ALABAMA 911 BOARD

January 15, 2020 Board Meeting
1 Commerce Street
Montgomery, AL

Agenda

Introduction

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

Reports

- ❖ Staff Reports
  (Tabs 3 - 6)
  - ANGEN Report
  - Legal Report
  - Financial Report
  - Director's Report
- ❖ Committee Reports
  (Tabs 7 - 8)

Closing

- ❖ Old Business
- ❖ New Business
- ❖ Public Comment
- ❖ Next Meeting
- ❖ Adjournment

If you haven't done so, please sign in.

Staff Reports

(Tabs 3-6)

ANGEN Report

(Tab 3)

ANGEN TEAM

ANGEN November – December Project Review

Presented January 15, 2020

911 Authority

Past Months' Activity

ANGEN Planning and support with INdigital

GIS RFP release

GIS RFP Prebid Meeting

GIS Vendor Q&A

CPE Qualification

GIS RFP – Next Steps

Proposed schedule is as follows:

Activity	Date
Issue of RFP	November 22 2019
Pre-Proposal Conference	December 3 2019
Deadline to Submit Written Questions	Decmber 13 2019
Response to Written Questions/RFP Amendments	December 20 2019
Submission of Proposals	February 14 2020
The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.	
Proposal Evaluation	February - April 2020
Proposal Discussions/Clarifications (if necessary)	February 24 2020 - March 13 2020
Oral Presentations and Demonstrations (if necessary)	March 23 2020 to April 27 2020
RFP Award Recommendation	May 20 2020
Board Contract Review	TBD
Board Contract Approval	TBD

Action Items

Continue ESInet support with INdigital

CPE Proposals
- Facilitate vendor qualification process

GIS procurement activities

Grant tracking activities

Alabama Next Generation
Emergency Network
(ANGEN) 2.0

Table of Contents

NGEN Project Stages

age 0 – Replace the Bandwidth Wireless Network
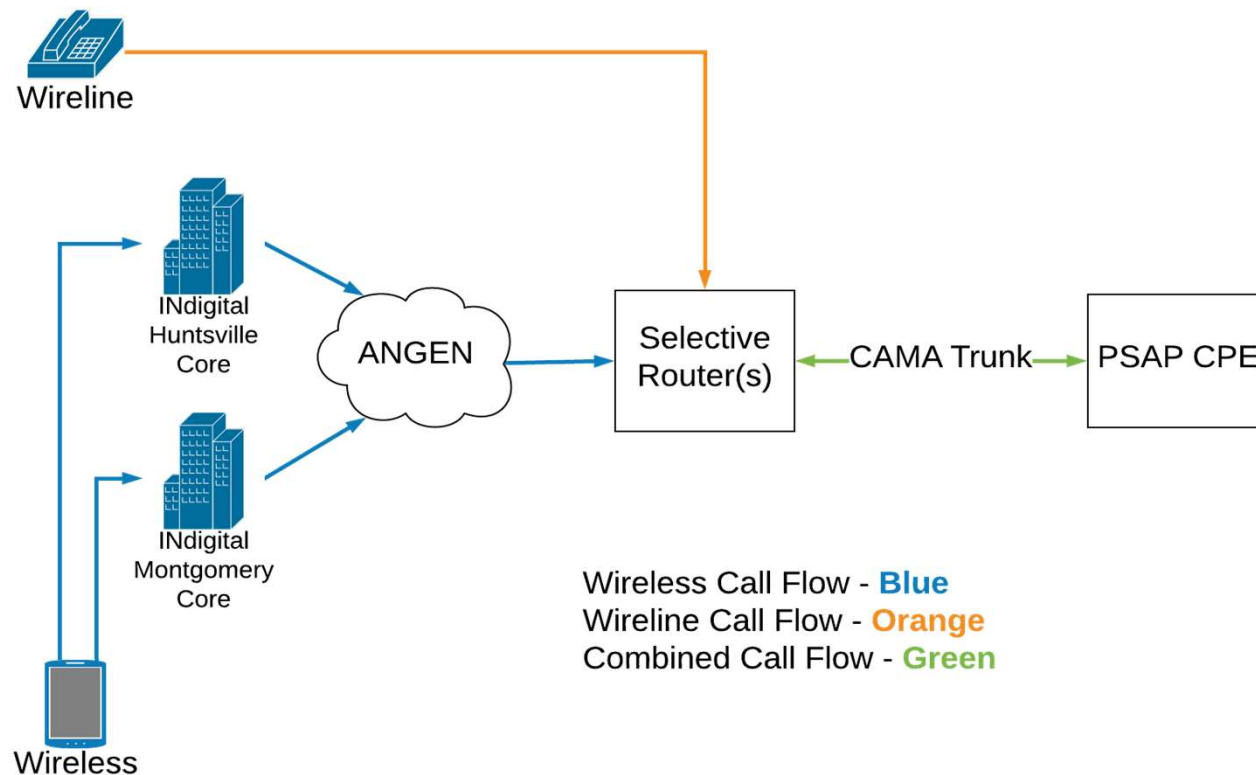
Completed in 2018. Work included a data center move

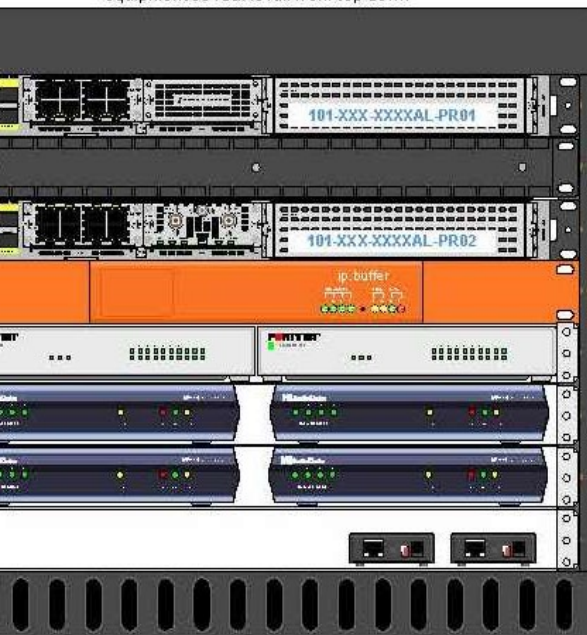Alabama Next Generation Emergency Network (ANGEN) 2.0 | www.indigital.net

age 1 – Build the ESInet to the PSAPs

labama PSAP Rack Mount Space Standard

any equipment is not needed for your install (i.e. SD/CDR/GW), adjust equipment so rack is full from top down

PR01 (Cisco 4331 PSAP Router)

Cable Management 1RMS

PR02 (Cisco 4331 PSAP Router)

SD01/SD02 (Fortigate Security Device)

CDR (ip.buffer)

Rack Space for Audiocodes Gateways, Perles and other equipment as needed

Perles can also be mounted directly to rack/wall/ double sided velcro to rack/routers as needed

- The diagram above is the standard r configuration for all PSAP installs Alabama
- For larger centers with more than eigh MEVOs, two switches are added for MEVO deployment.
- Centers using Solacom CPE are equipped with a silver CDR box rathe than an orange IP buffer.

Stage 1 – Build the ESInet to the PSAP
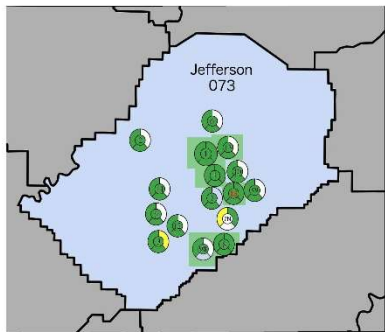
Jefferson County - 073
01: Jefferson County 911
02: Adamsville PD
03: City of Bessemer
04: Birmingham ECD
06: Gardendale 911
07: Homewood 911
7N: New Homewood 911
08: Hoover 911
98: Hoover 911 B-Side
09: City of Hueytown
10: Irondale PD
12: City of Midfield 911
13: Mountain Brook 911
14: Pleasant Grove Police
15: Tarrant PD
99: Mountain Brook FD/E911
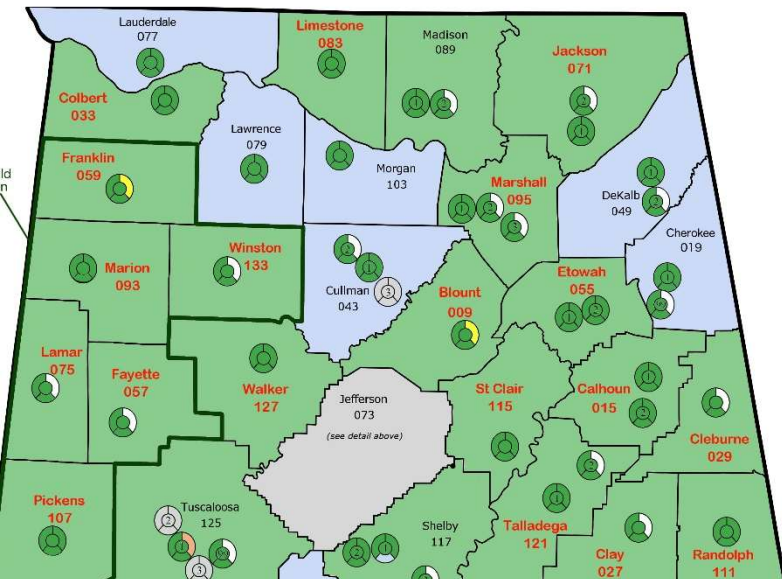
Stage 1 (denoted in blue on the map) is now complete for all PSAPs except for Lee, which is awaiting construction completion.

Stage 1 (denoted in blue on the map) is now complete for a PSAPs except for Lee, which awaiting construction completion

age 2 – Deliver all 9-1-1 calls directly to the PSAP over ANGEN
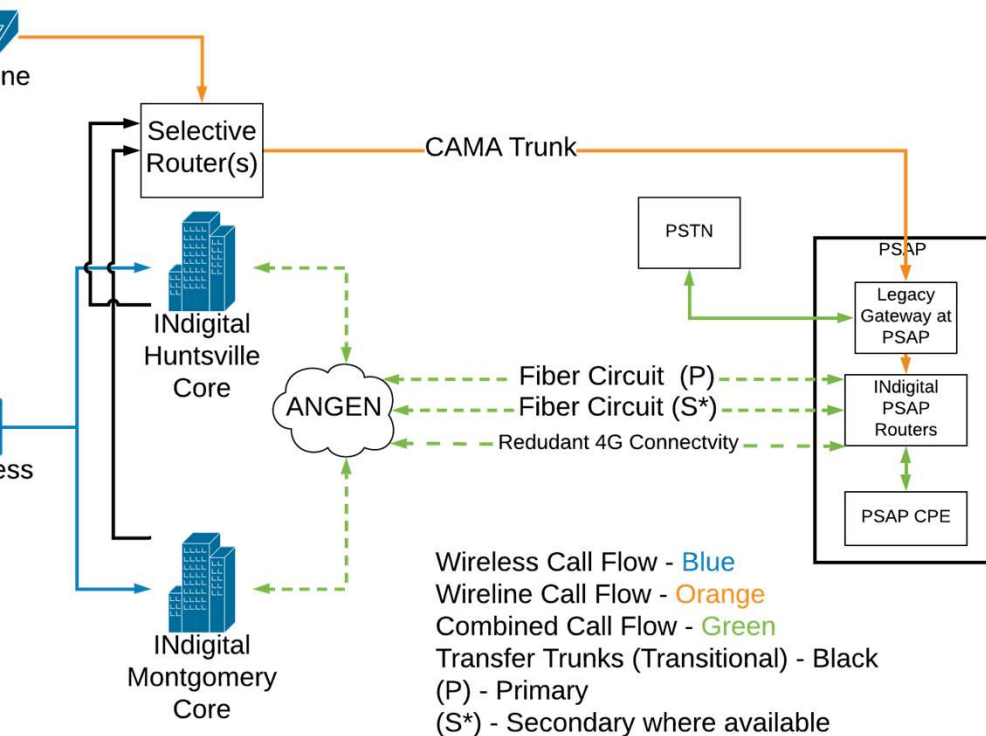
- Stage 2 (PSAPs in counties in green on the previous page) is now comple for 74 PSAPs, including geo-diverse B sides.
- PSAPs that have completed Stage 2 are now receiving all calls over ANGEN, with wireline injected into the network at the PSAP.
- **Current population served by ANGEN is 3,868,251 or 81% of the state's population.**

Stage 3.a consists of having the selective router send 9-1-1 calls directly to INdigital's data centers over an SS7 trunk instead of having to pick up wireline calls at the PSAP and then deliver it into the network.

age 3.a – Deliver wireline 9-1-1 calls directly to the PSAP instead of picking up wirel
AMA at the PSAP

Counties in green have completed
Stage 3.a.

age 3.b – Directly receive and selectively route wireline calls

PSTN

PSAP
- Legacy Gateway at PSAP
- INdigital PSAP Routers
- PSAP CPE

Fiber Circuit (P)
Fiber Circuit (S*)
Redudant 4G Connectvity

ANGEN

INdigital Huntsville Core

INdigital Montgomery Core

Wireless Call Flow - Blue
Wireline Call Flow - Orange
Combined Call Flow - Green
(P) - Primary
(S*) - Secondary where available
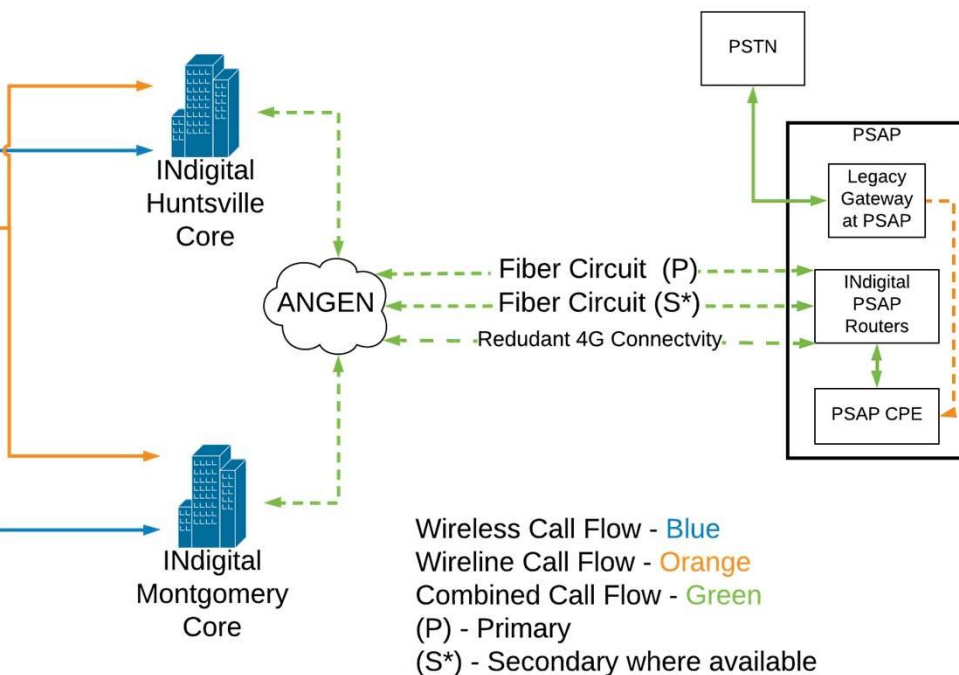
Stage 3.b consists of wireline carriers sending calls directly to our data centers and bypassing th legacy selective router. INdigital would then tak over the selective routing of those wireline calls

Wireless Call Flow - Blue
Wireline Call Flow - Orange
Combined Call Flow - Green
(P) - Primary
(S*) - Secondary where available

o CL has requested that we notify them time we cut a carrier.

o They would like a schedule for remaining cuts. We will provide that after the first year.

o The CL wireline traffic will be the last to This is at their request. The reason is that t wireline traffic move will signal the legacy no longer utilized for a specific PSAP ar cease billing that PSAP.

o A monthly high-level call with them has scheduled. This will be in addition t ongoing project management calls.

age 4 – Install and enable Texty in the PSAP

97% of the population is currently served by outbound Texty.

84% of the population is currently served by inbound Texty.

We're still awaiting Letters of Agency (LOA) and Requests for Service (RFS) from Montgomery County, and Lauderdale.

Pinebelt Wireless Texty on-boarding will begin in January.

Text-to-911 in Alabama

Alabama Texty Deployment

- ☐ AWAITING INFORMATION FROM THE PSAP
- ☐ AWAITING INSTALLATION
- ☐ INBOUND AND OUTBOUND TEXTY ACTIVE
- ☐ OUTBOUND TEXTY ACTIVE;PSAP REQUEST INBOUND DOWN

Revised: 1/6/2020

ALABAMA 91
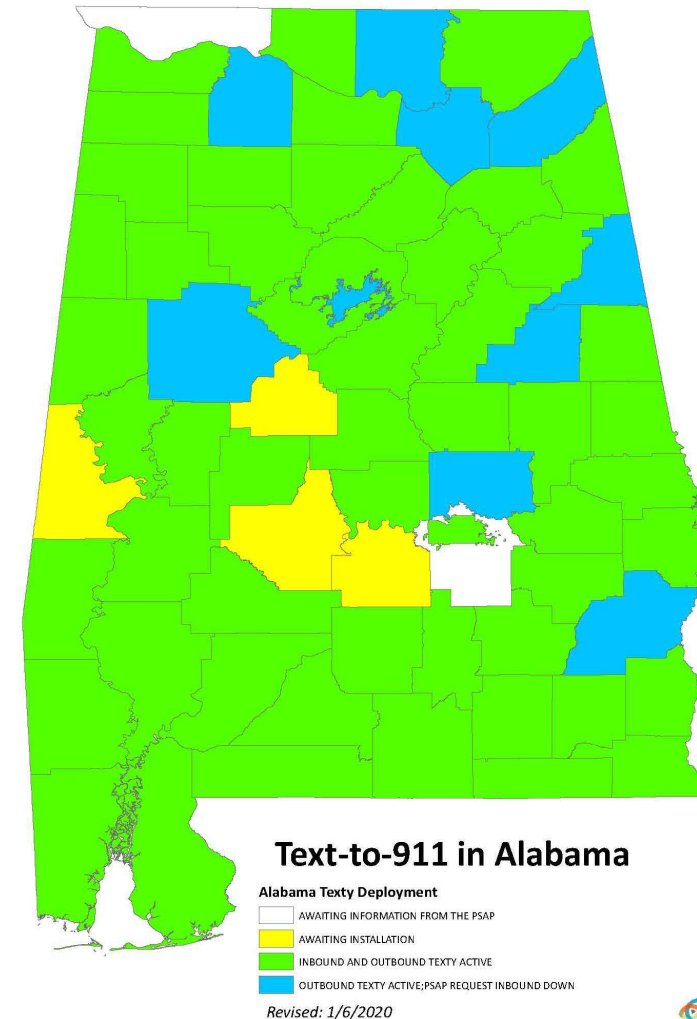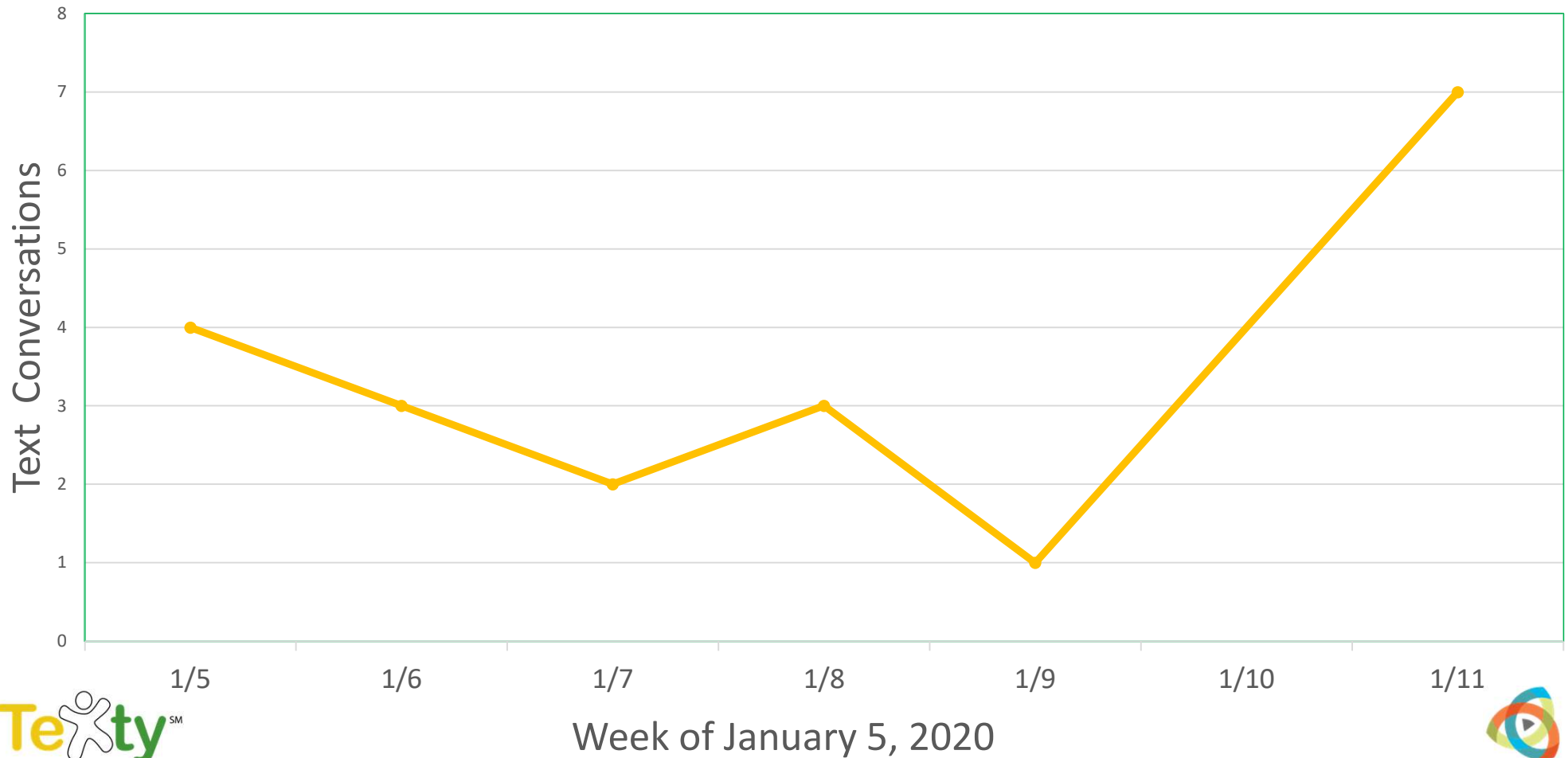
dustry Stakeholders

Carrier Notice – Nothing to report

Originating Service Providers – Nothing to report

PSAP Outreach – We're looking for locations to host al911.net training
>   Florence – January 7th
>   Gadsden – January 8th
>   Livingston – January 28th
>   Robertsdale – January 29th
>   Enterprise – February 4th
>   Montgomery – February 5th

Adjacent State Connectivity – Nothing to report

Regulatory Matters – Nothing to report

Interagency Agreements – Nothing to report

Other Stakeholders – Nothing to report

![INdigital logo]

SiNet Trends

**Call Counts
November 1- December 31, 2019**
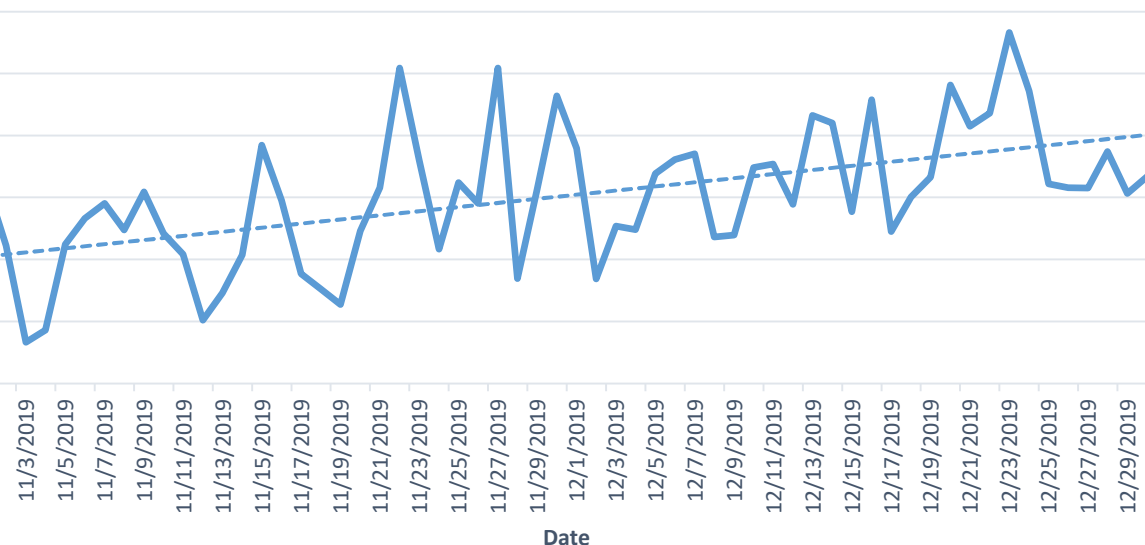
The busiest day during period was December 23r 9,832 calls were processed. second busiest day November 22nd – 9,545 calls w processed.

The average call volume per was 8,531 which is up from 8,2 in the previous reporting per Total calls since the last rep was 520,384.

Average Call Volume
November 1 - December 31, 2019
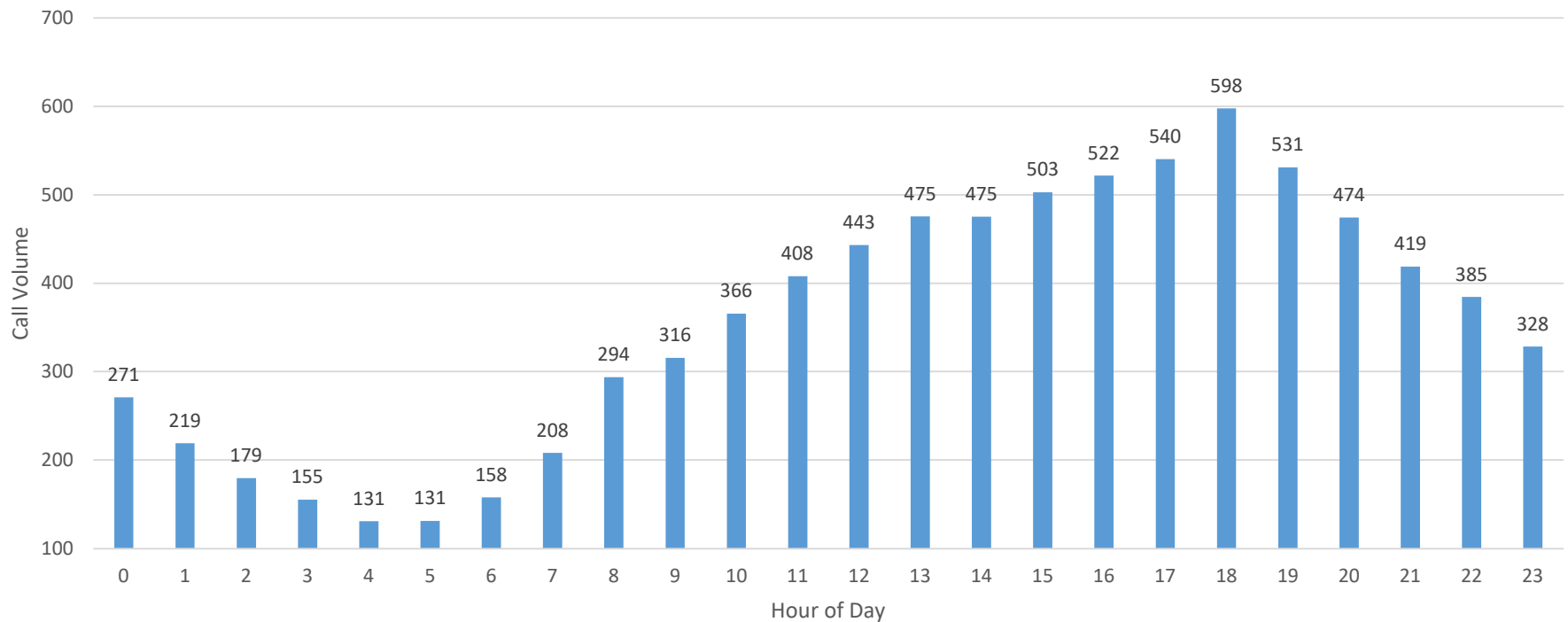
his reporting period, the 4:00 and 5:00 a.m. is tied for having the least call vo
eporting period, 5:00 a.m. was the lowest.

pm is the hour with the peak call volume which has changed from 3:00 p.m.
eport.

Friday was the busiest day of the week for this report; Saturday was the busiest day for the last reporting period.

CALLS BY DAY OF WEEK
NOVEMBER 1 - DECEMBER 31, 2019

Day	Calls
Sunday	74678
Monday	75677
Tuesday	67948
Wednesday	67948
Thursday	67276
Friday	79831
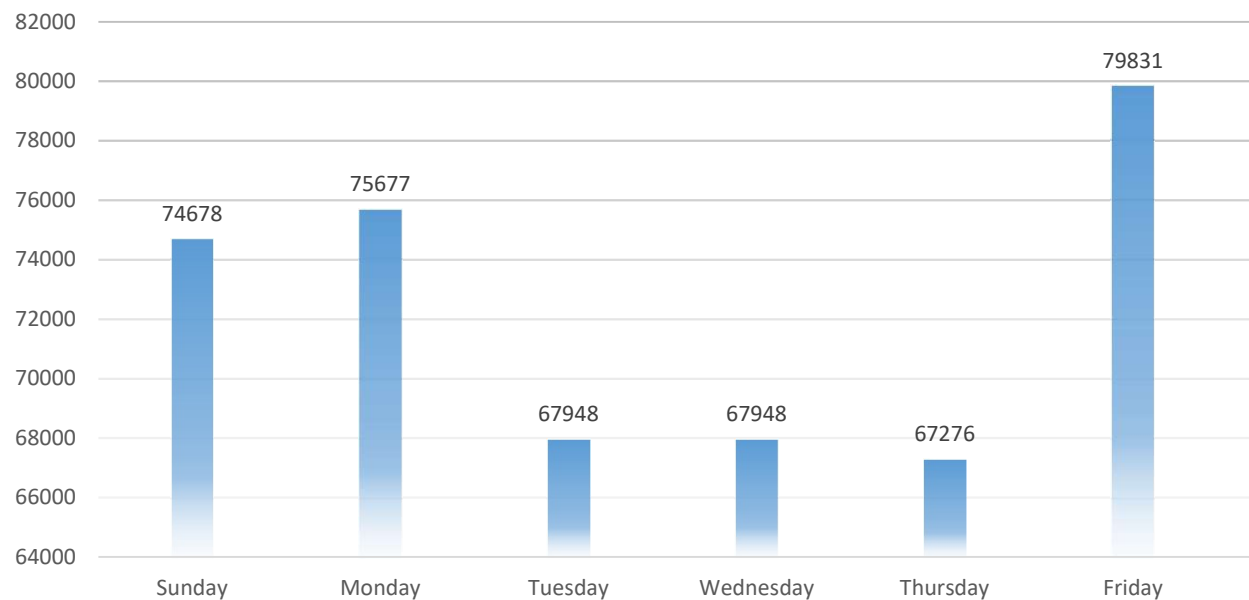
ANGEN 2.0 has now processed over 5 million calls!

ESRP Transaction Counts 2018-02-12 to 2019-12-31
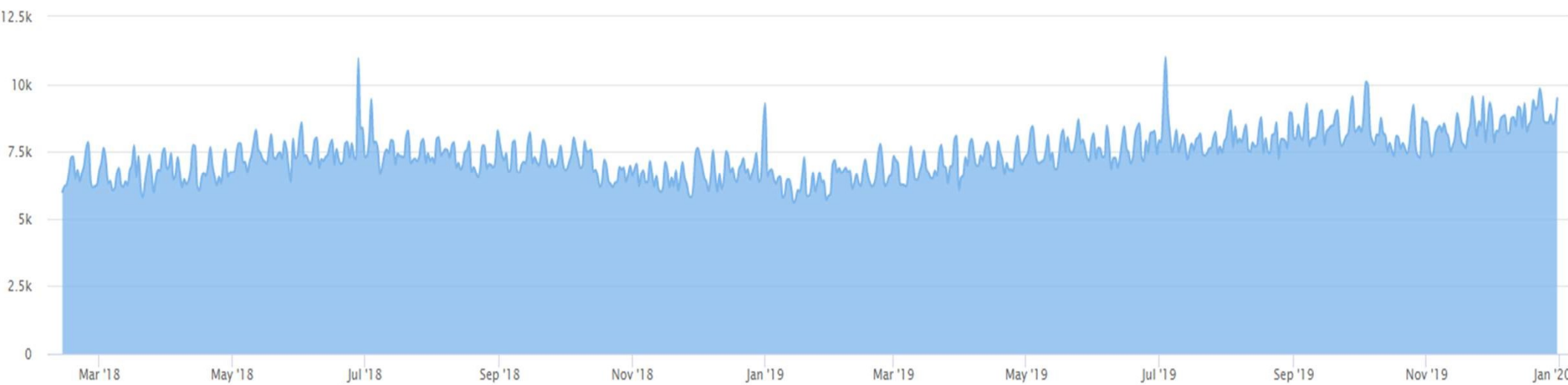
Average call volume per day: 7,388

Total Call Volume Feb 12, 2018, to December 31, 2019: 5,082,983

Alabama Next Generation Emergency Network (ANGEN) 2.0 | www.indigital.net

ANGEN

ALABAMA NEXT GENERATION EMERGENCY NETWORK

2019
STATS
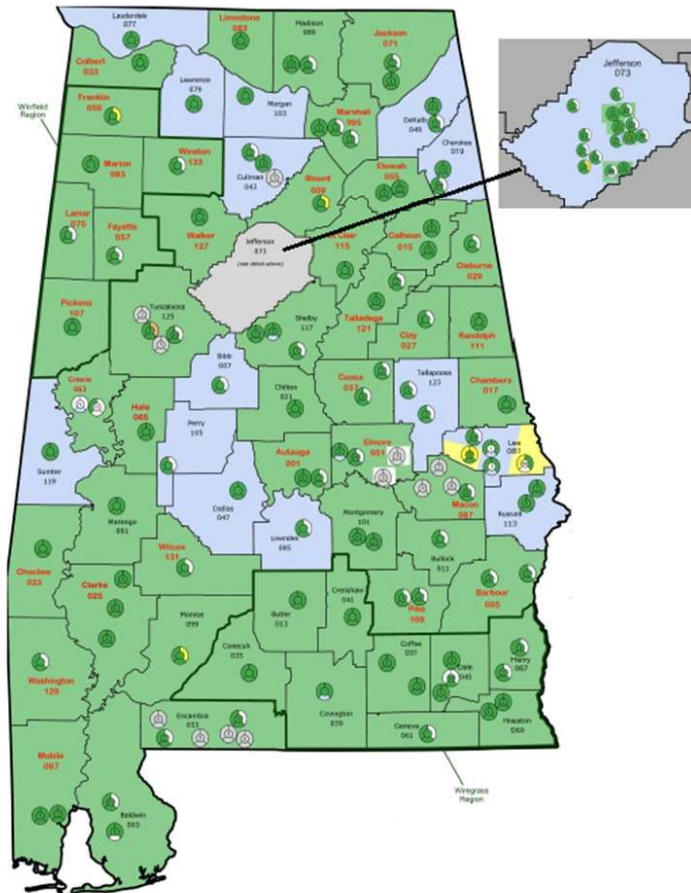
That's a lot of GREEN on that map!
[Green = Progress]

73
# of PSAPs cutover to
ANGEN in 2019

81
% of state's population served by AN-
GEN PSAPs
(or 3,868,251 citizens)

2.6M
9-1-1 calls handled by
ANGEN in 2019

5 - 6 PM
Busiest hour for 9-1-1 in 2019

SATURDAY
Busiest day of the week for 9-1-1 in
2019

79
# of PSAPs installed with text-for-911
capabilities

Brought to you by your partners at:

ALABAMA 9-1-1 BOARD

INdigital

AI   ndigital.net

ouble Ticket Analysis

All Tickets

- N
- ted CPE
- port and Trai...
- /ALI
- Core Services — 115 — 46.6%
- 13
- 12
- 65

Core Services Tickets

- PS ALI 10.4%
- One Way Audio 2.6%
- Call Misroute 6.1%
- MEVO 2.6%
- User Account Ass... 7.8%
- MSAG 20.9%
- 12
- 7
- 9
- 24
- 3
- 6
- 37
- 7
- Te... 32.
- Call Trans... 6.
- Leased Circ... 5.
- 4G Connectv... 2.
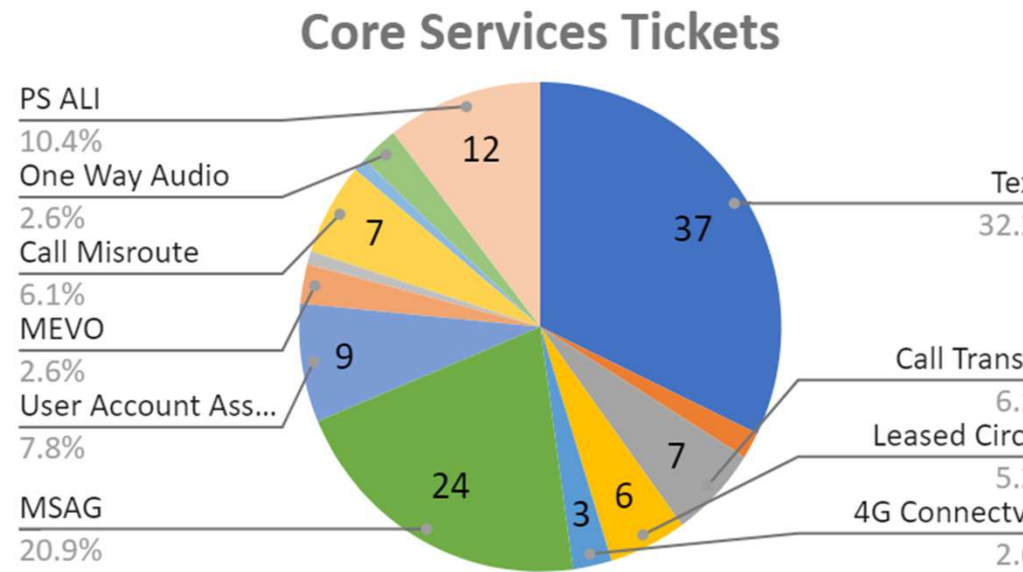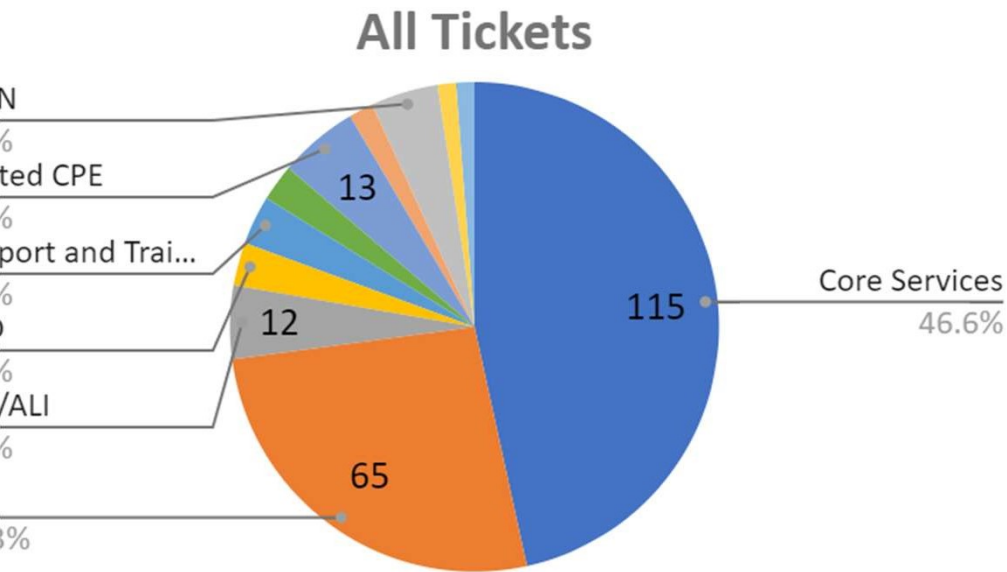
A total of 251 tickets have been created since the last report.
47% of those tickets were network-related

Alabama Next Generation Emergency Network (ANGEN) 2.0 | www.indigital.net

The easiest and most efficient way to notify INdigital of trouble
or to report a problem is to call the NOC at (877)469-2010 or
email support@indigital.net.
The NOC is staffed 24/7/365.

Toomer's Corner

Jordan-Hare Stadium

Auburn, AL 9-1-1 Calls
November 30, 2019
Iron Bowl

- ○ Before the game
- ○ During the game
- ○ After the game

Source: Esri, DigitalGlobe, GeoEye, Earthstar Geographics, IGN, and the GIS User Community

ALABAMA 911 BOARD
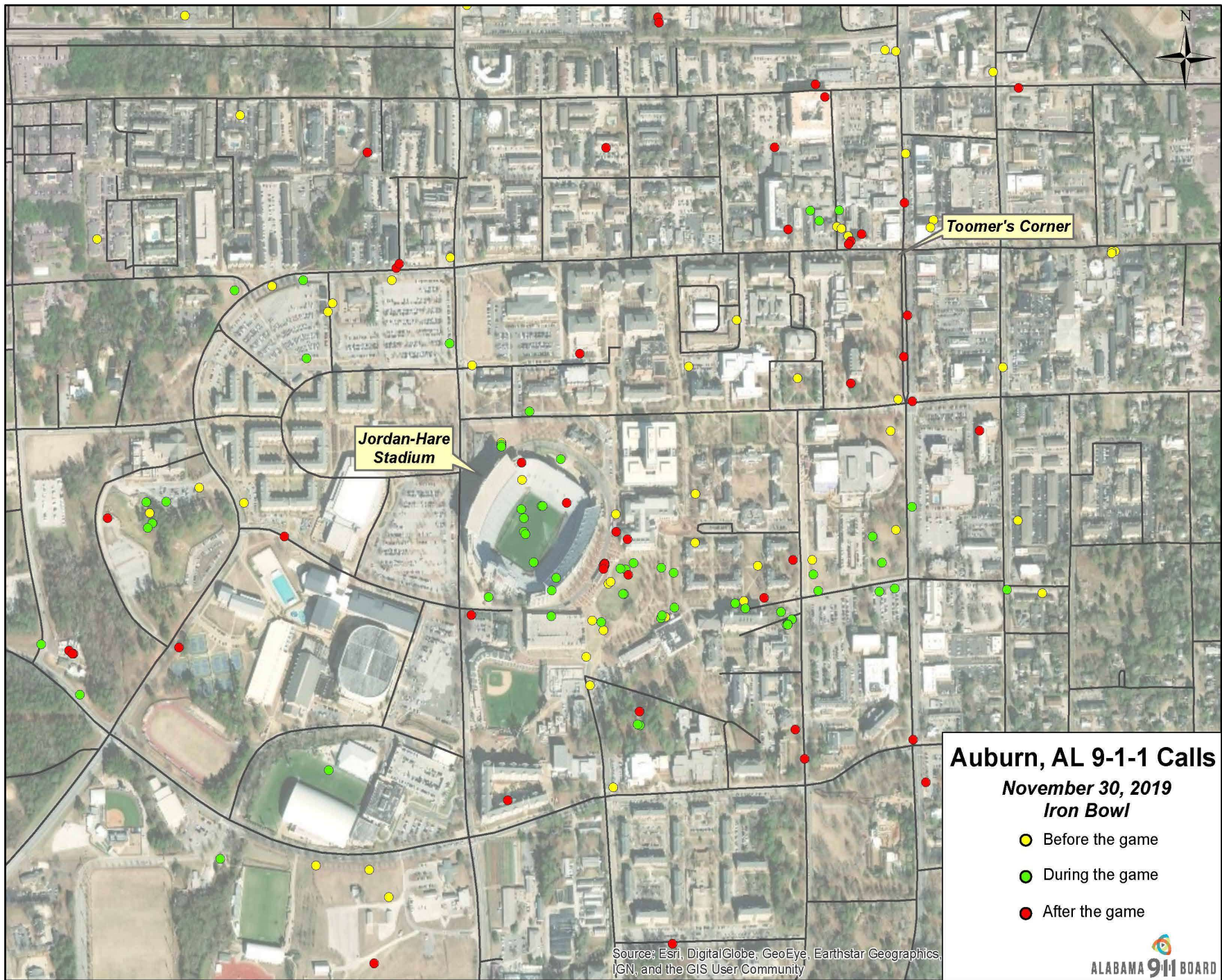
gnificant Event Analysis – The 2019 Iron Bowl
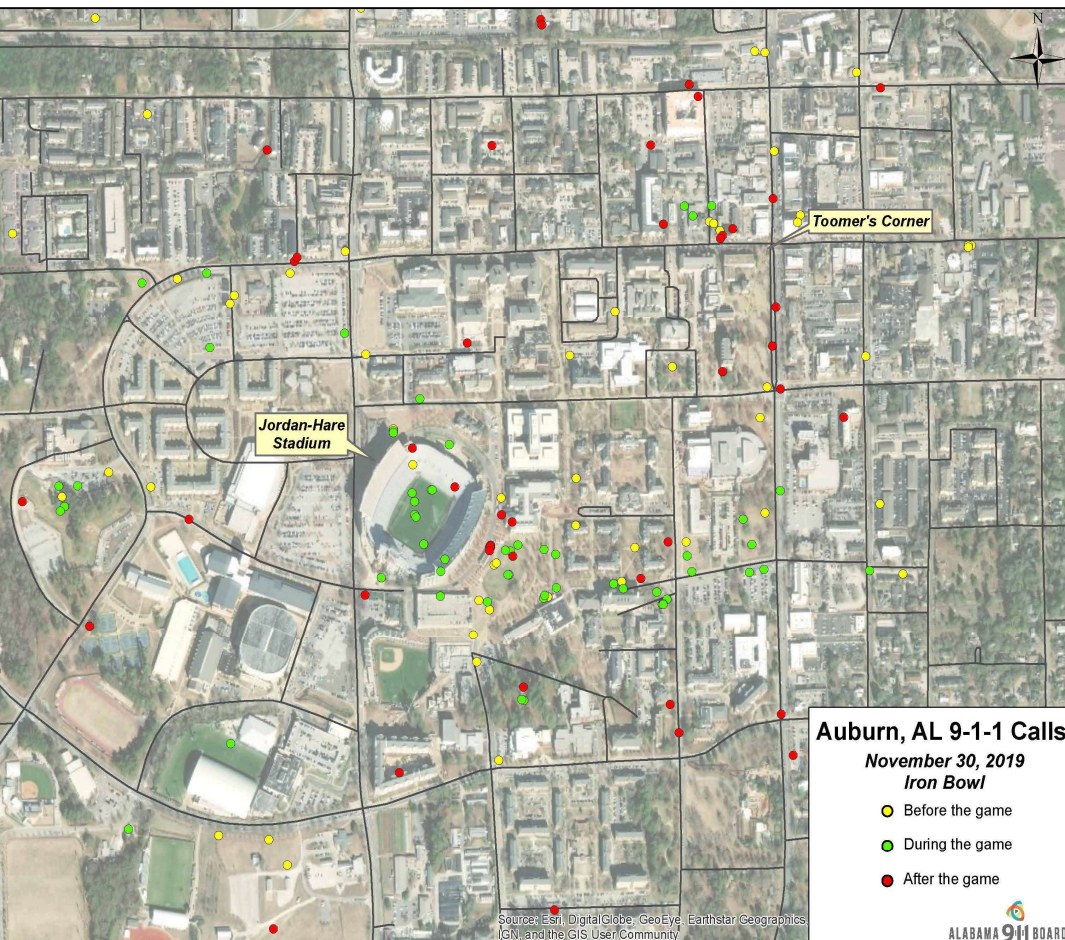
From midnight until game time there were:

142 (36%) calls before

136 (34%) calls during

122 (30%) after the game was over

gnificant Event Analysis – The 2019 Iron Bowl

Call Count 2019-11-19 to 2019-12-02

● Count
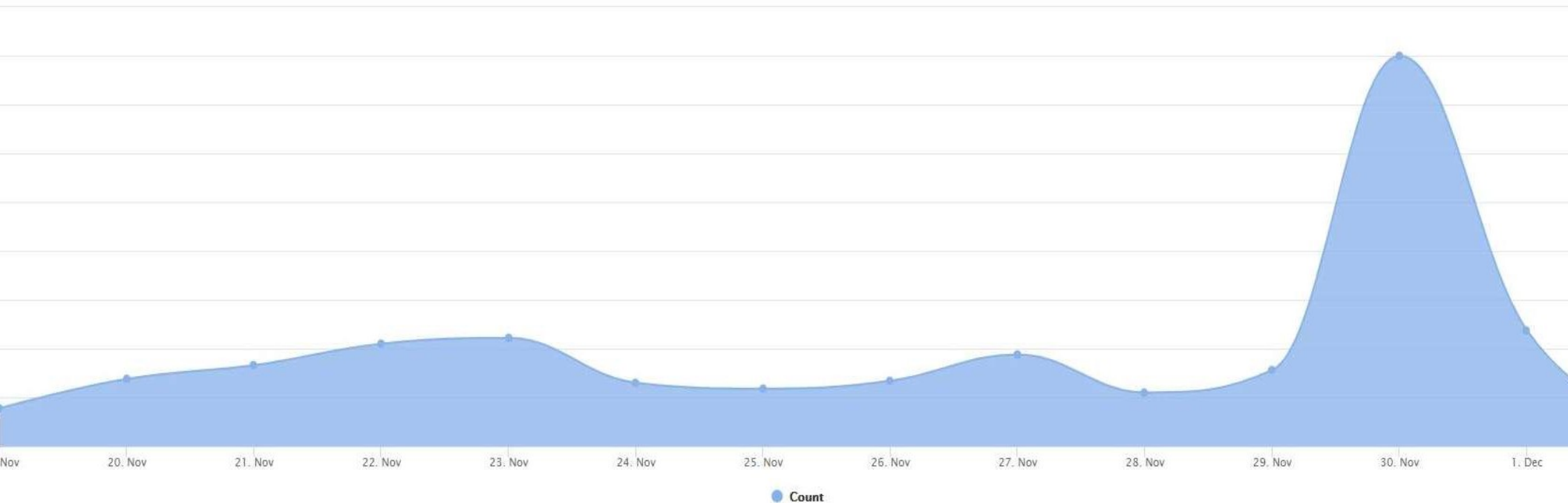
Call volume at the City of Auburn increased by 700% on gameday.

Alabama Next Generation Emergency Network (ANGEN) 2.0 | www.indigital.net

December 16th Severe Weather

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, 2019

ASSETS

Total Current Assets	**$30,053,334.92**
Net Property and Equipment	**117,032.49**
Total Assets	**$30,170,367.41**

LIABILITIES AND FUND EQUITY

Total Current Liabilities	**5,569.84**
Total Fund Equity	**30,164,797.57**
Total Liabilities & Fund Equity	**$30,170,367.41**

Allocation of 9-1-1 Fund
Jan-2020

Administrative Allowance, $101,969.46

Distributions to ECDs, $8,614,968.54

Reserve from CMRS Providers, $1,600,920.60

Reserve for Examiners, $56,000.00
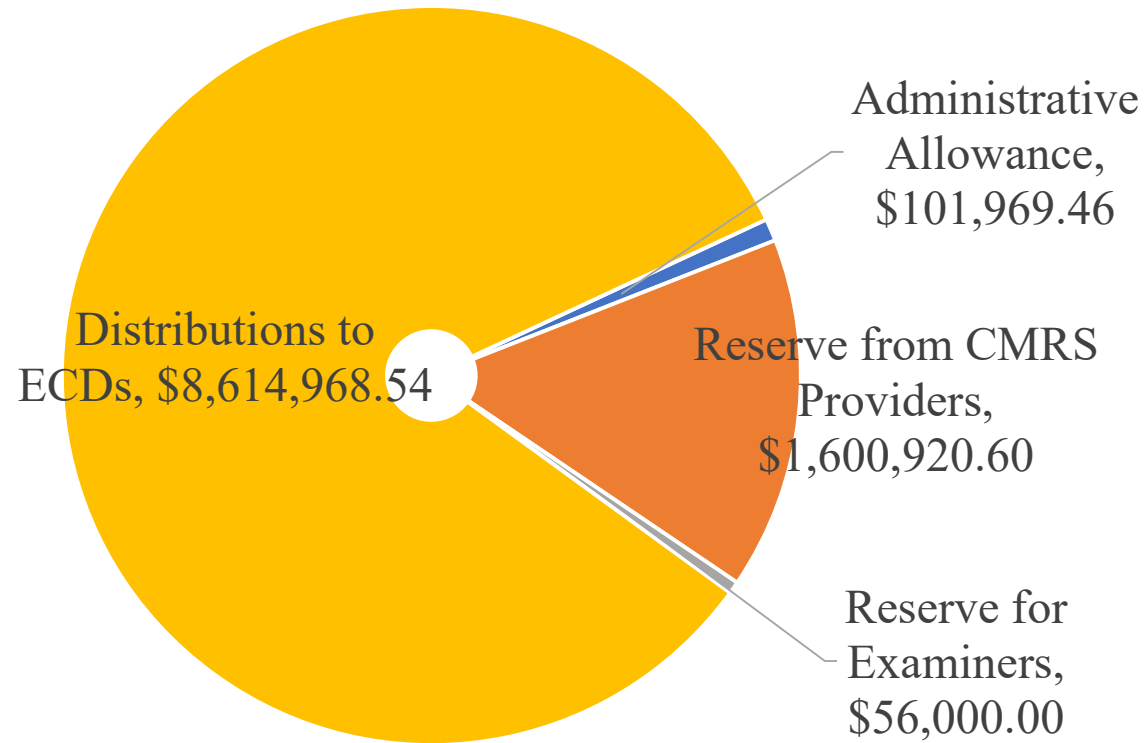
Operations Fund
YTD as of December 31,2019

Legend:
- Cell Phones
- Computer Maintenance
- Copier Expense
- Copier Lease-Wells Bank
- Depreciation
- Docuware Lease- TIA Bank
- Dues and Subscriptions
- Health Insurance
- Insurance
- Internet Service
- Legal
- Office Expense
- Office Supplies
- Payroll Taxes
- Phone
- Postage
- Professional & Contract Serv
- Rent
- Retirement Expense
- Salaries
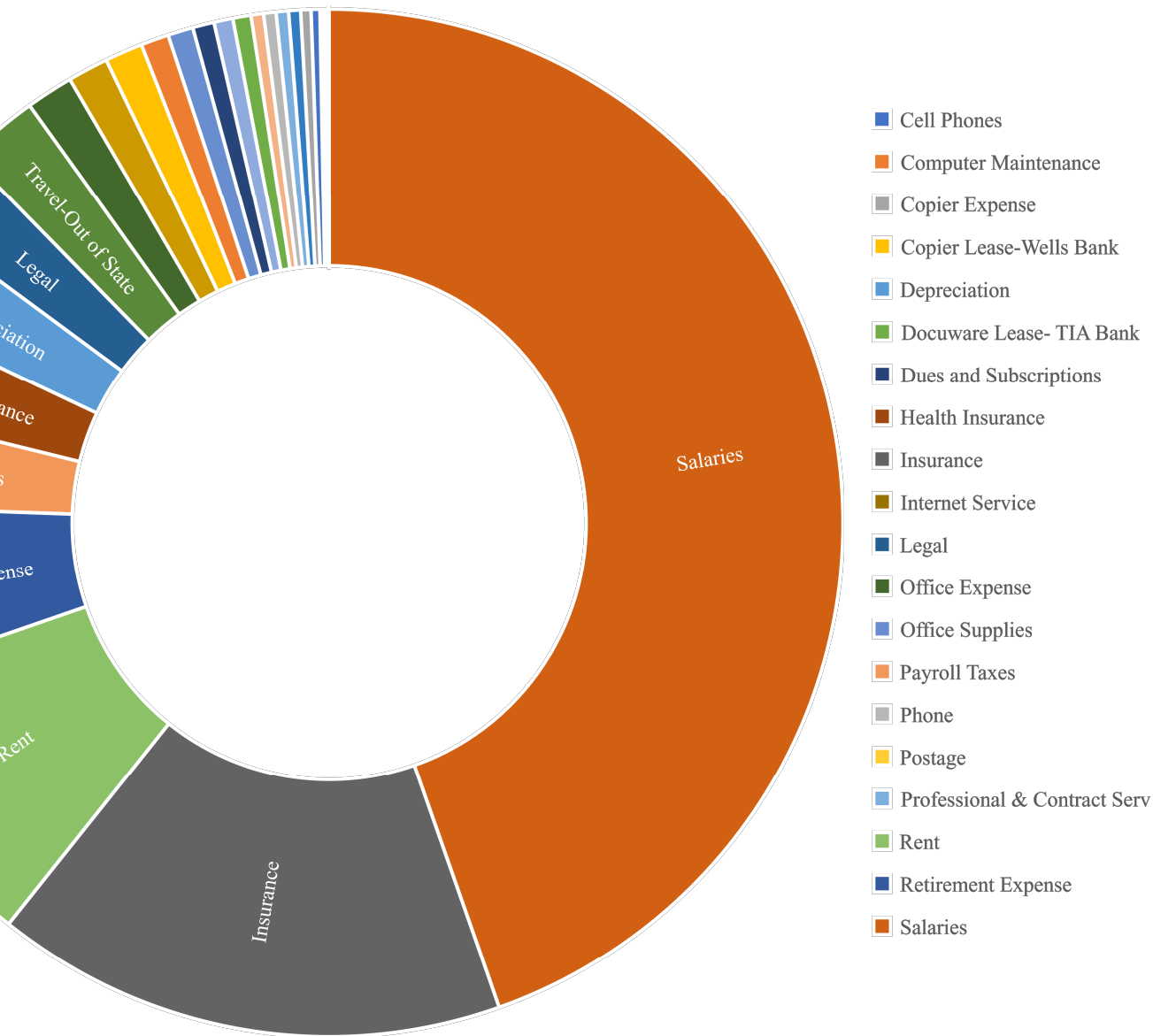
	Current Month	Year to
Total Revenues	$ 115,47.12	$ 320,
Total Expenses -	$ 80,626.73	$ 276,
Excess revenue over(under) expenses	$ 34,800.39	$ 43,

Total Funds YTD as of December 31, 2019
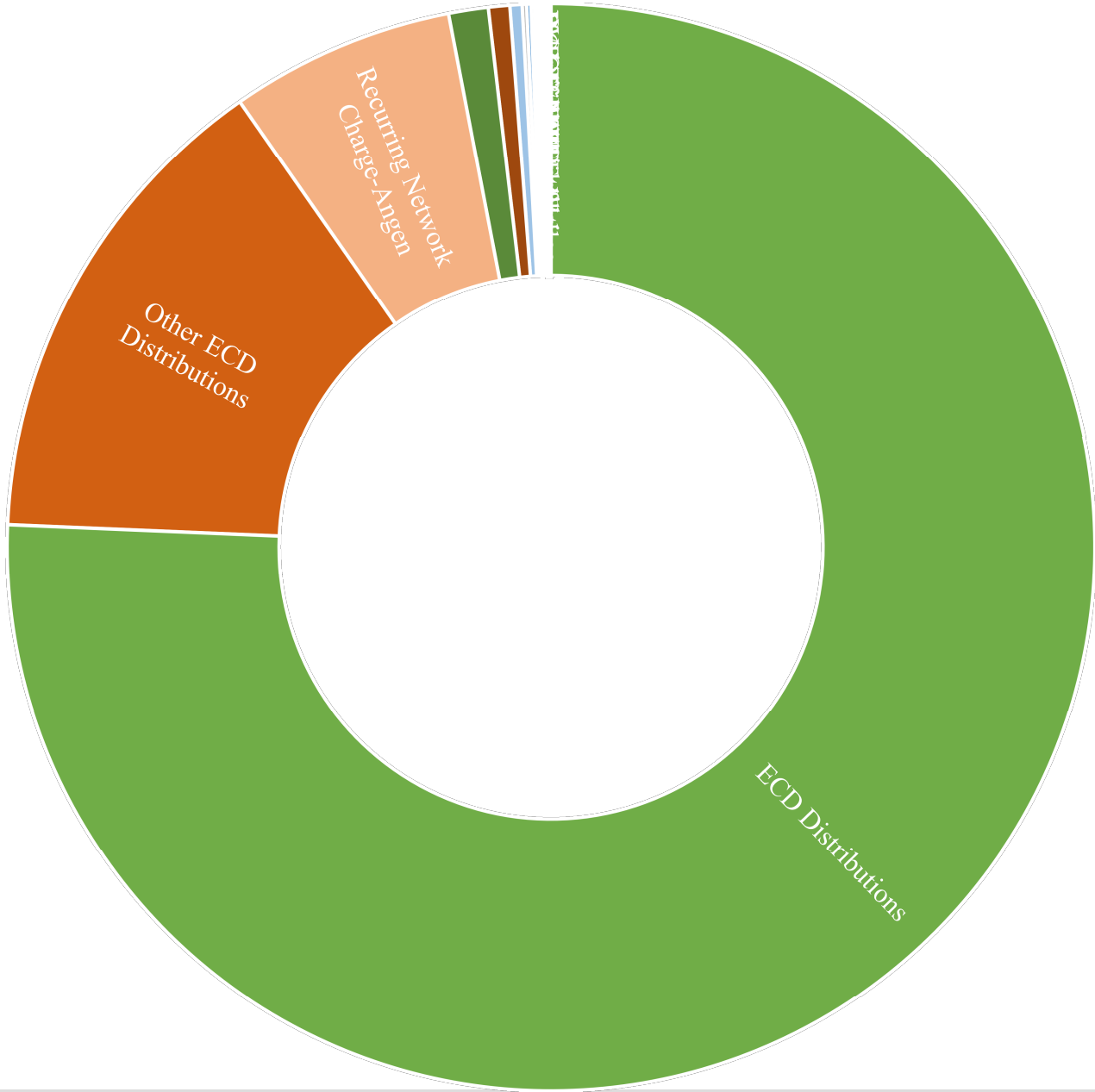
Legend:
- Angen R
- Audits-(
- Cell Pho
- Compute
- Consultin
- Copier E
- Copier L
- Cost Rec
- Deprecia
- Docuwar
- Dues and
- ECD Dis
- Health In
- Installati
- Insurance
- Internet S
- Legal
- Office Ex
- Office Su
- Other EC

Pie segments labeled:
- ECD Distributions
- Other ECD Distributions
- Recurring Network Charge-Angen

Director's Report

(Tab 6)

MRS. LEAH MISSILDINE

Mileage Rate Change, effective January 1, 2020

➤ Decrease to 57.5 cents

Late Mail Delivery

➤ Mail containing at least one bill and 20 checks postmarked December 10-12, 2019 delivered on January 10, 2020
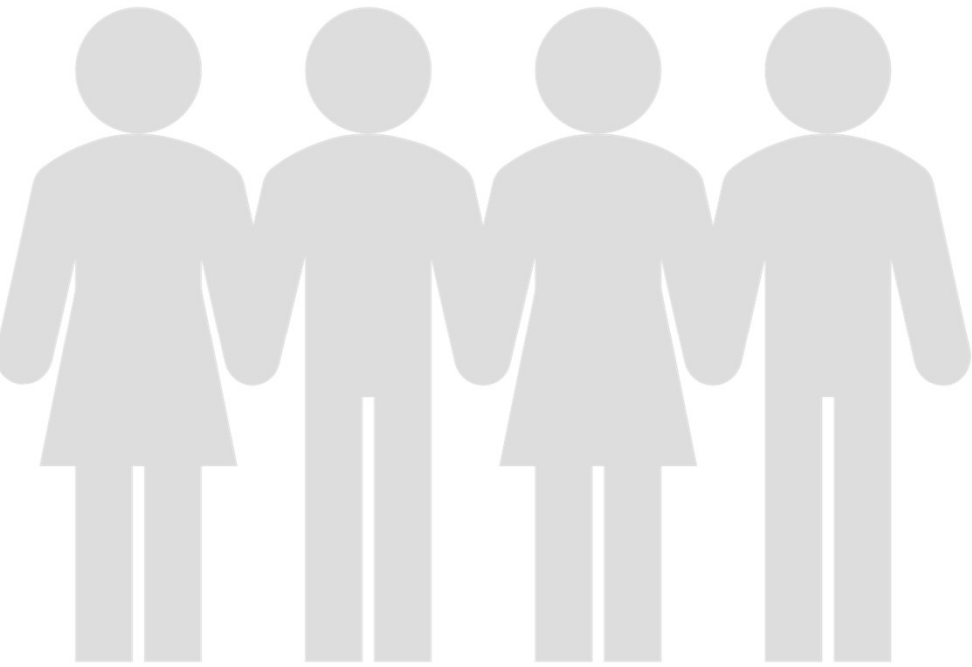
Alabama 9-1-1 Education Program

Senate Bill 138 – Amendment to 11-98-

Section 2. The Executive Director of the statewide 911 Board shall prepare an annu report detailing the training provided and administered by the 911 Board for 911 dispatchers. The report shall be submitted the President Pro Tempore of the Senate a the Speaker of the House of Representativ on February 1, 2020, and by February 1 e year thereafter.

Board Training Program in FY2019

✓ **Funded Training Across Alabama**

- Fully funded by the board at a cost of **$113,857**

312 hours of training

18 cities

528 students

96 agencies

23 classes

Alternative Training Programs in FY2019

✓ **Grew the Alabama Emergency Medical Dispatch Program**

FROM:	**TO:**
➤20 agencies	➤40 agencies
➤37 instructors	➤72 instructors
➤36 practitioners	➤494 practitioners (237 transitioned from existing programs; 257 new EMDs)

"Saves" ECDs the cost of…

Guidebooks

Course Forms and Instructor Materials

Student Manuals

Certificates

ate the following as it pertains to the Alabama 9-1-1 Board sponsored course that you attended.

Chart categories (x-axis, partially cut off):
- ...on of the class
- Presentation and effectiveness by the instructor
- Content of the class material and relevance to your job duties
- Opportunity to network and meet your peers
- Responsiveness and availability of Alabama 9-1-1 Board representatives…
- Overall benefit you received from this course

Legend: Poor | Below Average | Average | Above Average | Superior

Date	Response
10/25/2018	This class was very helpful to me. I am ne... position, and the material provided was so... needed. Thank you!
10/26/2018	This class is essential in the professional... emergency communications supervisors. I... tools and skills to be an effective leader w... communications agency.
10/29/2018	I love that an e-mail was sent out to partic... the class giving them information on the c...
2/13/2019	Excellent course - especially for new E91...
2/13/2019	I highly recommend all 911 supervisors a... attend this training. A wealth of informati... here.
4/22/2019	This class was very informative and I enjo... hands on. I left this class with a positive o... improving our training at our agency.
5/21/2019	This was a very informative class and was... organized. The information that was provi... the instructor materials provided exceede... expectations.
12/11/2019	This was by far the best presentation I hav... Active shooter class was good, but the ins... class was outstanding.

He was beyond knowledgeable about wha... teaching. He was also personal.

We need more instructors like this.

Great job overall by everyone. |

28 Reports Received

90% Billed, ECD Audits Invoiced in FY2019
for Audit Period 10/01/2016-09/30/2018

County	Amount
Walker	$14,076.00
Tarrant	$8,280.00
Sumter	$21,528.00
Russell	$12,006.00
Randolph	$19,872.00
Pleasant Grove	$8,280.00
Pike	$16,146.00
Pickens	$22,770.00
Mountain Brook	$8,280.00
Montgomery	$14,904.00
Monroe	$21,942.00
Midfield	$6,624.00
Marshall	$22,770.00
Lawrence	$20,700.00
Irondale	$10,764.00
Hueytown	$8,280.00
Hoover	$6,624.00
Homewood	$8,280.00
Henry	$13,248.00
Hale	$19,872.00
Greene	$21,942.00
Graysville	$6,624.00
Geneva	$14,076.00
Gardendale	$6,624.00
Franklin	$19,044.00
Fort Payne	$14,076.00
Fairfield	$16,560.00
Escambia	$15,814.80
Dekalb	$12,006.00
Dallas	$18,630.00
Daleville	$9,522.00
Crenshaw	$15,732.00
Covington	$19,458.00
Coosa	$14,490.00
Conecuh	$19,872.00
Chambers	$21,528.00
Calhoun	$16,146.00
Butler	$14,904.00
Blount	$22,770.00
Birmingham	$19,872.00
Bessemer	$15,318.00
Barbour	$16,974.00
Baldwin	$24,426.00
Adamsville	$6,624.00

Director's Report – Sunset Review

- **11/7/2019 Met with Sunset Committee**
- **11/15/2019 Received Reporting Requirements**
  - ➢Submit quarterly report detailing the steps taken to correct any outstanding issues or findings
  - ➢Due 1/10/20
  - ➢To the Examiners of Public Accounts and Sunset Committee Chair and Co-Chair
  - ➢May be released of the reporting requirement by recommendation in writing from Chief Examiner with approval of both Co-Chairs

Director's Report – Sunset Review

Significant Issue (1)

- ***Significant Issue 2019-01 – The Board did not submit a legal services contract to the Contract Review Oversight Committee.*** *The Board is currently retaining legal counsel services on a month to month basis with the terms based on the attorney's last contract that expired December 31, 2018.*

Director's Report – Sunset Review

Unresolved Prior Finding (1)

- *__Prior Finding 2015-13__ – During the period examined, the Board paid $1,107.46 in sales tax for items purchased, although state agencies are made exempt by state law from payment of sales taxes.*

- *__Current Status 2019__ – Unresolved. During this examination period, the Board paid $170.43 in sales tax in fiscal year 2018 and $74.32 in sales tax in fiscal year 2019 (as of April 2019) for a total of $244.75 in sales tax paid.*

Director's Report – Sunset Review

Remaining Significant Concern (1)

- *Prior Significant Issue 2015-01 – In response to survey questions, several respondents indicated funding was a significant concern.*

- *Current Status 2019 – According to responses received from the Emergency Communication Districts a lack of adequate funding remains to be a major concern. The ECDs stated that a lack of funding affects their ability to hire, train, and retain qualified dispatchers due to low pay and lack of financial incentives to encourage longevity. Also, the lack of funding also affects ECDs ability to keep up with technological advances.*

Director's Report – Sunset Revie

(Tab 6, pages 66-69)

11/15/2019 Received Reporting Requirements

➤ Submit quarterly report detailing the steps take
to correct any outstanding issues or findings

➤ Due 1/10/20

➤ To the Examiners of Public Accounts and Suns
Committee Chair and Co-Chair

➤ May be released of the reporting requirement b
recommendation in writing from Chief Examin
with approval of both Co-Chairs

January 9, 2020

Federal Grant Funding Opportunity
NHTSA-NTIA-911-GRANT-PROGRAM-2018

Actual amount of 911 Grant Program funds available for Alabama	Alabama Match	Total
$2,544,360	$1,696,240	$4,240,600

ots of work to be done between now and March 31, 2022.

rst round of quarterly reporting submitted October 30th.

rst annual report submitted December 29th.

FP updates

- CPE
- GIS

Director's Report – Hosted CPE RFP Update

dor	Adherence to Mandatory Require-ments	Management Assessment/ Quality (Business & Technical Proposals) Score (out of possible 70 points)	Monthly Cost for 2 Positions Over 5 Years	Core Costs Over 5 Years (these costs not factored into Cost Score)	% of Cost Points	Cost Score (out of possible 30 points)	T P
ne							
ola							
m							

Director's Report – Hosted CPE RFP Update

dor	Adherence to Mandatory Require-ments	Management Assessment/ Quality (Business & Technical Proposals) Score (out of possible 70 points)	Monthly Cost for 2 Positions Over 5 Years	Core Costs Over 5 Years (these costs not factored into Cost Score)	% of Cost Points	Cost Score (out of possible 30 points)	T P
	Pass						
ne	Pass						
ola	Pass						
	Pass						
m	Pass						
	Pass						

Director's Report – Hosted CPE RFP Update

dor	Adherence to Mandatory Require-ments	Management Assessment/ Quality (Business & Technical Proposals) Score (out of possible 70 points)	Monthly Cost for 2 Positions Over 5 Years	Core Costs Over 5 Years (these costs not factored into Cost Score)	% of Cost Points	Cost Score (out of possible 30 points)	T P
	Pass	68.0556					
ne	Pass	46.6667					
ola	Pass	68.0556					
	Pass	69.0278					
m	Pass	66.1111					
	Pass	52.5000					

Director's Report – Hosted CPE RFP Update

dor	Adherence to Mandatory Require-ments	Management Assessment/ Quality (Business & Technical Proposals) Score (out of possible 70 points)	Monthly Cost for 2 Positions Over 5 Years	Core Costs Over 5 Years (these costs not factored into Cost Score)	% of Cost Points	Cost Score (out of possible 30 points)	T P
	Pass	68.0556	$ 2,363.87				
ne	Pass	46.6667	$ 5,341.33				
ola	Pass	68.0556	$ 2,162.27				
	Pass	69.0278	$ 1,540.50				
m	Pass	66.1111	$ 1,767.46				
	Pass	52.5000	$ 2,525.67				

Director's Report – Hosted CPE RFP Update

dor	Adherence to Mandatory Require-ments	Management Assessment/ Quality (Business & Technical Proposals) Score (out of possible 70 points)	Monthly Cost for 2 Positions Over 5 Years	Core Costs Over 5 Years (these costs not factored into Cost Score)	% of Cost Points	Cost Score (out of possible 30 points)	T P
	Pass	68.0556	$ 2,363.87	$ 690,376.00			
ne	Pass	46.6667	$ 5,341.33				
ola	Pass	68.0556	$ 2,162.27	$ 402,616.67			
	Pass	69.0278	$ 1,540.50				
m	Pass	66.1111	$ 1,767.46				
	Pass	52.5000	$ 2,525.67				

Director's Report – Hosted CPE RFP Update

dor	Adherence to Mandatory Require-ments	Management Assessment/ Quality (Business & Technical Proposals) Score (out of possible 70 points)	Monthly Cost for 2 Positions Over 5 Years	Core Costs Over 5 Years (these costs not factored into Cost Score)	% of Cost Points	Cost Score (out of possible 30 points)	T P
	Pass	68.0556	$ 2,363.87	$ 690,376.00	65.17%		
ne	Pass	46.6667	$ 5,341.33		28.84%		
ola	Pass	68.0556	$ 2,162.27	$ 402,616.67	71.24%		
	Pass	69.0278	$ 1,540.50		100.00%		
m	Pass	66.1111	$ 1,767.46		87.16%		
	Pass	52.5000	$ 2,525.67		60.99%		

Director's Report – Hosted CPE RFP Update

dor	Adherence to Mandatory Require-ments	Management Assessment/ Quality (Business & Technical Proposals) Score (out of possible 70 points)	Monthly Cost for 2 Positions Over 5 Years	Core Costs Over 5 Years (these costs not factored into Cost Score)	% of Cost Points	Cost Score (out of possible 30 points)	T P
	Pass	68.0556	$ 2,363.87	$ 690,376.00	65.17%	19.5506	
ne	Pass	46.6667	$ 5,341.33		28.84%	8.6523	
ola	Pass	68.0556	$ 2,162.27	$ 402,616.67	71.24%	21.3734	
	Pass	69.0278	$ 1,540.50		100.00%	30.0000	
m	Pass	66.1111	$ 1,767.46		87.16%	26.1477	
	Pass	52.5000	$ 2,525.67		60.99%	18.2981	

Director's Report – Hosted CPE RFP Update

dor	Adherence to Mandatory Require-ments	Management Assessment/ Quality (Business & Technical Proposals) Score (out of possible 70 points)	Monthly Cost for 2 Positions Over 5 Years	Core Costs Over 5 Years (these costs not factored into Cost Score)	% of Cost Points	Cost Score (out of possible 30 points)	T P
	Pass	68.0556	$ 2,363.87	$ 690,376.00	65.17%	19.5506	87
ne	Pass	46.6667	$ 5,341.33		28.84%	8.6523	55
ola	Pass	68.0556	$ 2,162.27	$ 402,616.67	71.24%	21.3734	89
	Pass	69.0278	$ 1,540.50		100.00%	30.0000	99
m	Pass	66.1111	$ 1,767.46		87.16%	26.1477	92
	Pass	52.5000	$ 2,525.67		60.99%	18.2981	70

Director's Report – GIS RFP Update

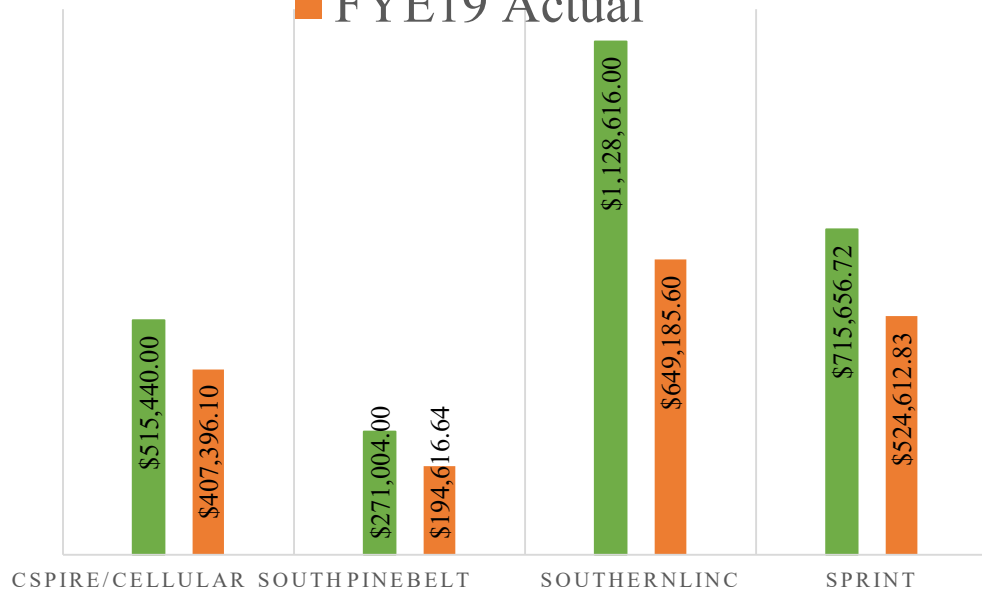| Activity	Date
Issue of RFP	November 22, 2019
Pre-Proposal Conference	December 3, 2019
Deadline to Submit Letter of Intent	December 6, 2019
Deadline to Submit Written Questions	December 13, 2019
Response to Written Questions/RFP Amendments	December 20, 2019
Submission of Proposals	February 14, 2020
The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.	
Proposal Evaluation	February – April 2020
Proposal Discussions/Clarifications (if necessary)	February 24, 2020 – March 13, 2020
Oral Presentations and Demonstrations (if necessary)	March 23, 2020 – April 27, 2020
RFP Award Recommendation	May 20, 2020
Award Contract Review	TBD
Award Contract Approval	TBD

Director's Report – FY2019 Cost Recovery Re
(Tab 6, pa

COST RECOVERY - BY CARRIER

FYE19 Approved
FYE19 Actual

$515,440.00 $407,396.10
$271,004.00 $194,616.64
$1,128,616.00 $649,185.60
$715,656.72 $524,612.83

CSPIRE/CELLULAR   SOUTHPINEBELT   SOUTHERNLINC   SPRINT

COST RECOVERY - ALL

$2,630,716.72

$1,775,811.17

FYE19 APPROVED   FYE19 ACTUAL
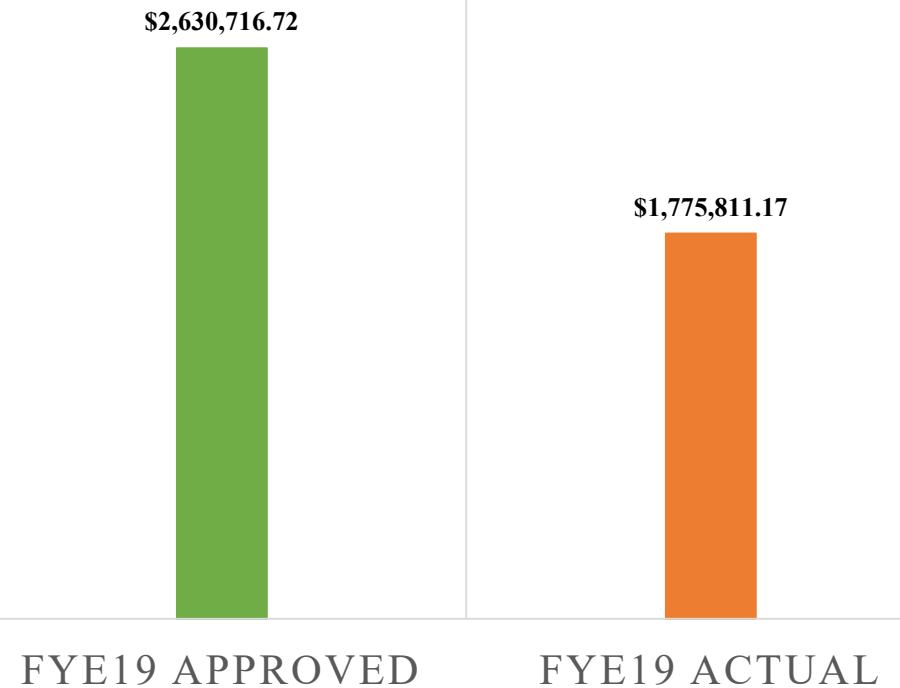
COST RECOVERY - BY CARRIER
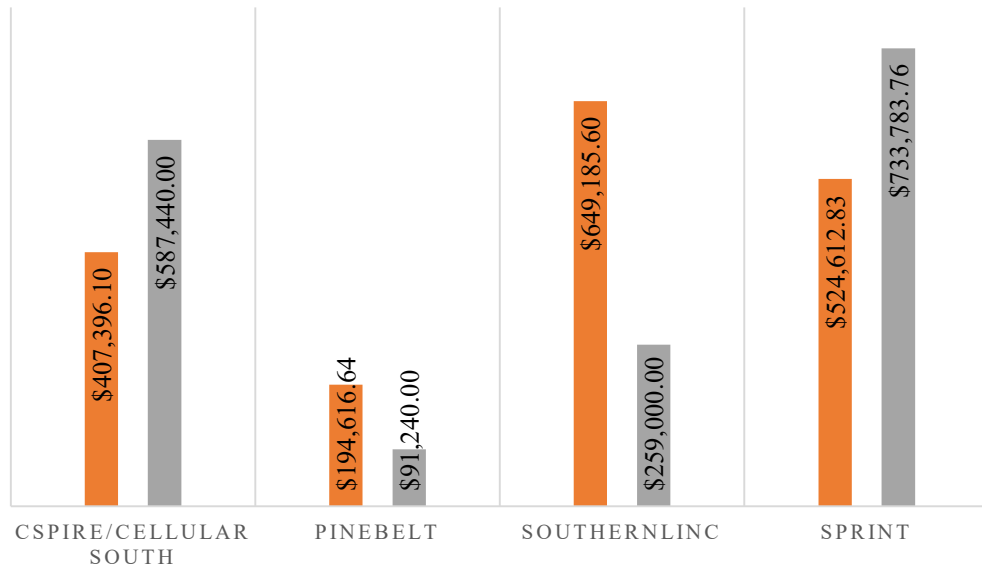### PREVIOUS YEAR'S ACTUAL VERSUS CURRENT YEAR'S PLAN

■ FYE19 Actual   ■ FYE20 Plan

Carrier	FYE19 Actual	FYE20 Plan
CSPIRE/CELLULAR SOUTH	$407,396.10	$587,440.00
PINEBELT	$194,616.64	$91,240.00
SOUTHERNLINC	$649,185.60	$259,000.00
SPRINT	$524,612.83	$733,783.76

COST RECOVERY - ALL
PREVIOUS YEAR'S ACTUAL VERSUS CURRENT YEAR'S PLAN

FYE19 ACTUAL	FYE20 PLAN
$1,775,811.17	$1,671,463.76
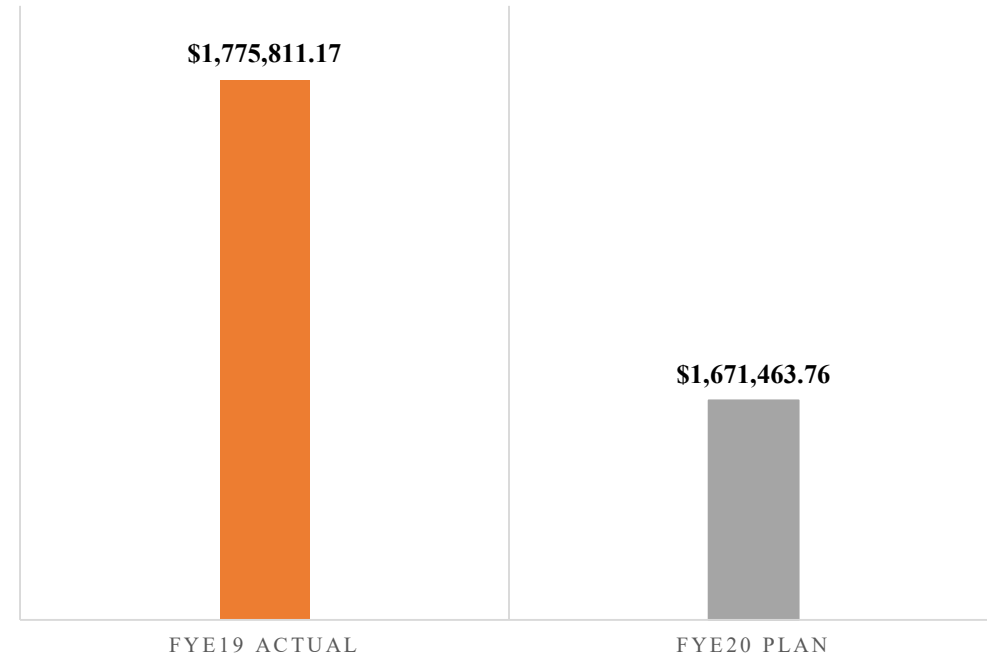
Director's Report—Recent Staff Activities

(Tab 6)

- **ECD/PSAP Interactive Directory**
- **One Call Now Sign-up**
- **ACCA Legislative Conference**
- **Third-party audit of the Board**
- **ANGEN 2.0 Review**
- **2020 Kickoff of AL911.net Training**
- **Internal Processes/Procedures Review**

Director's Report—Upcoming Activities

(Tab 6)

January 15, 2020	**Board Meeting**
January 20-23, 2020	**NENA SBP**
January 26, 2020	**ALNENA Quarterly Meeting**
January 29, 2020	**Boards and Commissions Training**
February 11-15, 2020	**911 GTW**
March 18, 2020	**Board Meeting**
May 20, 2020	**Board Meeting**
July 15, 2020	**Board Meeting**
September 16, 2020	**Board Meeting**
November 19, 2020*	**Board Meeting (*3rd Thursday due to GIS Conference)**

Director's Report--Upcoming Training Activity
(Tab 6)

When	What	Where
January 28, 2020	AL911.net User Training	University of West Alabama Livingston, AL
January 29, 2020	AL911.net User Training	Baldwin County 9-1-1 Robertsdale, AL
February 4, 2020	9-1-1 Center Culture: A Strategy for Personal & Organizational Success	Alabama 9-1-1 Board Montgomery, AL
February 4, 2020	AL911.net User Training	Enterprise Farmer's Market Enterprise,
February 5, 2020	AL911.net User Training	Alabama 9-1-1 Board Montgomery, AL
February 11-14, 2020	The Healthy Dispatcher	The Power of Resilience: How to Beat Dispatcher Stress-Click Here to Register	Decatur, AL	Hanceville, AL Montgomery, AL	Mobile, AL
March 9-11, 2020	9-1-1 Center Supervisor	University of North Alabama - East Ca Building Florence, AL

Director's Report--Upcoming Training Activity
(Tab 6)

When	What	Where
March 24, 2020	Tactical Dispatch for the Telecommunicator-Class is currently full	Public Safety Training Facility Huntsville, AL
April 6-8, 2020	Excellence in Dispatch Certificate Program	Tuscaloosa 9-1-1 Northport, AL
July 27-29, 2020	Excellence in Dispatch Certificate Program	Alabama 9-1-1 Board Montgomery, AL
August 10-12, 2020	Center Training Officer Program (CTO)	Auburn Public Safety Building Auburn, AL
September 28 – October 2, 2020	Center Manager Certification Program (CMCP)	Birmingham 911 Birmingham, AL
October 5-7, 2020	Excellence in Dispatch Certificate Program	Public Safety Training Facility Huntsville, AL

Committee Reports
(Tabs 7 - 8)

Governance Committee Recommendations (Tab 7)

➢To approve the amendments made to the Administrative Rules of the Alabama 9-1-1 Board and authorize the Board's staff to initiate the rules amendment process.

Joint Finance & Executive Committee (Tab 8)

➢No recommended action from the meeting other than staff to provide some evaluation tools to the officers of the Board and to investigate further on the actual costs of purchasing a building.

➢Need acceptance of the report.

Old Business

BOARD MEMBERS

New Business

BOARD MEMBERS

Public Comments

OPEN FORUM

Next Board Meeting

MARCH 18, 2020

10AM

1 COMMERCE STREET

MONTGOMERY, AL

Adjournment