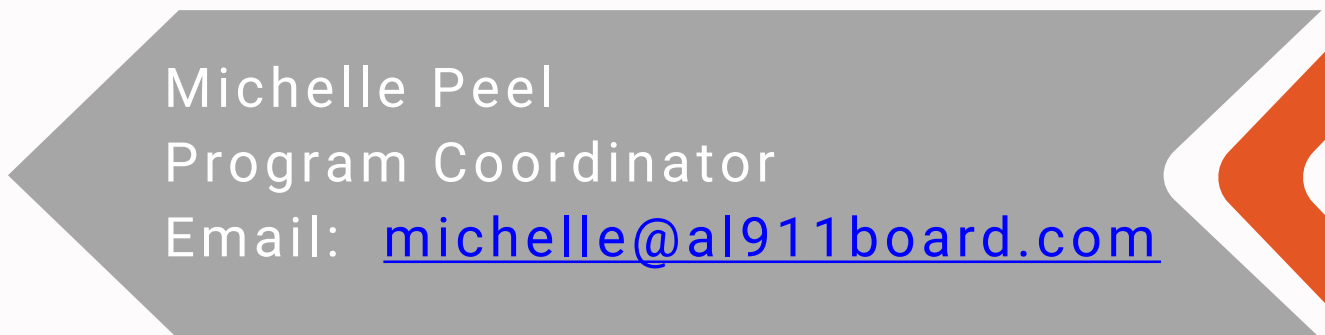
Anderson Brooms  
GIS Program Manager  
Email: [anderson@al911board.com](mailto:anderson@al911board.com)



Laura Ehrhart  
Education & Outreach Program Manager  
Email: [laura@al911board.com](mailto:laura@al911board.com)



Daniel Hipps  
Education and Outreach Specialist  
Email: [daniel@al911board.com](mailto:daniel@al911board.com)



Michelle Peel  
Program Coordinator  
Email: [michelle@al911board.com](mailto:michelle@al911board.com)





# Considerations for Upgrades





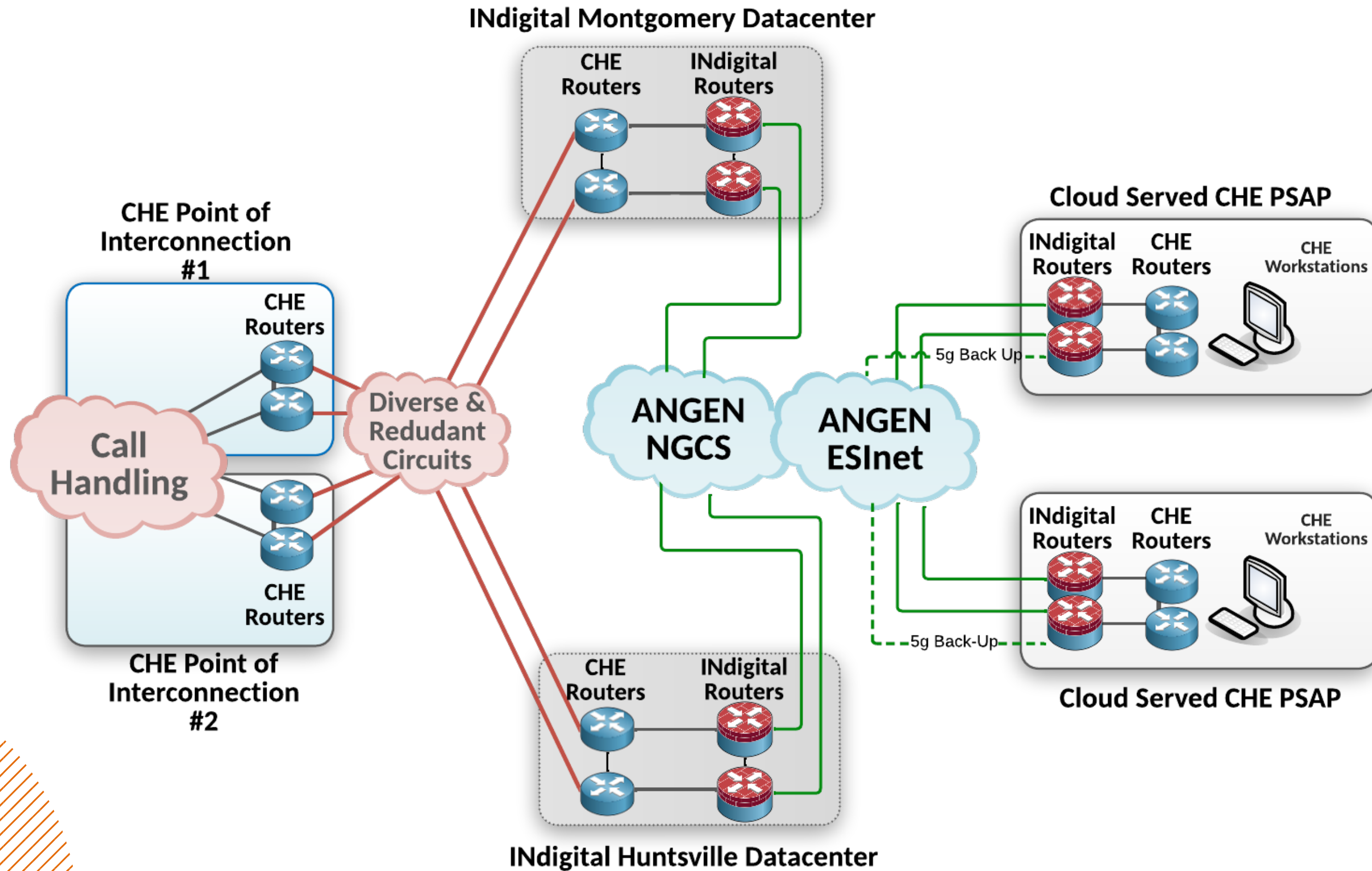
# Overview

- What is ANGEN and how is it built?
  - Alabama Next Generation Emergency Network prioritizes call delivery
  - State Code of Alabama, 11-98-4.1(e)
  - ANGEN’s primary goal in this model is to utilize redundant and carrier-diverse connections from ANGEN’s data centers to the PSAP
  - ANGEN supports transitional i3 and full i3
- How does CPE/CHE “plug in” to ANGEN?
  - Cloud-based,
  - Data center-based, and
  - Premise-based
- Why is this conversation necessary?
  - Support stakeholders
  - Legislative mandate and forthcoming administrative rule
  - Multi-million-dollar investment





# Cloud-Based Call Handling





# Cloud-based Call Handling

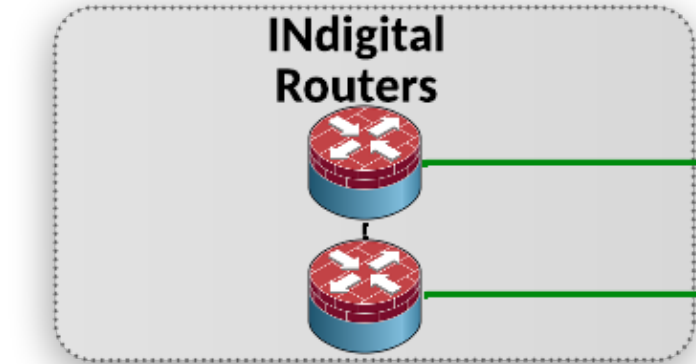
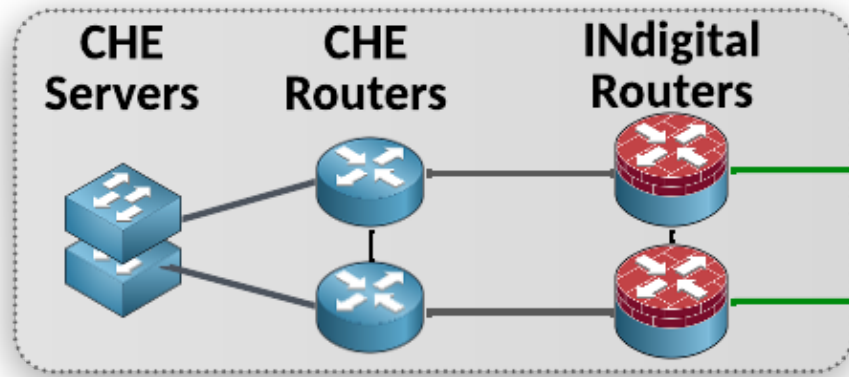
- Emphasizes the multiple redundant pathways for connectivity, both into and out of ANGEN's data centers to the PSAPs, particularly focusing on cloud-based call handling systems.
- Connectivity paths extend from these data centers, illustrating the diverse redundant routes for connecting each cloud-based service into and out of ANGEN's data centers to the PSAPs.
- Call Handling System providers must share bandwidth requirements with INdigital before deployment because not all PSAPs on ANGEN have the same network connectivity availability as others.





# Data Center-Housed or Hosted Call Handling

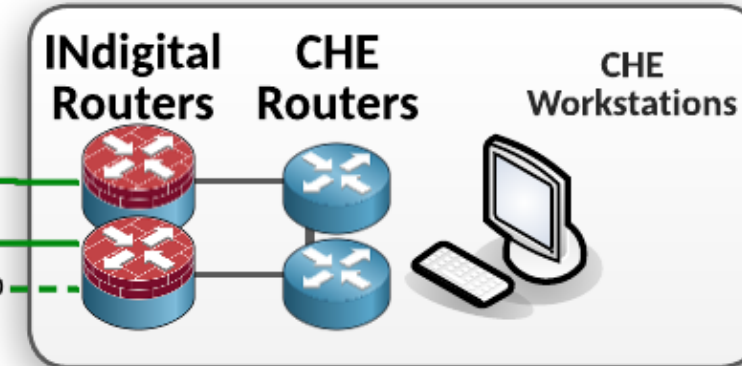
**INdigital Montgomery Datacenter**



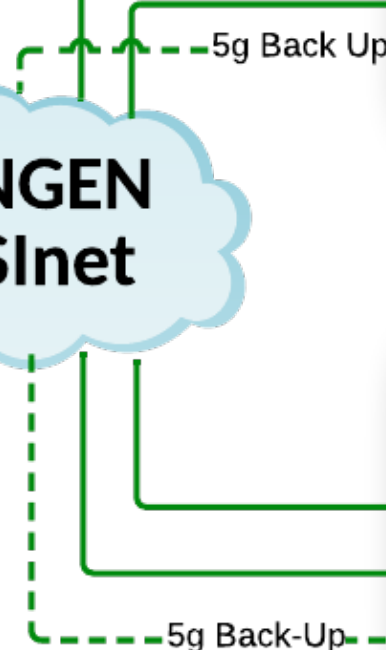
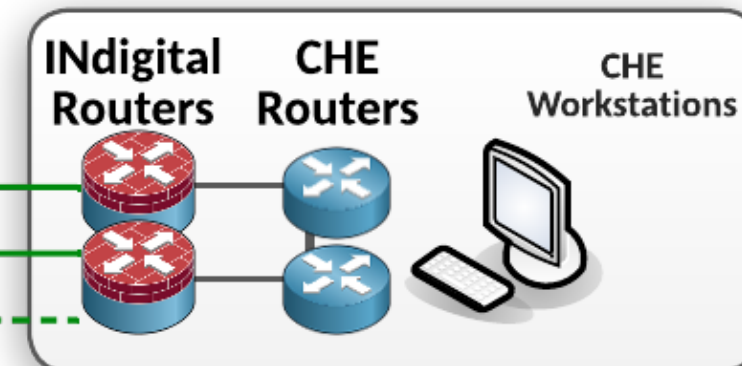
**INdigital Huntsville Datacenter**



**Datacenter Served CHE PSAP**



**Datacenter Served CHE PSAP**







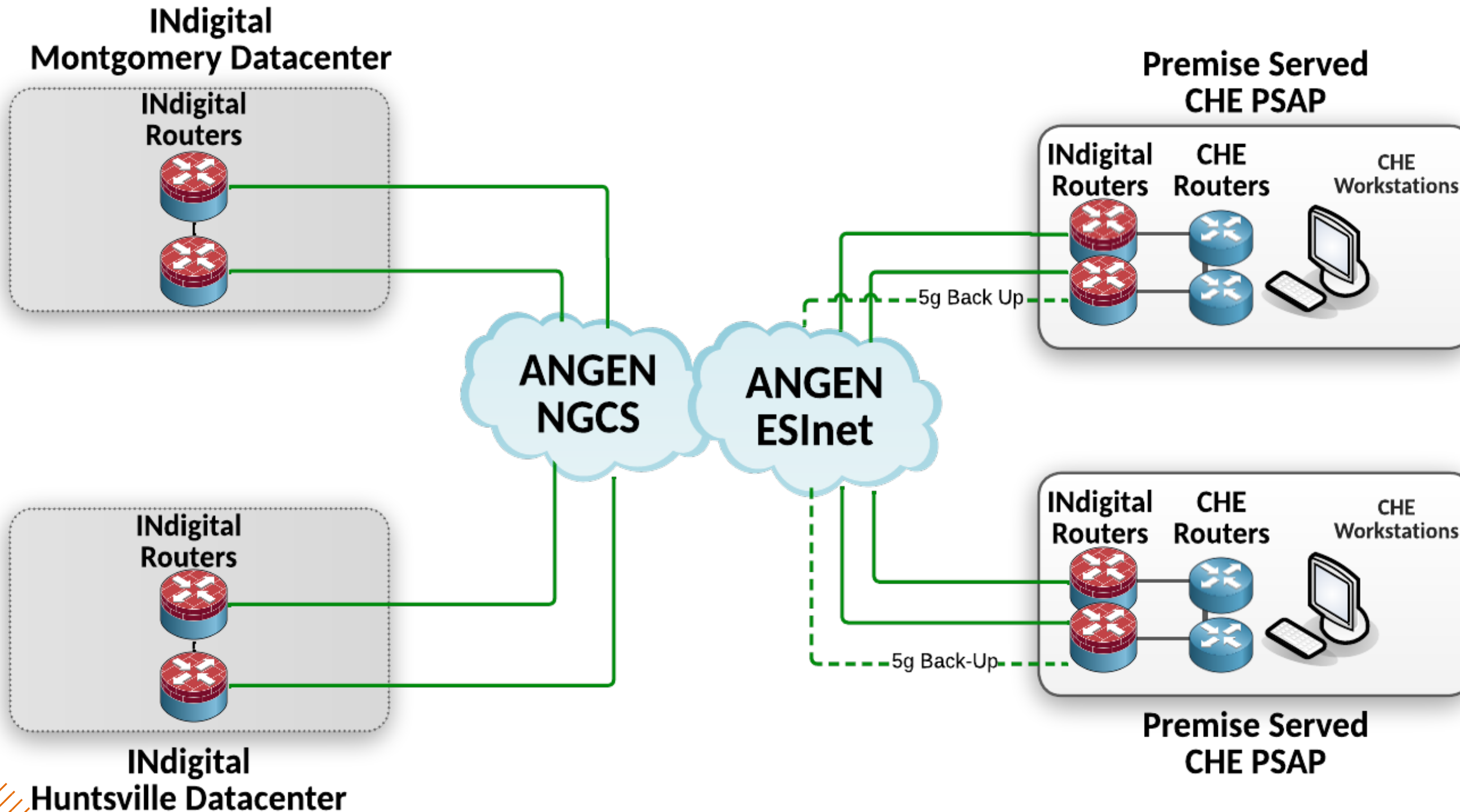
# Data Center-Housed or Hosted Call Handling

- This diagram underscores the redundant pathways from ANGEN's data centers to the PSAPs, specifically focusing on data center-housed call handling systems.
- Connectivity paths extend from these data centers, demonstrating the array of redundant routes available for linking each data center-based service out of ANGEN's data centers to the PSAPs.
- In this arrangement, Call Handling Equipment (CHE) controllers are housed in one data center, with ANGEN's ESInet and MEVO providing call path redundancy.
- Alternatively, CHE controllers can be housed in both data centers. However, further discovery would need to be done concerning how the specific CHE uses the network in a failover and reconvergence capacity as well as bandwidth requirements before deployment.





# Premise-Based Call Handling





# Premise-Based Call Handling

- This diagram highlights the redundant pathways from ANGEN's data centers to the PSAPs, specifically emphasizing premise-based call handling systems.
- Connectivity paths extend from these data centers, showcasing the redundant routes accessible for linking each premise-based service out of ANGEN's data centers to the PSAPs.





# Sample Test Plan Subjects and Test Cases

(\*\*not an exhaustive list\*\*)

- Call Flow
  - SIP Interface
  - Park a call
- i3 Capabilities
  - ANI by Value
  - Device Type
- MSRP
  - Incoming and Outgoing MSRP messages
  - Text to 911 Transfer
- MSRP i3
  - LIS
  - PIDF-LO
- TTY
  - TTY Conference
  - Park TTY
- RTT
  - Incoming or Outgoing RTT messages
  - Pull Parked RTT calls





# Current, Planned Deployment Examples

- Current
  - RPSS Hosted VESTA and Wiregrass Solacom
    - Both are hosted in the ANGEN Datacenters
- Planned
  - Tallapoosa 911
    - Out of state hosted CHE
- Discovery
  - Madison 911
    - Cloud-based exploration





# Upcoming Training in June

**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](https://al911board.com).



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Alabama 9-1-1 Board



@al911board



al911board.com

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

**ALABAMA 911 BOARD**

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



# 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

# Volunteers needed!

Welcome to the  
Alabama 911 Board  
User App

Email Address

Password

Sign In

Forgot Password?

Sign Up For Access

The screenshot displays the 'Primary PSAPs / PSAP Details' page for Pelham 911. The interface includes a sidebar with navigation options like Staff Dashboard, ECDs, Primary PSAPs, Secondary PSAPs, PSTs, Leadership, Education, Training, Tasks & Notes, and Visit Tracker. The main content area shows summary statistics for Pelham 911, including 13 PSTs and 2 Agencies Served. It also provides details for the Pelham Police Department, such as physical and mailing addresses, phone numbers, starting wage (\$21), and available console positions (4). A map of Alabama highlights the location of Pelham. Below these details is a table listing PSTs with columns for Name Reformatted, Department/Agency, Role, Certification Status, Hire Date, Certifying Company, Date of Certification, Assigned Reciprocity in VA, Completed Reciprocity, and Total CEUs This Year. The table lists four PSTs: Macie Conn, Ivy Davis, Leigh Evans, and David Fuentes.

NAME REFORMATED	DEPARTMENT/AGENCY	ROLE	CERTIFICATION STATUS	HIRE DATE	CERTIFYING COMPANY	DATE OF CERTIFICATION	ASSIGNED RECIPROCITY IN VA	COMPLETED RECIPROCITY	TOTAL CEUS THIS YEAR
Conn, Macie	Pelham Police Department	PST	Compliant	06/13/2022	APCO	06/24/2022	01/03/2023	02/06/2023	44
Davis, Ivy	Pelham Police Department	Leadership / Management	Compliant	02/23/1999	AL911 Board Competency Exam	09/28/2004	04/14/2023		27
Evans, Leigh	Pelham Police Department	PST Supervisor	Compliant	03/29/2010	AL911 Board Competency Exam	04/06/2023	04/14/2023	05/01/2023	3
Fuentes, David	Pelham Police Department	PST Supervisor	Compliant	05/29/2012	AL911 Board Competency Exam	04/06/2023	04/14/2023	05/10/2023	1

# DEADLINES AND REMINDERS

Are you hiring?

We can post your job openings to our website. Email [Michelle](#) the job description including closing date.



Are you looking for a job?

Check our [website](#) for openings.

FY24 Legacy 9-1-1 Cost Reimbursement submissions are due by the 10<sup>th</sup> of each month. The new form is [here](#).



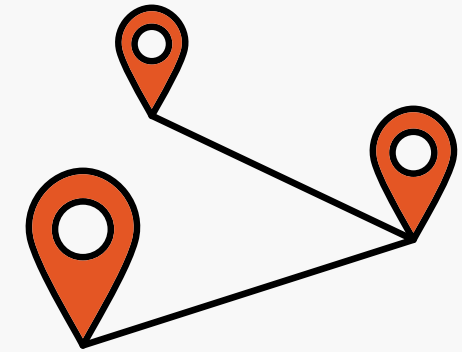
## PST CERTIFICATION REIMBURSEMENT

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](#).

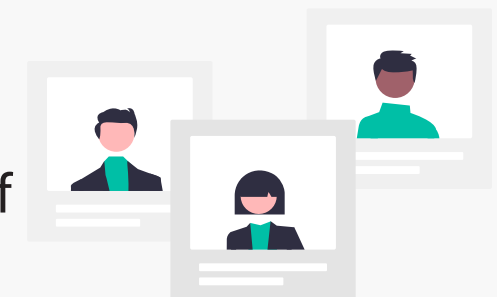


Upload, validate, aggregate your GIS data to the State office VEP.



## 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](#).



@alabama911board



Alabama 9-1-1 Board



@al911board



[al911board.com](https://al911board.com)

**UPCOMING TALK ABOUT IT**  
*every 2<sup>nd</sup> & 4<sup>th</sup> TUESDAY*



June 25

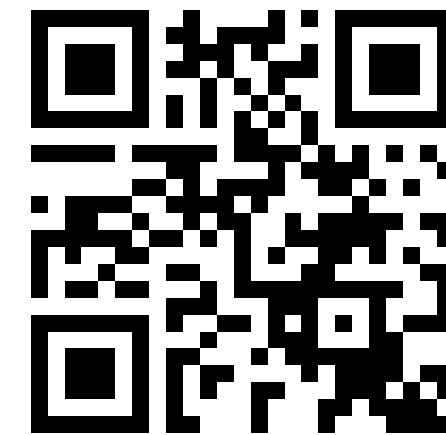
Highlights of the  
new and improved  
INdigital database



July 9

DATAMARK VEP  
Quarterly Update

**Twice Monthly  
Newsletter**



*Scan to sign up!*



# NEW TIME ALERT!



Talk About It Tuesday is now at 10:00 a.m.

# Questions?

# Contact Us

(334) 440-7911



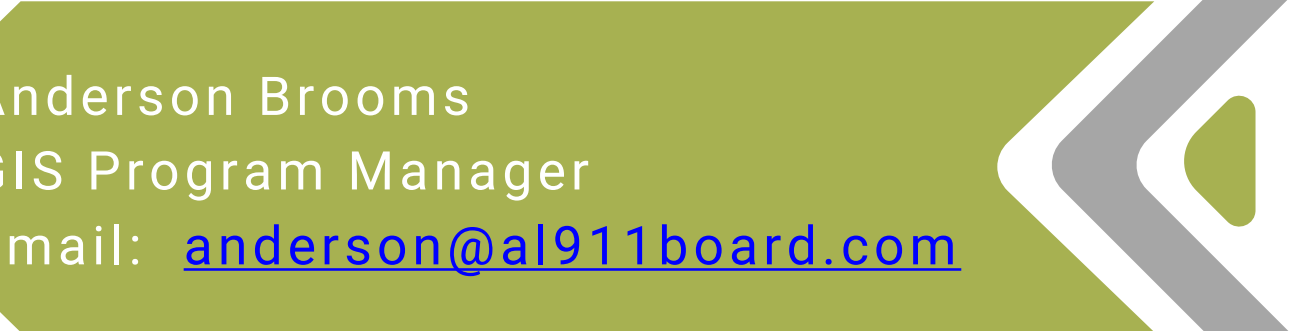
Leah Missildine  
Executive Director  
Email: [leah@al911board.com](mailto:leah@al911board.com)



Adam Brown  
Deputy Director  
Email: [adam@al911board.com](mailto:adam@al911board.com)



Nida Jackson  
Senior GIS Specialist  
Email: [nida@al911board.com](mailto:nida@al911board.com)



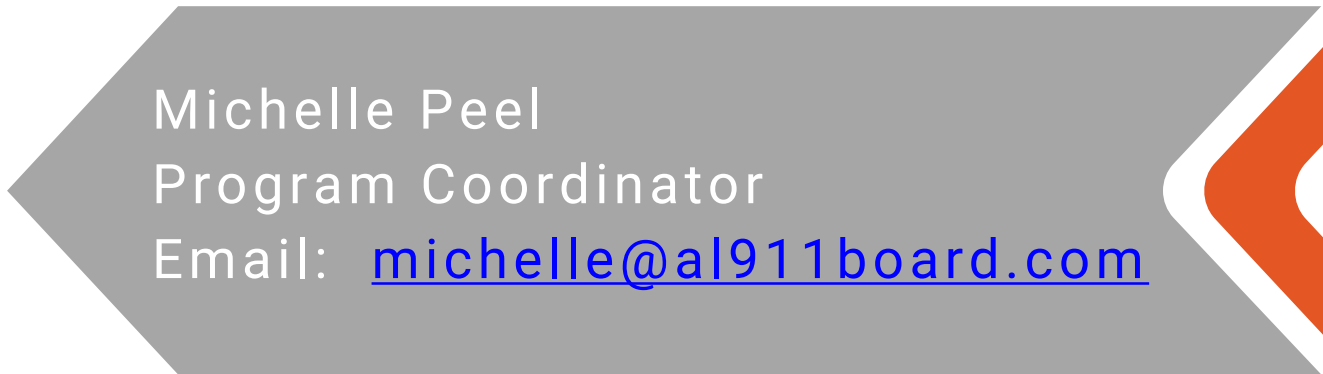
Anderson Brooms  
GIS Program Manager  
Email: [anderson@al911board.com](mailto:anderson@al911board.com)



Laura Ehrhart  
Education & Outreach Program Manager  
Email: [laura@al911board.com](mailto:laura@al911board.com)



Daniel Hipps  
Education and Outreach Specialist  
Email: [daniel@al911board.com](mailto:daniel@al911board.com)



Michelle Peel  
Program Coordinator  
Email: [michelle@al911board.com](mailto:michelle@al911board.com)

