



# ALABAMA 911 BOARD

**September 18, 2024  
Board Meeting  
Montgomery, Alabama**



@alabama911board



Alabama 9-1-1 Board



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# Board Meeting Agenda

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## 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



# Executive Session

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# Board Meeting Agenda

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- ❖ Governance (Tab 6)

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# Finance

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TAB 3



# Finance

- ❖ **Financial Statements**
- ❖ **Revenue Overview**
- ❖ **Legacy Cost Reimbursements**
- ❖ **Prior & Current Grant Cycles Updates**
- ❖ **Budget**
- ❖ **Unclaimed Cost Recovery Declaration**

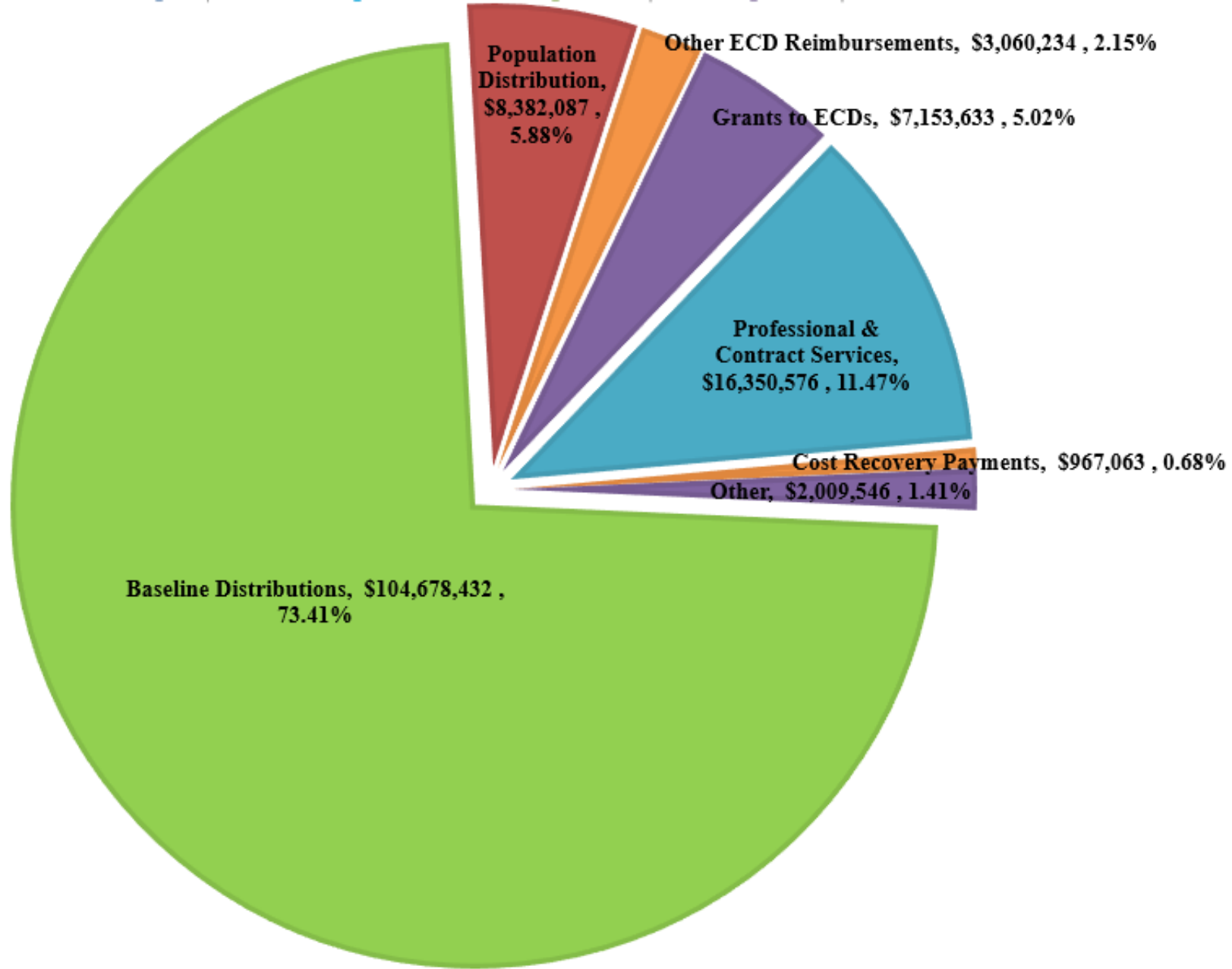


Statement of Revenue and Expenses - Modified Cash Basis Total Funds  
For nine months ending August 31, 2024

Fiscal Year to Date

Aug-24

	Aug-24	Fiscal Year to Date
<b>Revenues</b>		
Carrier Receipts	\$ 9,573,687	\$ 131,576,239
Interest Income	\$ 62,449	\$ 637,080
Other Income	\$ -	\$ 735
User Conference Income	\$ -	\$ 80,771
<b>Total Revenues</b>	<b>\$ 9,636,136</b>	<b>\$ 132,294,825</b>
<b>Expenses</b>		
Baseline Distributions	\$ 10,315,563	\$ 104,678,432
Population Distribution	\$ 438,078	\$ 8,382,087
Other ECD Reimbursements	\$ 50,214	\$ 3,060,234
Grants to ECDs	\$ 78,717	\$ 7,153,633
Professional & Contract Services	\$ 1,246,428	\$ 16,350,576
Cost Recovery Payments	\$ 156,962	\$ 967,063
Salaries and Related Taxes and Benefit	\$ 72,567	\$ 826,361
Examiners Audit	\$ 183,040	\$ 510,719
Rent and Utilities	\$ 15,835	\$ 154,749
Travel and Training	\$ 14,881	\$ 343,587
Depreciation	\$ 4,837	\$ 48,378
Software and Hardware Leases	\$ 3,833	\$ 34,651
Office Expenses	\$ 1,704	\$ 50,547
Insurance	\$ -	\$ 8,747
Vehicle Related Expenses	\$ 1,525	\$ 13,709
Dues and Subscriptions	\$ 9,600	\$ 18,098
<b>Total Expenses</b>	<b>\$ 12,593,784</b>	<b>\$ 142,601,571</b>
<b>Change in Net Position</b>	<b>\$ (2,957,648)</b>	<b>\$ (10,306,746)</b>



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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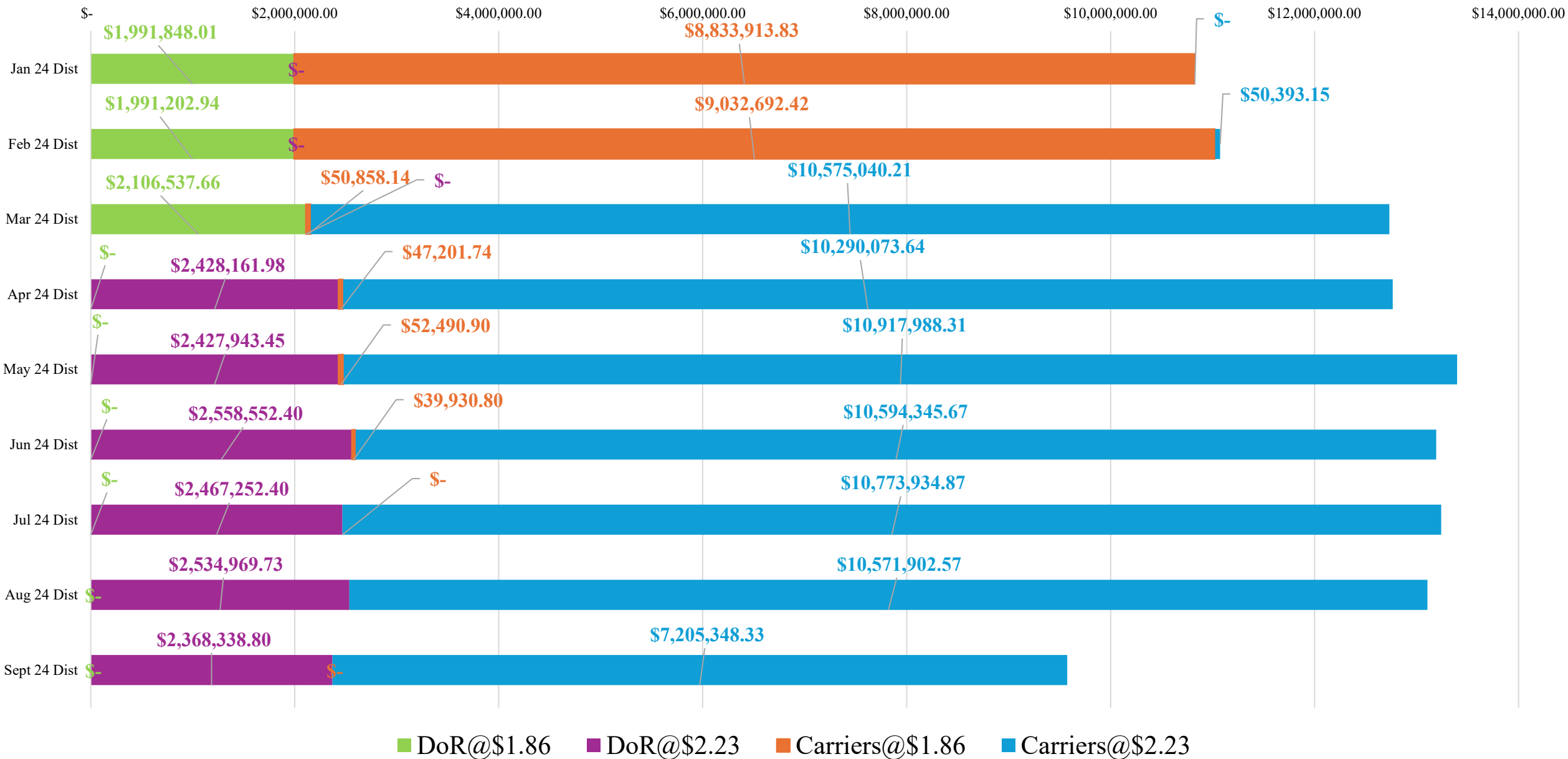


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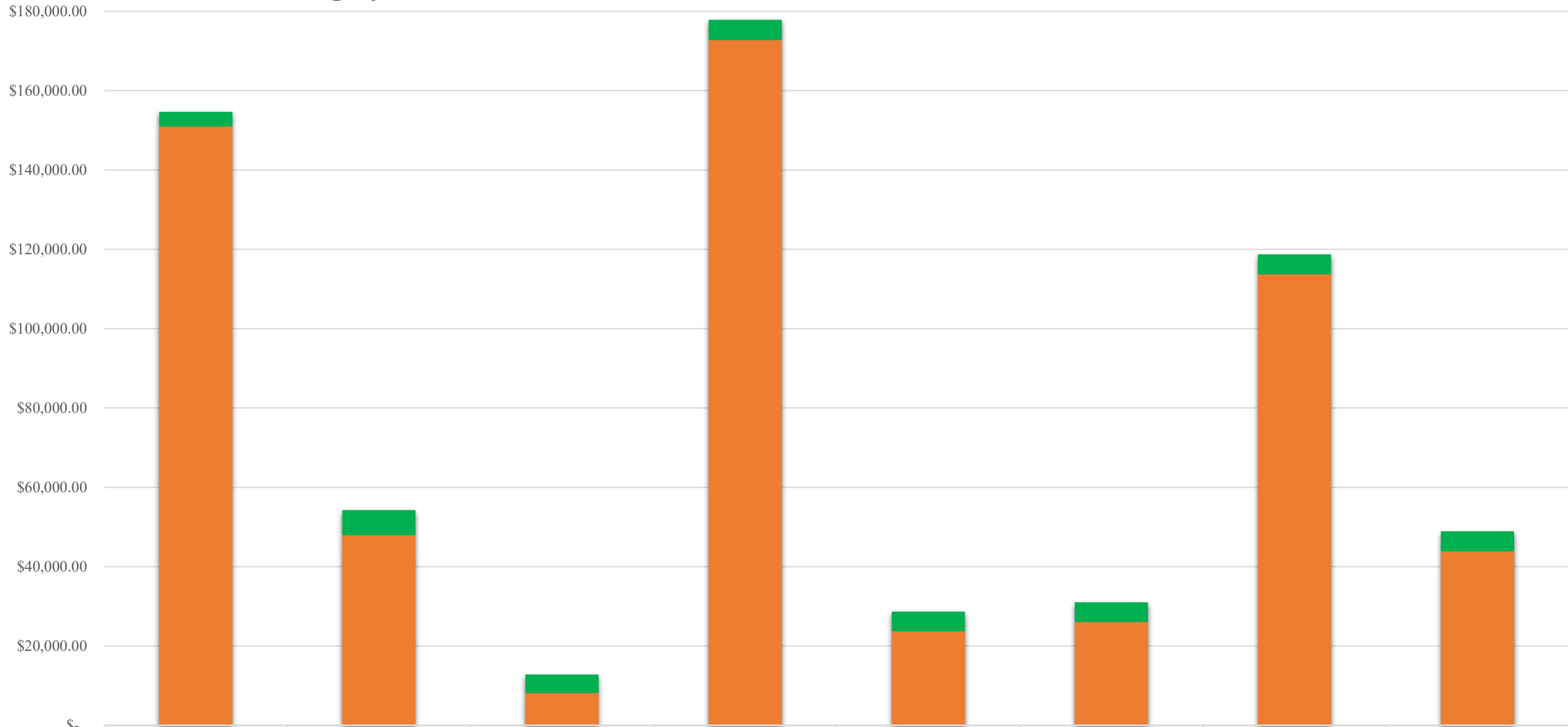
# Transition from \$1.86 to \$2.23 911 Surcharge



# Legacy Cost Reimbursement: Program Year Costs



## Legacy Cost Reimbursement: ECD Reimbursements and Board Direct Billed



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Board Direct Billed	\$3,655.51	\$6,245.51	\$4,637.02	\$5,117.40	\$4,911.54	\$4,943.54	\$5,029.79	\$5,029.79
ECD Reimbursements	\$151,001.25	\$47,998.55	\$8,169.16	\$172,745.24	\$23,757.24	\$26,076.12	\$113,692.92	\$43,880.17



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# Prior Grant Cycles Updates

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- ❖ **Grant Cycle 5** – 7 of 9 projects have been completed, with two of the outstanding projects being close to completion.
- ❖ **Grant Cycle 7** – There is one project with an outstanding change request that is under review.
- ❖ **Grant Cycle 8** – Six more projects have been reported as complete since the last board meeting (i.e. 24 of 33 projects have been completed.)
- ❖ **Grant Cycle 9** – 34 of 35 accepted as awarded; one declined. A total of \$3,943,972 was paid out on 05/17/2024, plus \$78,717 in August. Three of 34 projects have been completed.



# Grant Program Updates

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## ❖ Grant Cycle 10 –

- **Focused on Call Handling Equipment and Recorder Projects.**
- **Proposed Calendar**
  - Opened 06/18/2024
  - Closes 08/09/2024
  - Review during August-September 2024
  - Award Recommendation 09/18/2024 Board Meeting
- **Next Steps?**



# Grant Cycle 10 Facts

## Applications

31 ECDs

## Projects applied for

41

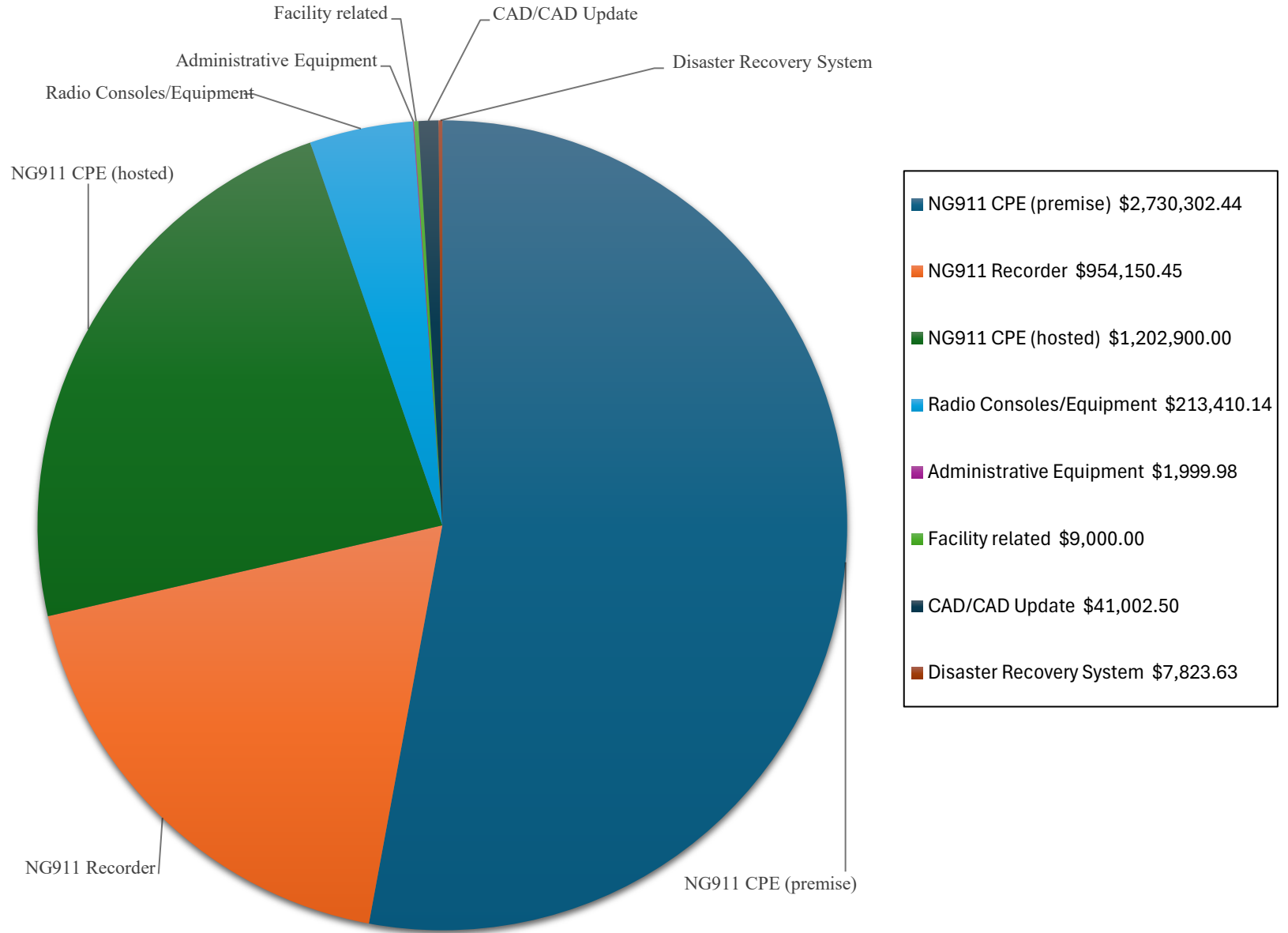
## Key focus related

36

## Total requested

\$5,160,589.14

# All Projects Summary



# FY25 Budget Discussion- Expected Revenues

Account	Revenue Fund
<b>Income</b>	
Carrier Receipts(Wireless)	\$ 135,789,333.02
Carrier Receipts(Non-Wireless)	\$ 23,028,600.34
Interest Income	\$ 126,794.85
Other Income	\$ -
<b>Total Income</b>	<b>\$ 158,944,728.21</b>
<b>Gross Profit</b>	<b>\$ 158,944,728.21</b>
<b>Expenses</b>	
<b>Funds Transfers</b>	
Fund Transfer (1% to Operating)	\$ 1,588,179.33
Fund Transfer (20% Wireless to Cost Recovery)	\$ 27,157,866.60
<b>Total Funds Transfers</b>	<b>\$ 28,746,045.94</b>
<b>Revenue Fund Expenses</b>	
Baseline Distribution to ECDs	\$ 123,786,760.08
Population Distribution to ECDs	\$ 6,285,127.34
Other ECD Distributions	\$ 126,794.85
<b>Total Revenue Fund Expenses</b>	<b>\$ 130,198,682.27</b>
<b>Total Expenses</b>	<b>\$ 158,944,728.21</b>
<b>Operating Income</b>	<b>\$ -</b>
<b>Net Income</b>	<b>\$ -</b>



# Unclaimed Cost Recovery Discussion

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- ❖ **12-month Makewhole Analysis**
- ❖ **Per Capita Distribution per \$1M**
- ❖ **Scenarios**
- ❖ **Recommendation(s)**

# Education & Outreach

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TAB 4



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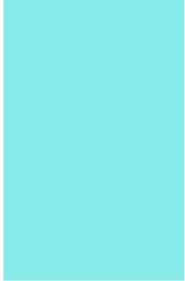
# Education & Outreach

## BOARD MEETING REPORT


September 18th, 2024



**Training and Outreach**



**Alabama 911 Board  
Central app**




**PST Certification  
Compliance**

# Education and Outreach

## TRAINING

**46**



**Agencies**  
represented at in-person  
at Board provided  
training events



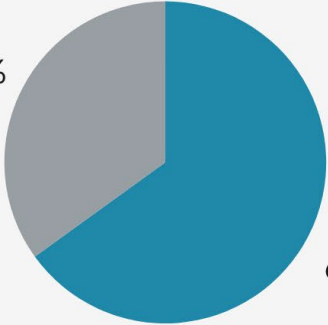
**291**



**Attendees**  
registered for in-person  
training provided by  
the Board

**CONTINUING EDUCATION**

Online vs.  
In-Person



Training Type	Percentage
Online	35%
In-Person	65%

65% of the CEUs earned during this period were obtained through Board-sponsored in-person training





# Education and Outreach

## TRAINING



**17**



**Venues**  
secured and utilized  
for Board provided  
in-person classes

**128**



**Hours**  
of in-person  
Board provided training





# Education and Outreach

TRAINING - FISCAL YEAR 2024

OVER  
3,000

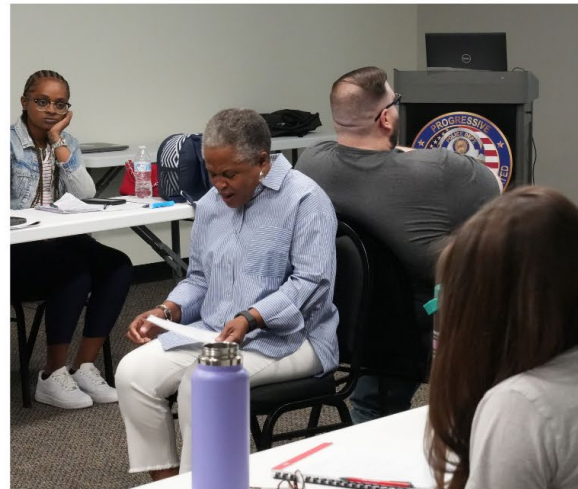
Hours CEUs earned by PSTs that attended Board hosted in-person classes

OVER  
306

Hours of in-person training provided by the Board at no cost to attendees or ECD

OVER  
40,000

Individual education records reported



**LAURA EHRHART**  
PROGRAM MANAGER

Timeline: October 1, 2023- September 2024

**DANIEL HIPPS**  
TECHNICAL SPECIALIST



# Education and Outreach

ALABAMA 911 BOARD CENTRAL APP

**75**

PSAPs have leadership users who have accessed the Alabama 911 Board Central app

**72**

PSTs have been reported to the Board by their leadership through the use of the app

**125**

active users on the Alabama 911 Board Central app

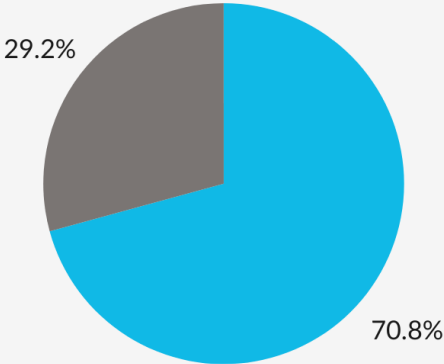
## Alabama 911 Board Central

Don't have an account? [Sign up](#)

Email Address

Password

[↩ Sign In](#)

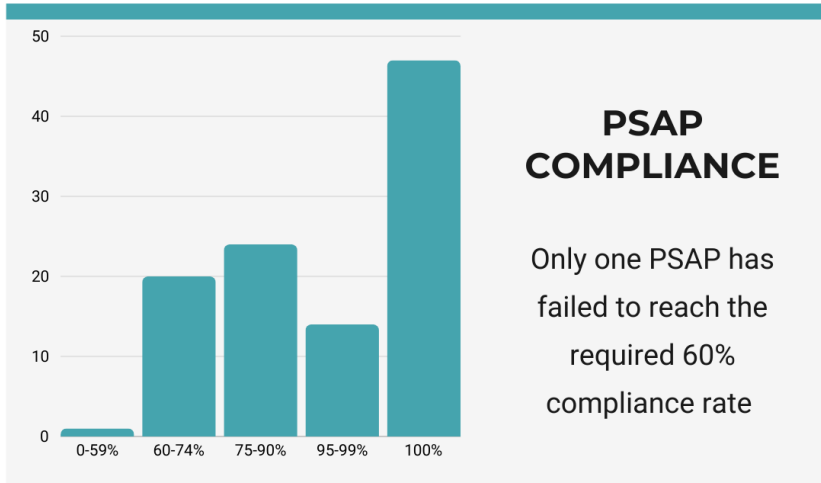


### PSAP LEADERSHIP ON ABC

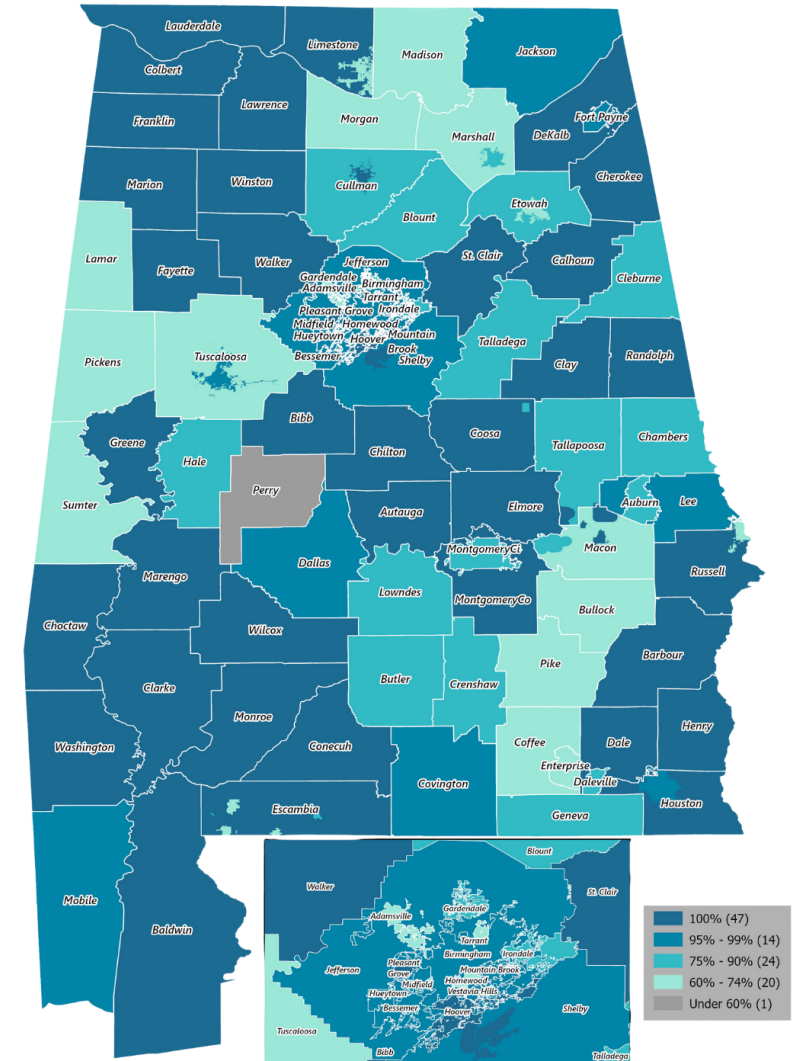
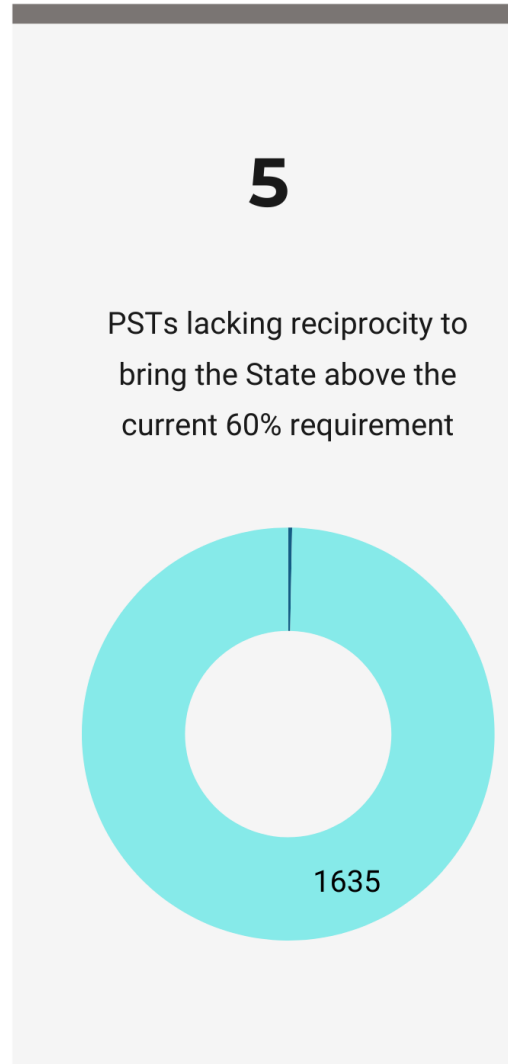
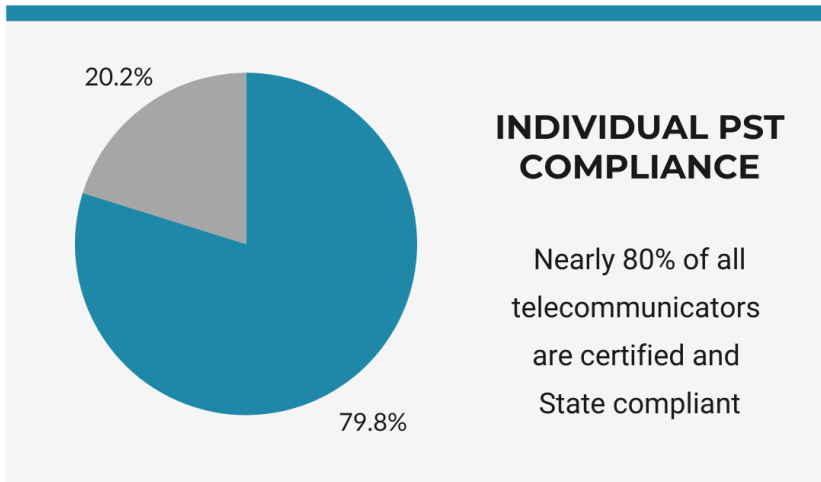
Leadership from 31 Primary PSAPs still need to create an account in the app

# Education and Outreach

## PUBLIC SAFETY TELECOMMUNICATOR CERTIFICATION COMPLIANCE



Data accurate as of September 6, 2024



# Technology

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TAB 5



# Technology

- ❖ ANGEN
- ❖ GIS





# Alabama Next Generation Emergency Network

ANGEN 2.0

Report for July 1 - August 31, 2024

*September 18, 2024*



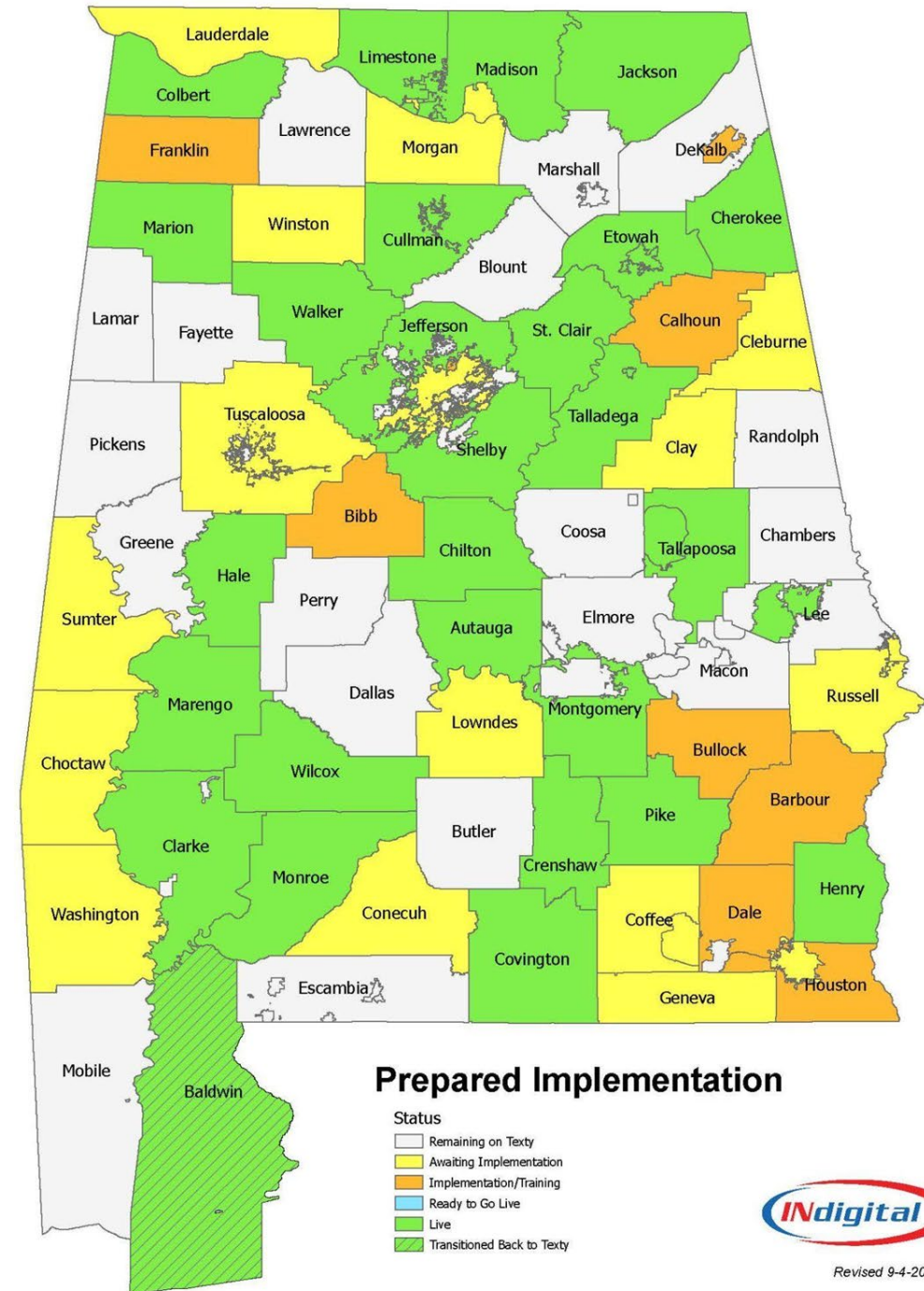


# ANGEN Improvements: Prepared

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.

32 Agencies Live as of August 31, 2024

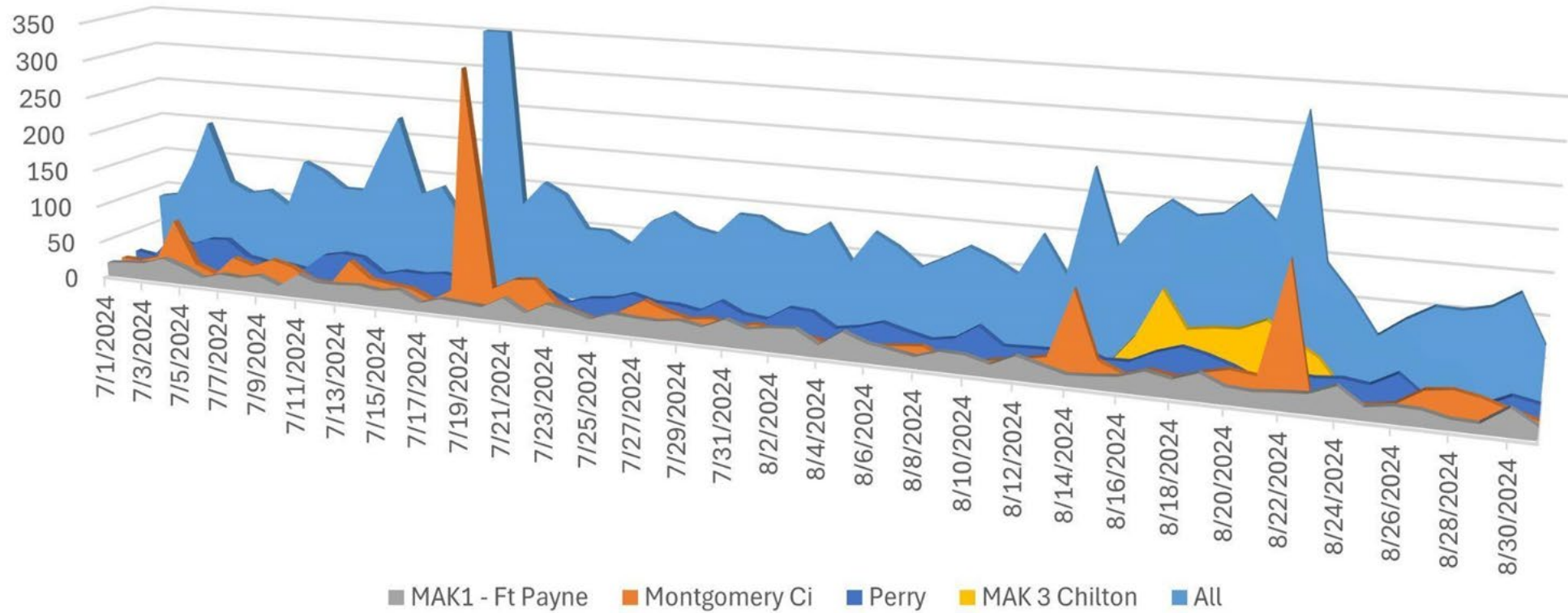






## MEVO Call Counts

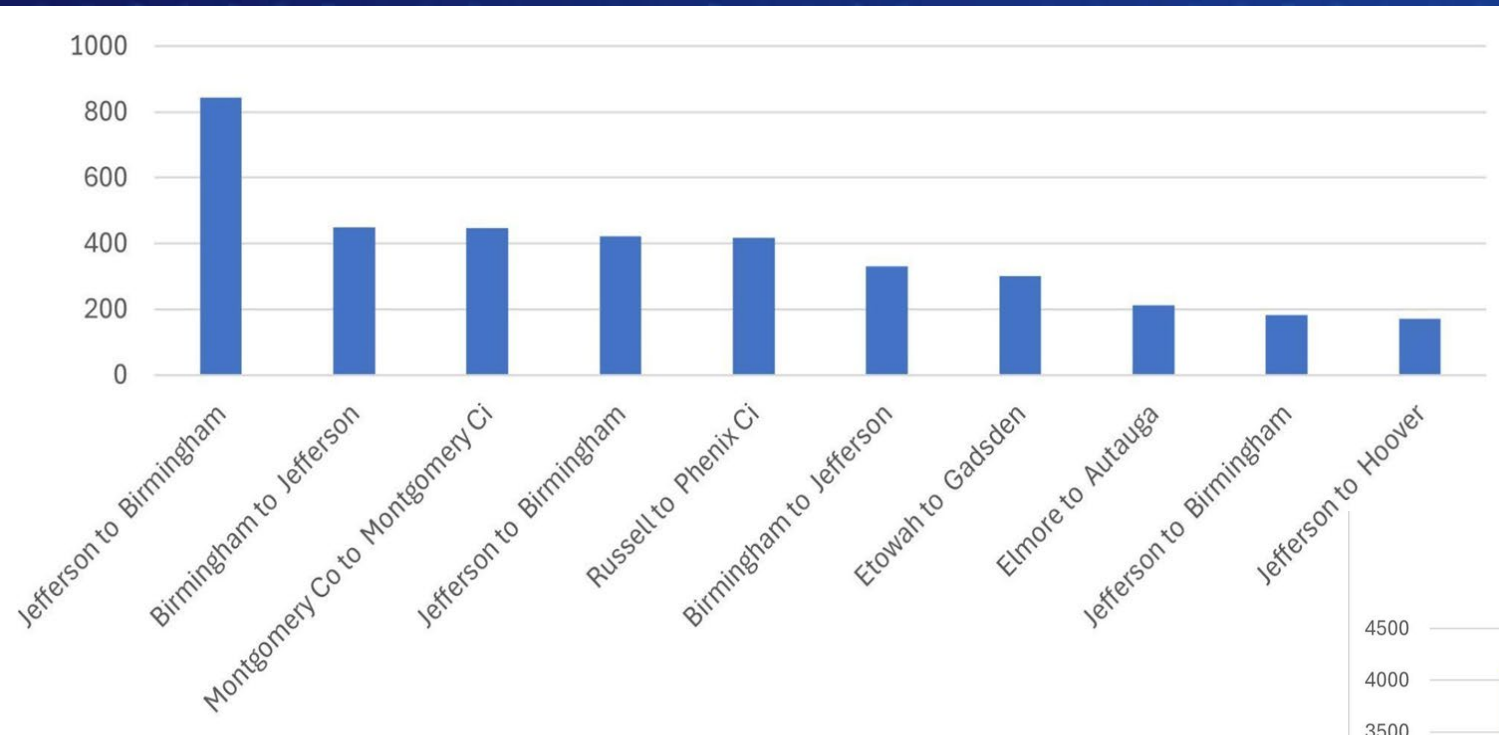
July 1, 2024 - August 31, 2024



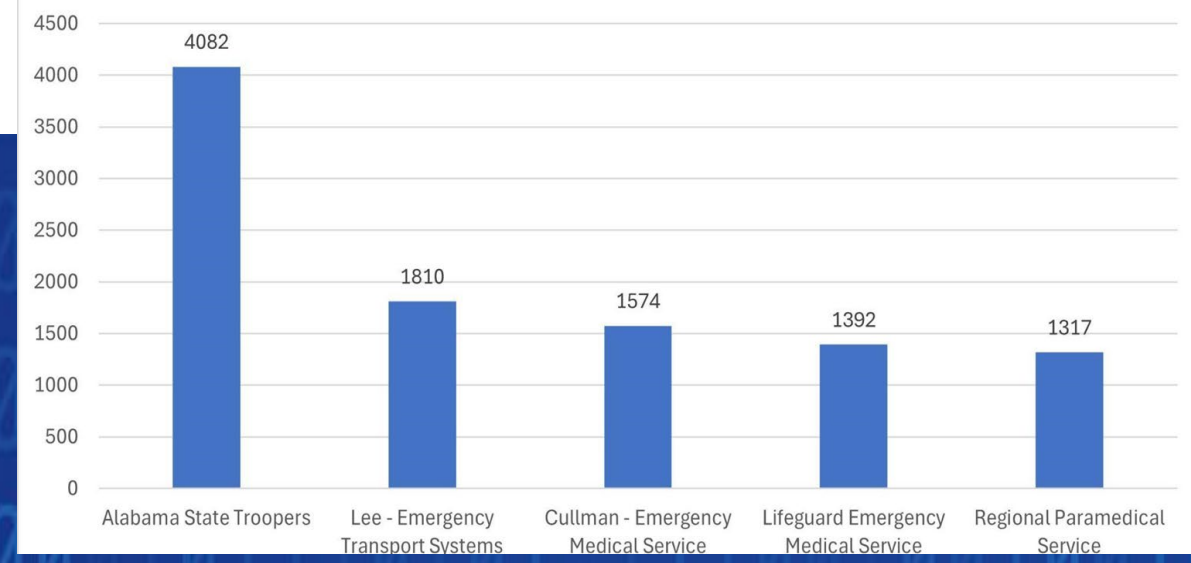
**8,645 total MEVO call count with an average of 139 per day.**

\*Perry County operates solely on MEVO.

\*Montgomery City, Fort Payne and Chilton operated on MEVO for parts of the reporting period.  
(Fort Payne and Chilton used MAK Kits provided by AL State 911.)



Top 5 In-state Secondary Transfers  
July 1, 2024 - August 31, 2024

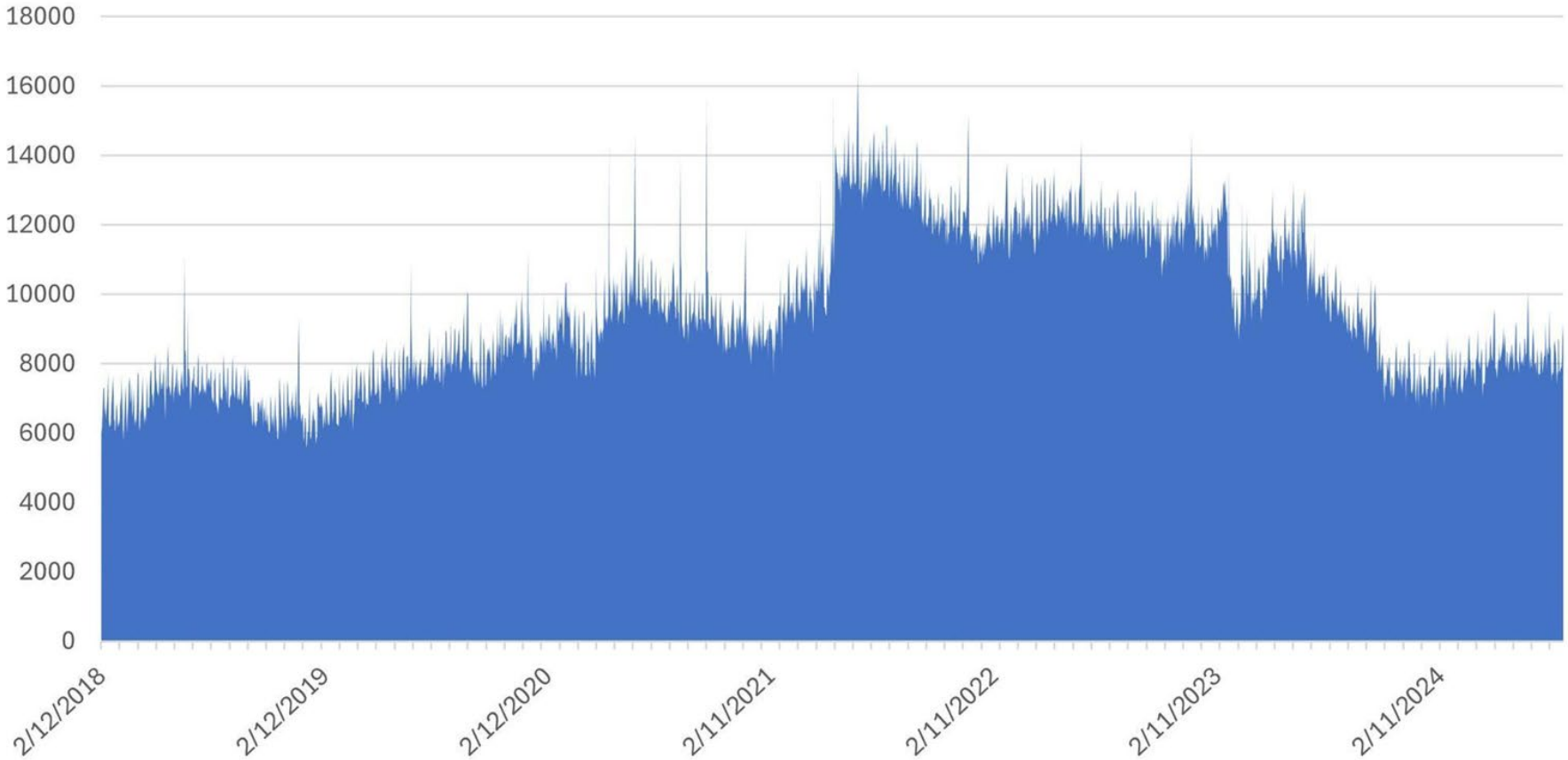


There were 17,395 Primary to Primary PSAP transfers for the reporting period.

2% decrease from the last reporting period.

\*Alabama State Troopers, Lee Emergency Transport System, and Cullman Emergency Medical Services are all on-network transfers.

ANGEN Total Call Count  
February 12, 2018 - August 31, 2024



**ANGEN has  
now processed  
over  
22.8 MILLION  
calls!**

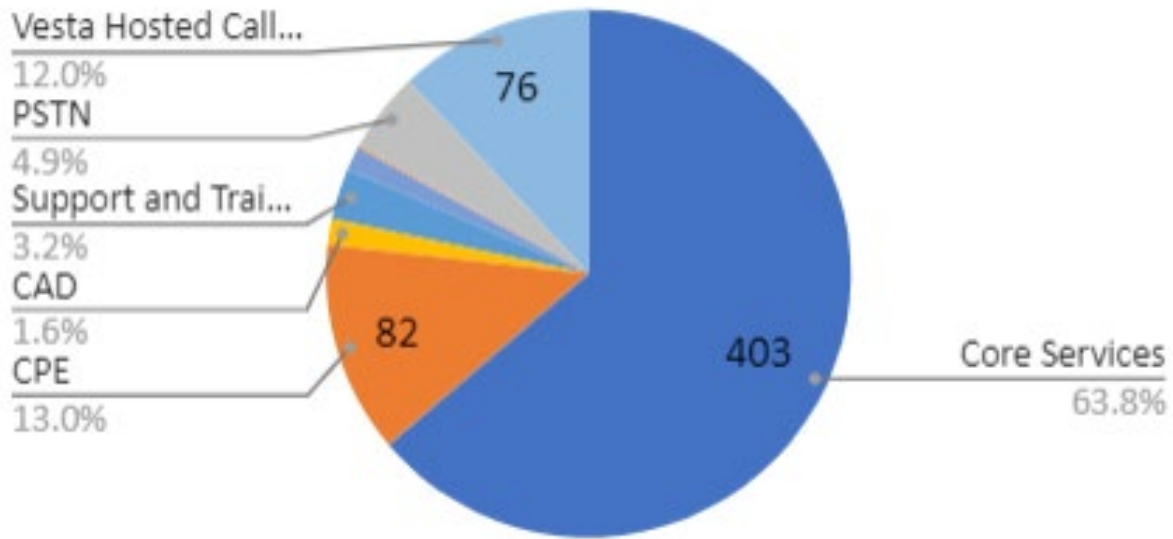
Total Call Volume for  
February 12, 2018 –  
August 31, 2024:  
22,849,002

# Ticket Analysis

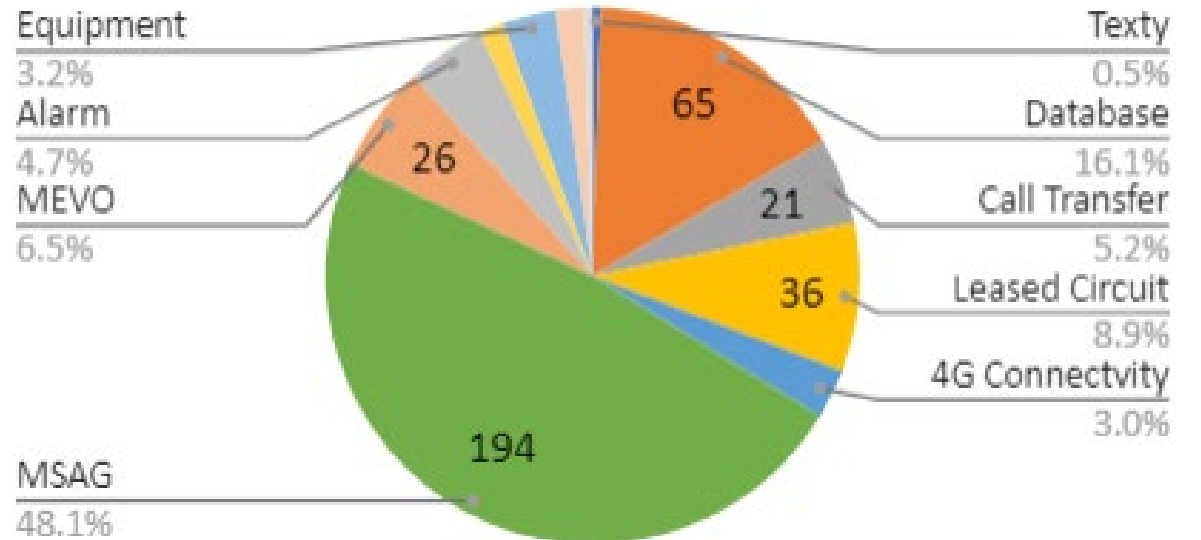
A total of 632 tickets have been created since the last report.

63.8% of those tickets were core services related.

All Tickets



Core Services Tickets



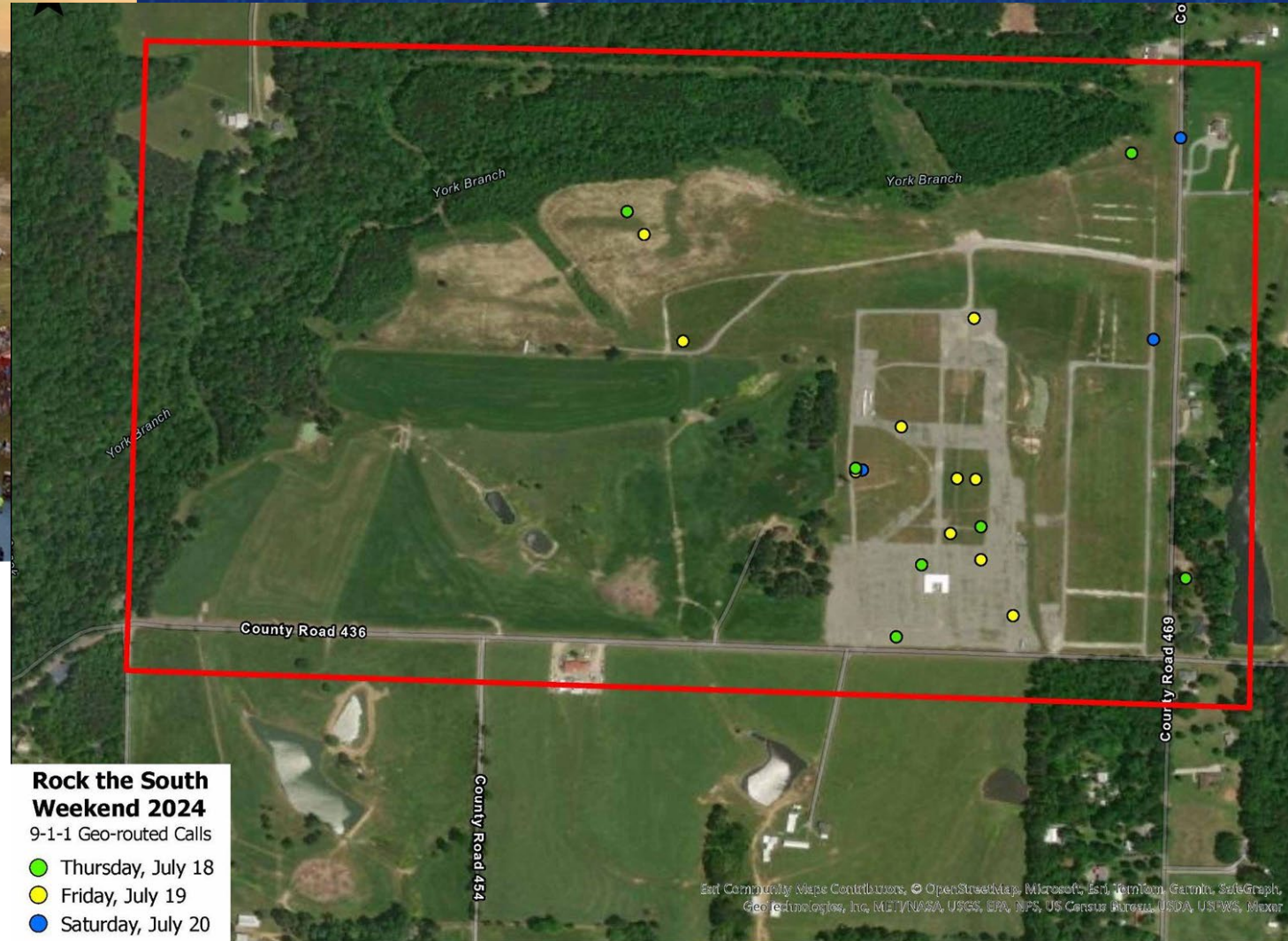


# Rock The South 2024



The temporary PSAP for the Rock the South Concert in Cullman, AL was fully equipped with radio, MEVO phones and additionally, this year a Starlink was added for additional bandwidth.

Calls were geo-routed daily for the event on July 18 - July 20.





# Madison County Call Handling Testing

Purpose of the testing is to validate how call handling solutions will behave with the ANGEN network.

- I3 testing with Madison County began the last week of August and will require 4 rounds of testing.
- NGA, Carbyne, Atos and MSI were included in the Madison Co RFP.
- The INdigital test plan documentation includes a list of actions and behaviors of the CHE against the ANGEN Network to include i3 logging. The test plan indicates pass/fail with no weight or rating associated.

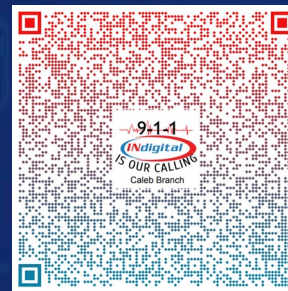
Call Description	Step	Action / Verify	Pass / Fail	Notes
PSAP Call	1.1	Action: Place Call		
	1.2	Verify: Answer Audio		
	1.3	Verify: Number in IVR, location 3 Taken for QRI		
	1.4	Verify: Location ID IVR		
	1.5	Verify: Location ID QRI		
	1.6	Verify: Number Info		
	1.7	Action: Dispatch: Hold		
	1.8	Verify: QRI After Hold		
	1.9	Verify: location information After Hold		
	1.10	Action: End Call for QRI		
1.11	Verify: Zulu, Audio			
1.12	Action: Endpoint Call			
PSAP to PSAP Transfer	2.1	Action: Place Call to PSAP		
	2.2	Action: PSAP Transfer PSAP		
	2.3	Verify: Answer Audio		
	2.4	Action: PSAP Answer		
	2.5	Verify: PSAP Answer Audio		
	2.6	Verify: location information from PSAP Forward		
	2.7	Action: Dispatch: Hold		
	2.8	Verify: QRI After Hold		
	2.9	Verify: location information After Hold		
	2.10	Action: Endpoint Call		
PSAP Answered Call	3.1	Action: Place Call to PSAP and hang up		
	3.2	Action: PSAP Answer Call in Assisted Queue for Answer Call		
	3.3	Verify: Answered Call in Assisted Queue for Answer Call		
3.4	Action: Endpoint Call			
PSAP Policy All Handling (Skip to Another)	4.1	Action: Place Call to PSAP and hang up		
	4.2	Action: Transfer Call to PSAP		
	4.3	Verify: Answer Audio		
	4.4	Action: Endpoint Call		
PSAP Policy All Handling (No Skip to Another)	5.1	Action: Place Call to PSAP and hang up		
	5.2	Action: Answer Call on PSAP		
	5.3	Verify: Zulu, Audio		
	5.4	Action: Endpoint Call		
PSAP RTT Call	6.1	Action: Place Call to PSAP Number Configure		
	6.2	Action: PSAP Answer		
	6.3	Verify: Answer RTT Test		
	6.4	Verify: Zulu, Audio		
	6.5	Action: Endpoint Call		
PSAP Call 3 Dispatch/Transfer	7.1	Action: Place Call		
	7.2	Verify: Answer in Queue 3 Dispatched		
	7.3	Verify: Answer in Queue 3 Transferred		
	7.4	Verify: Answer in Queue 3 Transferred		
	7.5	Verify: Answer in Queue 3 Transferred		
	7.6	Verify: Answer in Queue 3 Transferred		
	7.7	Verify: Answer in Queue 3 Transferred		
	7.8	Verify: Answer in Queue 3 Transferred		
	7.9	Verify: Answer in Queue 3 Transferred		
	7.10	Action: Endpoint Call		
7.11	Verify: Answer in Queue 3 Transferred			
7.12	Action: Endpoint Call			

# Questions?



877.469.2010  
[support@indigital.net](mailto:support@indigital.net)  
[info@indigital.net](mailto:info@indigital.net)

1616 Directors Row,  
Fort Wayne, IN 46808



Caleb Branch  
[cbranch@indigital.net](mailto:cbranch@indigital.net)  
256.276.6854

# Technology

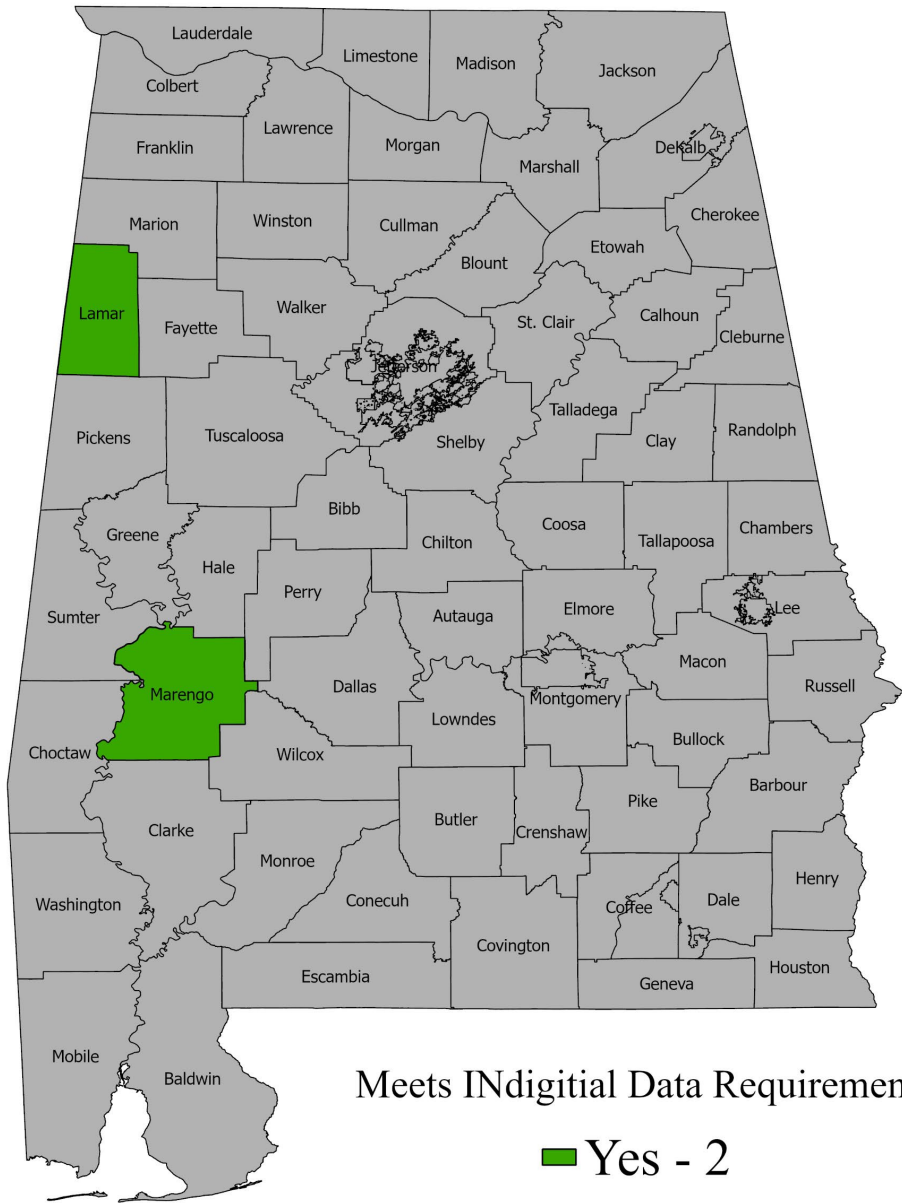
- ❖ ANGEN
- ❖ GIS







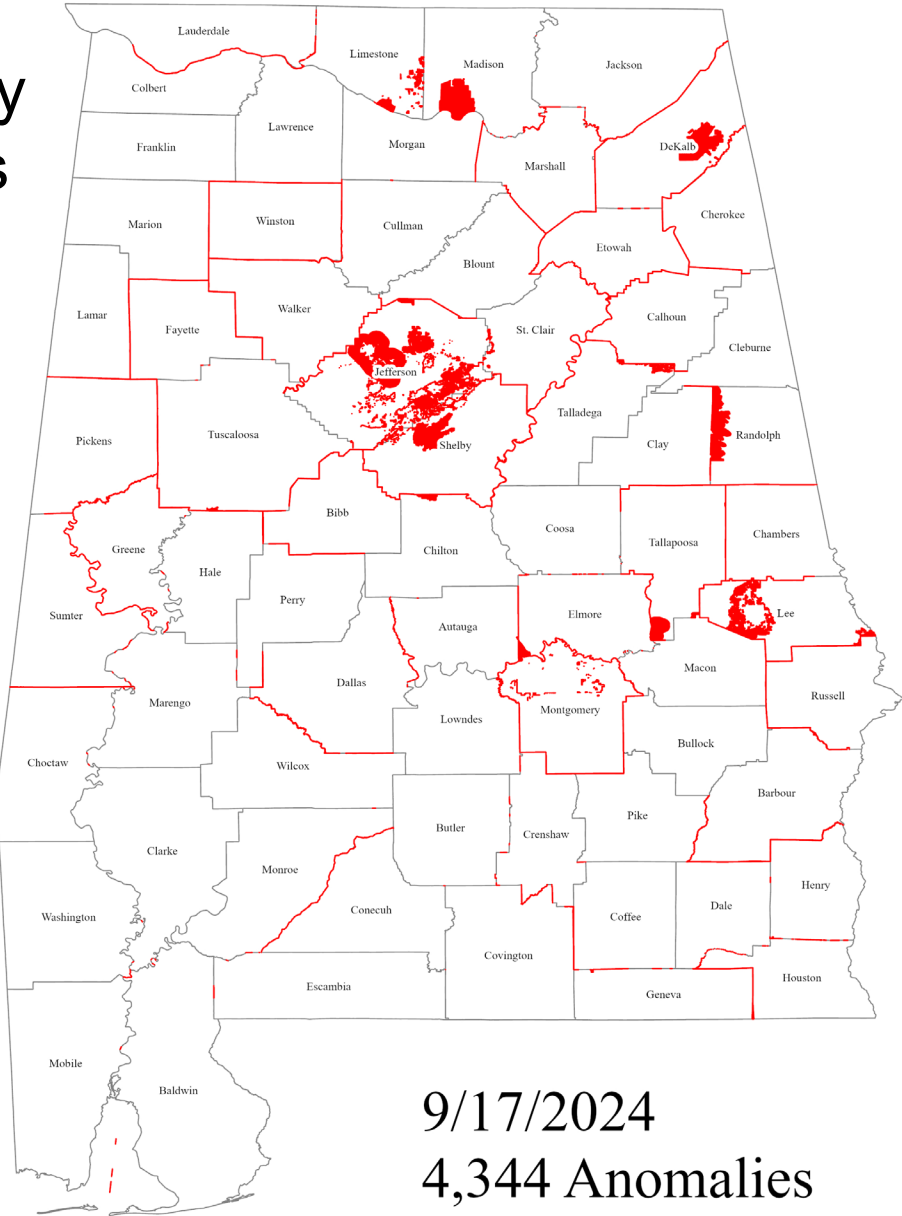
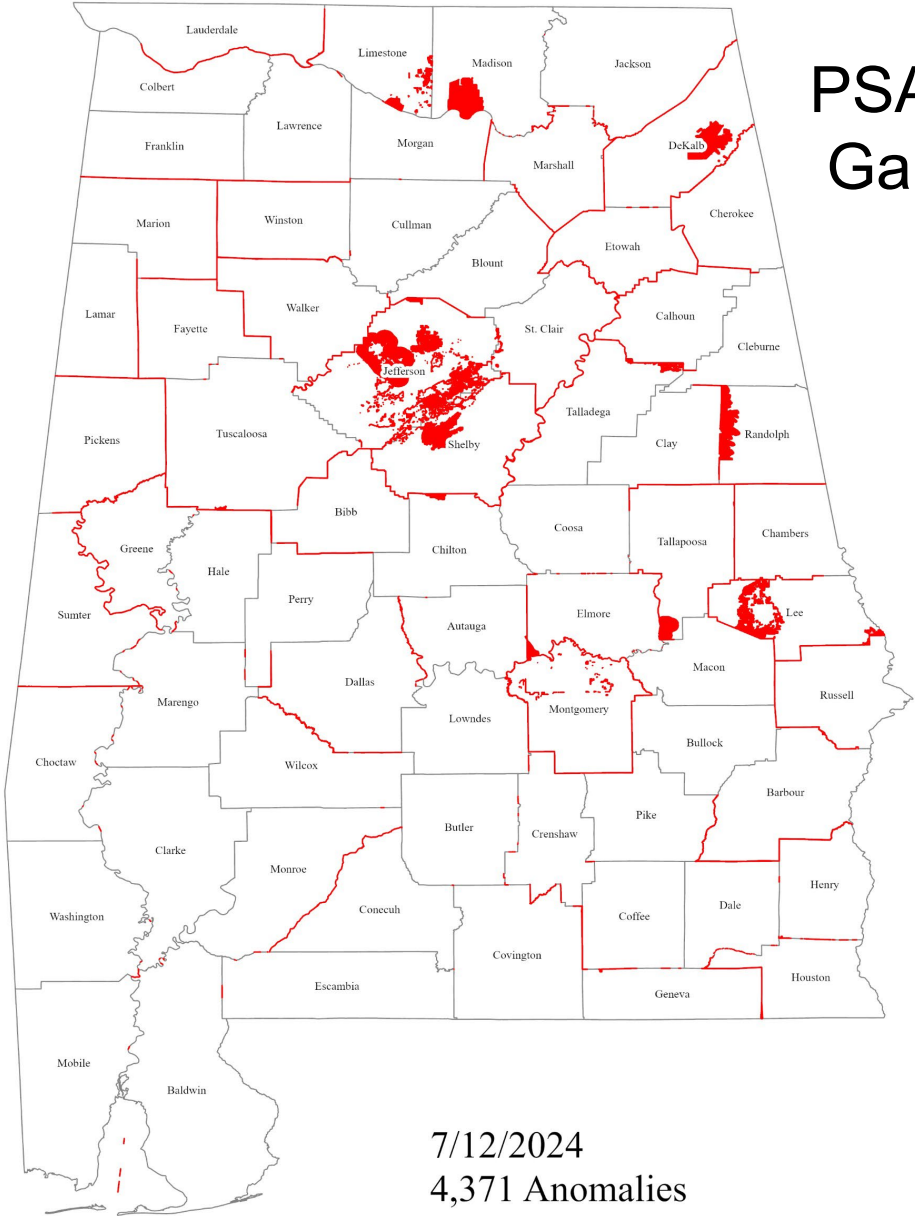
# Statewide GIS Data Remediation Project



- INDigital provided minimum GIS data requirements for provisioning to core services
- DATAMARK Outlined 26 VEP validations over 4 key metrics corresponding to the data requirements
- Ongoing project to remediate GIS data to the requirements
- Requirements are not the entirety of the NENA i3 Standard for Next Generation 9-1-1



# PSAP Boundary Gaps/Overlaps



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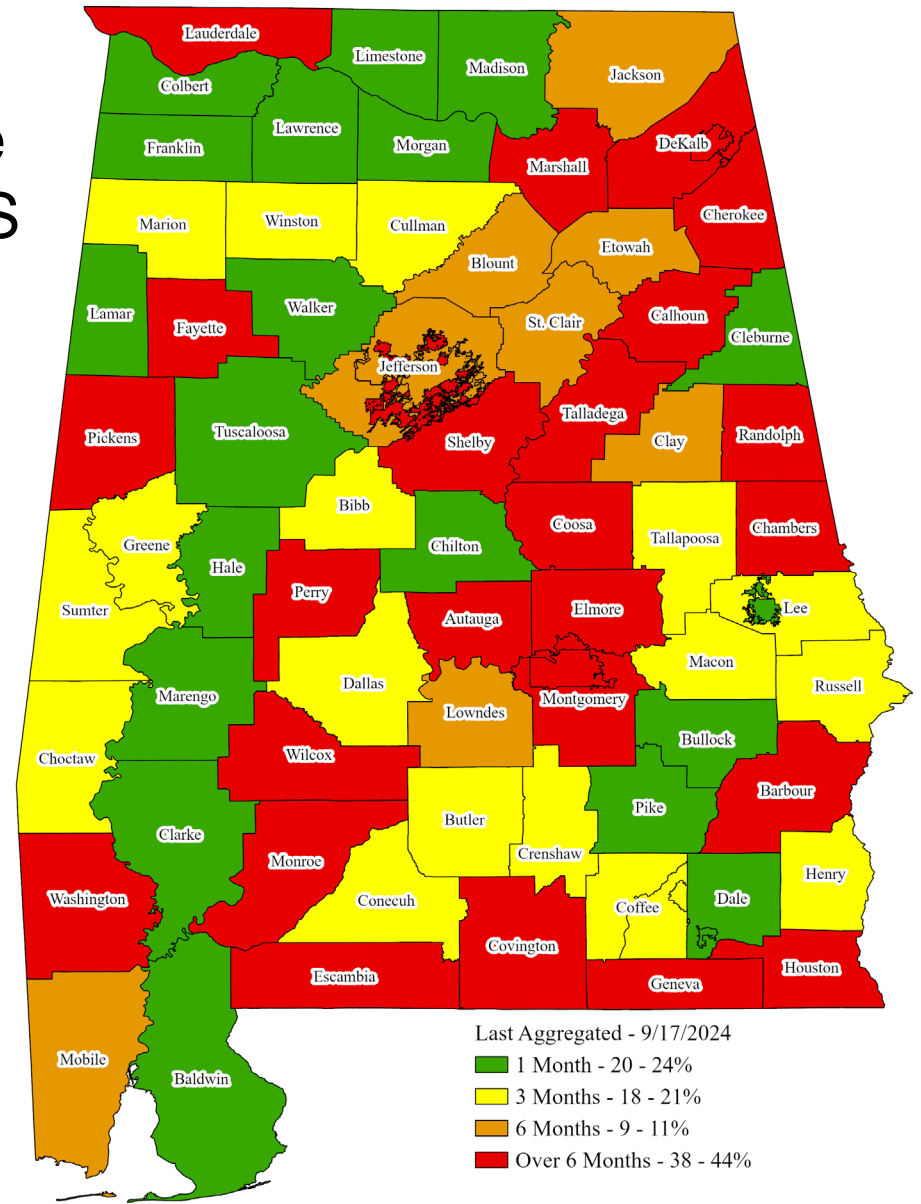
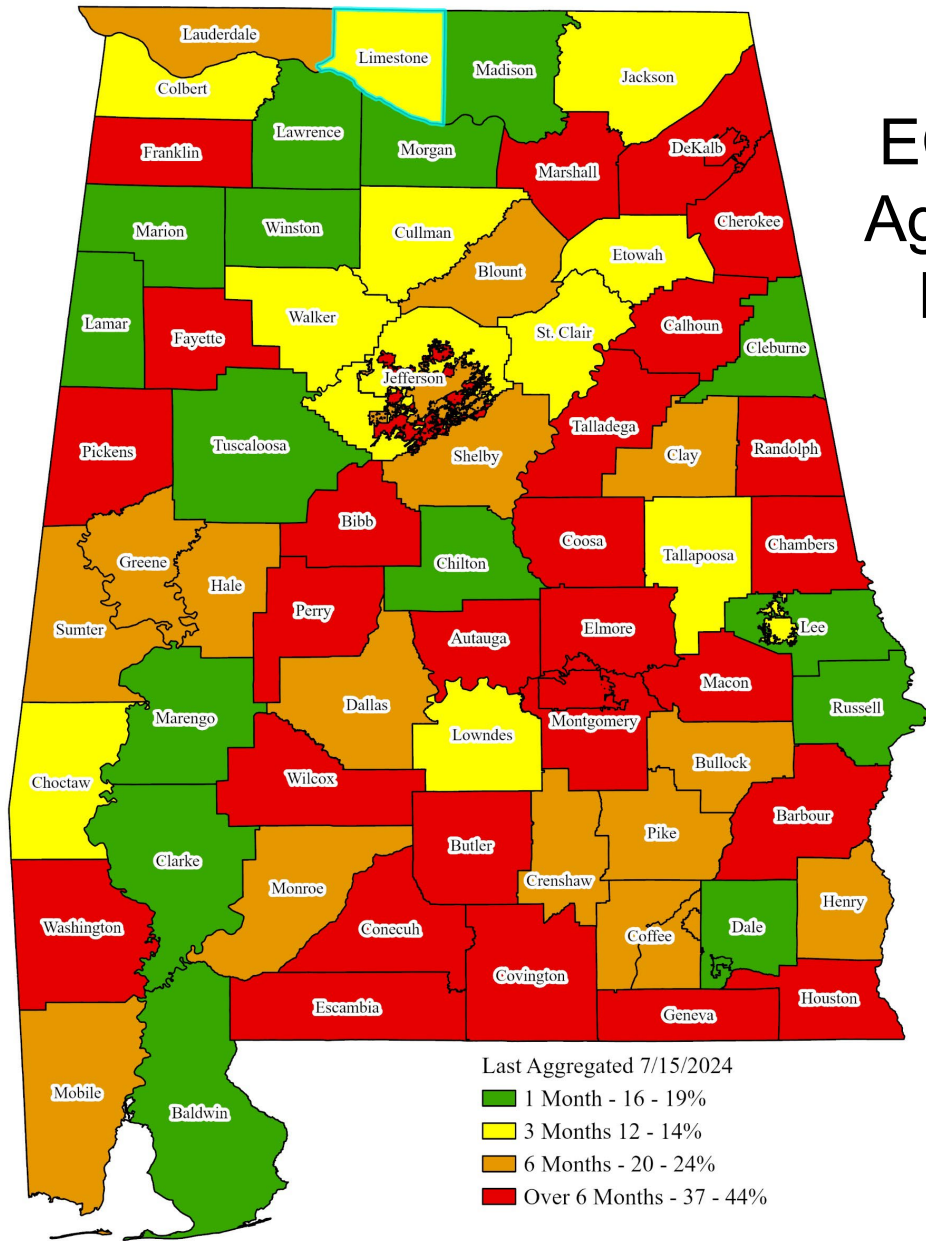


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# ECD Last Time Aggregated GIS Data to VEP



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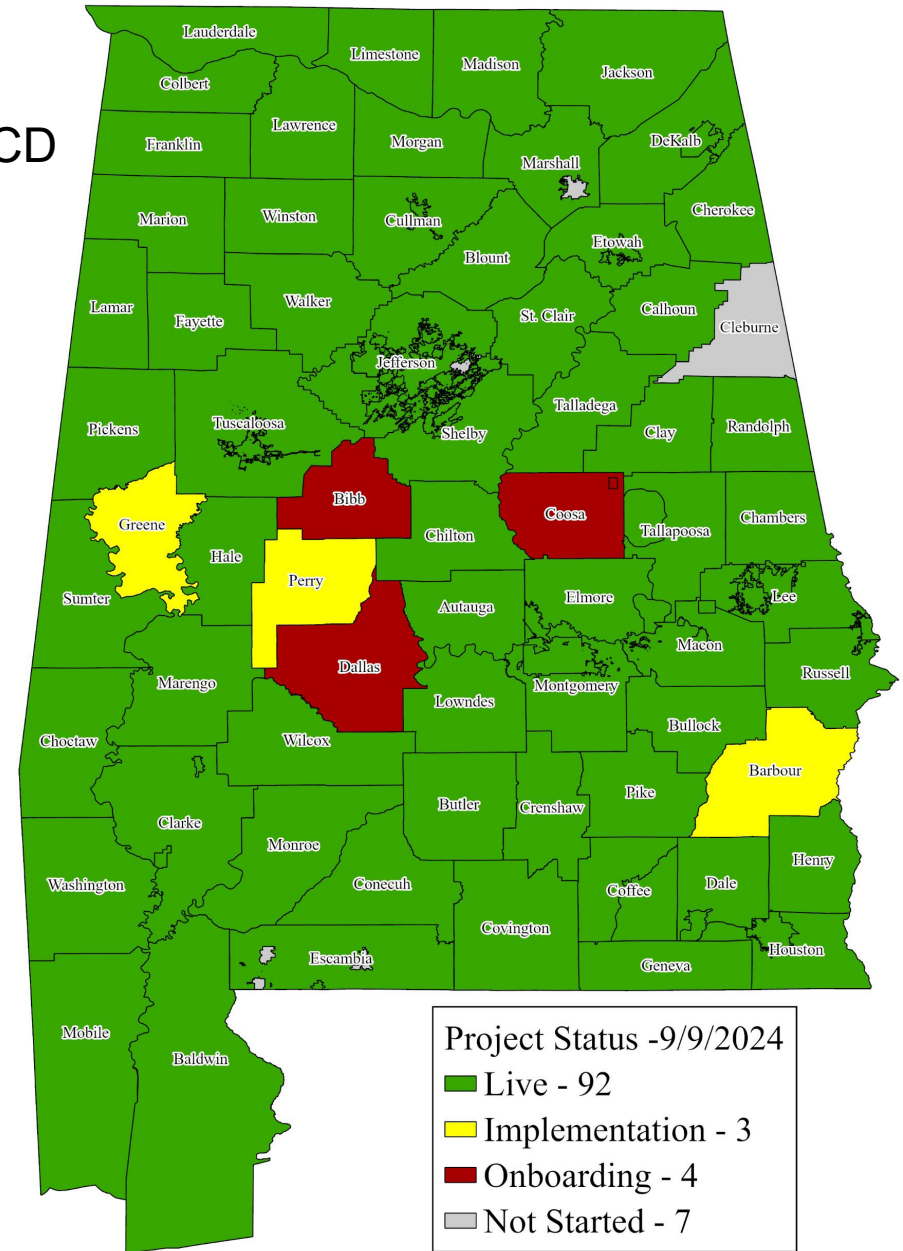
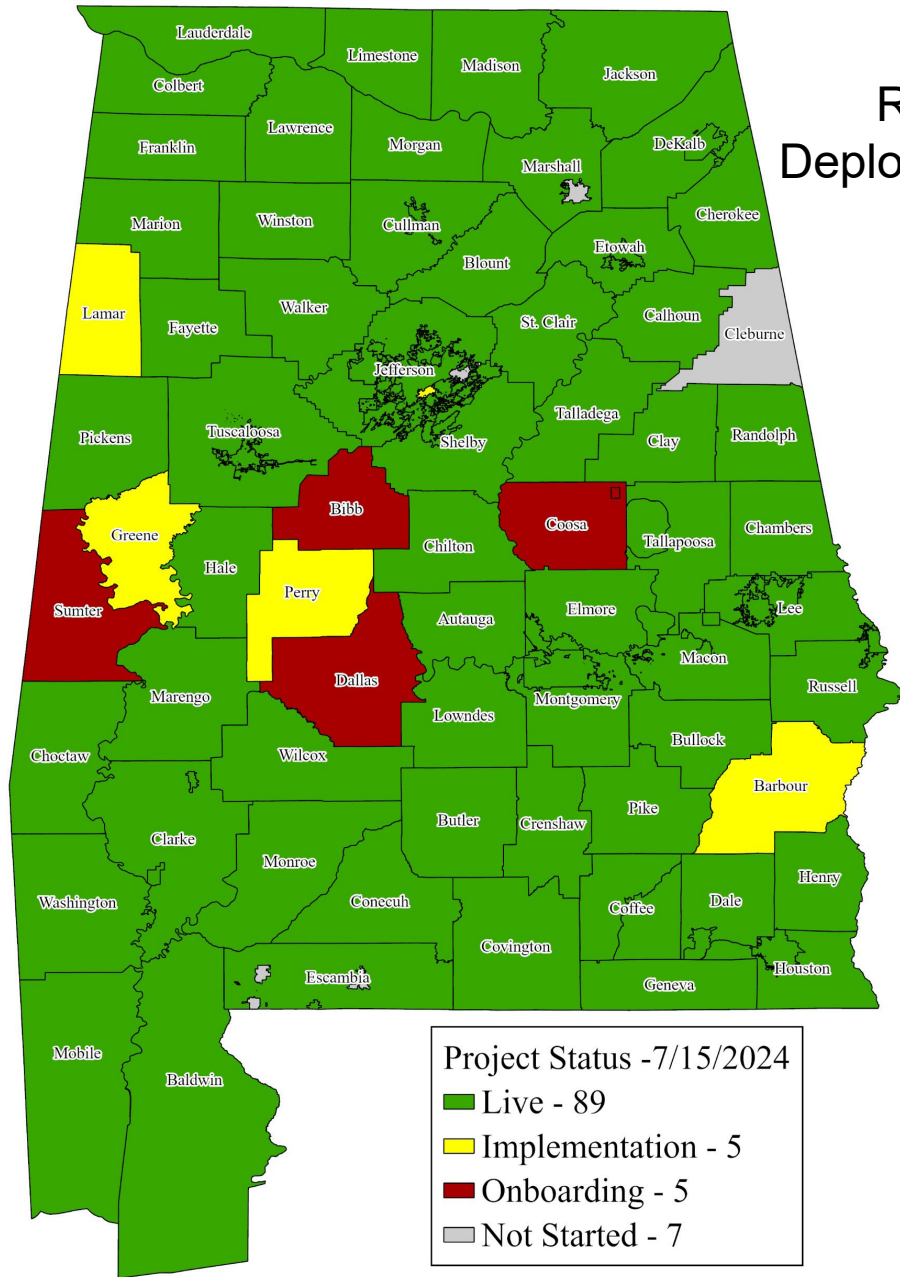


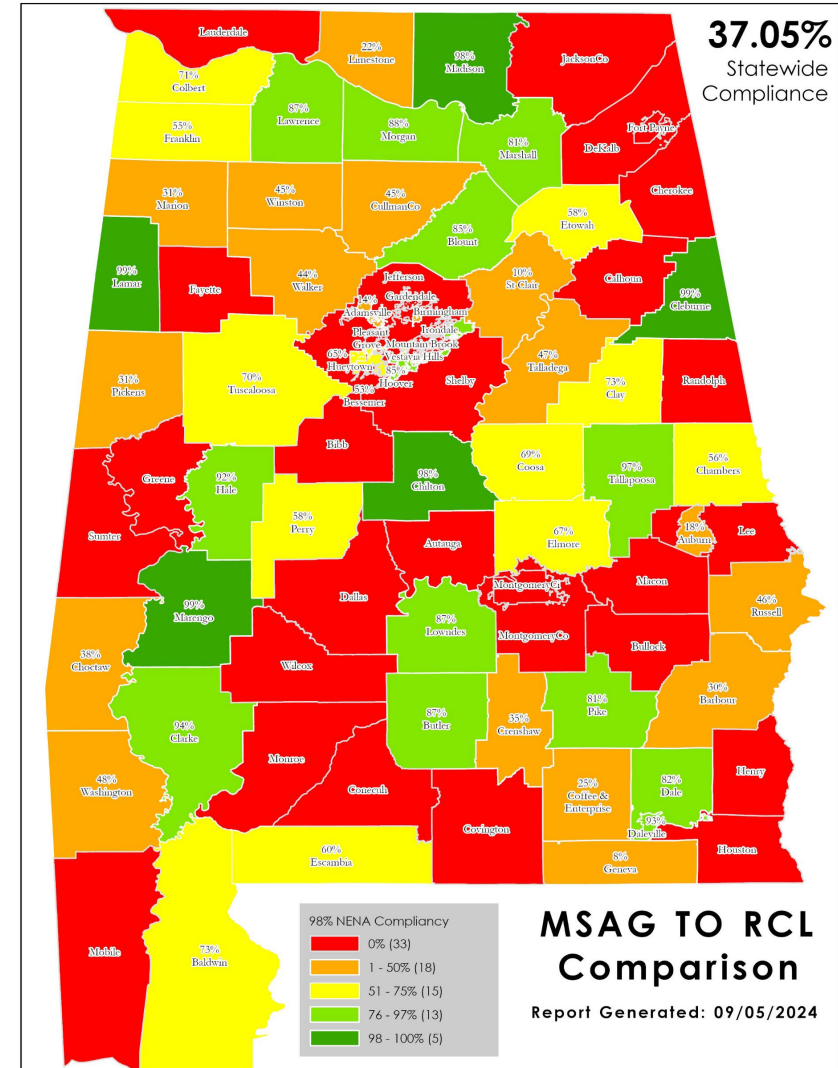
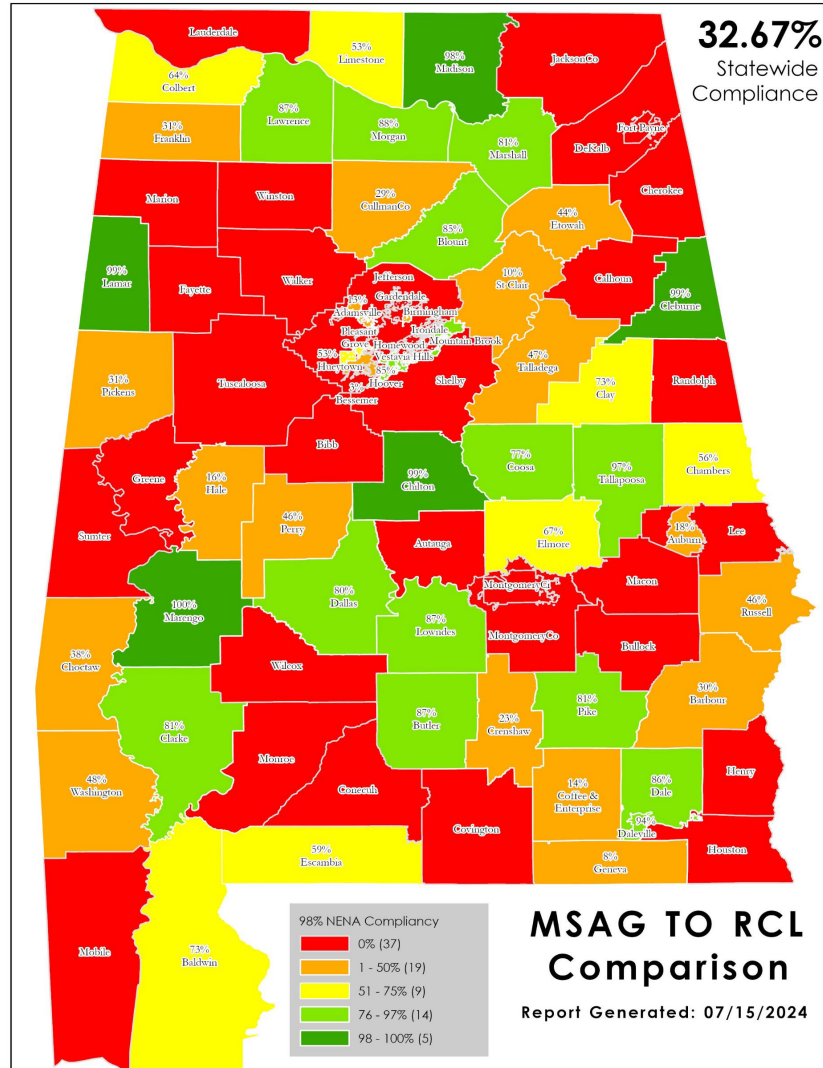
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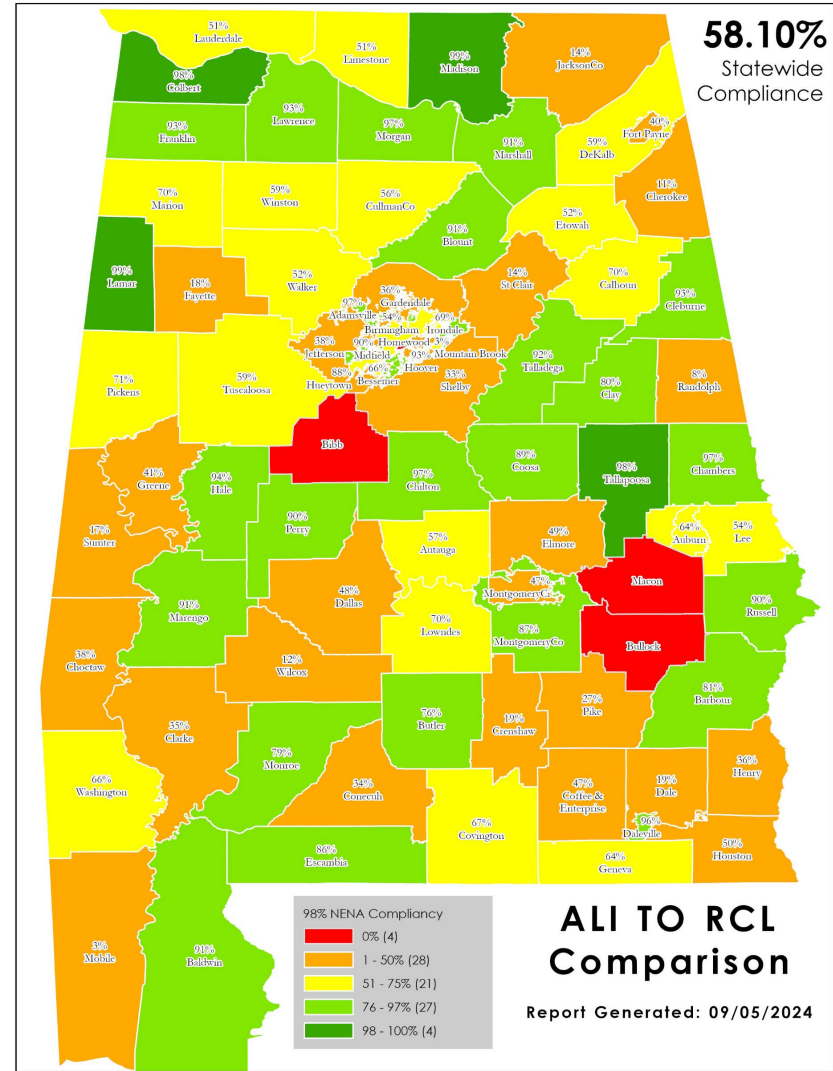
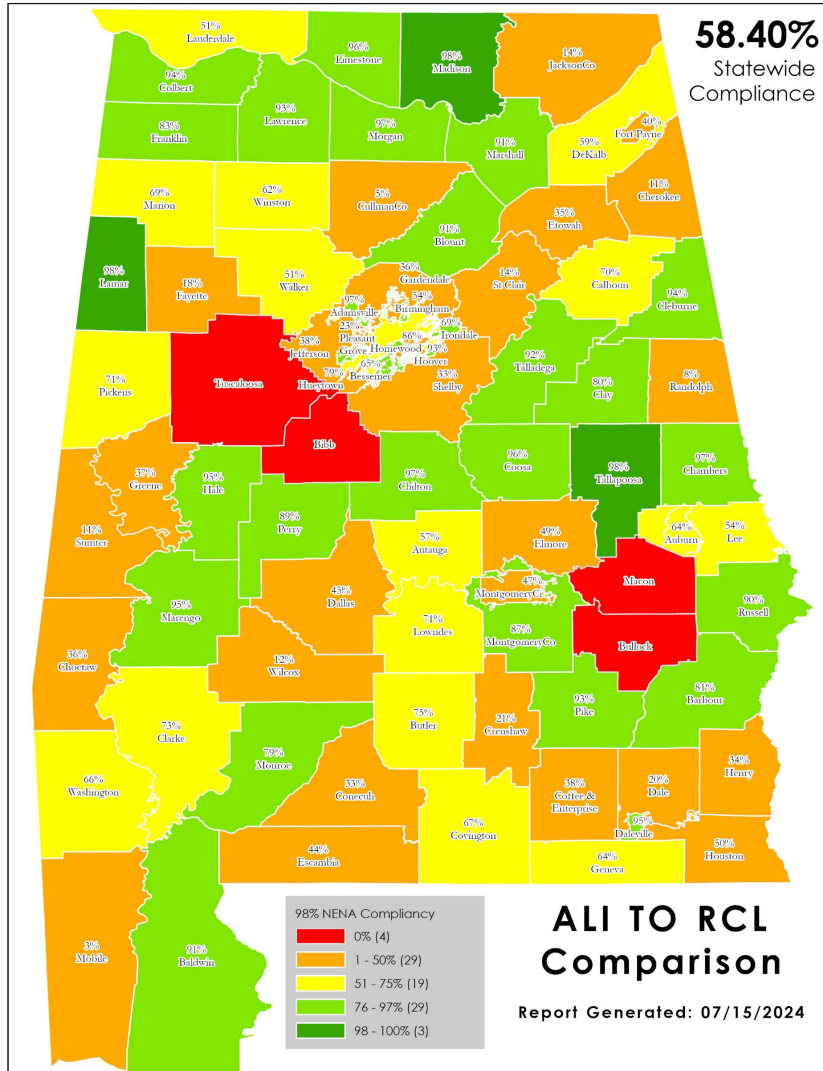


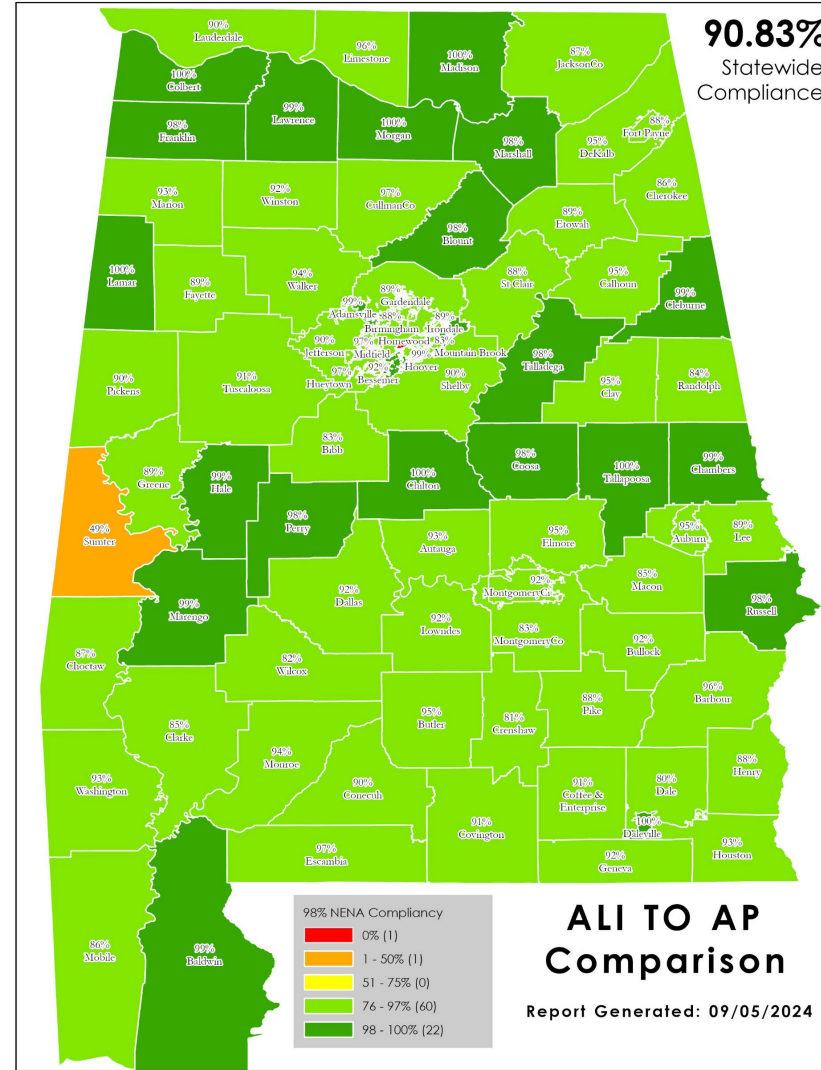
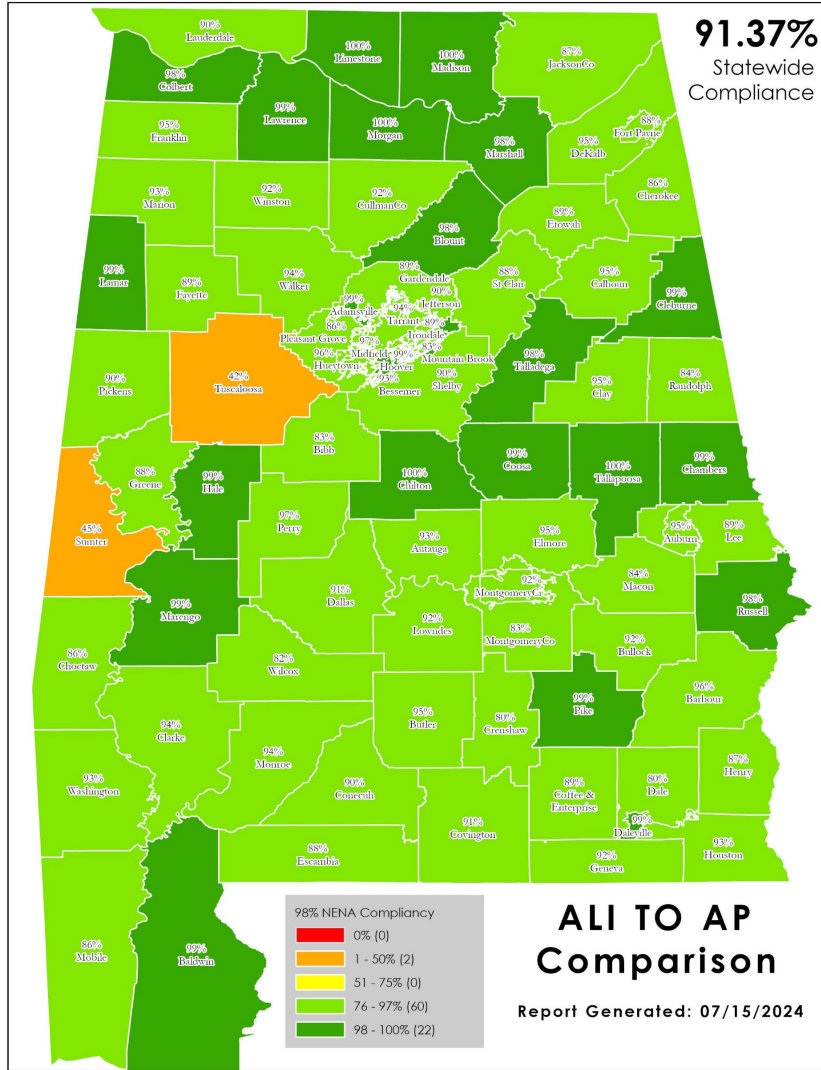
# RapidSOS Project Deployment Status by ECD









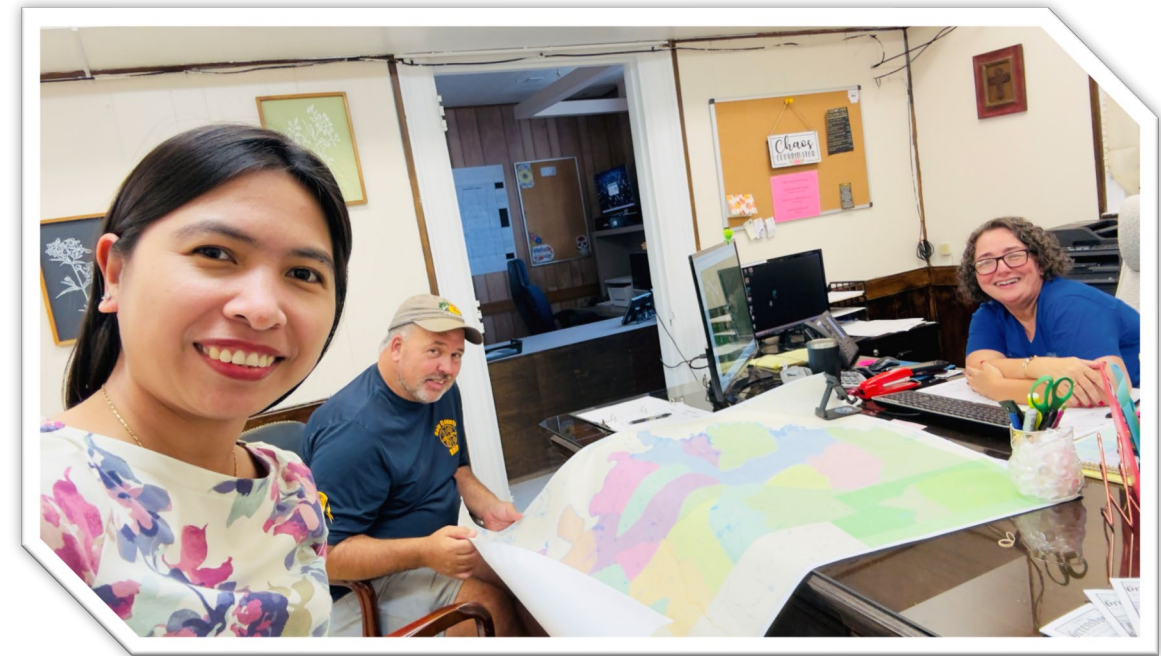






- ❑ Nida visited Marengo & Hale County 911 and facilitated a mini workshop in reviewing & updating their Emergency Services Boundaries (ESBs) last August 16, 2024

- ❑ Digitized their Fire Back-up Boundary paper map for Hale County 911 as requested by their 911 Director & Fire Association President



# Governance

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TAB 6



# Governance

- ❖ **HB 25 Prefiled by Representative Oliver**
- ❖ **Administrative Rule Review**





**Additional Distributions To Emergency  
Communication Districts From The Cost Recovery  
Fund.**

(1) The Board recognizes that it is of utmost importance that each Emergency Communication District (ECD) validly formed and operating within the State of Alabama as of September 30, 2011, at a minimum, be made whole, as contemplated by the passage of Act 2012-293 and adoption of the statewide 911 charges heretofore made.

(2) The Board acknowledges that under the current funding mechanism that some ECDs may not be made whole by the current base distribution amount and per capita distribution. Under Section 11-98-5(f) Code of Ala. 1975, as amended, in the event the Board determines that revenues allocated to reimbursement of CMRS providers for cost recovery is sufficient, then in that event, the Board may, at its discretion, distribute those excess revenues for the benefit of the ECDs currently existing and operating within the state.

(3) In the event an ECD is not made whole by virtue of its base distribution amount and per capita distribution, and if there are funds available in the Cost Recovery Fund over and above amounts sufficient to reimburse providers for cost recovery, then and in that event, the Board may make such ECD whole by use of funds from the Cost Recovery Fund.

(4) If, after payments to ECDs in order for them to be made whole and payment of cost reimbursement to CMRS providers, there are funds available in the Cost Recovery Fund, then and in that event, the Board shall make payments on behalf of or to all ~~contractors, ECDs, and PSAPs to all vendors~~ for costs related to the deployment and operation of a statewide 9-1-1 voice and data system and to train and certify public safety telecommunicators employed by primary PSAPs.

(5) If possible, after payments to ECDs in order for them to be made whole, payment of cost reimbursement to CMRS providers, ~~and~~ payments of costs related to the deployment and operation of a statewide 9-1-1 voice and data system, and payments for the training and certification of public safety telecommunicators employed by primary PSAPs, the Cost Recovery Fund shall at all times maintain a minimum balance equal to ~~one hundred and eighty (180) days operational and administrative costs of the board, which includes payments to all vendors~~ ninety (90) days operational and administrative costs of the board, which includes payments to all contractors and costs related to the deployment and operation of a statewide 9-1-1 voice and data system and to train and certify public safety telecommunicators employed by primary PSAPs, plus up to one-twelfth (1/12) of the annual baseline due to ECDs.

(6) If possible, after payments to ECDs in order for them to be made whole, payment of cost reimbursement to CMRS providers,

payments of costs related to the implementation and operation of the next generation statewide 9-1-1 call delivery network and certification of public safety telecommunicators employed by primary PSAPs, and the Cost Recovery Fund has a minimum of ~~1890~~ days of operational and administrative costs of the board as stated in Paragraph 5, then the Board may, in its discretion, set aside an amount from the Cost Recovery Fund to fund the Board's advisory, training, and grant programs as contemplated by Sec. 11-98-4.1 Code of Ala. 1975, as amended, and Rules 585-X-2-.07 and 585-X-2-.08.

(7) If after compliance with (3), (4), (5), and (6) above, the Board will review the balance in the Cost Recovery Fund beginning in November 2018 and at least annually thereafter, to determine if there are additional funds that may be distributed to the ECDs. If the Board determines there are additional funds for distribution, then any distribution the Board makes from the Cost Recovery Fund shall be done on the following basis:

(a) One half (1/2) of the total amount the Board determines that may be distributed to the ECDs shall be made to each ECD formed and validly operating as of September 30, 2011 and which is currently existing and operating within the state, based on the distribution formula used when calculating the per capita distribution amount due a particular ECD.

(b) One half (1/2) of the total amount the Board determines that may be distributed to the ECDs shall be made in equal parts to each ECD which was formed and operating as of September 11, 2011 and which is currently existing and operating within the state.

(8) In the event two or more ECDs have consolidated during the preceding fiscal year or consolidated before a Board decision regarding additional distributions to ECDs in November, then if a distribution is made, the distribution that an ECD would have received prior to consolidation shall be made to the consolidated, surviving ECD.

**Author:** ~~James T. Sasser~~ Leah Missildine

**Statutory Authority:** Code of Ala. 1975, §§11-98-1; 11-98-4.1; 11-98-5, 11-98-5.2, 11-98-6, as amended.

**History:** **New Rule:** Filed May 16, 2018; effective June 30, 2018. **Amended:** Published May 29, 2020, effective July 13, 2020. **Amended:** Published ; effective .



# Legislative Remedy

(b) Effective October 1, 2013, there shall first be deducted, no more than one time during each calendar month, from the total amount of the statewide 911 charges paid over to the 911 Board during such month, a sum not to exceed ~~one~~ three percent of the total amount, to be applied by the 911 Board exclusively for payment of administrative expenses theretofore incurred by it, ~~and, at the board's discretion, the awarding of additional operational grants to districts outside of the other distribution criteria in this subsection upon a showing of hardship.~~ The balance of the total amount of the statewide 911 charges paid over to the 911 Board during each calendar month shall be deposited into the 911 Fund and shall be apportioned and distributed in accordance with the succeeding provisions of this subsection.

(1) There shall be distributed each month among all then existing districts, from the moneys then on deposit in the 911 Fund, an ~~aggregate~~ amount equal to 80 percent ~~the sum of a 80 percent of the portion of the statewide 911 charges remitted to the 911 Board with respect to the month by CMRS providers and for prepaid wireless 911 charges, plus b. 100 percent of all other~~ the statewide 911 charges remitted to the 911 Board with respect to the month.



Leah Missildine



The Board has no other way to impact their funding level (i.e. no grants, reimbursements, etc.) besides the CPI. Also, if this percentage is to be applied "exclusively for payment of administrative expenses" we cannot maintain an office/staff/benefits and pay the Examiners, which is listed in 11-98-15 as an administrative expenses

September 05, 2024, 3:21 PM

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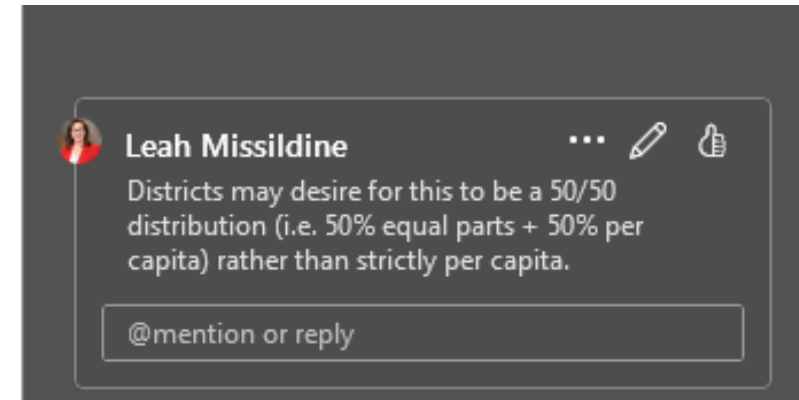




# Legislative Remedy

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(2) There shall be paid each month to each then existing district, out of the amount described in subdivision (1), one-twelfth of the sum of the base distribution amount defined, as applicable, in subdivisions (3) and (4), plus the per capita distribution amount defined in subdivision (5).

(3) The term base distribution amount, as used in this section with respect to any district with a functioning 911 system as of September 30, 2011, and except as otherwise provided in this subdivision and subdivision (4), means the highest dollar amount per annum of emergency telephone service charges, excluding any fees received from the CMRS Fund, if any, received by the district during the five prior consecutive fiscal years ending on September 30, 2011; provided that if the district first levied any such service charge, or if the district by vote of the



**Leah Missildine** ...  

Districts may desire for this to be a 50/50 distribution (i.e. 50% equal parts + 50% per capita) rather than strictly per capita.

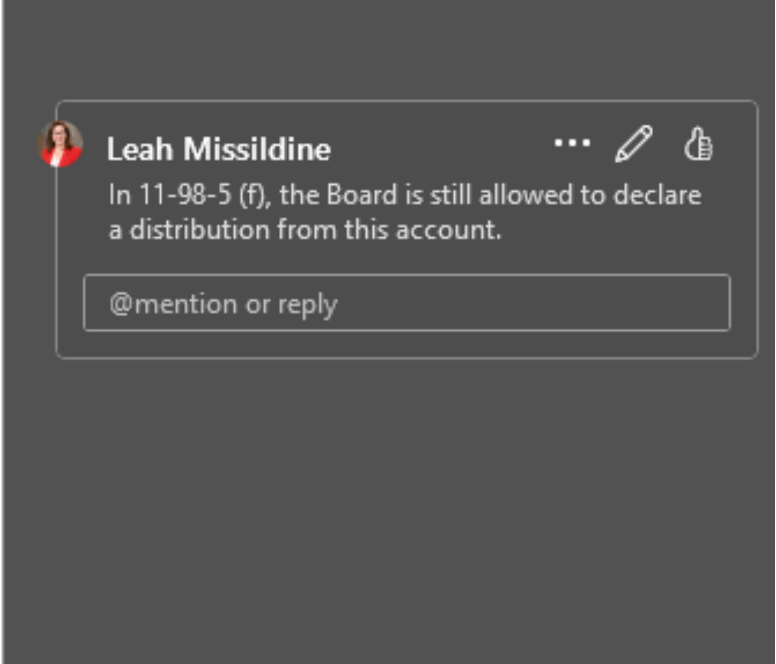
@mention or reply



# Legislative Remedy

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(7) Except as otherwise provided in subdivision (6), there shall be set aside and deposited each month, into a separate account, which may, but need not, form a part of the 911 Fund, an amount equal to ~~20~~17 percent of the ~~portion of the~~ statewide 911 charges remitted to the 911 Board with respect to the month ~~by CMRS providers~~. All moneys in the separate account shall be funds available to the Board to be used in the performance of its powers and duties as assigned in 11-98-4.1 for payments on behalf of or to all contractors, ECDs, and PSAPs for costs related to administering a statewide 9-1-1 voice and data system, to train and certify public safety telecommunicators, to fund advisory services, reimbursement programs, and grants, and used exclusively for payment of actual and direct costs incurred by CMRS providers in complying with wireless E-911 service requirements established by the FCC Order and complying with any rules or regulations adopted at any time by the FCC pursuant to the FCC Order; and the costs may include, without limitation, costs and expenses incurred in connection with designing, upgrading, purchasing, leasing, programming, installing, testing, or maintaining all necessary data, hardware, and software required in order to provide Phase II Enhanced 911, and the incremental costs of operating Phase II Enhanced 911.



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In 11-98-5 (f), the Board is still allowed to declare a distribution from this account.

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# Old Business

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TAB 7





# New Business

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TAB 8



# Public Comments

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OPEN FORUM



# Next Board Meeting & Public Hearing

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NOVEMBER 13, 2024

9:00AM

MONTGOMERY, AL



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# Adjournment

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