



ALABAMA 911 BOARD

June 25, 2024
Talk About It Tuesday!



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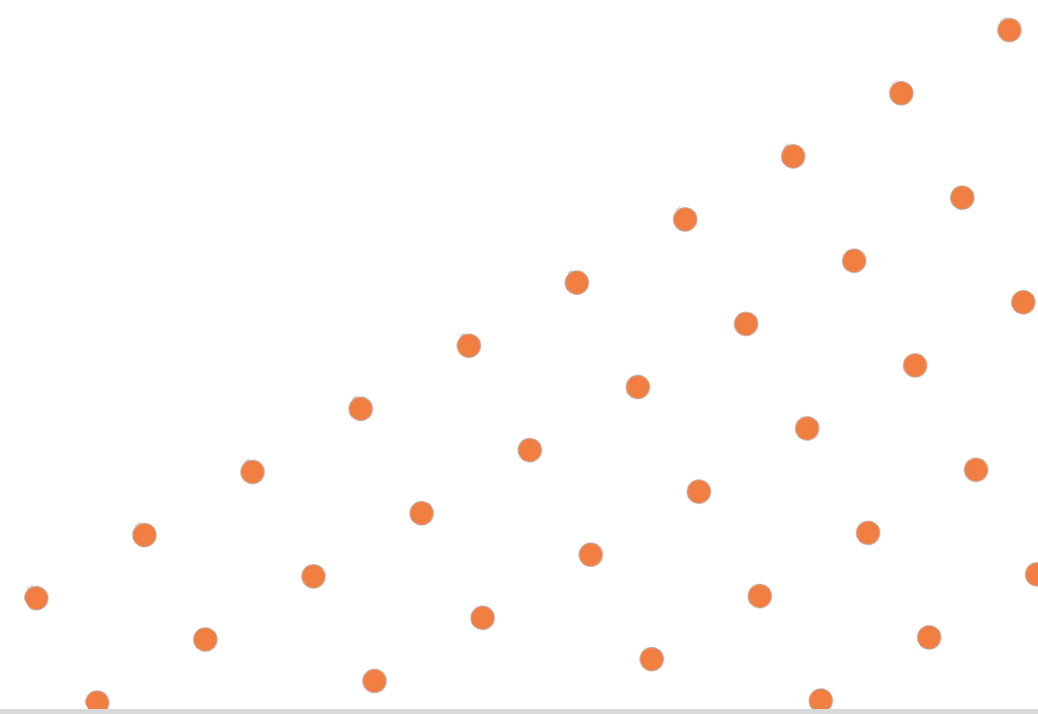
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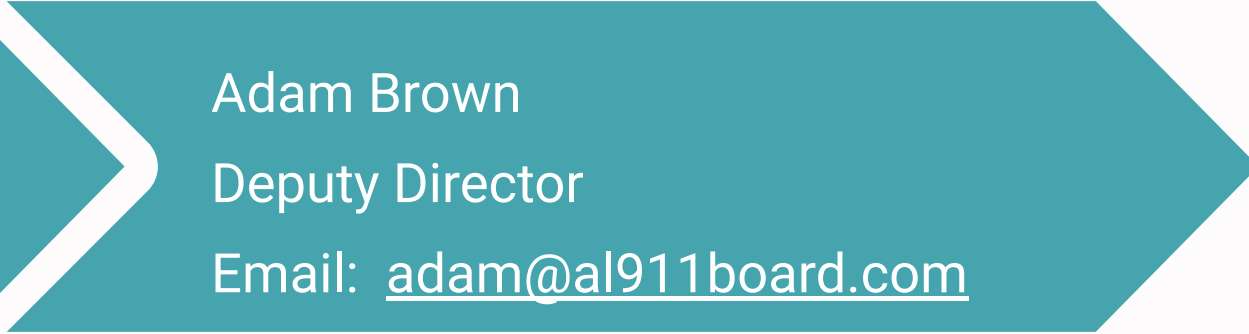


Our Team

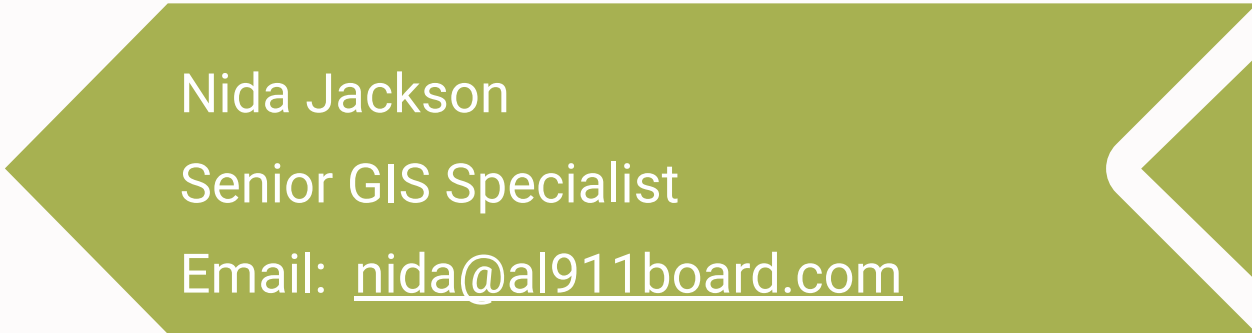
(334) 440-7911



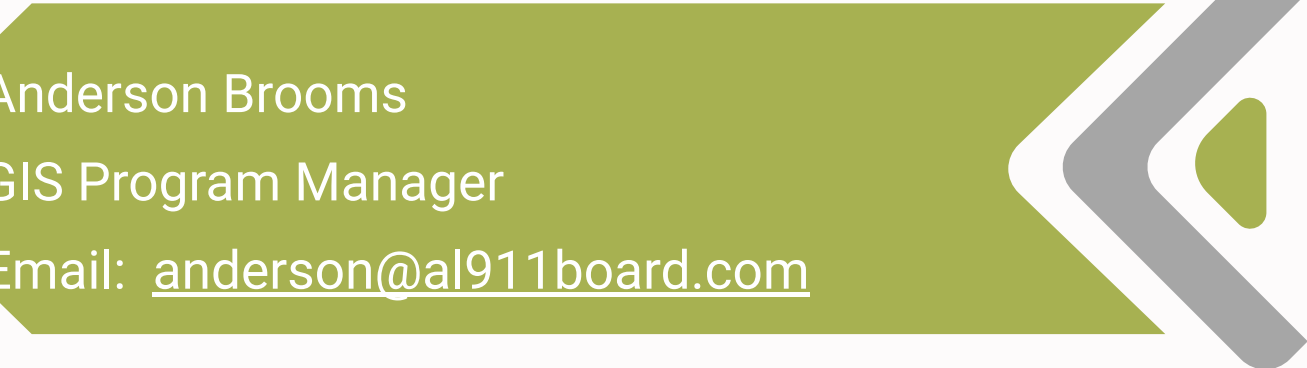
Leah Missildine
Executive Director
Email: leah@al911board.com



Adam Brown
Deputy Director
Email: adam@al911board.com



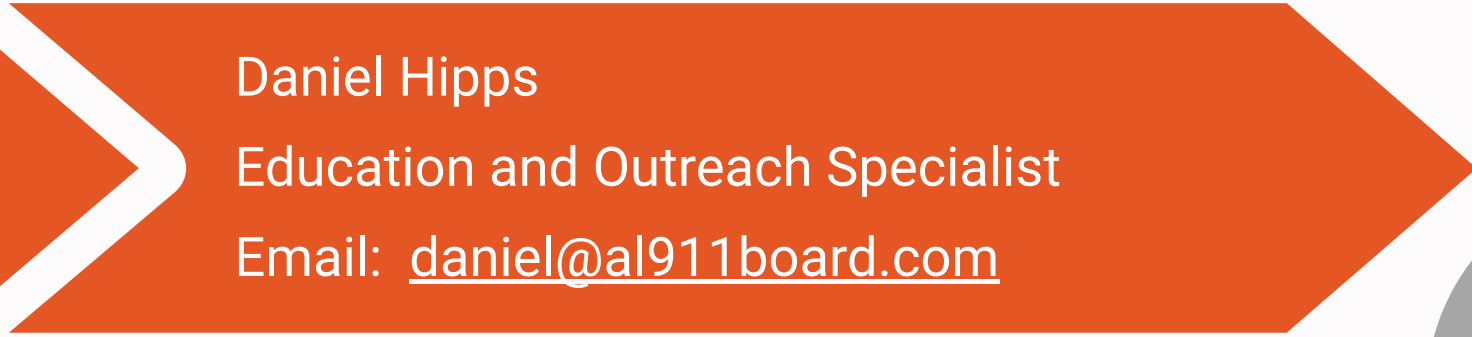
Nida Jackson
Senior GIS Specialist
Email: nida@al911board.com



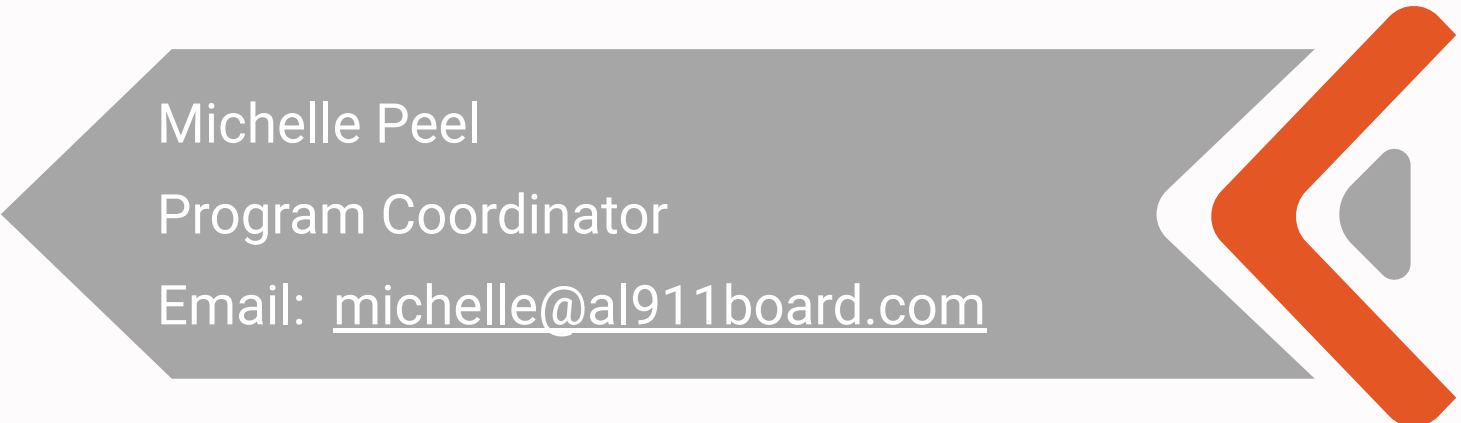
Anderson Brooms
GIS Program Manager
Email: anderson@al911board.com



Laura Ehrhart
Education & Outreach Program Manager
Email: laura@al911board.com



Daniel Hipps
Education and Outreach Specialist
Email: daniel@al911board.com



Michelle Peel
Program Coordinator
Email: michelle@al911board.com



INdigital Database Highlights



Highlights of the new INdigital Database

Melissa Carpenter

Talk About It Tuesday - June 25, 2024

New Look to AL911.net

Additional resources and
easier login access

WELCOME TO AL911

AL911 is a resource site for Alabama PSAPs that desire to utilize Next Generation 911 technologies. The site contains access to PSAP tools, trouble tickets, state resources and industry news.

[LOGIN](#)[TROUBLE REPORTING](#)

OUTSIDE RESOURCES

This is the place to find the resources you need for the AL911 network. The links to the right will take you to items including text to 9-1-1 platform Texty, INdigital, NENA and state links. The purpose is to keep you informed and educated on what is happening within the industry. More resources will be added as they become available.

[Texty >](#)[State of Alabama >](#)[INdigital >](#)[Alabama 911 Board >](#)[Alabama NENA >](#)[National NENA >](#)[911 Logix >](#)

WELCOME TO AL911

AL911 is a resource site for Alabama PSAPs that desire to utilize Next Generation 911 technologies. The site contains access to PSAP tools, trouble tickets, state resources and industry news.

LOGIN

TROUBLE REPORTING



Sign Up

Already a member? [Log In](#)

Email

Password

I'm not a robot



Sign Up

Confirm your email

To finish signing up, confirm your email by entering the 6-digit code we sent to:
mcarpenter@indigital.net

Enter 6-digit code

Confirm & Sign Up

Didn't get the email? Check your spam.

[Resend Code](#)

Success! Your member signup request has been sent and is awaiting approval. The site administrator will notify you via email (mcarpenter@indigital.net) once your request has been approved.



OK

What is an MSAG?

Master Street Address Guide

Master Street Address Guide (MSAG)



- Used as the basis for call routing
- Identifies
 - Street names 
 - Ranges of house numbers 
 - Responsible emergency service agencies



How does MSAG affect the call taker?

- Physical Address and name of business (if applicable)
- Responding ESN
- Responding agencies

Call Information Display

Current Manual Recent

(256) 574-1050 JCKSCTY02

256-574-1050 CBN 256-574-1050 BSPD
10/20/2022 BUSN
RIVERBEND FAMILY MEDICINE ESN 368
406 TAYLOR ST

Township:
SCOTTSBORO 071 AL

Comments:
STE A

X=
Y=
Z=

No lat/longs are given for wireline calls

LAW: SCOTTSBORO PD
FIR: SCOTTSBORO FD ST 1

Advantages of new web based toolkit

> Filters 4 columns

> Columns Adjustable

Export MSAG

Multiple jurisdictions

User Friendly

MSAG Records

Export

	Street Name ▲	Low Range ▲	High Range ▲	Prefix Directional ▲	Street Suffix ▲	MCN ▲	Post Di
	filter...	filter...	filter...	filter...	filter...	filter...	filter...
	1	100	115		ST	EUFAULA	
	10-1/2	1100	1111	SW	AV	SHEFFIELD	
	10-1/2	1200	1205	SW	AV	SHEFFIELD	
	101ST AIRBORN...	1	400		RD	FT MITCHELL	
	10TH	2100	2299		ST	DECATUR	SW
	10TH	100	199		ST	DECATUR	SW
	10TH	391	391		PL	ALABASTER	SE
	10TH	1	100		PL	ALABASTER	SE
	10TH	50	449		AV	CHICKASAW	

MSAG Records

Export

	Prefix Directional ▲	Street Name ▲	MCN ▲	Street Suffix ▲	Post Directional ▲	High Range ▲	Low Range ▲	Side
		tall x	mobile					
		TALLAHASSEE	MOBILE	DR		1599	1550	B
	E	TALLY	MOBILE	CT		119	101	B
	N	TALLY	MOBILE	CT		2660	2650	B
	W	TALLY	MOBILE	CT		118	100	B
		TUNSTALL	MOBILE	ST		311	309	B

Showing 1 to 5 of 5 records

Page Size 25

Updating / Adding MSAG

Current MSAG Record (653672)

Range: -

Side:

Prefix Direction:

Street Name:

Street Suffix:

Post Direction:

MSAG Community Name:

State:

Community:

County Id:

ESN:

Requested MSAG Record

Range: -

Side:

Prefix Direction:

Street Name:

Street Suffix:

Post Direction:

MSAG Community Name:

State:

Community:

County Id:

ESN:

Notes:

DELETE EXISTING

CANCEL

INSERT NEW

CHANGE EXISTING

Updating / Validating Discrepancies



Discrepancies

Discrepancy Statistical From: 06/01/2024 To: 06/24/2024 Questions Only Show Completed Search Clear Filters

	ANI	CBN	Status	Type	Creator	Time of In...	Time Elapsed	COS	PSAP	COID
	filter...	filter...	filter...	filter...	filter...			filter...	filter...	filter...
Q			Verified	MSAGrequest		2024-06-20 21:1...	1 days			NDGTL
Q			Verified	MSAGrequest		2024-06-20 14:2...	2 days			NDGTL
Q			Verified	MSAGrequest		2024-06-20 14:2...	2 days			NDGTL
Q			Verified	MSAGrequest		2024-06-20 14:1...	2 days			NDGTL
Q			Verified	MSAGrequest		2024-06-18 21:0...	3 days			NDGTL
Q			Verified	MSAGrequest		2024-06-18 20:5...	3 days			NDGTL
Q			Verified	MSAGrequest		2024-06-18 20:5...	3 days			NDGTL
Q			Verified	MSAGrequest		2024-06-18 20:5...	3 days			NDGTL
Q			Verified	MSAGrequest		2024-06-18 20:5...	3 days			NDGTL
Q			Verified	MSAGrequest		2024-06-18 20:5...	3 days			NDGTL
Q			Verified	MSAGrequest		2024-06-18 20:4...	3 days			NDGTL
Q			Verified	MSAGrequest		2024-06-18 20:4...	3 days			NDGTL
Q			Verified	MSAGrequest		2024-06-18 20:3...	3 days			NDGTL

Discrepancies > View Discrepancy

Changes to MSAG 638878

	Original	Requested	Current
Low Range	11225	11090	11090
High Range	11618	11099	11099
Side	B	B	B
Prefix Directional			
Street Name	BAMA ROCK GARDEN	BAMA ROCK GARDEN	BAMA ROCK GARDEN
Street Suffix	RD	RD	RD
Post Directional			
MSAG Community Name	VANCE	VANCE	VANCE
State	AL	AL	AL
Community			
County ID	125	125	125
ESN	396	040	040

Comments

Comment	Author	Created
Please refer back to Ticetk 248838	dginder	2024-06-19 11:42:53

Details

Status	Verified
Question	No
Type	MSAGrequest
Creator	smeehan
Last Modified	2024-06-19 11:43:21
Opened	2024-06-18 20:54:11



Submitting Tickets by email/contact



Logged in as: mcarpenter

Logout

ALI RECORDS | MSAG RECORDS | ELT RECORDS | DISCREPANCIES/REQUESTS 270 | CONTACT | FAQ

Contact

☎ Main Telephone number: (260) 469-2010

Toll Free: (877) 469-2010

✉ e-mail contact: database@indigital.net

Subject*:

Detail*:

Reset

Submit



REQUEST FOR WEB ACCESS TO INDIGITAL 9-1-1 ALI DATABASE

1. Person authorizing account:

Name:

Title:

2. Please provide contact information for the person requiring web access to the 9-1-1 Data for your organization. If multiple accounts are needed, fill out a separate form for each person:

Contact Name:

Contact Email:

Contact (work) address:

Contact Phone:

3. Authorization- what permissions should be given to the account-holder:

State, County/Countries:

Account Type (choose one):

View MSAG only View MSAG and ALI View and request changes to MSAG and ALI

4. To better secure the web interface to customer records, we use dual factor authentication. Besides the username and password, you will be asked to provide a One Time Password (OTP). This OTP is provided via one of the following options:

- Authenticator Application: per your agency policy, your choice of Authenticator Application on agency equipment
- Physical Fob mailed to you from INdigital

It will be more secure to have the Authenticator on a different device from where you do your database work.

Please reach out to your IT team for guidance on recommended software and agency policy. If you have any concerns, request a Physical Fob.

Please email me a link that will provide an OTP QR code that can be added into most authenticator or password manager applications.

Please send me a physical fob at the above address.

Please return this form to database@indigital.net. Once we have received this information a member of our team will establish the necessary accounts and reach out to the point of contact listed above for further coordination. Should you have any questions please contact us at

INdigital
database@indigital.net
toll free: 877-469-2010

1616 Directors Row
Fort Wayne, IN 46808

How to get access to the new database:

This change is being made to increase the security, reliability, and the feature set of the functions being made available to you as well as move toward the future vision of our product offerings.

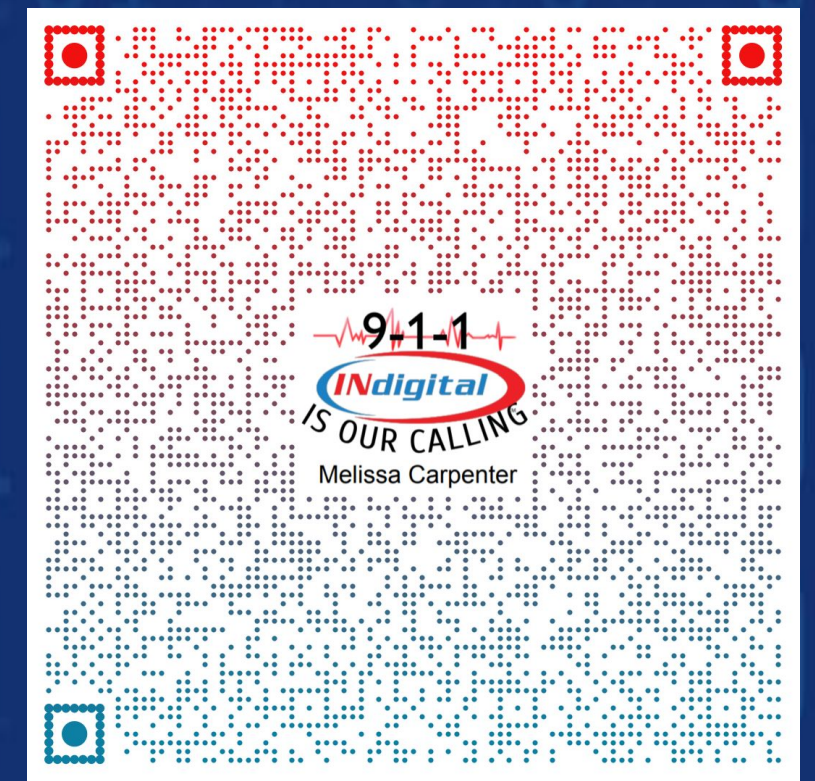


Questions?



Melissa Carpenter
mcarpenter@indigital.net
334.531.9152

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





Requesting Access to the INdigital ALI Database

- Fill out this form that can be downloaded from the Board website [here](#).

REQUEST FOR WEB ACCESS TO INDIGITAL 9-1-1 ALI DATABASE

1. Person authorizing account:

Name:

Title:

2. Please provide contact information for the person requiring web access to the 9-1-1 Data for your organization. If multiple accounts are needed, fill out a separate form for each person:

Contact Name:

Contact Email:

Contact (work) address:

Contact Phone:

- Email the completed form to database@indigital.net.

Grant Cycle 10





- Grant Cycle 10 opened last week on June 18!
 - This grant cycle will be solely focused on call-handling equipment solutions (CHE) and NG911 Recorders. No other grant project categories will be considered during Grant Cycle 10.
 - Information and the application package can be found on our website.
<https://www.al911board.com/announcements/alabama-9-1-1-board-grant-program-cycle-10>
- Make note of some submission and application material changes
 - We will no longer require a printed copy of the application material to be submitted.
 - You only need to either email a digital copy of the application to adam@al911board.com or place the application materials on a digital storage device and mail or hand deliver it the Alabama 9-1-1 Board office.
 - As part of the ECD Financial Sheet, there is a requirement for both the ECD's approved FY2024 budget and a copy of the ECD's Annual Required Report to the Department of Examiners.

Applications are due on or before August 9, 2024



@alabama911board



Alabama 9-1-1 Board



@al911board



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

do you want to **HOST TRAINING?**

provided by the AL 9-1-1 Board

If you have a facility that can accommodate an in-person class, we want to hear from YOU!!!!!!!



BUILDING MENTALLY TOUGH, HIGH MORALE 911 TEAMS



DOTHAN
JULY 23, 2024



MONTGOMERY
JULY 24, 2024



HOOVER
JULY 25, 2024



CULLMAN
JULY 26, 2024

This class will equip ECC personnel with the tools to tackle the unique stressors faced by 911 teams, such as understaffing, excessive overtime, and veteran/new-hire struggles. Participants will gain insights and concrete strategies to build mental toughness, improve team morale, and enhance communication, ultimately fostering a high-quality work environment.

provided by
ALABAMA 911 BOARD



Instructor
Jim Marshall
CEO of 911 Training Institute

 **NO COST**

 **8 HOURS CEUS**

UPCOMING TRAINING

JUNE 27

Mental Health
First Aid

Hartselle, AL

JULY 12

Liability Issues in
the 911 Center

Tuscaloosa, AL

JULY 22-24

Communication
Center Manager

Huntsville, AL

JULY 23

Building Mentally
Tough, High
Morale 911 Teams

Dothan, AL

100%
FREE

JULY 24

Building Mentally
Tough, High
Morale 911 Teams

Montgomery, AL

100%
FREE

JULY 25

Building Mentally
Tough, High
Morale 911 Teams

Hoover, AL

100%
FREE

JULY 26

Building Mentally
Tough, High
Morale 911 Teams

Cullman AL

100%
FREE

JULY 30

Mental Health
First Aid

Tarrant, AL

JULY 31

Crisis Call
Training for the
ECC

TBD

100%
FREE

AUGUST 1

Crisis Call
Training for the
ECC

TBD

100%
FREE

AUGUST 15

LifeBridges to
Suicide Callers:
Core Concepts

Gadsden, AL

100%
FREE

AUGUST 16

LifeBridges to
Suicide Callers:
Core Concepts

Pell City, AL

100%
FREE

AUGUST 22

Florence, AL

100%
FREE

AUGUST 23

TBD

100%
FREE

SEPTEMBER 9

Troy, AL

100%
FREE

SEPTEMBER 10

Robertsdale, AL

100%
FREE

SEPTEMBER 16

Montgomery, Al

100%
FREE

SEPTEMBER 17

Tuscaloosa, AL

100%
FREE

MORE DETAILS TO COME SOON!!!!

RFP for Teaching Services Announcement





RFP for Teaching Services Announced!

- **Purpose and Rate**

- This request for proposal (RFP) is to contract for teaching services to be provided for the Alabama 9-1-1 Board (hereinafter referred to as "the Board") on an as needed basis at the rate of \$800.00 USD per day. (e.g. \$2,400.00 USD for instruction of a three-day course, \$4,000.00 USD for instruction a five-day course, etc.)

- **Key Dates**

- Issuance of Request for Proposals ☐ 6/25/2024
- Deadline for Proposal Responses ☐ 7/12/2024
- Contract Executed ☐ upon approval

- **Point of Contact**

- Laura Ehrhart, E&O PM
- Alabama 9-1-1 Board
- ATTN: Teaching Services
- 1 Commerce Street, Suite 620
- Montgomery, AL 36104
- laura@al911board.com



@alabama911board



Alabama 9-1-1 Board



@al911board



al911board.com



What are we looking for?

- **Scope of Services**

- Deliver training and instruction to public safety telecommunicators and other 911 professionals as prescribed by the Board.
- Provide said training and instruction on an **up to once monthly basis** in a format agreed upon with Board staff, which may include, but is not limited to in-person or virtual, instructor-led training, hands-on training, E-training, simulations, job shadowing, and lectures.
- Support the Board in all administrative duties related to teaching services.
- Review, draft, and propose amendment to the Board on policies, rules, and legislation pertaining to teaching services provided by the Board.
- Attend meetings of the Board and meet with management as necessary





Proposal Contents

- **Letter of Interest**
- **Resumé**
- **Areas of Expertise**
- **Qualifications**
 - Five or more years of experience in the public safety field.
 - Three or more years of recent experience instructing in the public safety field.
 - Possession of or ability to obtain an International Academies of Emergency Dispatch Emergency Telecommunicator Course Instructor or other certification designated by the Board within three months of contract start date.
- **Letter of Authorization**
- **References**



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 10th of each month. The new form is [here](#).



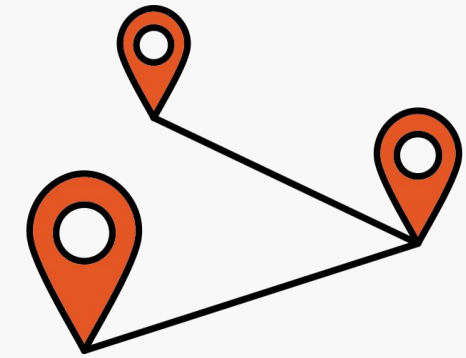
PST CERTIFICATION REIMBURSEMENT

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](#).

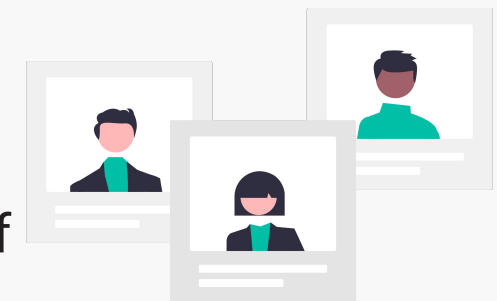


Upload, validate, aggregate your GIS data to the State office VEP.



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](#).



UPCOMING TALK ABOUT IT
every 2nd & 4th TUESDAY



July 9

DATAMARK VEP
Quarterly Update



July 23

No TAIT
9-1-1 Summit Week

**Twice Monthly
Newsletter**



Scan to sign up!



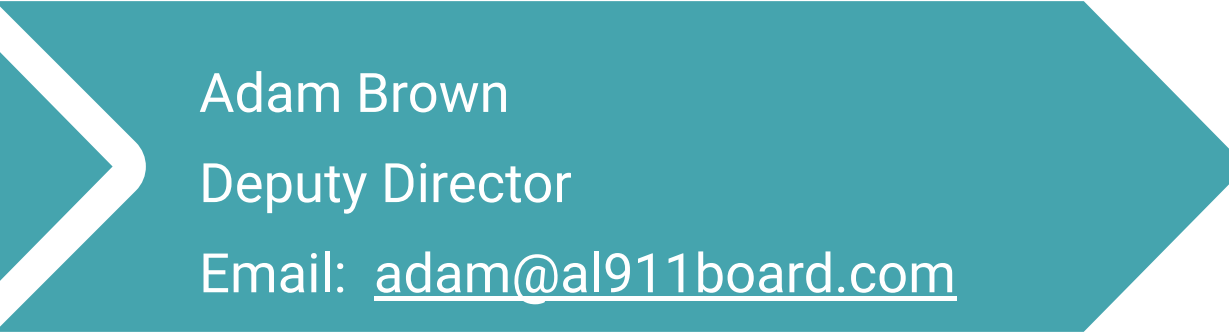
Questions?

Contact Us

(334) 440-7911



Leah Missildine
Executive Director
Email: leah@al911board.com



Adam Brown
Deputy Director
Email: adam@al911board.com



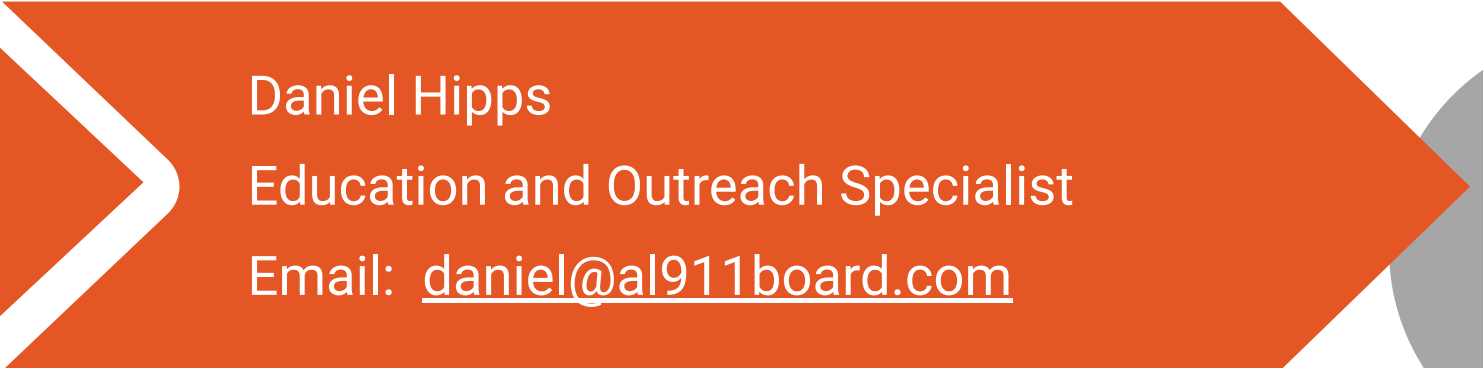
Nida Jackson
Senior GIS Specialist
Email: nida@al911board.com



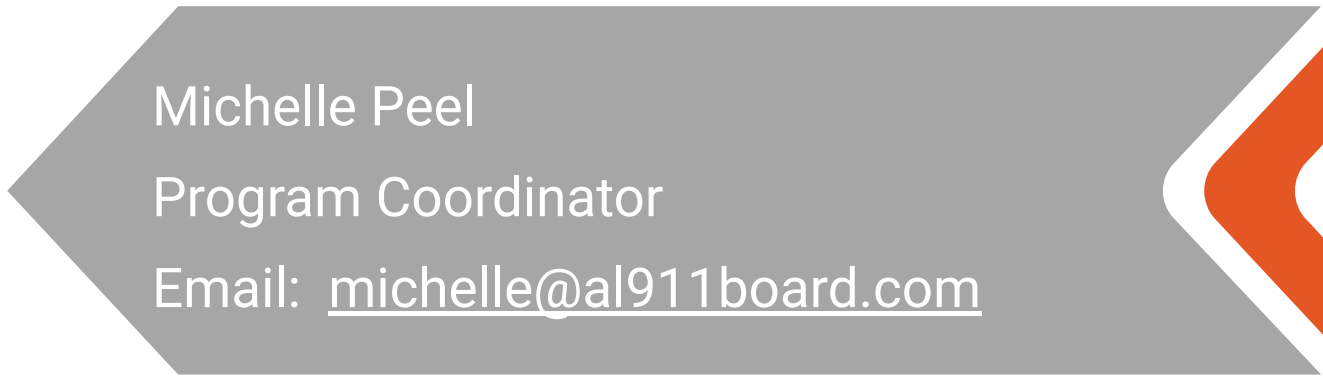
Anderson Brooms
GIS Program Manager
Email: anderson@al911board.com



Laura Ehrhart
Education & Outreach Program Manager
Email: laura@al911board.com

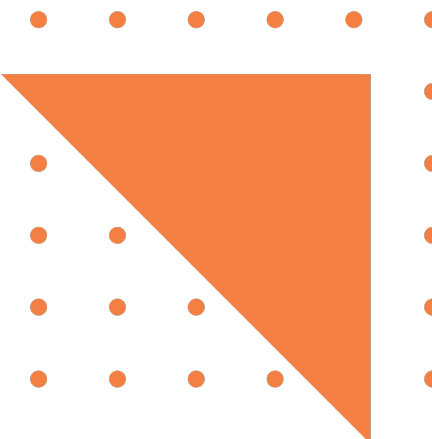
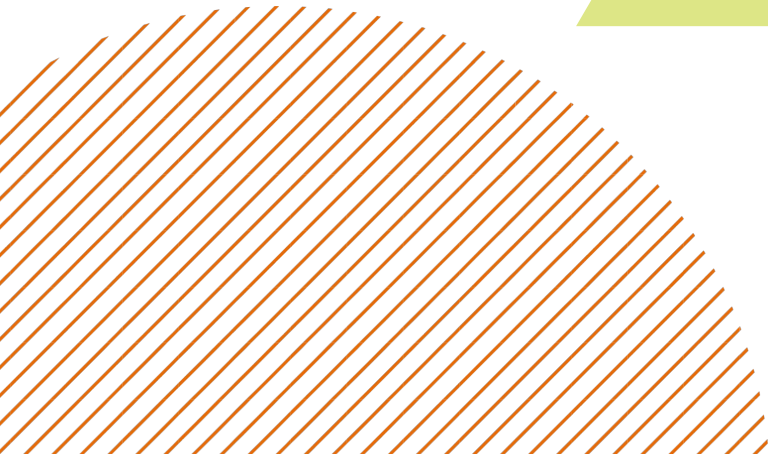
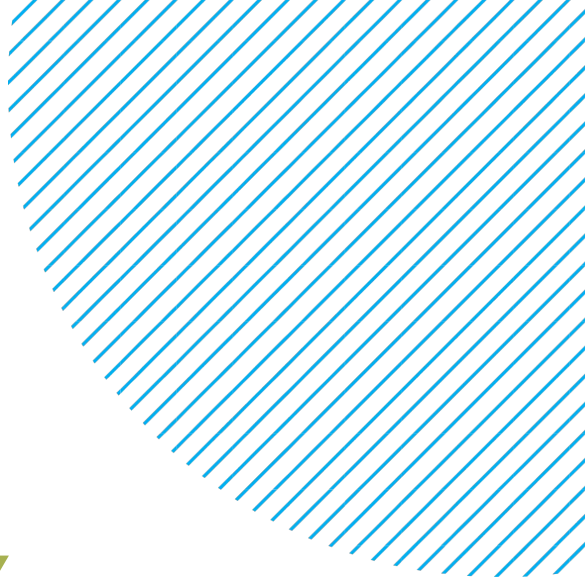


Daniel Hipps
Education and Outreach Specialist
Email: daniel@al911board.com



Michelle Peel
Program Coordinator
Email: michelle@al911board.com







UPCOMING TRAINING

**INdigital Regional Training and
OTM Cyber Cybersecurity**

Training
Montgomery, AL
Alabama 9-1-1 Board

2/12

APCO
**Active Shooter Incidents
for Public Safety
Communications**
Pelham, AL
Pelham 911

3/7

2024
User Conference
Birmingham, AL
Alabama 9-1-1 Board

4/8-4/12

**Mental Health First Aid
for
First Responders**
Helena, AL
University of Alabama
City of Helena

5/7

2/6

APCO 9-1-1

Wellness Summit
Atlanta, GA
APCO International

**3/5
&
3/7**

**Preparing for Emergency
Communication Center
Deployments**
Milton, FL
Florida TERT

**3/28
&
3/29**

**ALERT Basic
Awareness Training**
Cullman, AL
ALERT

4/12

**Disaster Operations and the
Communications Center**
Helena, AL
Helena Police Department

INFORMATION AND REGISTRATION IS ON OUR [WEBSITE](#)



