



ALABAMA 911 BOARD

Board Meeting

- **ENTER YOUR NAME** WHEN YOU ENTER THE CONFERENCE ROOM.

- **ALL VIRTUAL ATTENDEES ARE MUTED** BY THE MEETING HOST FROM THE BEGINNING.

- IF YOU ARE A **BOARD MEMBER** JOINING BY BOTH PHONE AND COMPUTER, PLEASE LET ADAM KNOW WHAT PHONE NUMBER YOU USED TO DIAL IN SO YOU CAN BE UN-MUTED.

- IF YOU ARE **JOINING BY COMPUTER**, THE CHAT FEATURE IS AVAILABLE TO ALL ATTENDEES AND PARTICIPANTS.

- IF YOU ARE **JOINING USING BOTH**, TURN AUDIO OFF ON THE COMPUTER TO PREVENT FEEDBACK.





ALABAMA 911 BOARD

**JULY 15, 2020 BOARD MEETING
120 MADISON AVENUE
MONTGOMERY, AL**

Agenda

Introduction

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

Reports

- ❖ Committee Reports (Tabs 3-5)
- ❖ Staff Reports (Tabs 6 - 8)
 - Director's Report
 - Financial Report
 - ANGEN Report

Closing

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



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

Committee Reports

(Tabs 3-5)





ALABAMA 911 BOARD

**JULY 8, 2020
EDUCATION & OUTREACH COMMITTEE MEETING
1 COMMERCE STREET
MONTGOMERY, AL**

Education & Outreach Committee Meeting Agenda

**July 8, 2020
Montgomery, AL**



Learning Management Systems



Alabama EMD Policy Review



Alabama 9-1-1 Education Program



Education & Outreach Committee Meeting Agenda

- **Learning Management Systems**
- Alabama EMD Policy Review
- Alabama 9-1-1 Education Program

Learning Management Systems

Applications

Key Features	Bridge/Transcript	PowerDMS	Virtual Academy
Content authoring tools	✓	✓	✓
Multi-format compatible	✓	✓	✓
Supplemental industry related content provided			✓
Track changes to existing documents		✓	
CEU tracking and management	✓		✓
Certificate management	✓	✓	✓
Administer and track testing and evaluations	✓	✓	✓
Historical data migration	✓	✓	✓
User support	✓	✓	✓
Billing frequency	Annual Upfront	Annual Upfront	Annual Upfront
Pricing			
Minimum Quote	\$12,500 Minimum Package 1,920 Users	600 Users	500 Users *
Non-Recurring Costs	\$12,700.00	\$2,500.00	
Recurring Costs	\$21,259.20	\$12,749.44	\$62.00/user
Total Cost	\$33,959.20	\$15,249.44	\$31,000.00
*based on TN program			



Education & Outreach Committee Meeting Agenda

➤ **Learning Management Systems**

- Alabama EMD Policy Review
- Alabama 9-1-1 Education Program

Considerations:

- Operating platform
- Bandwidth needed to access
- Hardware/software requirements
- Security features
- Accessibility from multiple devices
- Technical support
- Capturing and archiving of classes
- Interaction between instructors/learners
- Licensing requirements
- Closed captioning availability
- Upgrade frequency
- Custom content creation
- Testing processes
- Access configuration (state level and/or local level)
- Online and live course availability
- Evaluation/feedback mechanism
- Reporting mechanism
- Transferability with user/agency



Education & Outreach Committee Meeting Agenda

- Learning Management Systems
- **Alabama EMD Policy Review**
- Alabama 9-1-1 Education Program

Policy 1.2 – Student Qualifications and Prerequisite Requirements

- Adding language of all prerequisite requirements

Policy 1.5 – ALEMD Practitioner and Instructor Renewal Requirements

- New policy to define continuing education hours to be eligible for renewal



Education & Outreach Committee Meeting Agenda

- Learning Management Systems
- Alabama EMD Policy Review
- **Alabama 9-1-1 Education Program**

Where do we go from here?

- Funding rule takes effect July 13th
- Budget estimate
- Goals of Alabama 9-1-1 Education Program
 - Short-term
 - Long-term
- How do we best use the ALNENA Education Committee?
- Training/Simulation/Testing Lab



Education & Outreach Committee Meeting Recommendations

**July 8, 2020
Montgomery, AL**



Authorize staff to release an RFP for a Learning Management System platform



Adopt the policy amendment to Alabama EMD Policy 1.2 and addition of Alabama EMD Policy 1.5





ALABAMA 911 BOARD

**JUNE 30, 2020
FINANCE COMMITTEE MEETING
1 COMMERCE STREET
MONTGOMERY, AL**

Finance Committee Meeting Agenda

June 30, 2020
Montgomery, AL



Office Space Lease



GIS Program



FY21 Budget



Long-term Funding



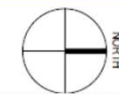
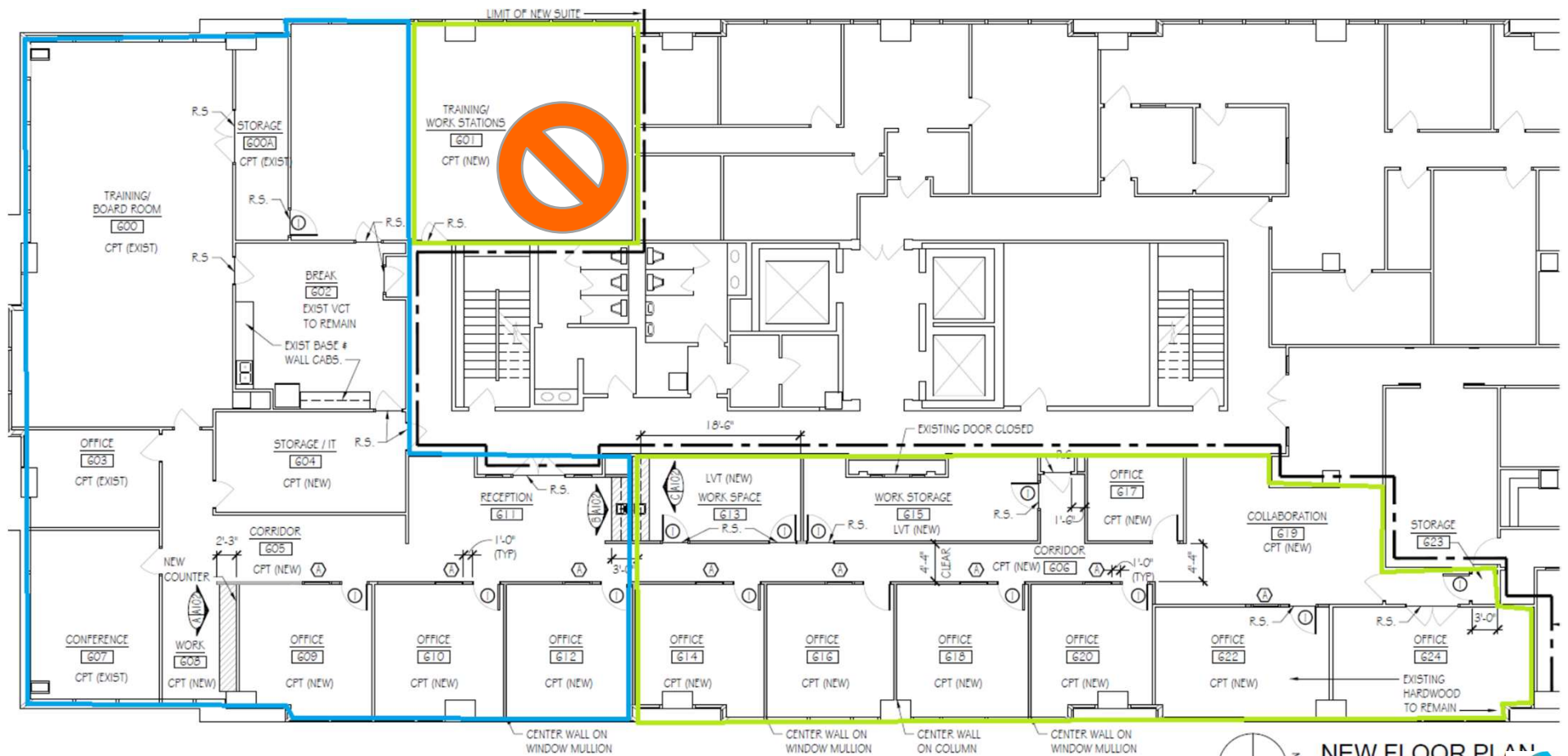
Finance Committee Meeting Agenda

- **Office Space Lease**
- GIS Program
- FY21 Budget
- Long-term Funding

Office Space Synopsis as presented in the May 2020 Board Meeting

- 1) Board's last action -- Authorized Executive Director in conjunction with the Finance Committee, to renegotiate the existing lease with Aronov to include an expansion of office space.
- 2) Proposal provided to staff a few days ago:
 - 7-year term
 - ~~~4,000~~ **3,200** additional square feet @ current rate per square foot (\$18.57) for three years and then 3% increase per annum
 - \$250,000 worth of tenant improvement
 - Up to ~~17~~ **15** parking spaces
 - Includes utilities, janitorial, taxes, insurance, janitorial supplies, trash removal, maintenance supplies, HVAC maintenance, electrical repairs, plumbing and elevator maintenance
 - —~~11 offices~~ **10 offices + reception**
 - —~~Classroom/teaching lab~~
- 3) Need to meet with Finance Committee.





NEW FLOOR PLAN
 SCALE: 1/8" = 1'-0"
 0' 4' 8'

Finance Committee Meeting Agenda

- Office Space Lease
- **GIS Program**
- FY21 Budget
- Long-term Funding

NG911 Parts, Functions, and Components currently being measured:

- NG Core Services
- CPE (Hosted or Standalone)
- Database (GIS Services)**
- CAD
- Recording

Future Metrics:

- QA/QC
- Cybersecurity
- Enhanced Training
- Systems Interoperability
- Radio (RoIP, LMR, VoLTE, etc.)



Finance Committee Meeting Agenda

- Office Space Lease
- GIS Program
- **FY21 Budget**
- **Long-term Funding**

Preview of FY21 Budget

- 3-year “look back”
- 5-year projection
- Showed the sustainability of additional office space

Where do we go from here?

- How do we best use the Reserves?
- When and how much do we adjust the 9-1-1 service fee?



Finance Committee Meeting Recommendation

**June 30, 2020
Montgomery, AL**



Approve the Office Space Lease
proposed by Aronov minus the
additional “training/workstation area”
(~797 square feet)





ALABAMA 911 BOARD

**June 2, 2020
Technical Committee Meeting
Birmingham, AL**

Meeting Agenda

Introduction

- ❖ Call to Order
- ❖ Roll Call
- ❖ Agenda Approval
- ❖ Guest Introductions

Action Items

- ❖ GIS Program
 - Timeline
 - Funding and Deliverables from RFP
 - Evaluation
 - Next Steps
- ❖ CPE RFP
 - Vendor Qualification

Closing

- ❖ Public Comments
- ❖ Next Meeting
- ❖ Adjournment

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



2018

- **3/31/2018**
Federal Grant Performance Period Starts
- **4/18/2018**
NG9-1-1 GIS Kick Off Meeting GISA Conference 2018
- **5/14/2018**
Deputy Director Hired
- **8/17/2018**
Federal Grant Initial Application and Certification filed
- **8/23/2018**
GIS in Alabama's NG9-1-1 ACCA Annual Convention
- **10/15/2018**
GIS in Alabama's NG9-1-1 28th Annual Gulf Coast Conference

2018

- **3/31/2018**
Federal Grant
Performance Period Starts
- **4/18/2018**
NG9-1-1 GIS Kick Off Meeting
GISA Conference 2018
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- **8/23/2018**
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ACCA Annual Convention
- **10/15/2018**
GIS in Alabama's NG9-1-1
28th Annual Gulf Coast Conference

2019

- **3/29/2019**
Federal Grant Final Application Submission
- **4/15/2019**
Federal Grant Application Accepted by NHTSA
- **8/29/2019**
Federal Grant Alabama Awarded \$2.5M in Grant Funding
- **11/22/2019**
RFP Publicly Released
- **12/2019**
Pre-proposal Conference, Received Five (5) Letters of Intent, Written
Questions from Vendors Due, Responses to Written Questions
Returned, Amended Technical Section Posted

2018

- **3/31/2018**
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Amended
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Section Posted

2020

- **2/14/2020**
Vendor Proposals Received
- **3/16/2020**
GIS Program Manager Hired
- **4/2020**
Questions and Clarification Statements For Vendor Presentations
Distributed, Vendor Oral Presentations and Demonstrations
- **5/13/2020**
Vendor Questionnaire Received from INdigital
- **5/20/2020**
Recommendation to Board to begin negotiating contract
- **7/15/2020**
Vendor Contract Approved by the Alabama 9-1-1 Board
- **7/16/2020**
GIS Project-Phase I Begins
-NG9-1-1 Call Routing Platform
-Aggregation of PSAP Boundaries
(12 month estimated time of completion)

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-NG9-1-1 Call Routing Platform
-Aggregation of PSAP Boundaries (12 month estimated time of completion)

2021

- **GIS Project-Phase II Begins**
-GIS Database Development & Administration
-Creation & Maintenance of LIS
-Replacement of ALI (12-24 month estimated time of completion)

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2021

- GIS Project-Phase II Begins
-GIS Database Development & Administration
-Creation & Maintenance of LIS
-Replacement of ALI (12-24 month estimated time of completion)

2022

- **3/31/2022**
Federal Grant Performance Period Ends

Funding and Focus of GIS Project

GIS STRATEGY

Phase 1 -- NG911 Call Routing Platform Implementation

- Collection of authoritative PSAP boundaries for use by ANGEN service provider

Phase 2 -- NG911 GIS Database Administration

- Development of Location Information Services (LIS) to replace legacy ALI at the PSAPs
- Implementation of a statewide GIS system for all PSAPs where files are centrally located and accessible



Impact of the GIS Strategy

NG911 CALL ROUTING PLATFORM IMPLEMENTATION

- All calls will utilize ANGEN as the call routing platform throughout the State
- Reliance on Selective Routing can be decreased and, in many areas, replaced
- Calls will be routed according to the location of the caller not a pre-determined route based upon ANI or an approximation

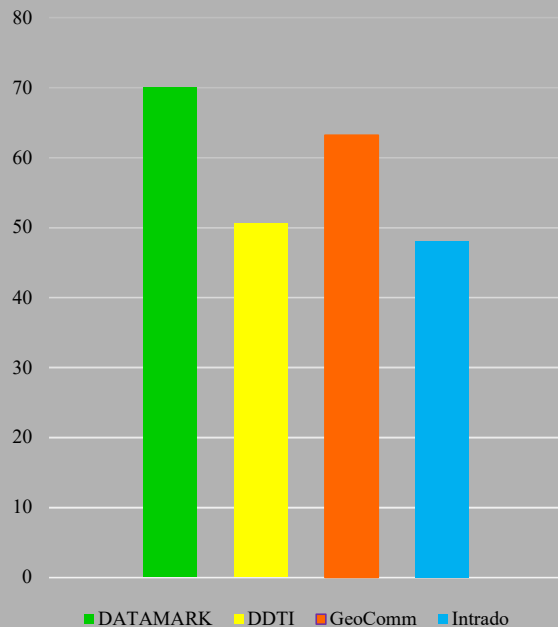
NG911 GIS DATABASE ADMINISTRATION

- Ensures that all PSAPs utilize a consistent, standardized statewide database
- Management of said database is centralized with common tools and processes
- Completed GIS platform allows for full utilization of Location Validation Function/Emergency Call Routing Function
- Ability to access GIS info for all PSAPs across the state



Why DATAMARK?

MANAGEMENT ASSESSMENT & QUALITY



- ❖ Pandemic plan prior to actual public health state of emergency.
 - ❖ Exhibited an awareness of the unique needs of Alabama's stakeholders.
 - ❖ Corporate structure, i.e. backing of parent organization.
 - ❖ Perception among other clients.
 - ❖ User-friendliness and practicality of validation interface.
 - ❖ Emphasis placed on training of stakeholder groups, complete with agendas and time frames.
 - ❖ Thoroughness of data analysis approach. Effective deployment or use of GIS concepts/theories within an NG911 environment.
-
- ❖ **Proposal offers the best means of servicing the interests of the Board and our PSAPs.**



Recommendation

➤ DATAMARK

➤ \$ 3,268,326 over three years

➤ With guidance from the Technical Committee and General Counsel negotiate a contract with chosen vendor

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



Next Steps (Immediate & Concurrent)

IMMEDIATE

- Negotiate contract
- Contract approval by Board or Committee
- Contract Review (2 options)
 1. Deadline July 26, 2020
 - Meeting August 6, 2020
 2. Deadline August 20, 2020
 - Meeting September 3, 2020

CONCURRENT

- Implementation plan
- Training
- Data collection
- Stand up user interface



Staff Reports

(Tabs 6-8)



Director's Report

(Tab 6)

MRS. LEAH MISSILDINE



Legal Services Contract

2019 - 2020

12/10/2019 - RFP Released
Evaluation

05/20/2020 - Committee
Recommendation to the Board

05/21/2020 - Contract Review
Submission

06/04/2020 - Contract Review
Meeting

-----45-day Hold-----

07/20/2020 - Contract Effective

09/30/2020 - Contract Expires



2020 - 2021

09/16/2020 - Board Meeting

09/17/2020 - Contract Review
Deadline

10/01/2020 - Contract Review
Meeting

09/30/2021 - Contract Expires



Director's Report – Examiner's

i. Board's Legal Compliance Audit

- ✓ Board's Legal Compliance Audit for October 1, 2017 – September 30, 2019
- ✓ Examination Completed
- ✓ Under Audit Supervisor's Review
- ☐ Awaiting Exit Conference
- ☐ Report Publication
- ☐ Take any corrective action necessary





Carrier Remittance Portal

Are you a Third-Party or Service Provider? *

- ☐ Third-Party
- ☐ Service Provider

Enter the Collection Period you are reporting

Collection Period *

04/20/2020 - 05/20/2020

Adjust the collection period by first selecting the Start Date, then the End Date. You may also key in the range as MM/DD/YYYY - MM/DD/YYYY

CONTINUE >

Policy Support: 334-440-7911

Technical Support: 866-353-3468 or Support@AlabamaInteractive.org

Director's Report – Alabama Interactive (General Update)

Provided by:



Upcoming Events

➤ Upcoming Board Meetings

- **July 15, 2020** **Board Meeting**
- **July 15-17, 2020** **9-1-1 Summit**
- **September 16, 2020** **Board Meeting**
- **November 19, 2020*** **Board Meeting**

**(3rd Thursday due to GIS conference, Nov. 16-18)*

➤ Training Activity

- **Postponed all in-person training through the end of August**
- **Reevaluate the remainder of the year next month**



Financial Report

(Tab 7)

MR. RON COOLEY

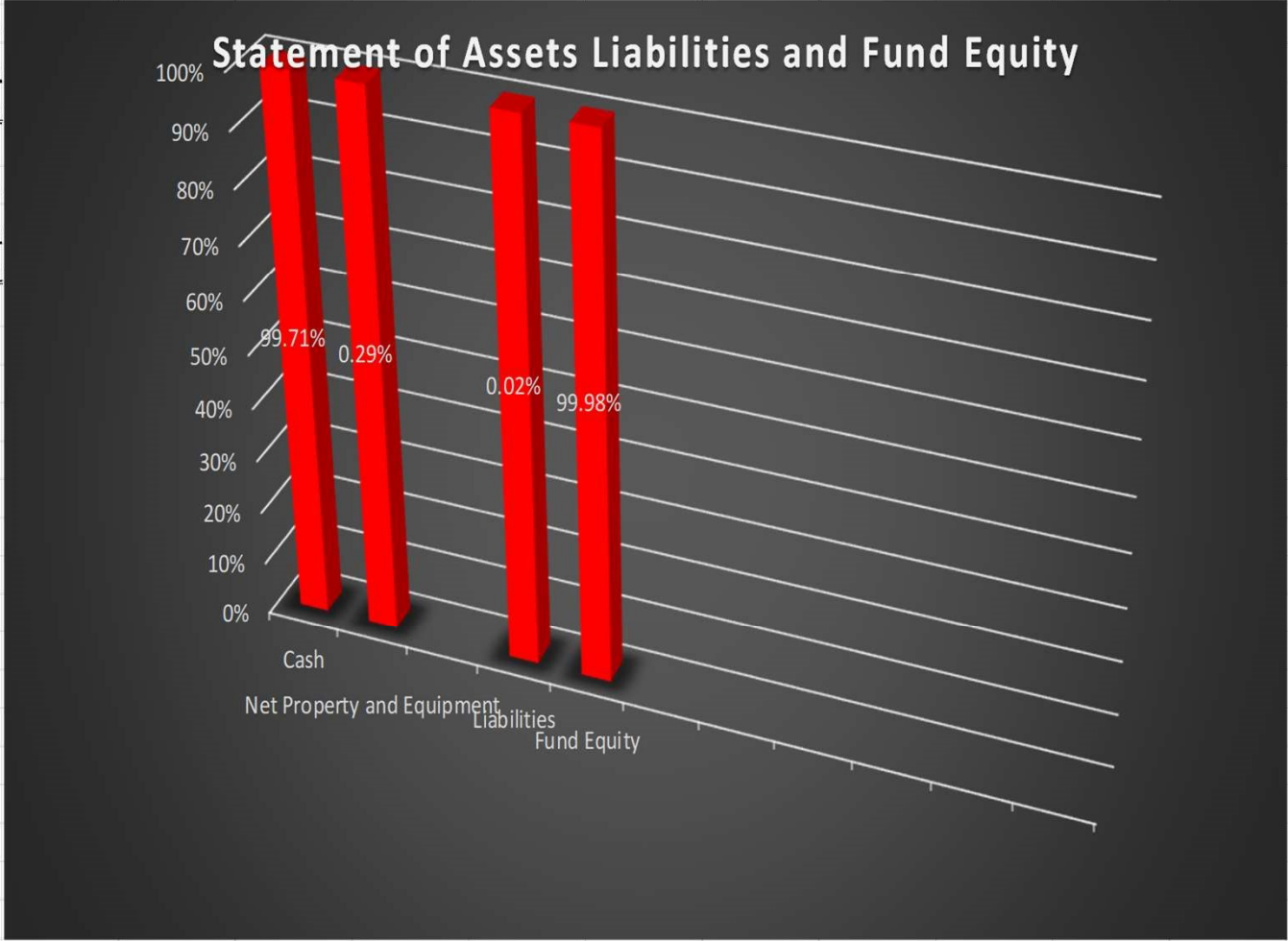


Financial Report- June 2020 YTD

(Tab 5)

MR. RON COOLEY

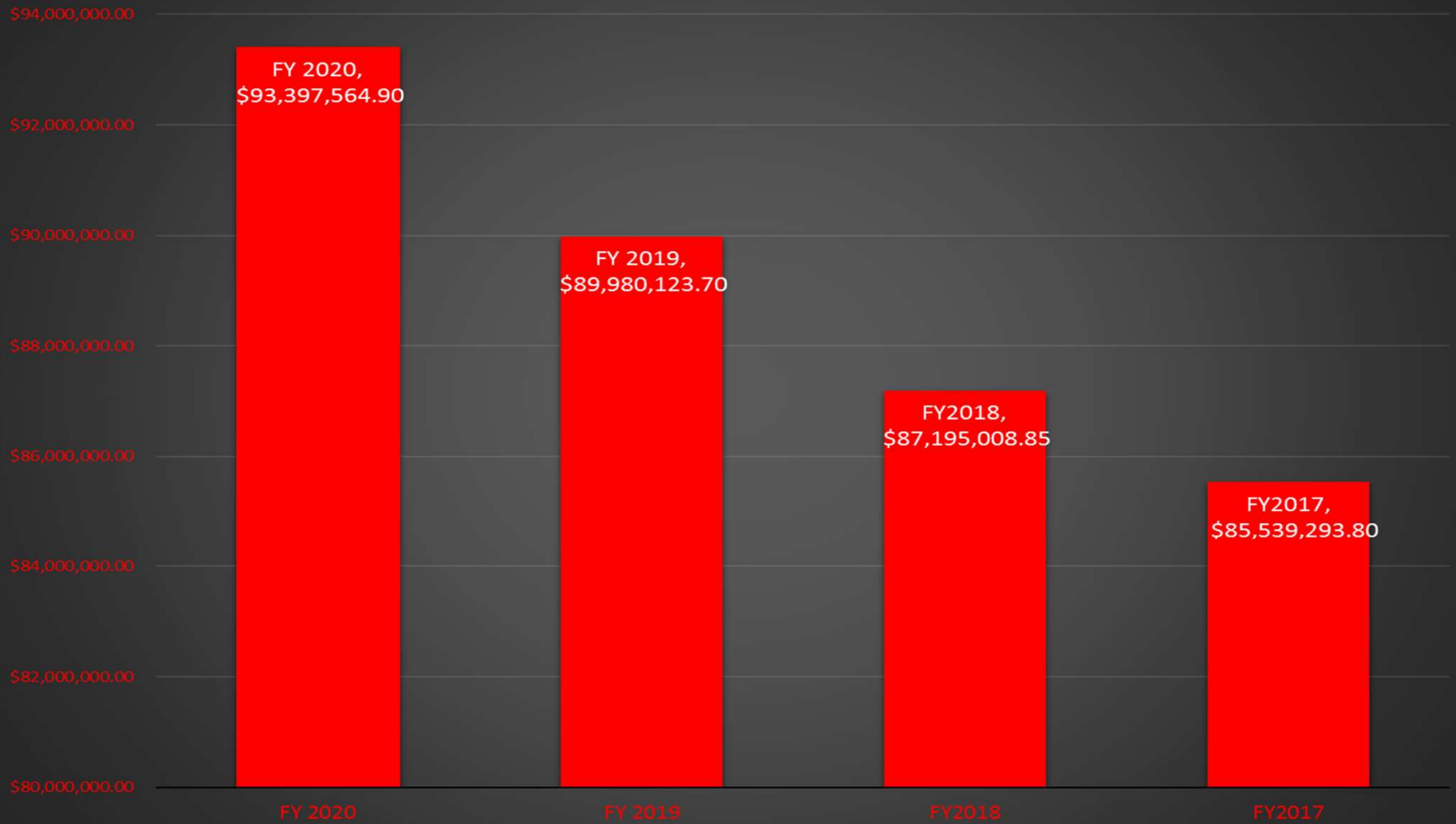


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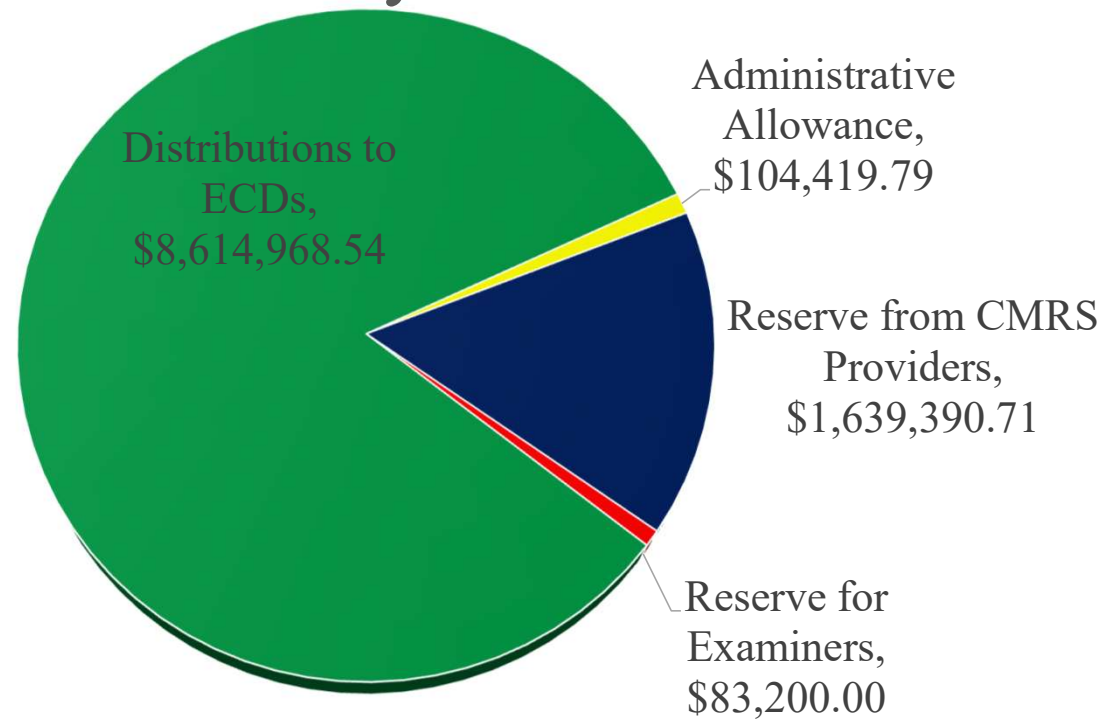
YTD REVENUES

Months	FY 2020	FY 2019	FY2018	FY2017
Oct	\$ 10,230,821.59	\$ 9,454,486.64	\$ 9,475,419.23	\$ 8,416,722.01
Nov	\$ 10,418,140.89	\$ 9,835,591.85	\$ 9,508,715.17	\$ 9,258,737.24
Dec	\$ 10,196,946.49	\$ 9,647,082.50	\$ 10,278,398.92	\$ 9,239,970.21
Jan	\$ 10,482,947.23	\$ 9,535,902.90	\$ 9,476,413.08	\$ 11,094,652.92
Feb	\$ 10,488,889.88	\$ 10,291,855.65	\$ 9,929,951.38	\$ 8,967,347.00
Mar	\$ 10,304,690.65	\$ 10,094,536.78	\$ 9,374,450.91	\$ 9,796,599.55
Apr	\$ 10,201,616.81	\$ 10,408,761.65	\$ 9,374,450.91	\$ 9,797,238.94
May	\$ 10,603,450.97	\$ 10,375,489.55	\$ 9,870,562.32	\$ 9,324,419.01
June	\$ 10,470,060.39	\$ 10,336,416.18	\$ 9,906,646.93	\$ 9,643,606.92
Total	\$ 93,397,564.90	\$ 89,980,123.70	\$ 87,195,008.85	\$ 85,539,293.80

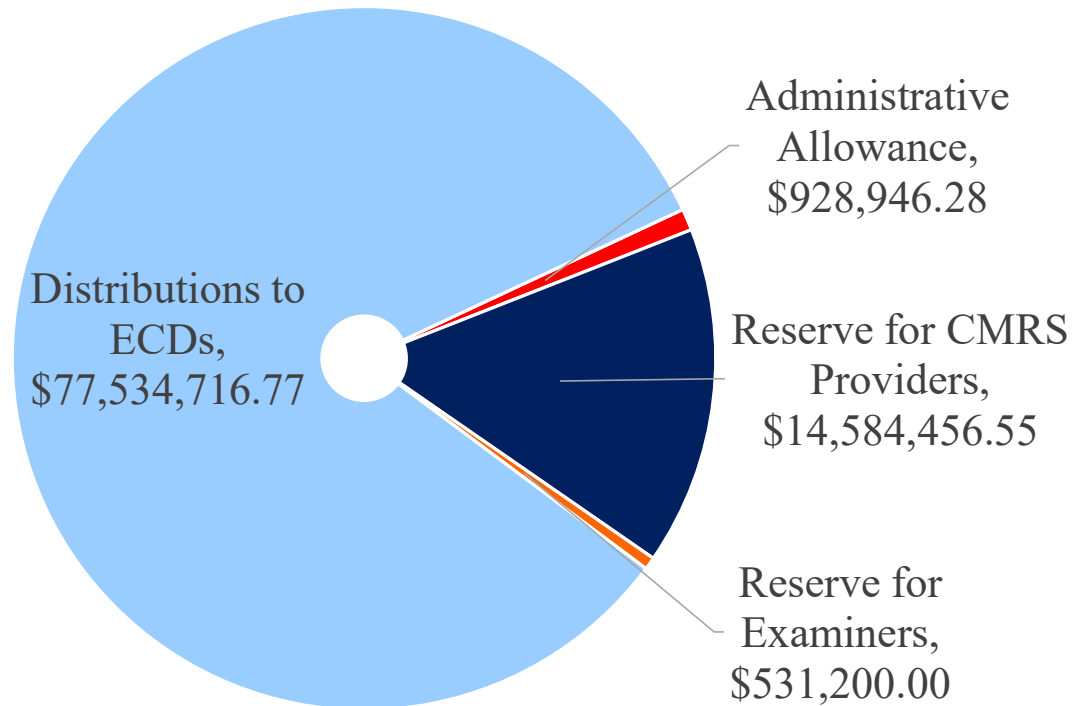
Year to Date Revenues



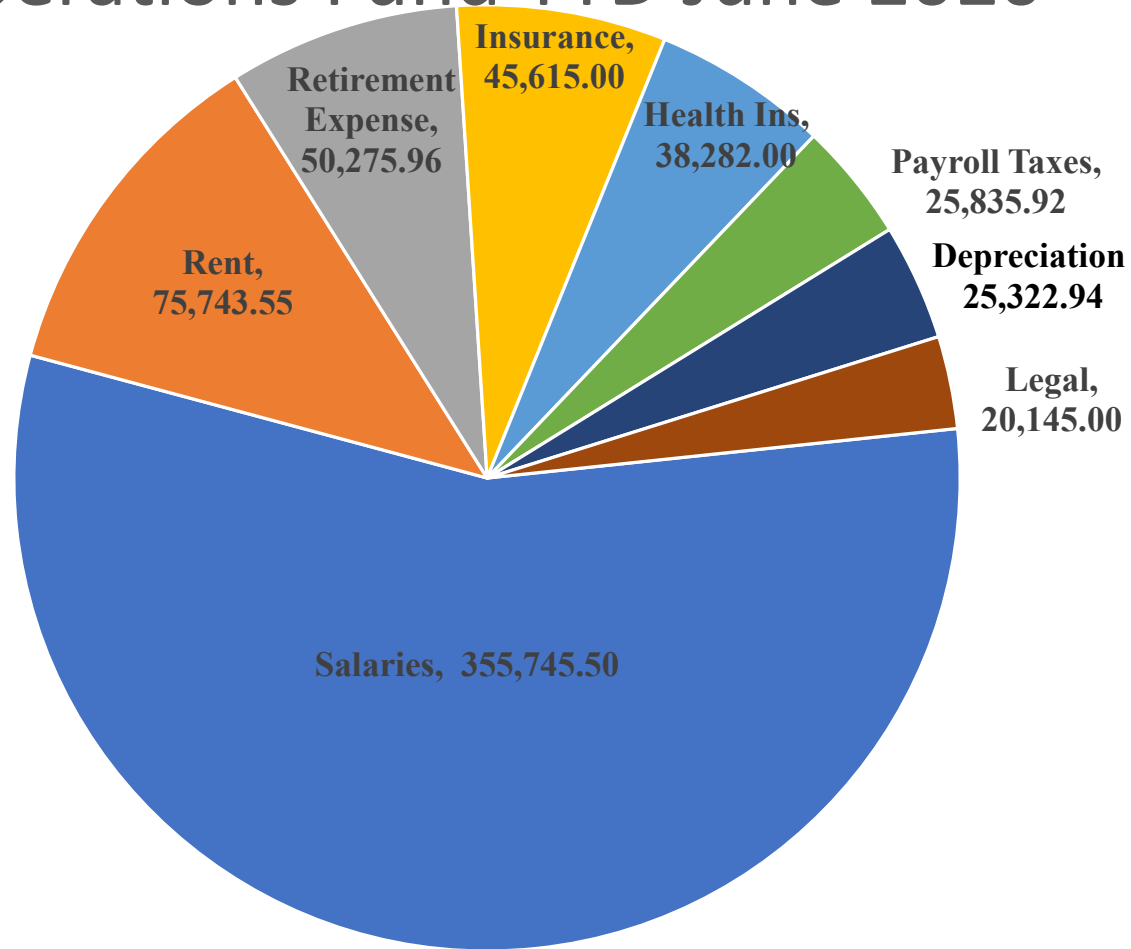
Allocation of 9-1-1 Fund Monthly 2020



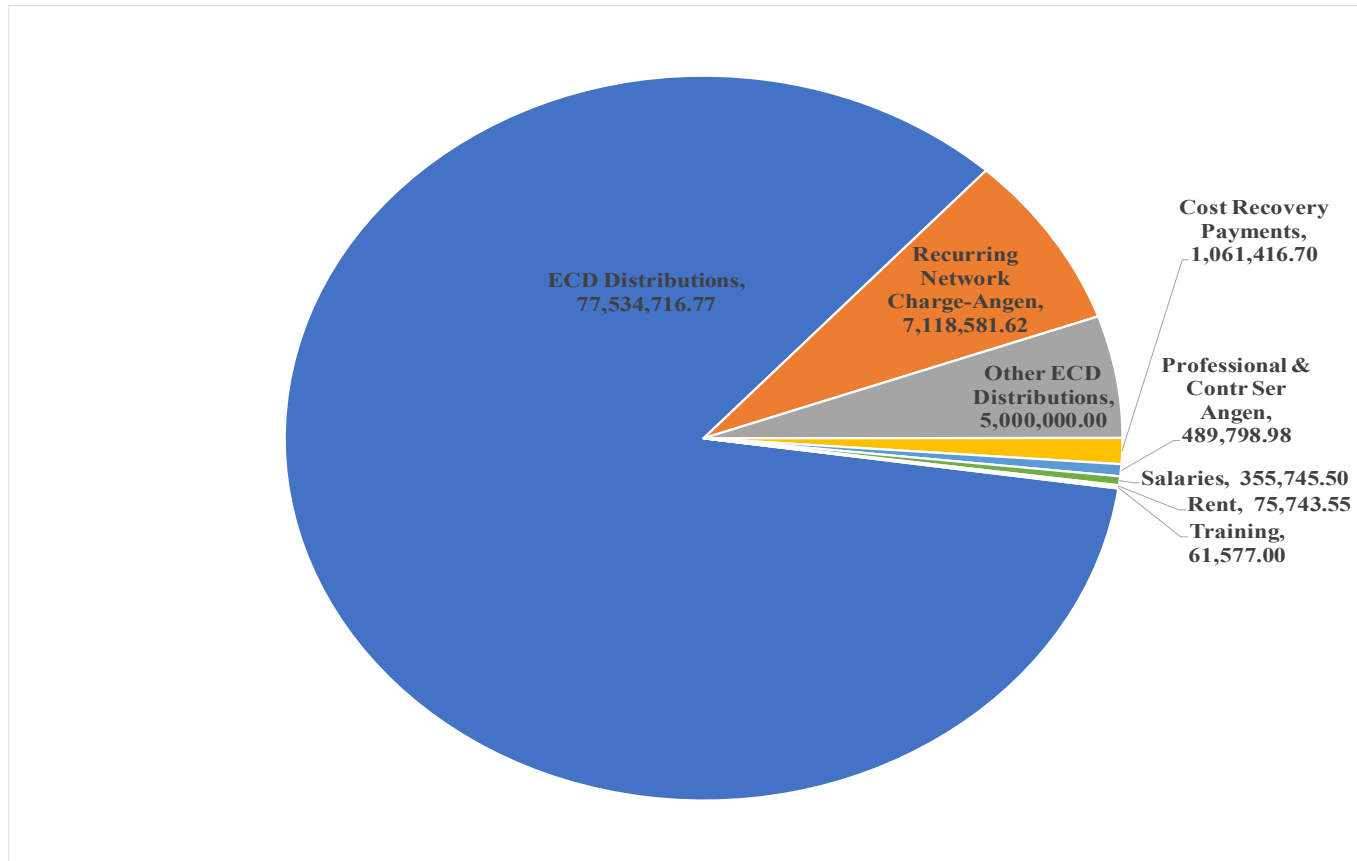
Allocation of 9-1-1 Fund YTD June 2020



Operations Fund YTD June 2020



Total Funds Year to Date June 30, 2020



ANGEN Report

(Tab 8)

ANGEN TEAM



ANGEN May – July Project Review

Presented July 15, 2020

911 Authority

Past Months' Activity

- ANGEN Planning and support with INdigital
- Ongoing technical and project management support
- Ongoing CPE project support
- GIS RFP proposal review
 - Close review of the GIS proposal for contract negotiation
- GIS contract negotiation Support
- Regulatory support
 - Contract review, AL legislation review
- Federal Grant support

Action Items

- Continue with action items previously reviewed
- GIS Questions Contract Negotiation Support
- GIS Vendor Selection Process
- GIS project support
- CPE contract negotiation support
- Grant tracking activities



Alabama Next Generation Emergency Network (ANGEN) 2.0

**Report for
May 1 – June 30, 2020**



Table of Contents

ANGEN Project Stages

~~Stage 0 – Replace the Bandwidth Wireless Network~~
Complete

~~Stage 1 – Build the ESiNet to the PSAPs~~
Complete

Stage 2 – Deliver wireless calls directly
PSAPs Not on ANGEN

Stage 3.a – Deliver wireline calls directly

Stage 3.b – Directly receive & selectively route
wireline calls

Wiregrass Carrier Conversion

Stage 4 – Install and enable Texty in the PSAP

Adjacent State Connectivity

Industry Stakeholders

ESiNet Trends

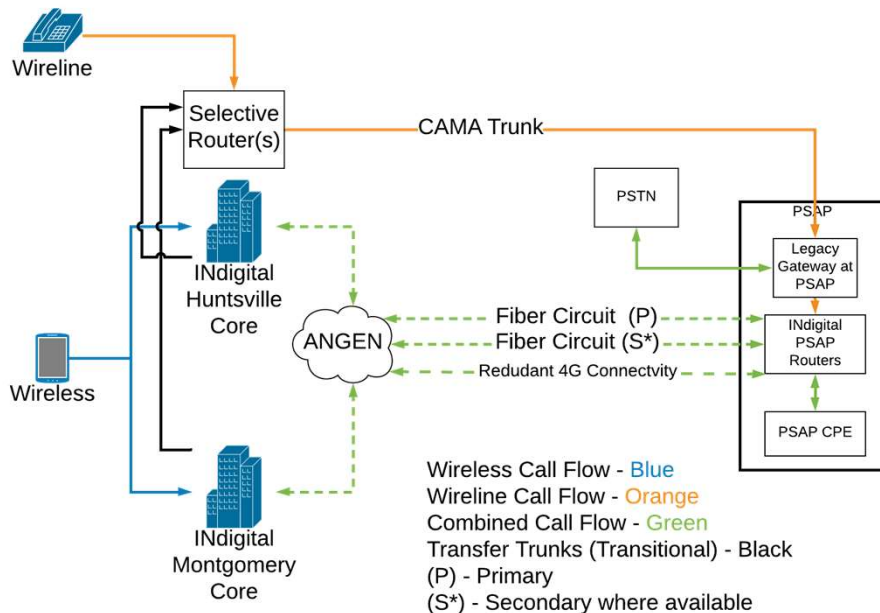
Texty Trends

Ticket Analysis

Significant Event Analysis



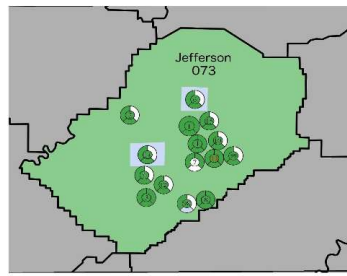
Stage 2 – Deliver all 9-1-1 calls directly to the PSAP over ANGEN



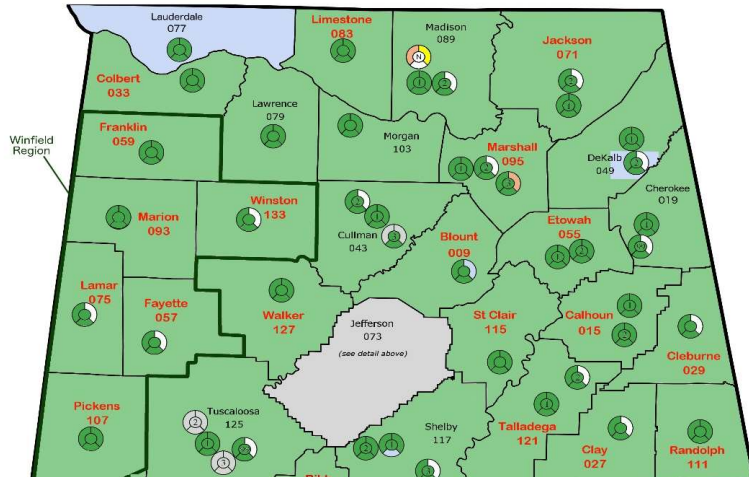
- Stage 2 (PSAPs in counties in green on next slide) is now complete for 74 PSAPs, including geo-diverse B sides.
- PSAPs that have completed Stage 2 are now receiving all calls over ANGEN, with wireline injected into the network at the PSAP.
- **Current population served by ANGEN is 4,455,771 or 93% of the state's population.**



Stage 2 – Deliver all 9-1-1 calls directly to the PSAP over ANGEN



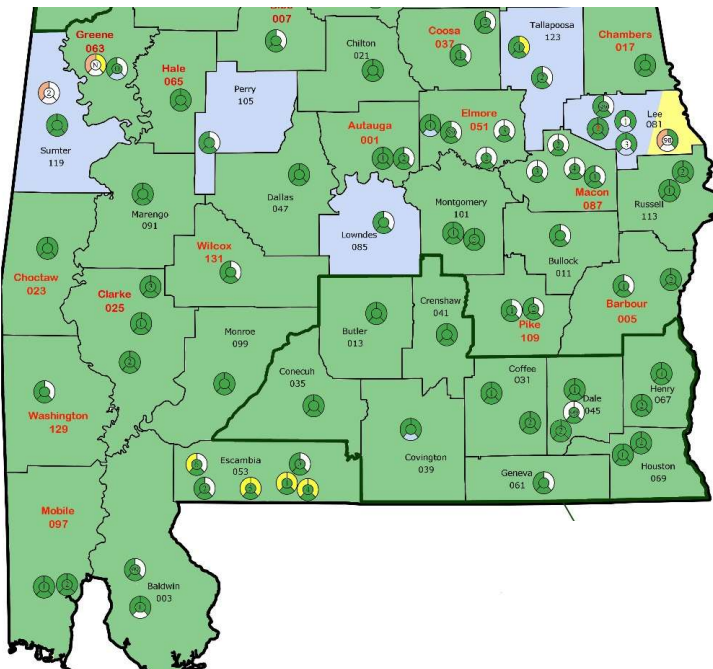
Jefferson County - 073
01: Jefferson County 911
02: Adamsville PD
03: City of Bessemer
04: Birmingham ECD
06: Gardendale 911
07: Homewood 911
08: Hoover 911
98: Hoover 911 B-Side
09: City of Hueytown
10: Irondale PD
12: City of Midfield 911
13: Mountain Brook 911
14: Pleasant Grove Police
15: Tarrant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



Stage 1 (denoted in blue on the map) is now complete for all PSAPs. Stage 2 is complete for counties in green.



Stage 2 – Deliver all 9-1-1 calls directly to the PSAP over ANGEN



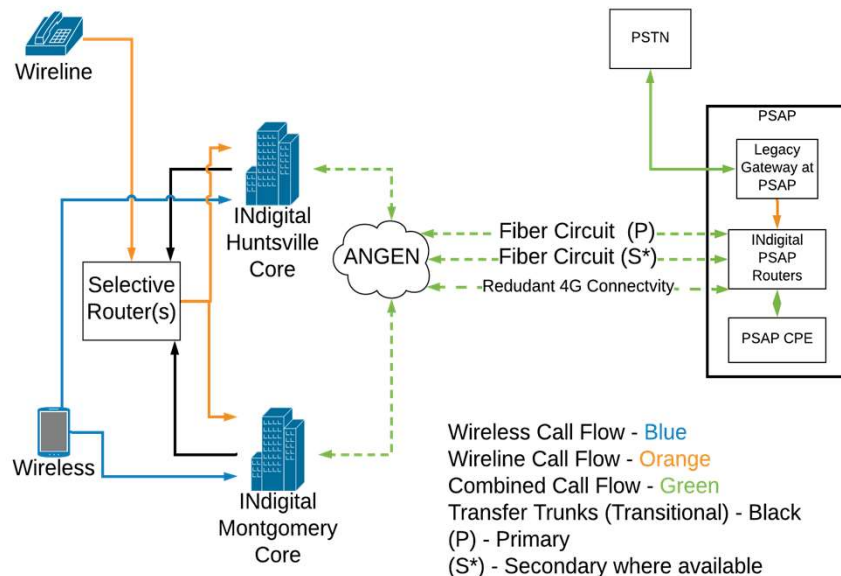
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PSAPs
not on
ANGEN

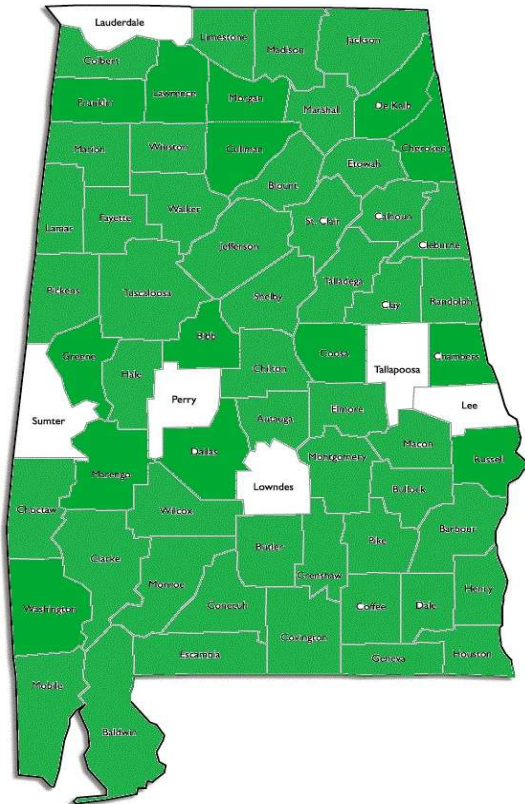
PSAP	Stage 2 Completion Update
Alexander City PD	Will be placed on ANGEN in coordination with their building move in October
Auburn	Placed on ANGEN on 07/07/20
Fort Payne	We are awaiting CPE vendor's travel restrictions to be relaxed.
Gardendale	Unable to be placed on ANGEN due to CPE gateways.
Lauderdale	Director approved being placed on the network on 07/01/20. Will be placed on ANGEN 7/29/20.
Lee Co EMS (ETS)	Awaiting approval from the Director
Lee County Sheriff	Awaiting approval from the Director
Lowndes	Unable to be placed on ANGEN due to CPE gateways.
Opelika PD	Awaiting approval from the Director
Perry	Unable to be placed on ANGEN due to CPE gateways.
Pleasant Grove	Unable to be placed on ANGEN due to CPE gateways.
Sumter	Local board approved additional circuit work at the end of May. New CPE and ANGEN cut will occur close to the end of August.
Tallapoosa Sheriff	Will be placed on ANGEN on 7/15/20



Stage 3.a – Deliver wireline 9-1-1 calls directly to the PSAP instead of picking up wireline CAMA at the PSAP



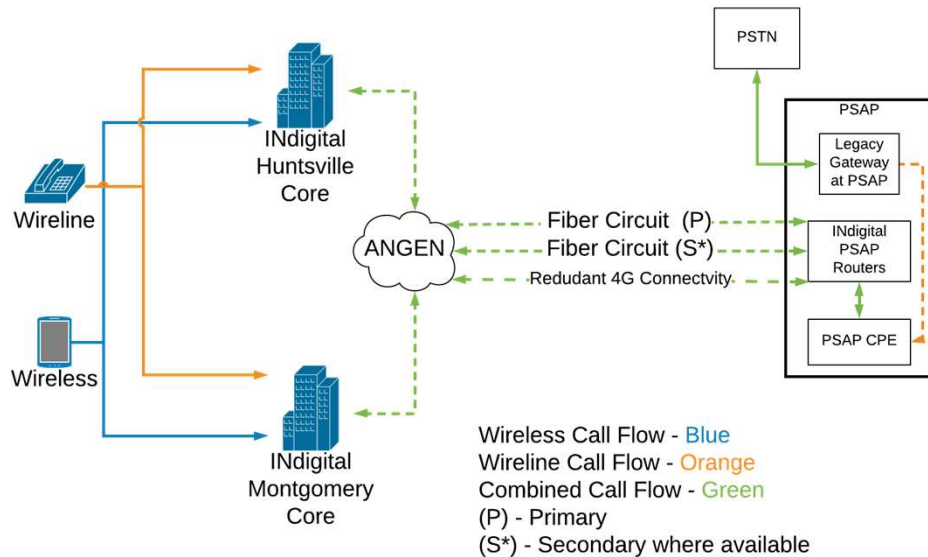
Stage 3.a consists of having the selective router send 9-1-1 calls directly to INdigital's data centers over an SS7 trunk instead of having to pick up wireline calls at the PSAP and then deliver it into the network.



Counties in green have completed
Stage 3.a.



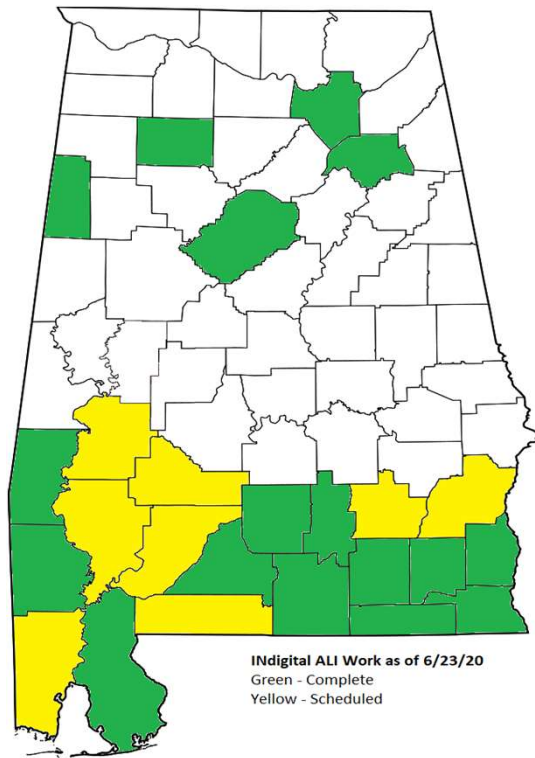
Stage 3.b – Directly receive and selectively route wireline calls



Stage 3.b consists of wireline carriers sending calls directly to our data centers and bypassing the legacy selective router. Indigital would then take over the selective routing of those wireline calls.



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



- The first step to complete step 3.b is for the PSAP to use Indigital ALI. The above map highlights where Indigital ALI is currently set-up (green) and the schedule site work in the next month (yellow).
- Wireline carrier conversion is done by legacy selective router, moving from South to North.

All PSAPs must be on ANGEN in order to move forward with this stage quickly.



Stage 3.b – Directly receive and selectively route wireline calls - Wiregrass

Have Been Migrated	To be Migrated
AT&T Mobility	Bright house (Network not ready)
Level 3	Verizon Business
Comcast	AT&T ILEC
Intrado/West	AT&T CLEC
Verizon Wireless	Century Link (Last to Move)
Southern Link	Frontier
Sprint	TDS
TCS	Troy Cable
T-Mobile	
Intelloquent	
Bandwith	

Wiregrass carrier conversion is scheduled to be finished by the end of the first week in September provided AT&T can move and the Bright house network is complete.



Stage 3.b – Directly receive and selectively route wireline calls – Mobile Legacy Selective Router

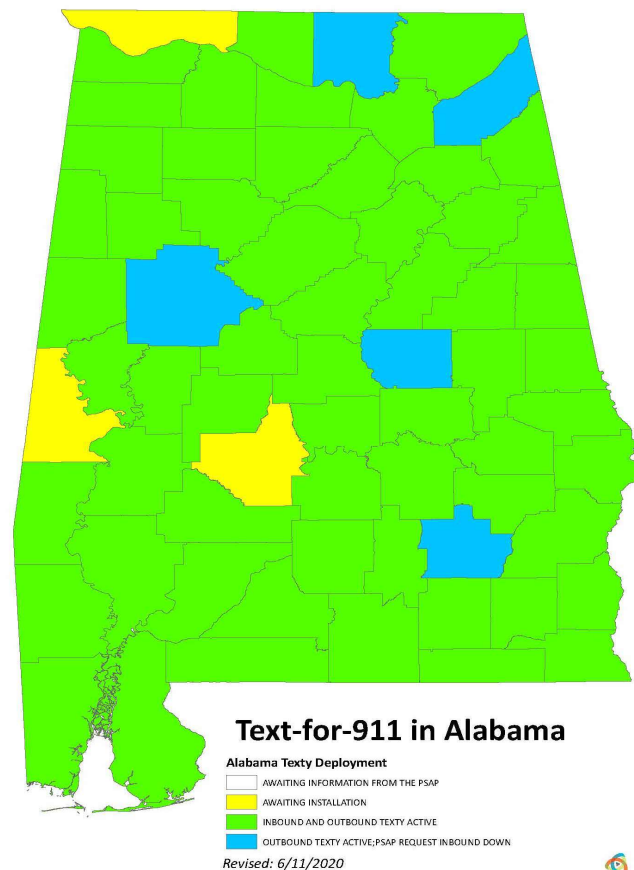
Mobile carrier conversion is scheduled to be finished by the end of October and is dependent on INdigital ALI problem resolution at MCCD.

Have Been Migrated	To be Migrated
AT&T Mobility	Brighthouse
Level 3	Verizon Business
Verizon Wireless	AT&T ILEC
Southern Link	AT&T CLEC
Sprint	Century Link
TCS	Frontier
T-Mobile	TDS
	Intrado/West
	Intelloquent
	Bandwith
	Comcast



Stage 4 – Install and enable Texty in the PSAP

- 98% of the population is currently served by outbound Texty.
- 94% of the population is currently served by inbound Texty.





Stage 4 – Install and enable Texty in the PSAP

PSAP	Texty Completion Update
Lauderdale	Will go-live with Texty on July 28th
Huntsville-Madison	Awaiting Director for inbound turn-up
DeKalb	Awaiting Director for inbound turn-up
Tuscaloosa	Delayed Inbound Turn-up until secondary PSAP is installed
Coosa	Awaiting Director for inbound turn-up
Sumter	Awaiting Director for Install
Dallas	Awaiting PSAP to install new firewall
Pike	Awaiting Director for inbound turn-up
Opelika PD	Awaiting Director for Install
Lee SO	Awaiting Director for Install



Industry Stakeholders

1. **Carrier Notice** – Nothing to report
2. **Originating Service Providers** – Nothing to report
3. **PSAP Outreach** –
AL911.net Training in Cullman was held on June 30th
4. **Adjacent State Connectivity** – Nothing to report
5. **Regulatory Matters** – Nothing to report
6. **Interagency Agreements** – Nothing to report
7. **Other Stakeholders** – Nothing to report

Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge

WHAT

Friday Webinar Series

1-hour webinar hosted on Fridays to cover the topics, tools, and resources available to maximize your use of the unique features of ANGEN and other programs.

WHEN

June 5 or August 7

Legacy versus NG911

June 12 or August 14

Texty

June 19 or September 25

Logix

June 26 or August 28

MEVO

July 10 or September 11

AL911.net/Database

July 24 or August 21

Getting the most from your data using Excel

July 31 or September 18

Maximizing your support request with INdigital

WHO SHOULD ATTEND

Telecommunicators, Admin Personnel, Training Officers, Line-level and Center Supervisors, Operations Managers, & Database Administrators

REGISTRATION

[Click Here to Register](#)

FOR MORE INFORMATION

Dana Grubbs – dana@al911board.com

Office: 334-440-7911

1 Commerce Street, Ste 620

Montgomery, AL 36104





Border Connectivity

Georgia:

- Connectivity packets have been sent to all counties
- Polk County: Connection go-live on 7/14
- West Point: Connection go-live on 7/21
- Heard County: Connection go-live on 7/28
- SOWEGA 911 (Early/Stewart/Randolph): Permission to proceed

Florida:

- Connectivity packets have been sent to all counties.
- Awaiting MOUs from Escambia and Santa Rosa.



Border Connectivity

Mississippi:

- Connectivity packets have been sent to all counties.
- Tishomingo and Tippah have given permission to proceed.
- Jackson and Lowndes County are interested in proceeding.

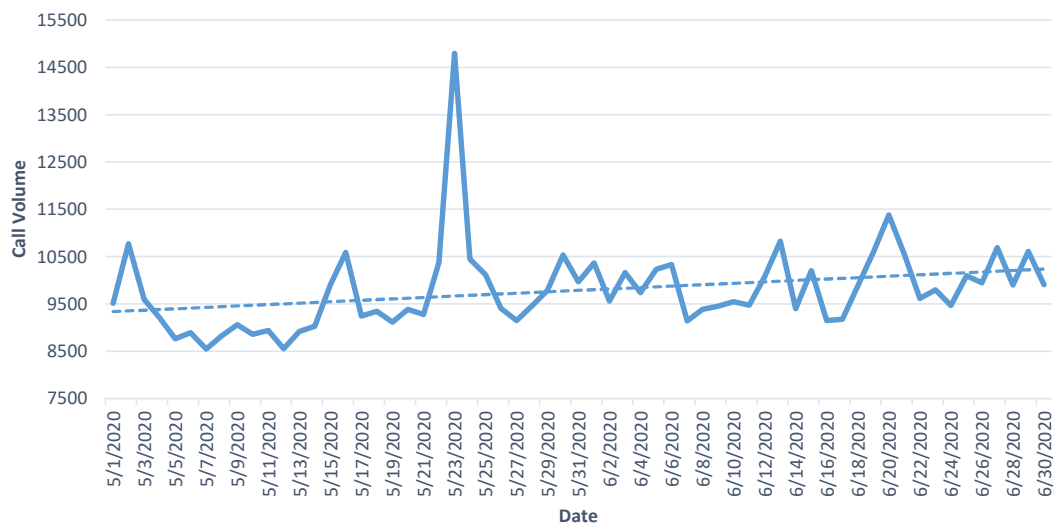
Tennessee

- It is INdigital's intent to connect to NetTN (Tennessee's ESInet maintained by AT&T) via our Network to Network Interface. Board staff is reaching out to their Tennessee counterparts regarding this connectivity.



ESiNet Trends

Call Counts
May 1 - June 30, 2020

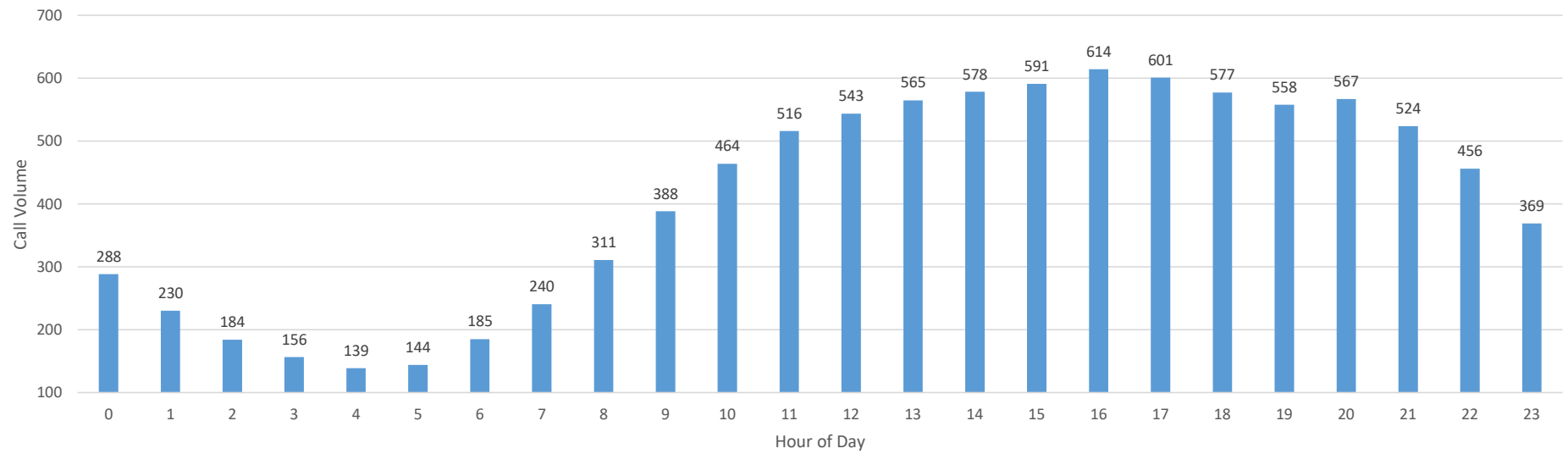


The busiest day during the period was May 23rd – 14,794 calls were processed. This spike in calls was during the Memorial Day weekend. The second busiest day was June 20th – 11,380 calls were processed.

The average call volume per day was 9,787 which is up from 8,777 in the previous reporting period—total calls since the last report was 597,049.



Average Call Volume
May 1 - June 30, 2020

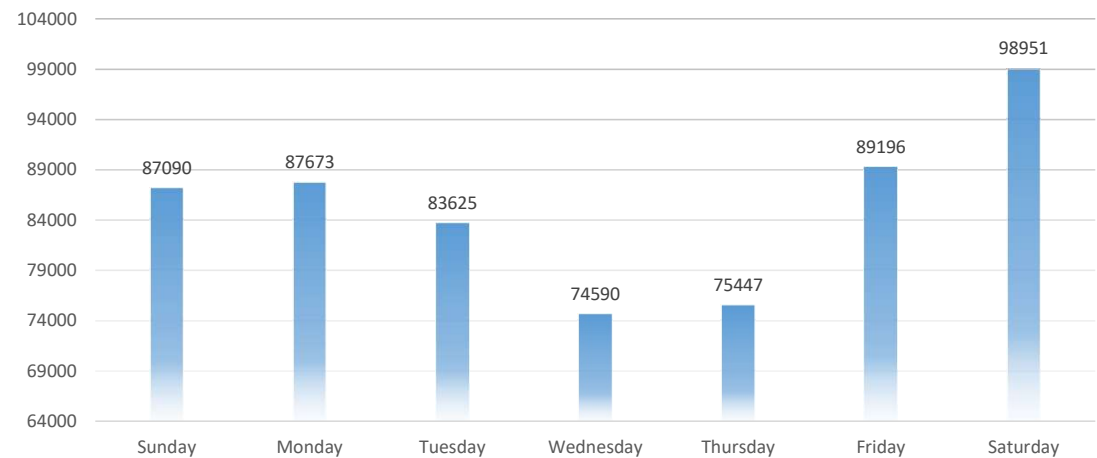


For this reporting period, 4:00 am has the least call volume, which is consistent with the last report.

4:00 pm is the hour with the peak call volume; 6:00 pm has previously been the most consistently busy hour.



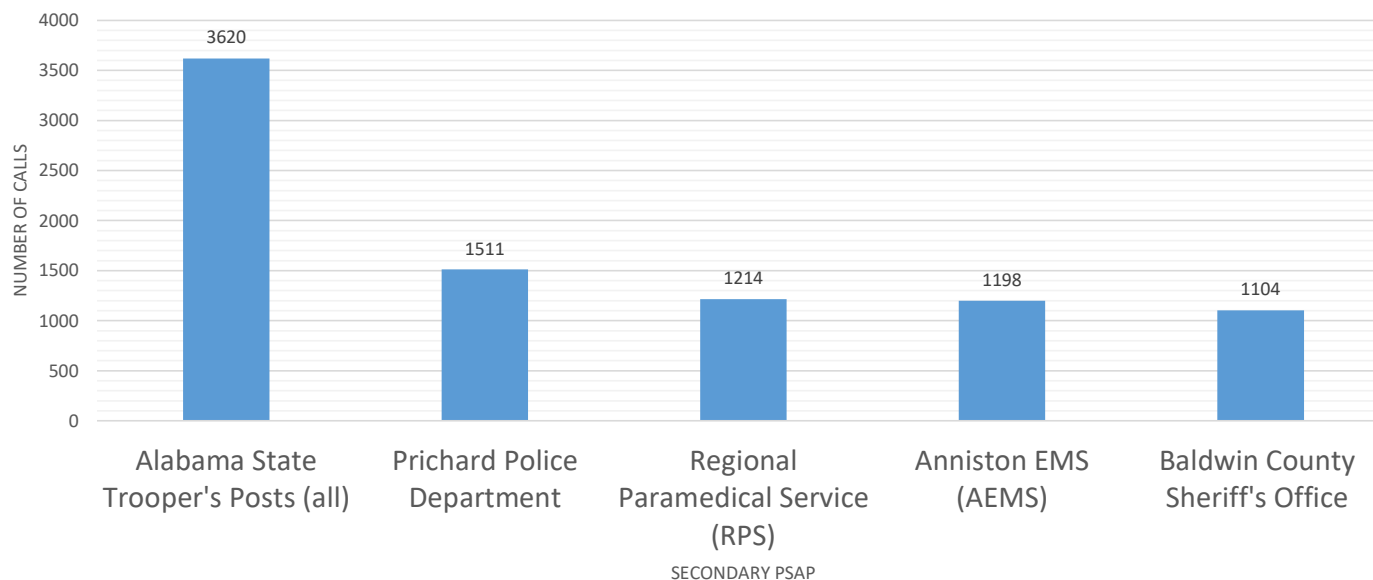
CALLS BY DAY OF WEEK MAY 1 - JUNE 30, 2020



Saturday was the busiest day for this reporting period.



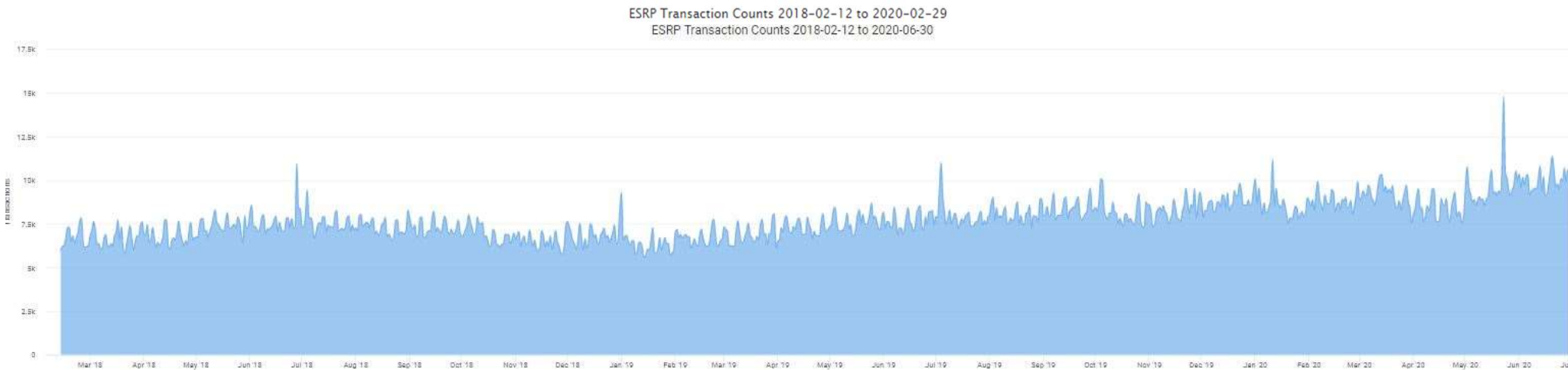
Top Five Secondary PSAP Transfers May 1 - June 30, 2020



The combined total transfers to the Alabama State Trooper's Posts outnumber any other transfer three to one. These are admin transfers where ALI is not sent.



ANGEN 2.0 has now processed over 6.7 million calls!



Average call volume per day: 7,742

Total Call Volume Feb 12, 2018, to June 30, 2020: 6,735,849

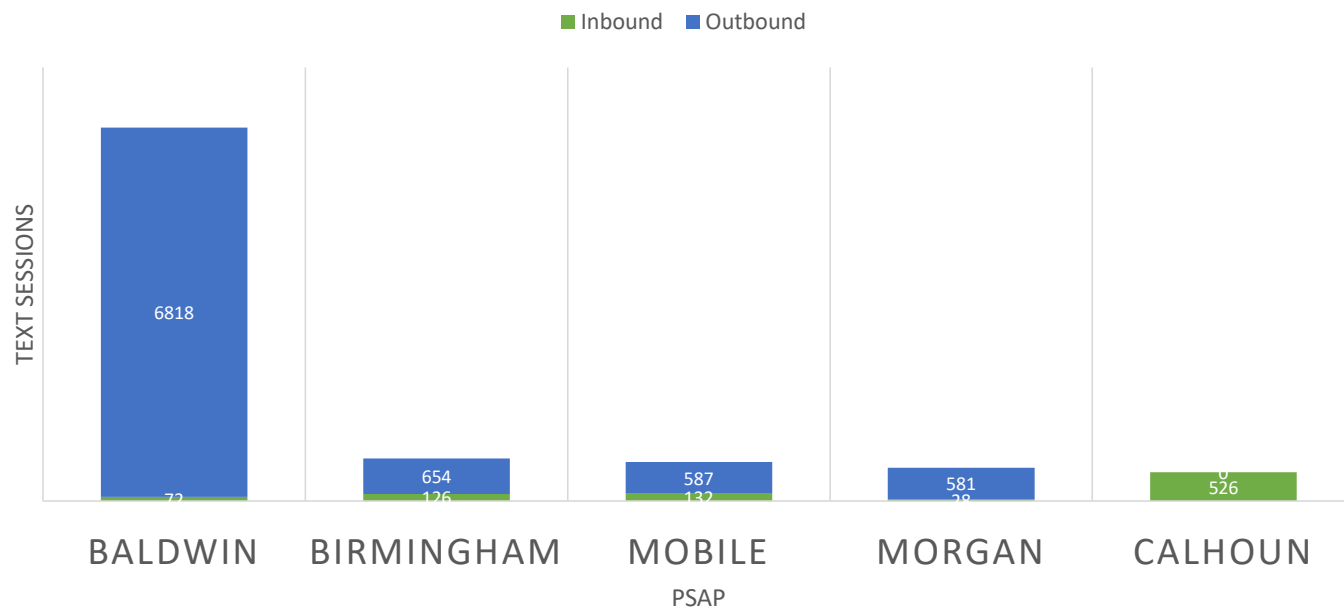
Alabama Next Generation Emergency Network (ANGEN) 2.0 | www.indigital.net



There was a total of 1,648 inbound and 10,708 outbound text sessions for the reporting period – 85% of all text messages were PSAP initiated.

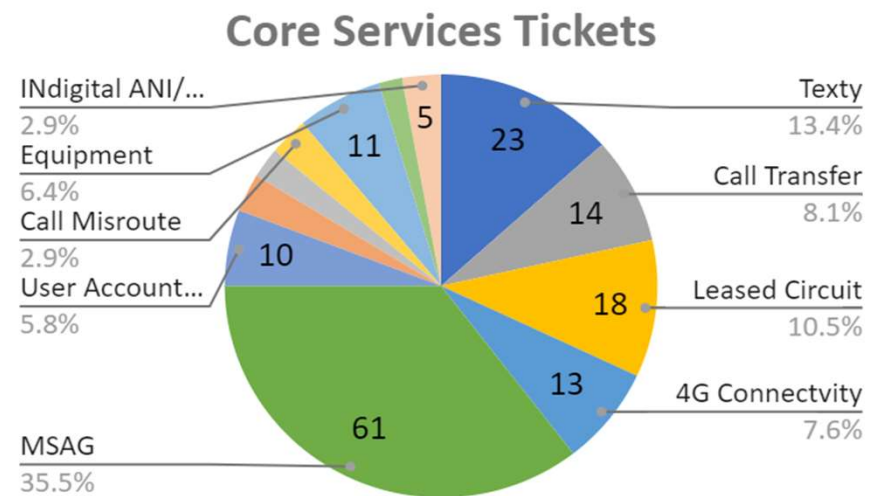
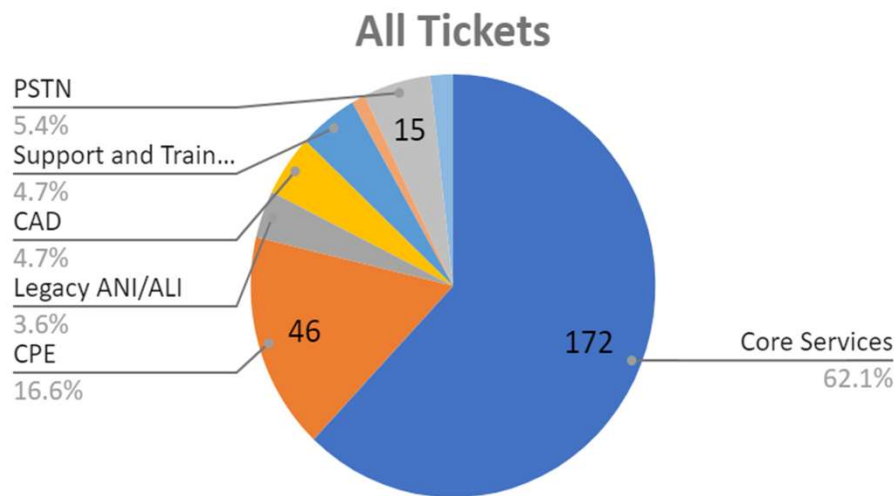
Please note that Baldwin County starts a text for every open line, or hang-up. Also, Calhoun County does many inbound test texts, which reflects in the above chart.

FIVE BUSIEST PSAPS - TEXTY MAY 1 - JUNE 30, 2020





Trouble Ticket Analysis



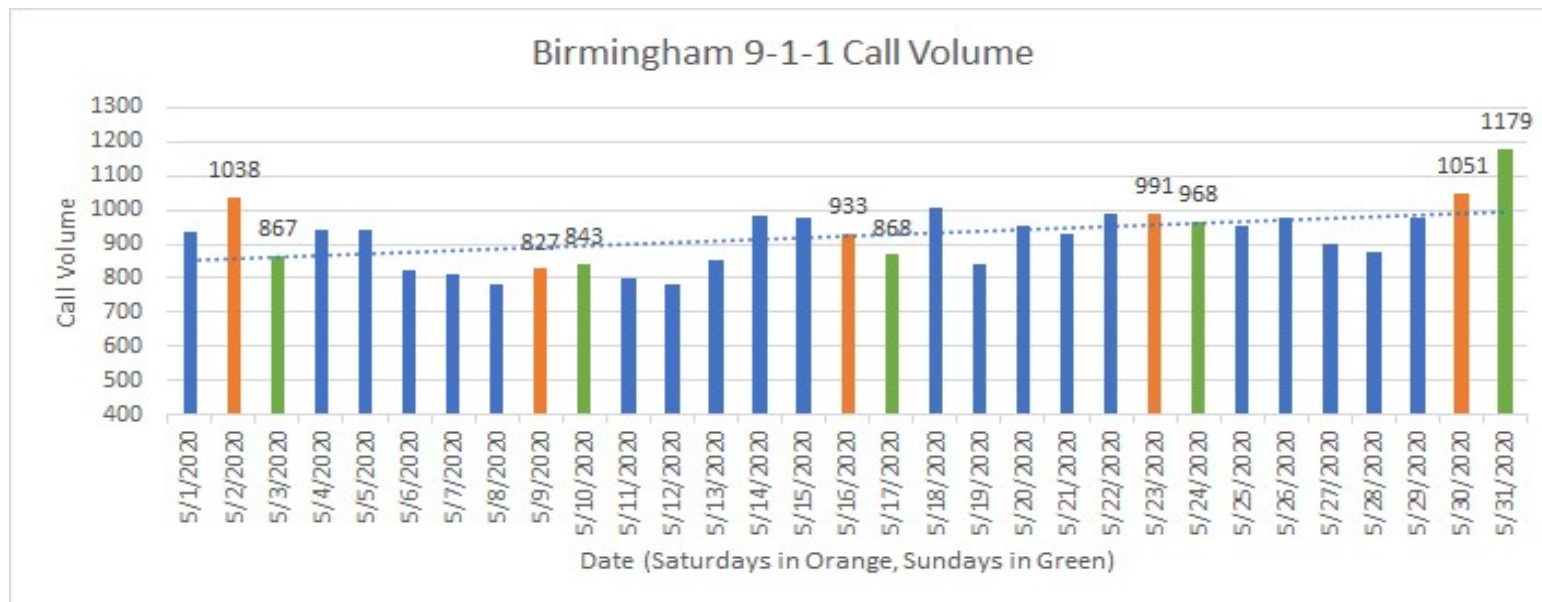
A total of 290 tickets have been created since the last report.
59% of those tickets were network-related



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



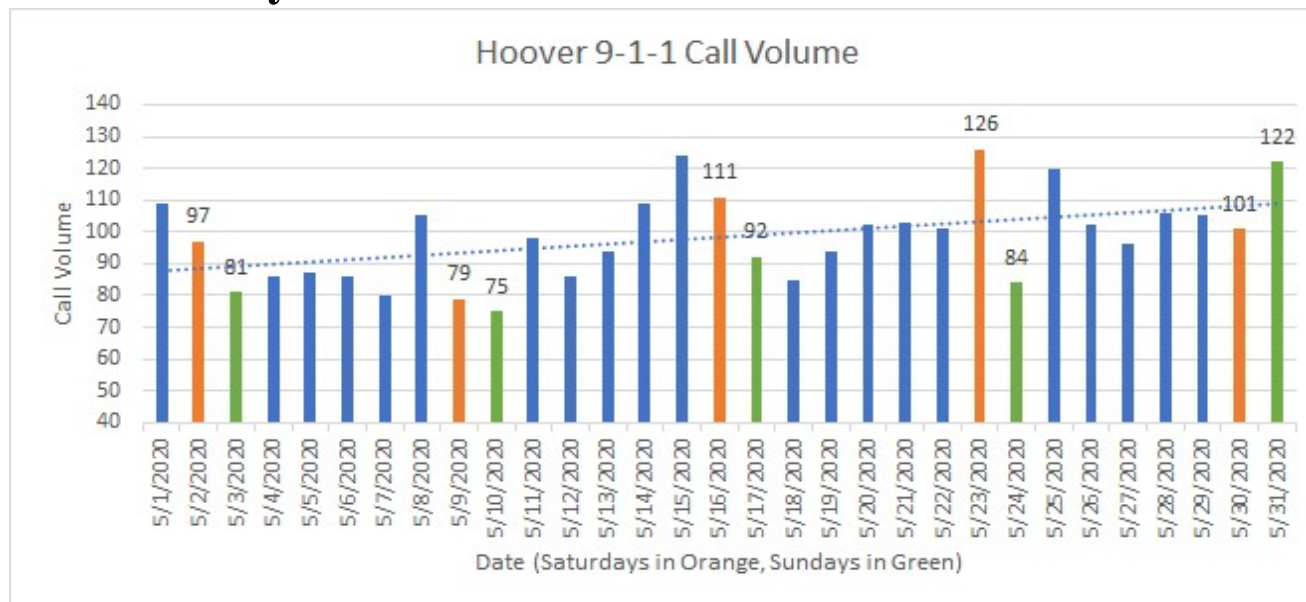
Significant Event Analysis



Birmingham's call volume was up by 91% (596 vs. 1066) from 15:00 on 5/30 until 06:00 on 5/31 as compared to the previous week.



Significant Event Analysis



Hoover's call volume increased by 16% over the previous period.



Questions?

Contact Us



1616 Directors Row
Fort Wayne, IN 46808



877.469.2010
256.276.6854



cbranch@indigital.net

Old Business

BOARD MEMBERS



New Business

BOARD MEMBERS



Public Comments

OPEN FORUM



Next Board Meeting

SEPTEMBER 16, 2020

10AM

MONTGOMERY, AL



Adjournment



2018

- **3/31/2018**
Federal Grant
Performance Period
Starts
- **4/18/2018**
NG9-1-1 GIS Kick
Off Meeting
GISA Conference
2018
- **5/14/2018**
Deputy Director Hired
- **8/17/2020**
Federal Grant
Initial Application and
Certification filed
- **8/23/2018**
GIS in Alabama's
NG9-1-1
ACCA Annual
Convention
- **10/15/2018**
GIS in Alabama's
NG9-1-1
28th Annual Gulf
Coast Conference

2019

- **3/29/2019**
Federal Grant
Final Application
Submission
- **4/15/2019**
Federal Grant
Application Accepted
by NHTSA
- **8/29/2019**
Federal Grant
Alabama Awarded
\$2.5M in Grant
Funding
- **11/22/2019**
RFP Publicly Released
- **12/2019**
Pre-proposal
Conference,
Received Five (5)
Letters of Intent,
Written Questions
from Vendors Due,
Responses to Written
Questions Returned,
Amended Technical
Section Posted

2020

- **2/14/2020**
Vendor Proposals
Received
- **3/16/2020**
GIS Program
Manager Hired
- **4/2020**
Questions and
Clarification
Statements
For Vendor
Presentations
Distributed, Vendor
Oral Presentations
and Demonstrations
- **5/13/2020**
Vendor
Questionnaire
Received from
INDigital
- **7/15/2020**
Vendor Contract
Approved
by the Alabama 9-1-
1 Board
- **7/16/2020**
GIS Project-Phase I
Begins
-NG9-1-1 Call
Routing Platform
-Aggregation of
PSAP Boundaries
(12 month estimated
time of completion)

2021

- GIS Project-Phase II
Begins
-GIS Database
Development &
Administration
-Creation &
Maintenance of LIS
-Replacement of
ALI
(12-24 month
estimated time of
completion)

2022

- **3/31/2022**
Federal Grant
Performance Period
Ends