ALABAMA 911 BOARD

January 16, 2019 Board Meeting
1 Commerce Street
Montgomery, AL

Agenda

Introduction

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

Reports

- ❖ Staff Reports (Tabs 3-6)
  - • ANGEN Report
  - • Legal Report
  - • Financial Report
  - • Director's Report

Closing

- ❖ Public Comments
- ❖ Next Meeting
- ❖ Adjournment

Staff Reports

(Tabs 3-6)

ANGEN Report

(Tab 3)

ANGEN TEAM

ANGEN November – December Project Review

Presented January 16, 2019

911 Authority

Past Months Activity

- Continued PSAP cutovers to ANGEN
- Planning for Federal Grant project
- Preparations for the release of the Federal Grant application process
- Continue to refine the plan for the grant application
- GIS RFP planning
- CPE RFP planning

911
Authority
Connecting Public Safety with Technology

Federal Grant Preparation Activities

- Major focus of Federal Grant Planning
  - Planning for the AL Federal Grant application based on Notice of Proposed Rule Making (NPRM) and the Notice of Funding Opportunity (NOFO)

  - Continued meetings with stakeholders to determine what kind of grant projects are needed and how the application will be completed

  - Goal is to align with the requirements of the grant program to ensure a smooth and successful application process

Action Items

- Continue ESInet planning with INdigital
- Maintain and update PSAP cutover strategy
- Continue PSAP cutovers (INdigital with details)
- Support for legislative updates planning and drafting
- Drafting the CPE RFP for hosted solution
- Continue work on the grant plan to incorporate feedback and make updates leading up to the release of grant application.
- Complete the Grant application 60 days from release date.
  - Grant application writing
  - Outreach to PSAPs

ANGEN 2.0 Report

For the period ending January 16, 2019.

Section A: ANGEN 2.0 ESInet Overview

1.   Work continues to expand the ANGEN 2.0 network. The ASA data center and PSAP circuit moves completed the week of December 3rd with no complications.

Section A: ANGEN 2.0 ESInet Overview

2.   ANGEN 2.0 Network Buildout

    a. We continue to work on getting the ESInet built to the PSAPs.

    b. Tandem to tandem and tandem to PSAP transfer trunks continue to be the primary focus.

        i. A document has been provided to AT&T to assist with AT&T maintained CPE transition to ANGEN.

        ii. We continue to work with AT&T to get translation services in place.

       iii. AT&T intends to assign project management to oversee CPE conversion and transfer trunk placement.

Section A: ANGEN 2.0 ESInet Overview

3. ASA to INdigital Circuit Conversion is now complete.
   a. The ECW Wiregrass and Winfield conversion from ASA to ANGEN 2.0 was trouble free.
   b. All ASA circuits are now retired and disconnected.
4. Twenty-seven CDR boxes are now on-line and reporting data to 9-1-1 Logix.
5. Texty is now active in Winston County. Kick-off calls for Winfield and Wiregrass Texty implementation happens tomorrow.
6. Optimized Service Button (9-1-1 Reroute) is active in the Wiregrass.

ANGEN Project Steps

Stage 0 - Replace the Bandwidth wireless network

Completed in 2018. Work included a data center move.

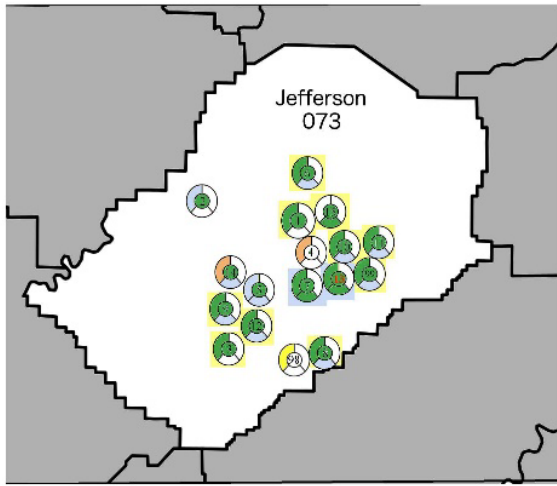Stage 1 - Build the ESInet to the PSAPs.

Stage 2 - Deliver 911 calls directly to PSAP.

Wireless is active now, the transition continues.

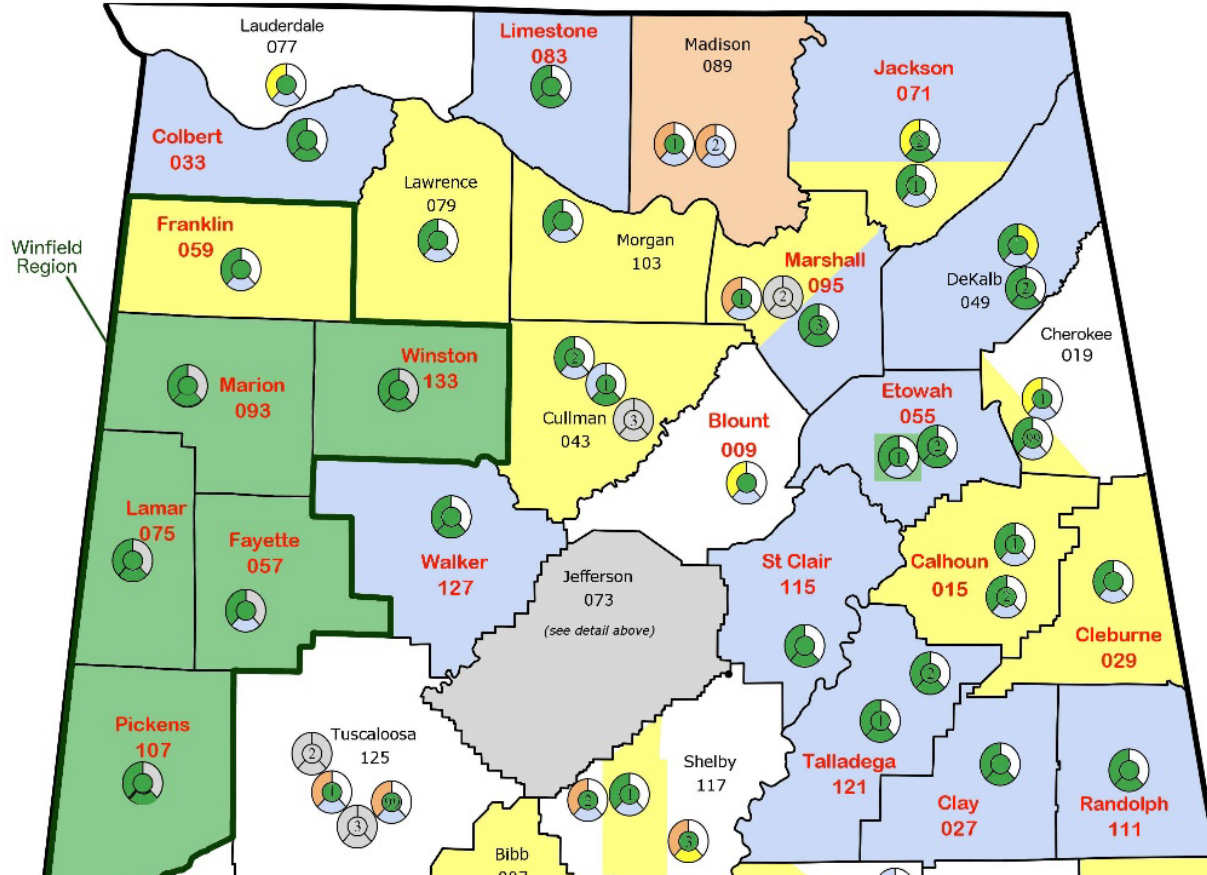Stage 3 - Convert the legacy wireline service to ANGEN.

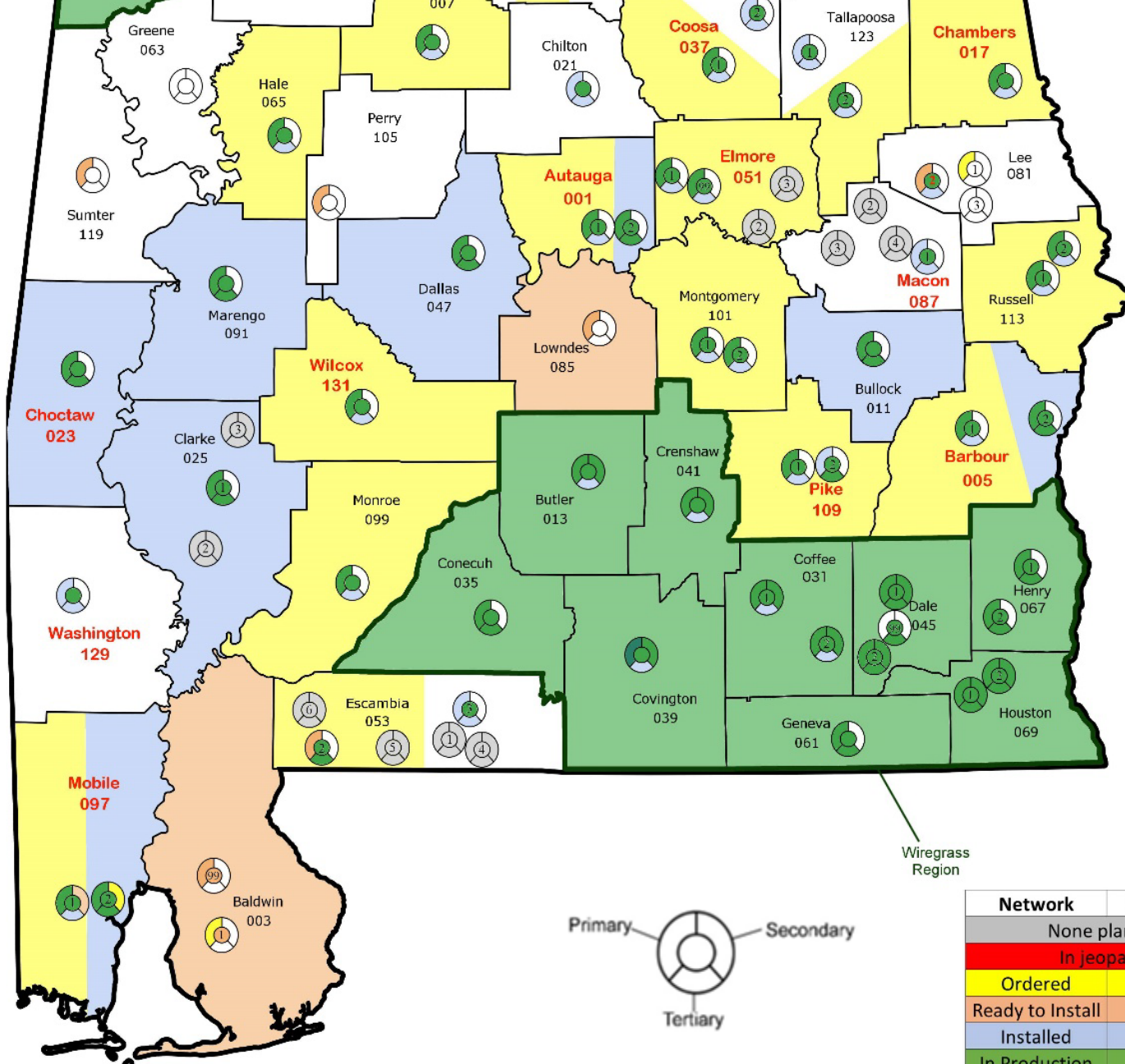Stage 4 - Turnup Texty for non-voice text messaging with the PSAPs.

INdigital

Jefferson County - 073
01: Jefferson County 911
02: Adamsville PD
03: City of Bessemer
04: Birmingham ECD
05: Fairfield PD
06: Gardendale 911
07: Homewood 911
08: Hoover 911
98: Hoover 911 B-Side
09: City of Hueytown
10: Irondale PD
11: City of Leeds 911
12: City of Midfield 911
13: Mountain Brook 911
14: Pleasant Grove Police
15: Tarrant PD
99: Mountain Brook FD/E911

Jefferson
073

Winfield Region

Lauderdale 077
Limestone 083
Madison 089
Jackson 071
Colbert 033
Franklin 059
Lawrence 079
Morgan 103
Marshall 095
DeKalb 049
Cherokee 019
Marion 093
Winston 133
Cullman 043
Blount 009
Etowah 055
Lamar 075
Fayette 057
Walker 127
Jefferson 073 (see detail above)
St Clair 115
Calhoun 015
Cleburne 029
Pickens 107
Tuscaloosa 125
Shelby 117
Talladega 121
Clay 027
Randolph 111
Bibb 007

INdigital

Greene 063

Coosa 037

Tallapoosa 123

Chambers 017

Chilton 021

Hale 065

Perry 105

Elmore 051

Autauga 001

Lee 081

Sumter 119

Dallas 047

Montgomery 101

Macon 087

Russell 113

Marengo 091

Lowndes 085

Choctaw 023

Clarke 025

Wilcox 131

Bullock 011

Monroe 099

Crenshaw 041

Barbour 005

Butler 013

Pike 109

Washington 129

Conecuh 035

Coffee 031

Dale 045

Henry 067

Covington 039

Geneva 061

Houston 069

Escambia 053

Mobile 097

Baldwin 003

Wiregrass Region

02: Albertville PD
03: Georgia Mountain
Mobile-097   01: Mobile County
                02: Mobile County EMA
Monroe-099   01: Monroeville
Montgomery-101 01: Montgomery
                02: Montgomery Emergency Communications
Morgan-103   01: Morgan County (911)
Perry-105   01: Perry County (911)
Pickens-107   01: Pickens County
Pike-109   01: Troy PD
                02: Troy Fire Dept
Randolph-111   01: Randolph County (E911)
Russell-113   01: Russell County Sheriff
                02: Phenix City PDBB
Shelby-117   01: Shelby County 911
                02: Pelham PD
                ??: Columbiana PD
St. Clair-115   01: St. Clair 911
Sumter-119   01: Sumter County (E9-1-1)
Talladega-121   01: Talladega County (9-1-1)
                02: Talladega County EOC
Tallapoosa-123 01: Tallapoosa County Sheriff
                02: Alexander City PD
Tuscaloosa-125 01: Tuscaloosa Sheriff's Office
                02: Tuscaloosa PD
                03: Northport PD
                99: Tuscaloosa EOC
Walker-127   01: Walker County (E9-1-1 District)
Washington-129 01: Washington County (E911)
Wilcox-131   01: Wilcox County (E-911 Communication District)
Winston-133   01: Winston County

PSAP is in production

Map Key

Primary — Secondary

Tertiary

Network	Equipment
None planned	
In jeopardy	
Ordered	
Ready to Install	Scheduled
Installed	Partial
In Production	Installed

County Cutover Phase	
Installation pending	
Phase 1 partial	
Phase 1 complete	
Phase 2 complete	

INdigital

Section B: Industry Stakeholders

1. Centurylink PSAPs - Wireline conversion continues
   a. Centurylink has expressed the desire to move all traffic one tandem at a time. We're working through an implementation plan with them.

Section B: Industry Stakeholders

1. Centurylink PSAPs

   b. Centurylink had a nationwide circuit outage between December 28-29.

      i. PSAPs in Alabama serviced by Centurylink fiber and processing calls through ANGEN automatically swapped to 4g with there being no interruption in service.

      ii. Geneva Co. was the only PSAP that experienced a call interruption due to being serviced by a Century Link primary circuit and the 4G tower also utilizing a Centurylink circuit. 9-1-1 calls were answered by Dothan/Houston County for over twenty-four hours and transferred via admin line to Geneva. Microwave connectivity between Enterprise and Geneva is now being used as a tertiary connection.

Huntsville DC

INdigital G-17 core
CDR ← Serial ← ECW host
ALI — Serial — ECW host
SIP
HFA
SBC
SIP/RFC 2833
ECW IP to workstation
IP

Montgomery DC

INdigital G-17 core
CDR ← Serial ← ECW host
ALI — Serial — ECW host
SIP
HFA
SBC
SIP/RFC 2833
ECW IP to workstation

INdigital Diverse IP networks

ECW IP to workstation

Geneva Co.

ECW clients
MEVO phone
Router — Router
Adtran Port 1
ECW IP to Workstation
ECW IP to workstation

Enterprise

ECW clients
MEVO phone
Router — Router
Adtran Port 1
ECW IP to workstation

Tertiary Connectivity via Microwave

INdigital

Section B: Industry Stakeholders

2. Carrier Notice - Nothing to report

3. Originating Service Provider status
    i. Awaiting Inteliquent to complete commercial agreement with Indigital.
    ii. All surveys should be forwarded to Deb Prather (dprather@Indigital.net).

4. PSAP Outreach - AL911.net User Training

    i.   January 29th – Livingston

    ii.   January 30th - Enterprise

    iii.   January 31st – Mobile

Section B: Industry Stakeholders

5. Adjacent State Connectivity

   Nothing to report

6. Regulatory Matters

   Nothing to report

7. Inter-agency Agreements

   Nothing to report

8. Other Stakeholders

   Nothing to report

Section C: ESInet Trends and Stats

Call Counts - November 5, 2018 - January 6, 2019
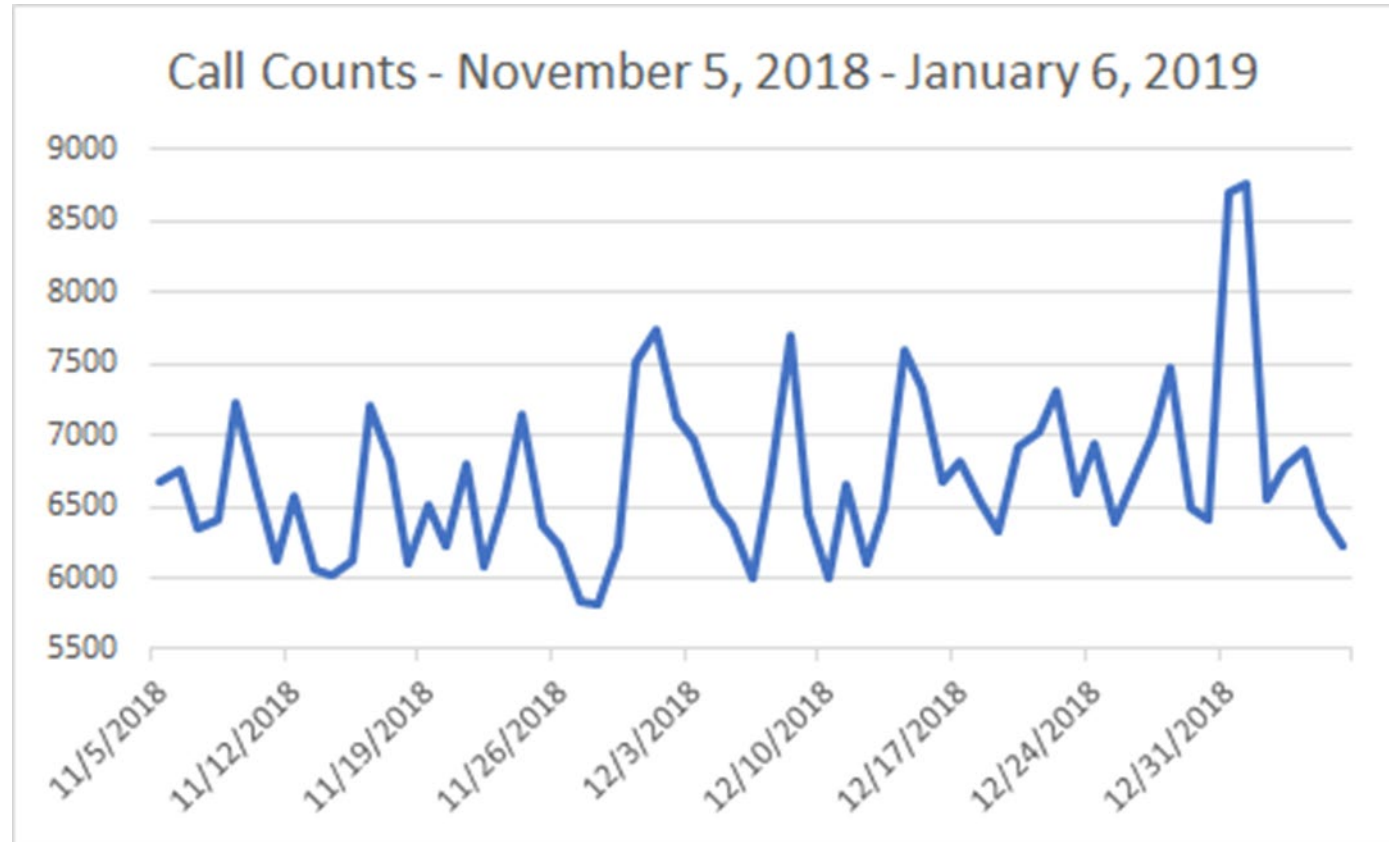
Busiest day during the period was January 1st - 8,771 calls were processed. The second busiest day was December 31st - 8,709 calls were processed. Average call volume per day was 6,699. Down from 7,033 in the previous reporting period. Total calls since last report was 422,059.

Average Calls by Time of Day

Calls by Hour 2018-11-05 00:00:00.000 to 2019-01-06 23:59:59.999

● Avg Calls by Hour
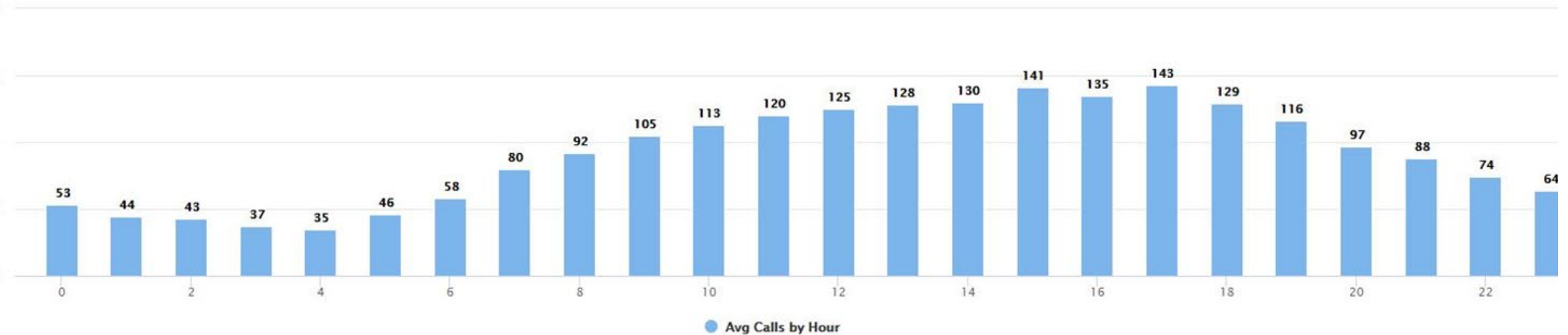
4:00 am is the lowest call volume - 35 call average across the network
5:00 pm is the peak call volume - 143 call average across the network

Calls by Day of Week

ESRP Calls by Day of Week 2018-11-05 00:00:00.000 to 2019-01-06 23:59:59.999
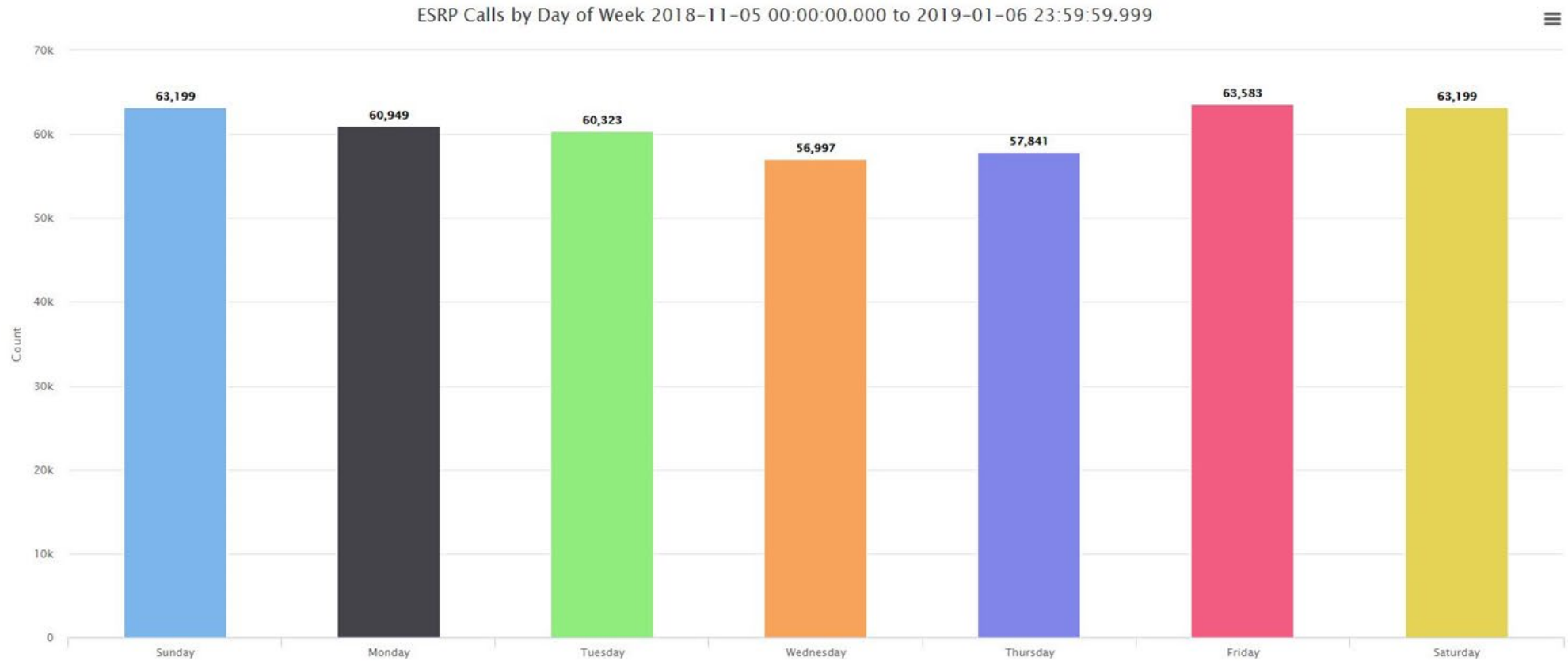
Friday was the busiest day of the week for this report.

Section C: ESInet Trends and Stats

ESRP Transaction Counts 2018-02-01 to 2019-01-06

Mar '18   Apr '18   May '18   Jun '18   Jul '18   Aug '18   Sep '18   Oct '18   Nov '18   Dec
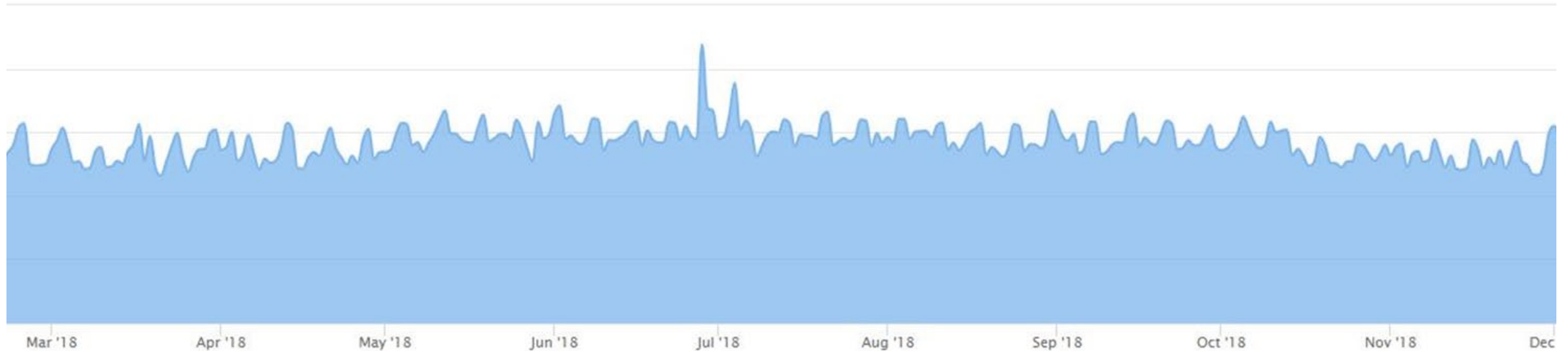
ANGEN 2.0 has now processed over 2.3 million calls.
Average call volume per day : 6,935
Total Call Volume Feb 12, 2018 to January 6, 2019 : 2,358,222

Section D: Trouble Ticket Analysis

ALABAMA TICKETS NOVEMBER 5 - JANUARY 6

- PSAP Support and Training, 16, 15%
- PSAP CPE, 3, 3%
- Originating Service Provider, 14, 14%
- ANI/ALI Database, 48, 46%
- Network Core, 21, 20%
- Circuit, 2, 2%
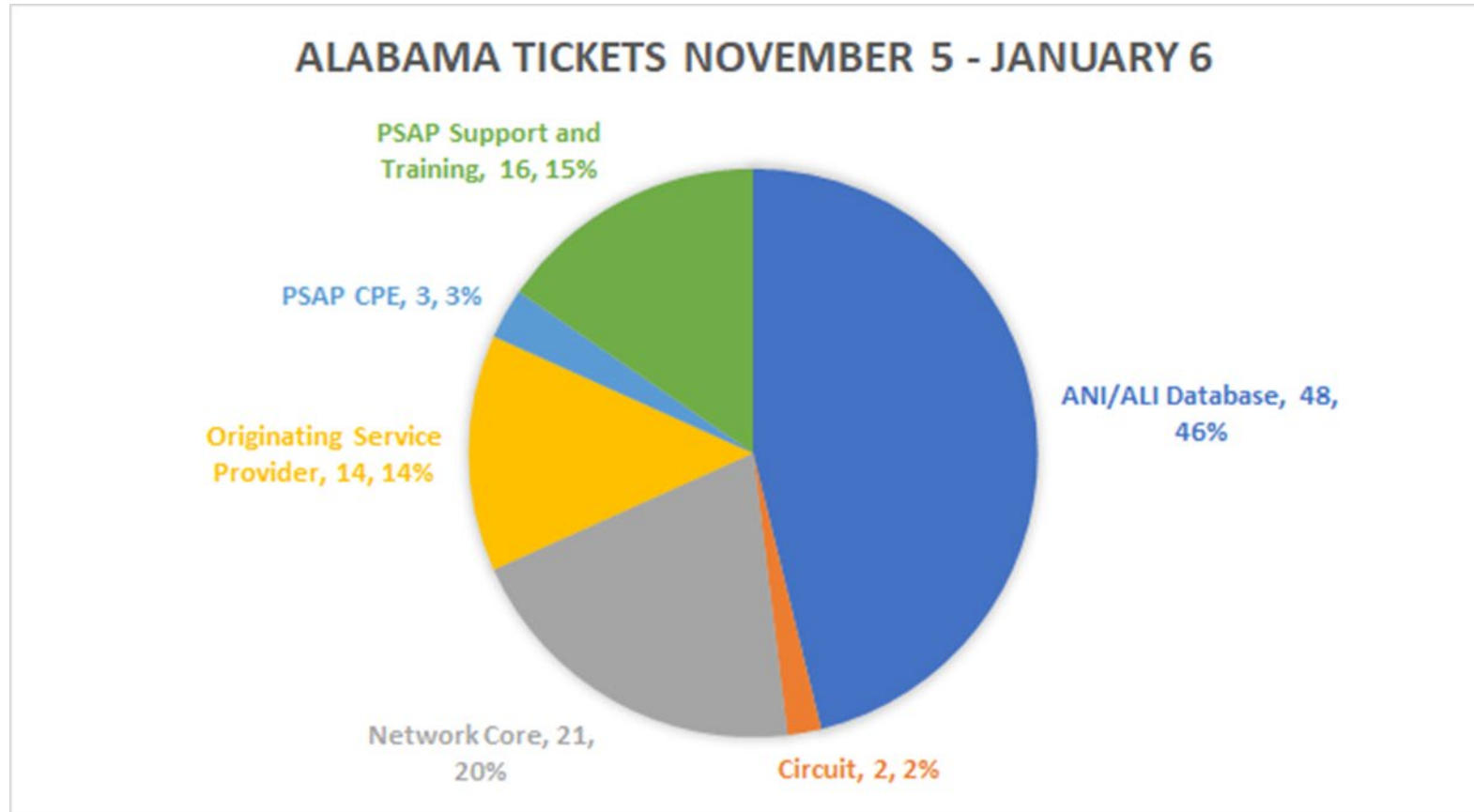
A total 104 tickets have been created since the last report.

Section D: Trouble Ticket Analysis
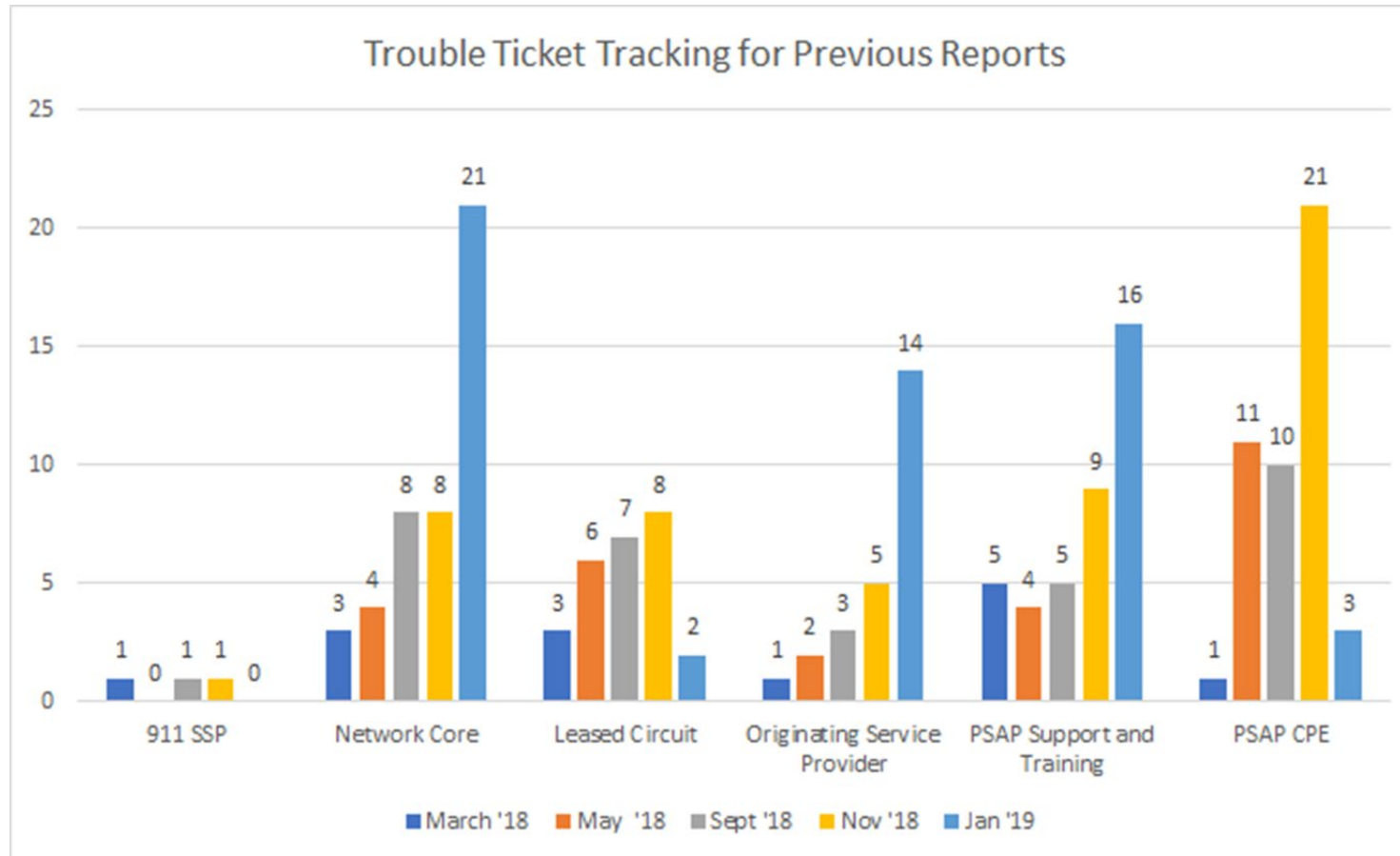
The majority of the Network Core-related tickets for this report were related to the ASC to INdigital Conversion

Section E: Major Event Analytics
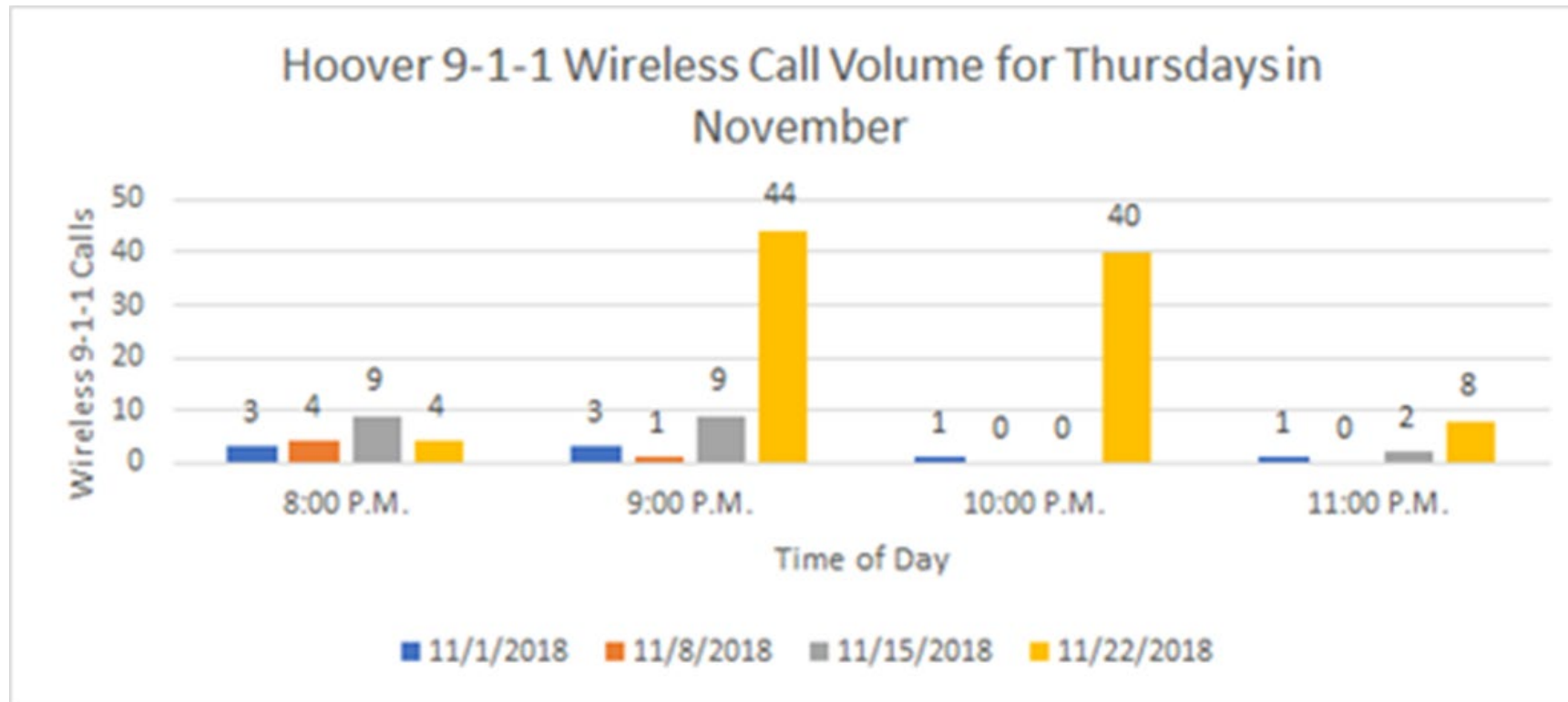
Hoover 9-1-1 received an over 500% increase in call volume in the moments and hours following the Hoover Galleria Mall Shooting on November 22, 2018.

Section E: Major Event Analytics

Logix was also useful in debunking a local media report of an active shooting on Fort Rucker. This image depicts the total call volume for that area in a twenty-four-hour period surrounding the supposed active shooter. Only one 9-1-1 call was in relation to the shooting, and it was a domestic incident that occurred outside of the Fort.

Daleville Alabama Shooting 11/24/18

11/24/2018 6:54:36 AM

11/24/2018 8:41:25 PM

11/24/2018 8:30:36 PM

11/24/2018 7:13:19 PM

11/24/2018 7:10:14 PM

Daleville Ave

INdigital sm

Section E: Major Event Analytics

Alabama Wireless 9-1-1 Calls for Dec 8-9 Wind Advisory vs. Previous Week
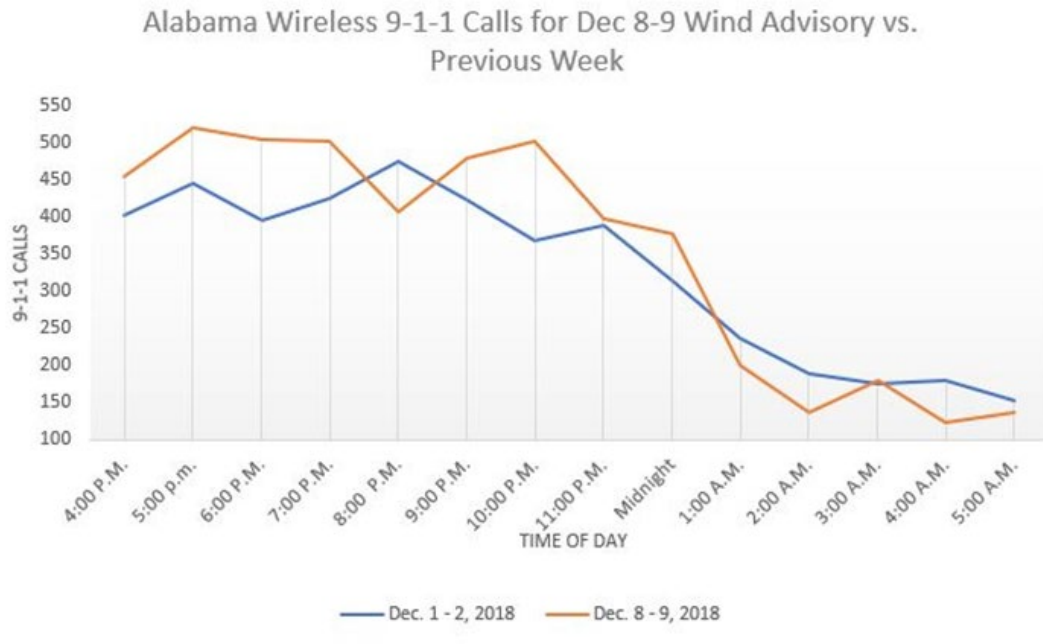
As an example of the value of the data that can be collected in the NG environment, the above represents wireless call volume from Logix as associated with a Wind Advisory on December 8th for a PSAP. These events generally produce more 9-1-1 calls than other natural events because of the more even distribution of wind over a broader area than an event such as a tornado or a lightning strike that is confined to a path.

Section E: Major Event Analytics

We all (as a 9-1-1 community) need to be thinking about what information might be valuable in the future not only to PSAPs, but to other organizations that serve the public.

References:

Blount 9-1-1 on Twitter (scroll back to Dec 8 - 9 to see info provided to the public):
https://mobile.twitter.com/BlountCounty911

Wind Advisory: https://inws.ncep.noaa.gov/a/a.php?i=28064142

Call for Service Report:
https://www.facebook.com/156503607741071/posts/2166812733376805?sfns=1

Blount 9-1-1 Five Busiest Hours November 9 - December 9, 2018

Time	Wireless 9-1-1 Calls
2018-12-08 - 22:00	30
2018-12-08 - 18:00	16
2018-11-26 - 18:00	12
2018-11-12 - 20:00	12
2018-12-08 - 21:00	11

INdigital
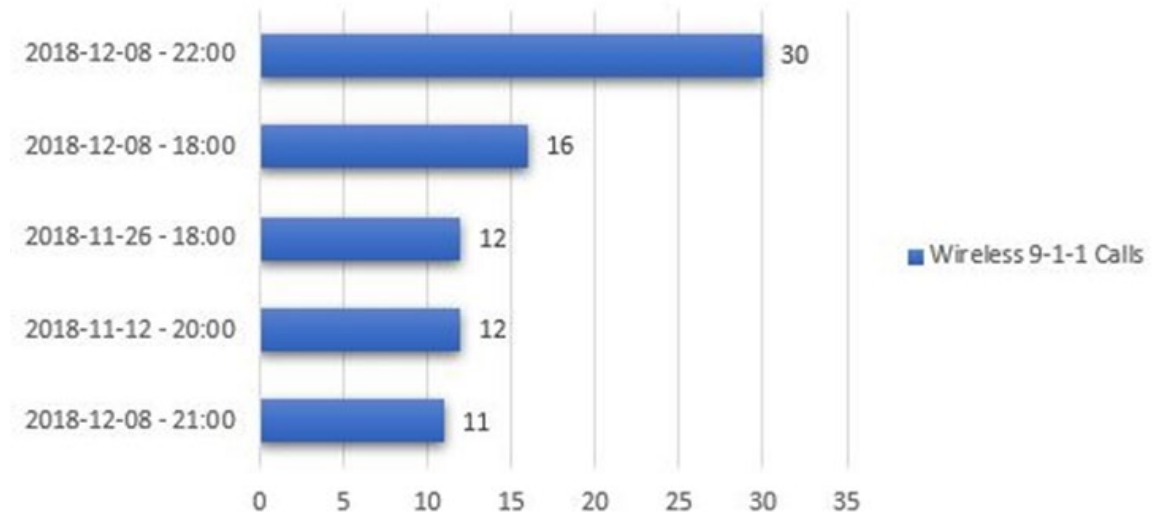
Questions?

Legal Report

(Tab 4)

MR. JAMES SASSER

Financial Report

(Tab 5)

MR. RON COOLEY

Financial Statements
Statement of Assets & Fund Equity-Cash Basis
as of December 31, 2018
(Tab 5, page 33)

ASSETS

Total Current Assets	**$29,870,592.20**
Net Property and Equipment	**111,562.69**
Total Assets	**$29,982,154.89**

LIABILITIES AND FUND EQUITY

Total Current Liabilities	**8,985.29**
Total Fund Equity	**29,973,169.60**
Total Liabilities & Fund Equity	**$29,982,154.89**

Allocation of 9-1-1 Fund
Jan-19

Administrative Allowance, $96,470.83

Reserve from CMRS Providers, $1,514,591.95

Distributions to ECDs, $8,614,968.54

Reserve for Examiners, $56,000.00
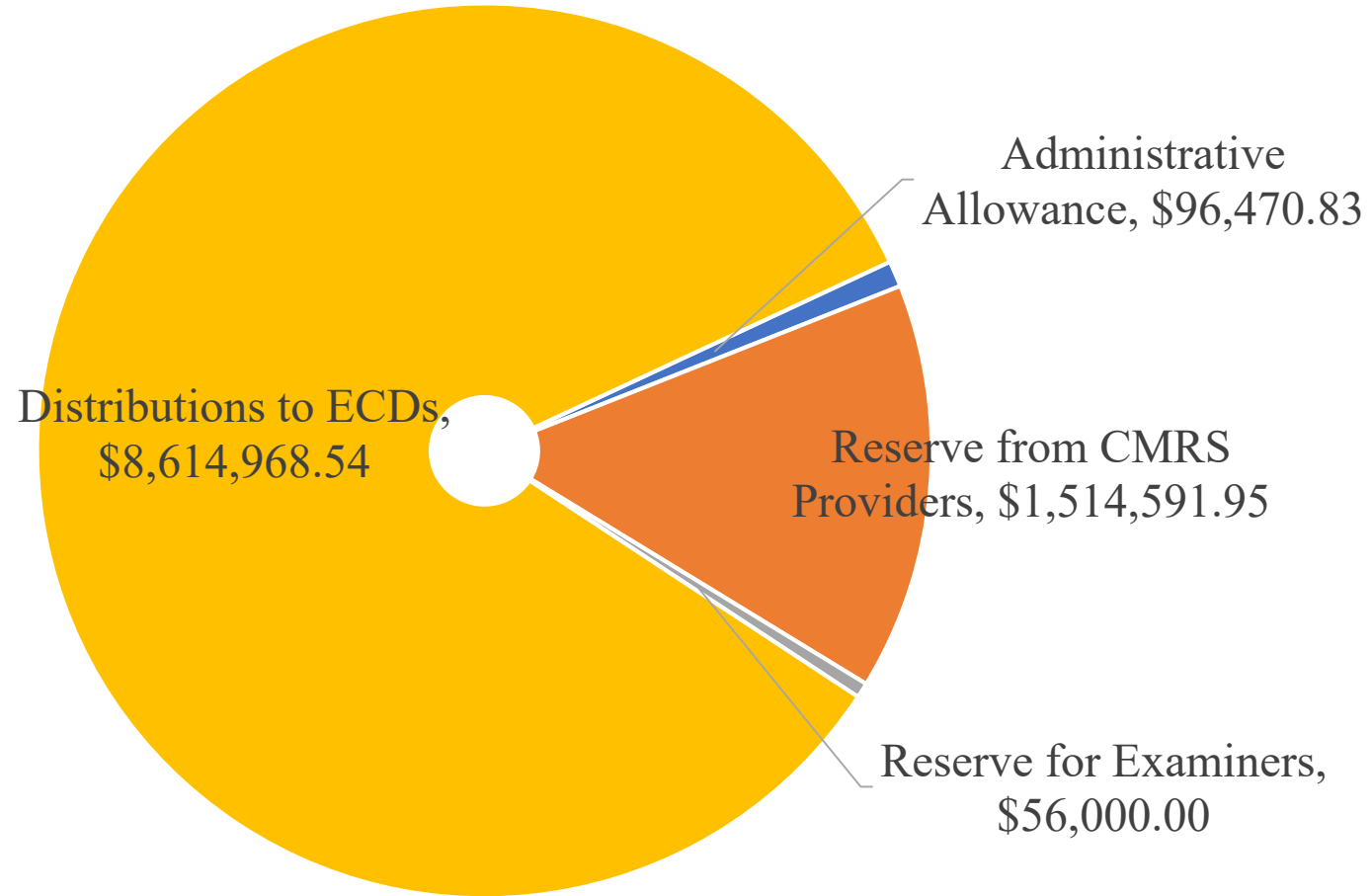
Operations Fund
December 2018

Salaries, 35,788.91
Travel- Instate, 956.10
Training, 125.00
Vehicle Fuel, 161.90
Travel-Board, 154.78
Vehicle Maintenance/Repair, 0.00
Website Maintenance, 200.00
Advertising & Marketing, $-
Copier Rental & Supplies, 716.75
Depreciation, 2,479.63
Dues and Subscriptions, 905.11
Health Insurance, 2,556.00
Insurance, 0.00
Legal, 2,974.83
Internet Service, 130.00
Payroll Taxes, 2,624.10
Miscellaneous, 0.00
Office Expense, 114.00
Office Supplies, 230.50
Phone, 247.73
Postage, 0.00
Professional & Contract Serv, 811.50
Rent, 0.00
Retirement Expense, 0.00

Total Revenues	$ 101,466.32
Total Expenses	$ 51,176.84
Excess revenue over(under) expenses	$ 50,289.48

(Tab 5, page 38)

Total Funds
December 2018

ECD Distributions, 8,614,968.52, 76%

Other ECD Distributions, 1,985,467.24, 17%

Grants to ECDs, 119,235.28, 1%
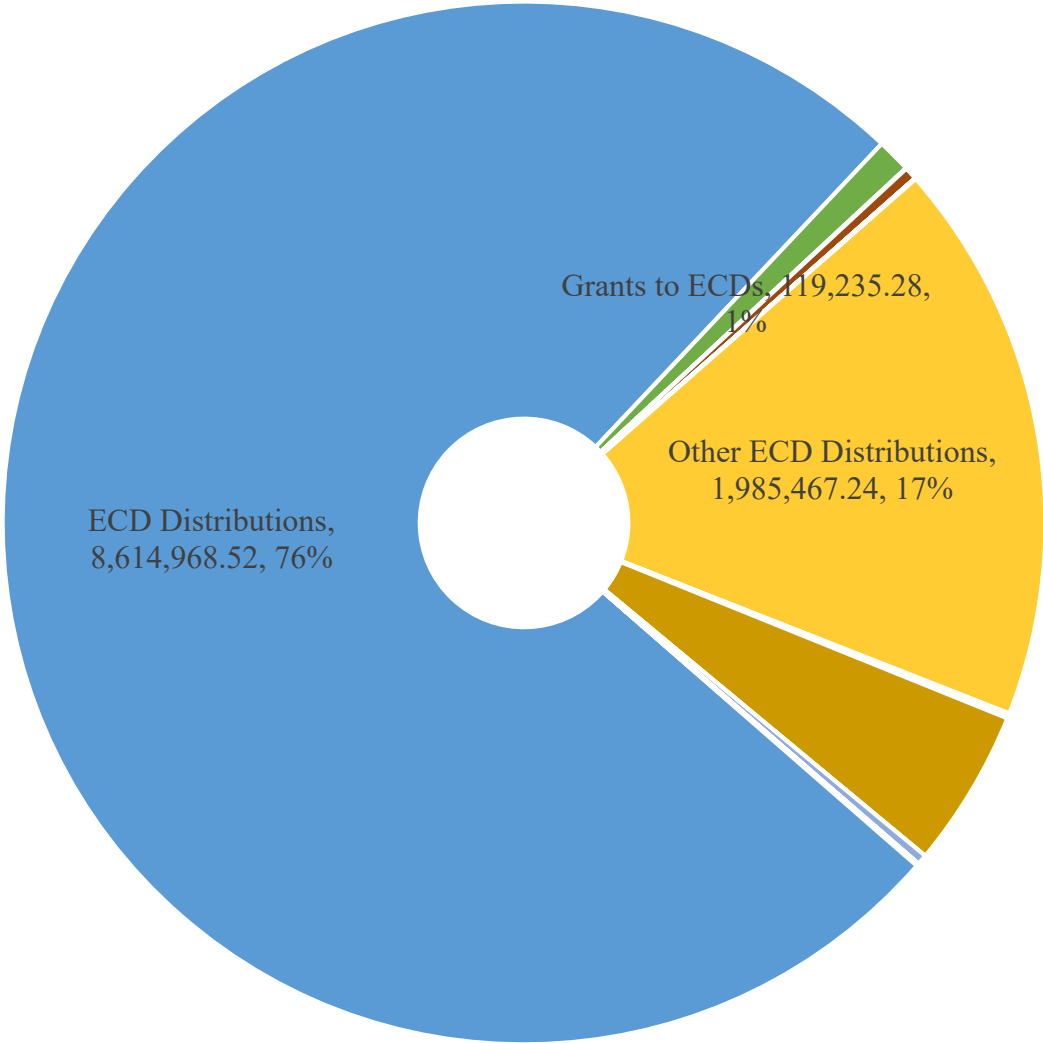
- Advertising & Marketing
- Copier Rental & Supplies
- Depreciation
- Dues and Subscriptions
- ECD Distributions
- Grants to ECDs
- Health Insurance
- Installation Charges-Angen
- Insurance
- Internet Service
- Legal
- Miscellaneous
- Office Expense
- Office Expense
- Office Supplies
- Other ECD Distributions
- Payroll Taxes
- Phone
- Postage
- Professional & Contr Ser Angen
- Professional & Contract Serv
- Recurring Network Charge-Angen
- Rent
- Retirement Expense
- Salaries

Director's Report

(Tab 6)

MRS. LEAH MISSILDINE

Director's Report – Examiners

<u>CURRENT FINDINGS</u>

- *2017-01 The Board did not verify employees' eligibility through E-Verify.*
- *2017-02 Relates to the Board purchasing unallowable items with the Board's credit card.*
- *2017-03 Relates to the Board paying for legal services in excess of the rate specified in the contract.*
- *2017-04 Relates to the Board not adopting policies and procedures to fund advisory services and training.*
- *2017-05 Relates to the Board failing to submit board member vacancies to the Secretary of State in a timely manner.*

Director's Report – Examiners

(Tab 6, page 50)

UNRESOLVED PRIOR FINDINGS

- *2015-01 Wireless, wired and Voice Over Internet Protocol (VOIP) carriers did not submit 911 charges collected from its subscribers according to the Board's statutes and administrative rules.*
- *2015-08 Employees did not comply with the travel law for in-state travel.*
- *2015-09 Employees did not comply with the travel law or guidelines for out-of-state travel.*
- *2015-11 Lack of oversight was noted for credit card purchases by the Board employees.*
- *2015-12 Invoices submitted by the contract accountant did not include itemized receipts for expenses.*
- *2015-13 The Board paid sales taxes for items purchased, although state agencies are made exempt by state law from payment of the sales taxes.*
- *2015-14 Expenditures are not coded correctly in the Board's accounting records.*

Director's Report

- ❖ **ECD Reporting –** 9 ECDs did not report; 1 of those dissolved May 31, 2017.

- ❖ **Federal 9-1-1 Grant Program –** Nothing to report.

- ❖ **Contracts** – The Board's staff received proposals through the end of the year for legal services. Evaluation is currently ongoing.

- ❖ **ECD Certification** – 14 ECDs have submitted; deadline is January 31, 2019.

Director's Report (Tab 6, page 52)

Charter Communications – internal review of its compliance position determined they inadvertently underpaid 9-1-1 fees; they sent payment to ECDs to fully satisfy its compliance obligation.

Contact – Jenn Shelton

Manager, Transaction Tax

314-543-2438

COST RECOVERY

Legend: ■ FYE18 Approved ■ FYE18 Actual ■ FYE19 Plan

CSPIRE/CELLULAR SOUTH
- FYE18 Approved: $486,800.00
- FYE18 Actual: $448,038.81
- FYE19 Plan: $515,440.00

PINEBELT
- FYE18 Approved: $147,664.00
- FYE18 Actual: $119,975.00
- FYE19 Plan: $271,004.00

SOUTHERNLINC
- FYE18 Approved: $1,032,626.00
- FYE18 Actual: $454,830.48
- FYE19 Plan: $1,128,616.00

SPRINT
- FYE18 Approved: $689,091.16
- FYE18 Actual: $484,946.75
- FYE19 Plan: $715,656.72
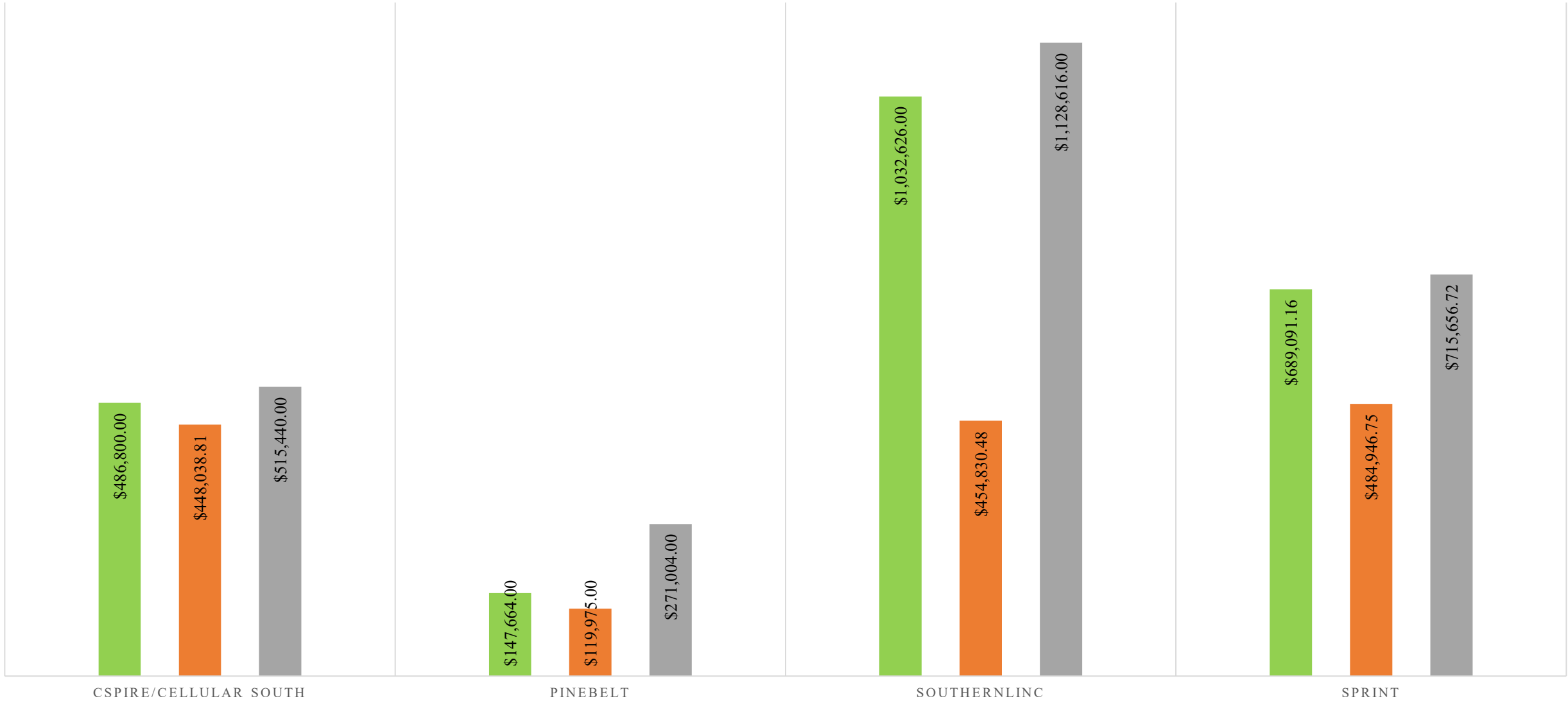
When	What	Where
January 15, 2019	9-1-1 Center Consolidation	Alabama 9-1-1 Board, Montgomery, AL
January 29-31, 2019	9-1-1 Center Supervisor Program	Athens State University, Athens, AL
January 29, 2019	AL911.net User Training	University of West Alabama Student Union Building, Livingston, AL
January 30, 2019	AL911.net User Training	Enterprise Farmers Market, Enterprise, AL
January 31, 2019	AL911.net User Training	Mobile County EMA, Mobile, AL
February 4-8, 2019	Center Manager Certification Program (CMCP)	Baldwin County 9-1-1 Center, Robertsdale, AL
March 4-6, 2019	Center Training Officer Program (CTO)	Alabama 9-1-1 Board, Montgomery, AL
April 16-18, 2019	9-1-1 Center Supervisor Program	Elmore County EOC, Wetumpka, AL
May 6-8, 2019	Center Training Officer Program (CTO)	DeKalb County 9-1-1, Rainsville, AL
June 4, 2019	Recruit, Hire, Retain, & Promote for Success	Alabama 9-1-1 Board, Montgomery, AL
July 9, 2019	Recruit, Hire, Retain, & Promote for Success	Birmingham 9-1-1, Birmingham, AL
August 6, 2019	**Quality Assurance: Achieving QA/QI in the PSAP- Registration will open soon**	To be determined in West Central Alabama
September 17, 2019	Quality Assurance: Achieving QA/QI in the PSAP	Central Alabama Community College, Alexander City, AL

Committee Name	Members	Proposed Agenda/ Action Items	Proposed Meeting Dates (as needed)
Education & Outreach	Melissa Dove, Jeremy Williams, Fred Johnson	-Statewide Text for 9-1-1 Campaign -Telecommunicator Month Recognition -Explore Standards/Best Practices/Training Viability	**Third Wednesday of even months (Morning)** • 2/20/19 • 4/17/19 • 6/19/19 (National NENA) • 8/21/19 • 10/16/19 (ALNENA) • 12/18/19
Finance	Larry Fisher, Robert Smith, Terry Womack	-Monthly Financials -Distribution and Funding Study and Review	**Each Wednesday prior to Board meetings** • 3/13/19 • 5/8/19 • 7/10/19 • 9/11/19 • 11/13/19
Governance	Chris Heger, Wayne Hutchens, Tim Webb	-Employee Handbook Revision -Administrative Rule Review -Support Legislative Change	**Third Wednesday of even months (Afternoon)** • 2/20/19 • 4/17/19 • 6/19/19 (National NENA) • 8/21/19 • 10/16/19 (ALNENA) • 12/18/19
Technical	John Nettles, Alan Campbell, Brandon Wallace	-GIS RFP -Hosted CPE RFP -Network Services Exploration	**Fourth Wednesday of even months (Afternoon)** • 2/27/19 • 4/24/19 • 6/26/19 • 8/28/19 • 10/23/19 • 12/11/19 (rescheduled from 12/25/19)

New Business

BOARD MEMBERS

Public Comments

OPEN FORUM

Next Board Meeting

MARCH 20, 2019

10AM

1 COMMERCE STREET

MONTGOMERY, AL

Adjournment