November 20, 2019 Board Meeting
1 Commerce Street
Montgomery, AL

# Agenda

## Introduction

❖ Call to Order

❖ Roll Call

❖ Agenda Approval (Tab 1)

❖ Minutes Approvals (Tab 2)

❖ Guest Introductions

## Reports

❖ Staff Reports (Tabs 3 - 6)

- ANGEN Report
- Legal Report
- Financial Report
- Director's Report

## Closing

❖ Old Business

❖ New Business

❖ Officer Elections

❖ Public Comments

❖ Next Meeting

❖ Adjournment

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

# Staff Reports

(Tabs 3-6)

# ANGEN Report

(Tab 3)

ANGEN TEAM

# ANGEN September – October Project Review

Presented November 20, 2019

911 Authority

# Past Months' Activity

- ANGEN Planning and support with INdigital

- Gulf Coast Conference
  - ANGEN Presentation Support
  - GIS Strategy Presentation
  - Women in 911 Presentation

- CPE RFP Prebid Meeting
  - Vendor Q&A
  - Meetings with prospective vendors
  - Reviewing Vendor responses to questions

- GIS RFP Updates

# CPE RFP

- Six (6) CPE RFP responses were received in October
  - AT&T with Intrado
  - Carbyne
  - Motorola
  - RPSS
  - Solacom
  - Zetron
- Questions were prepared during proposal review to clarify the proposed solutions
- All vendors participated in a demonstration / presentation session on October 21-22
- Additional follow-up questions were provided to the vendors following the demonstrations
- The follow-up questions were received on 11/12/19 and are currently under review
- The target to make qualifications decision is 11/20/19

# GIS RFP – Next Steps

- RFP is in final preparations
- 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 |

**911 Authority**
Connecting Public Safety with Technology

# Action Items

- Continue ESInet support with INdigital

- CPE Proposals
  - Facilitate vendor qualification process

- Release GIS RFP

- GIS procurement activities

- Grant tracking activities

# Alabama Next Generation
# Emergency Network
# (ANGEN) 2.0

**Report for**

**September 1 – October 31, 2019**

# Table of Contents

**ANGEN Project Stages**

Stage 0 –Replace the Bandwidth Wireless Network

Stage 1 – Build the ESInet to the PSAPs

Stage 2 – Deliver wireless calls directly

Stage 3.a – Deliver wireline calls directly

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

Stage 4 – Install and enable Texty in the PSAP

**Industry Stakeholders**

**ESiNet Trends**
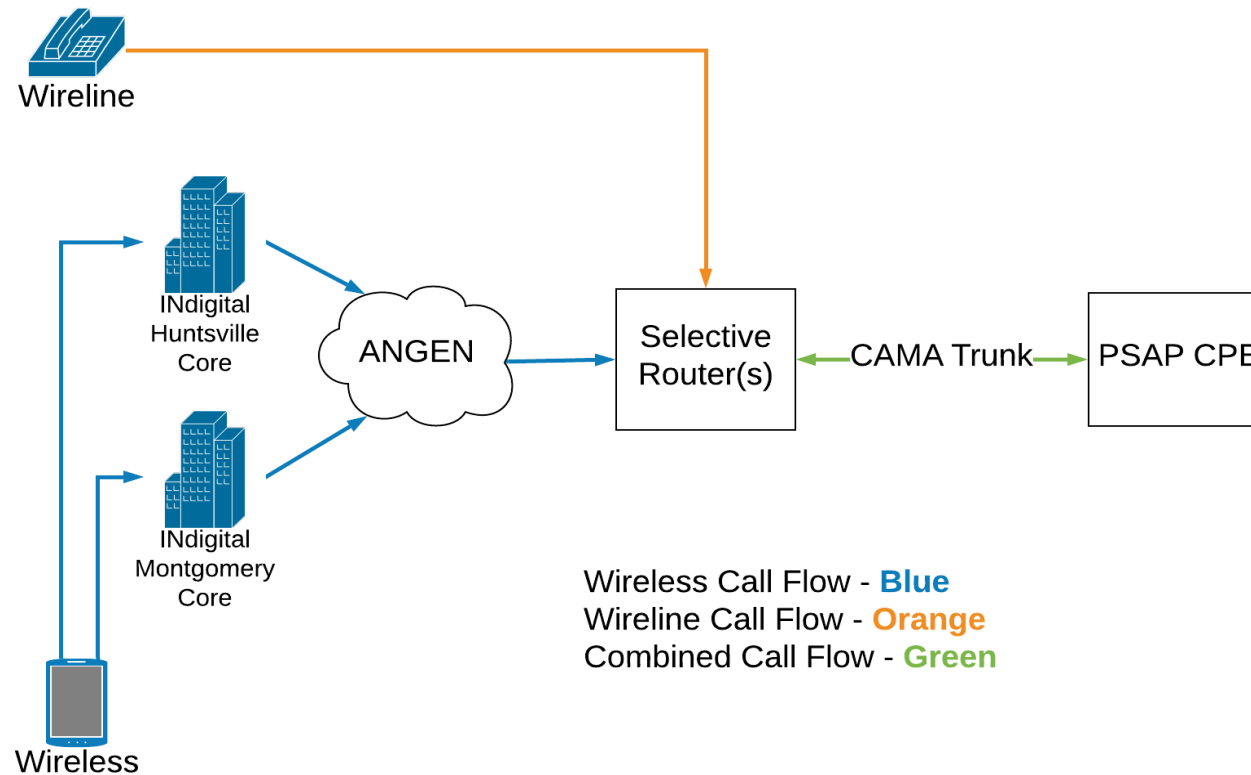
**Ticket Analysis**

**Significant Event Analysis**

The 11/09/19 LSU vs. Alabama Game

The Presidential Visit to the LSU/Alabama Game

# ANGEN Project Stages

**Stage 0 – Replace the Bandwidth Wireless Network**

Wireless Call Flow - **Blue**
Wireline Call Flow - **Orange**
Combined Call Flow - **Green**

Completed in 2018. Work included a data center move

# Stage 1 – Build the ESInet to the PSAPs



## Alabama PSAP Rack Mount Space Standard

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

101-XXX-XXXXAL-PR01

101-XXX-XXXXAL-PR02
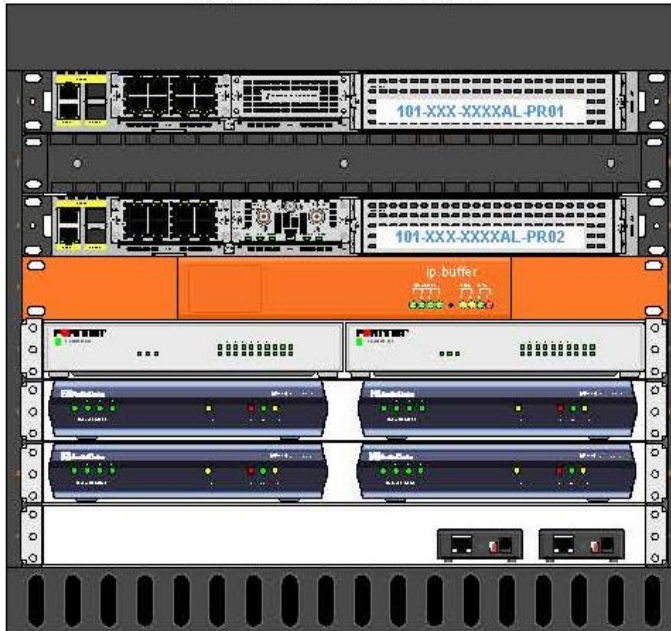
ip.buffer

PR01 (Cisco 4331 PSAP Router)

Cable Management 1RMS

PR02 (Cisco 4331 PSAP Router)

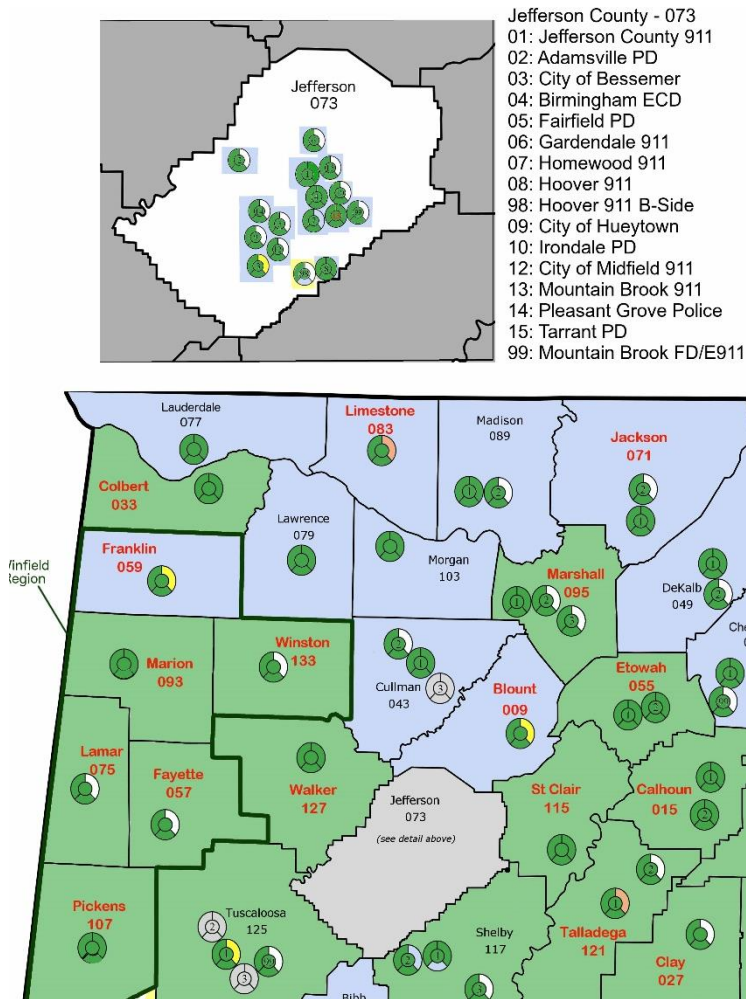SD01/SD02 (Fortigate Security Device)

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 rack configuration for all PSAP installs in Alabama
- For larger centers with more than eight MEVOs, two switches are added for MEVO deployment.
- Centers using Solacom CPE are equipped with a silver CDR box rather 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
05: Fairfield PD
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 except for Lee and Greene, which are awaiting construction completion.

# Stage 1 – Build the ESInet to the PSAP



Stage 1 (denoted in blue on the map) is now complete for all PSAPs except for Lee and Greene, which are awaiting construction completion.
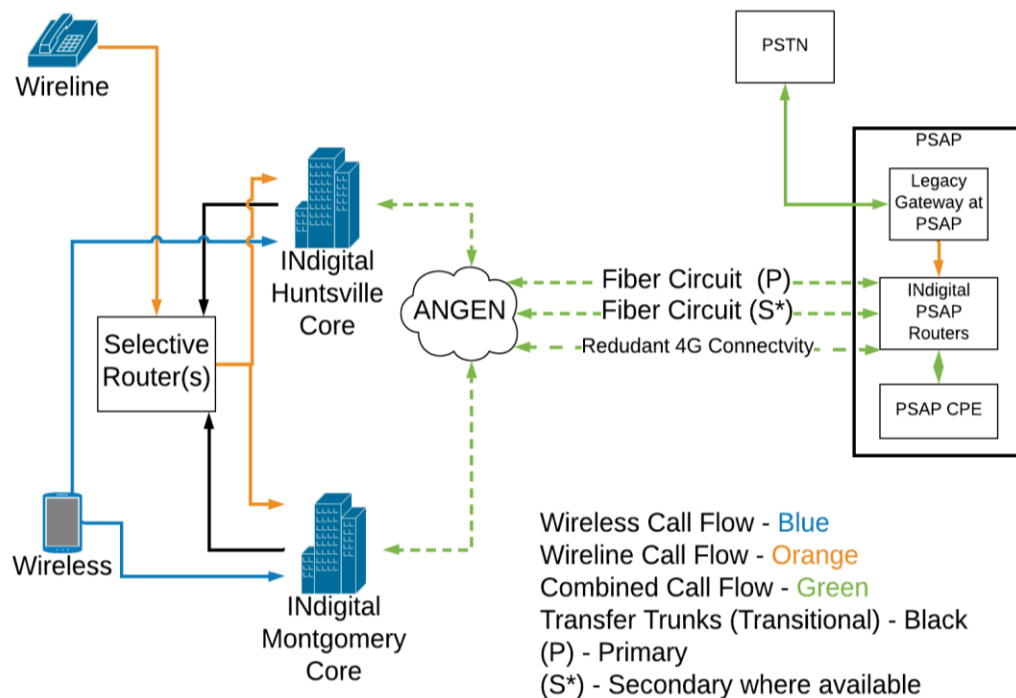
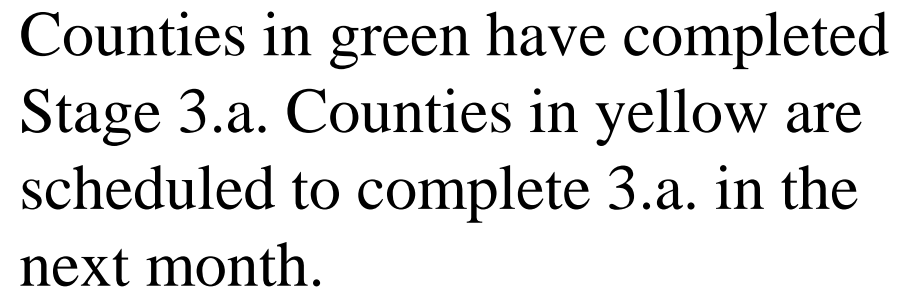# Stage 2 – Deliver all 9-1-1 calls directly to the PSAP over ANGEN
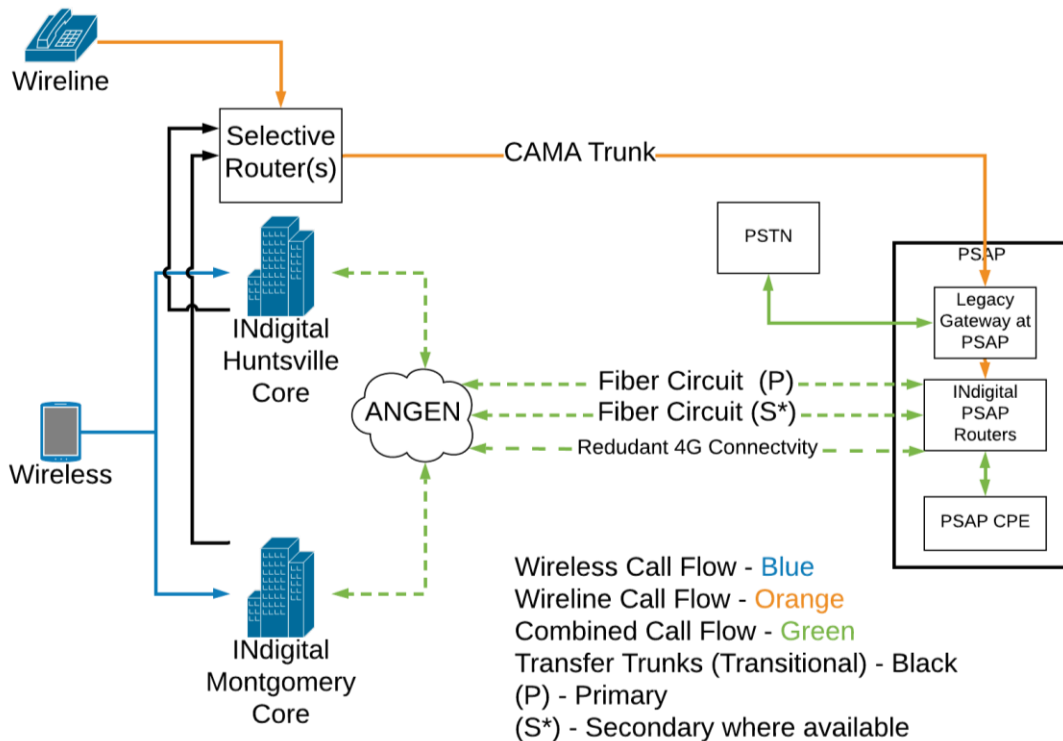


- Stage 2 (PSAPs in counties in green on the previous page) is now complete for 74 PSAPs, including geo-diverse B sides.
- PSAPs that have completed Stage 2 are now receiving all calls over ANGEN, with wireline injected into the network at the PSAP.
- **Current population served by ANGEN is 2.957,088 or 62% of the state's population.**
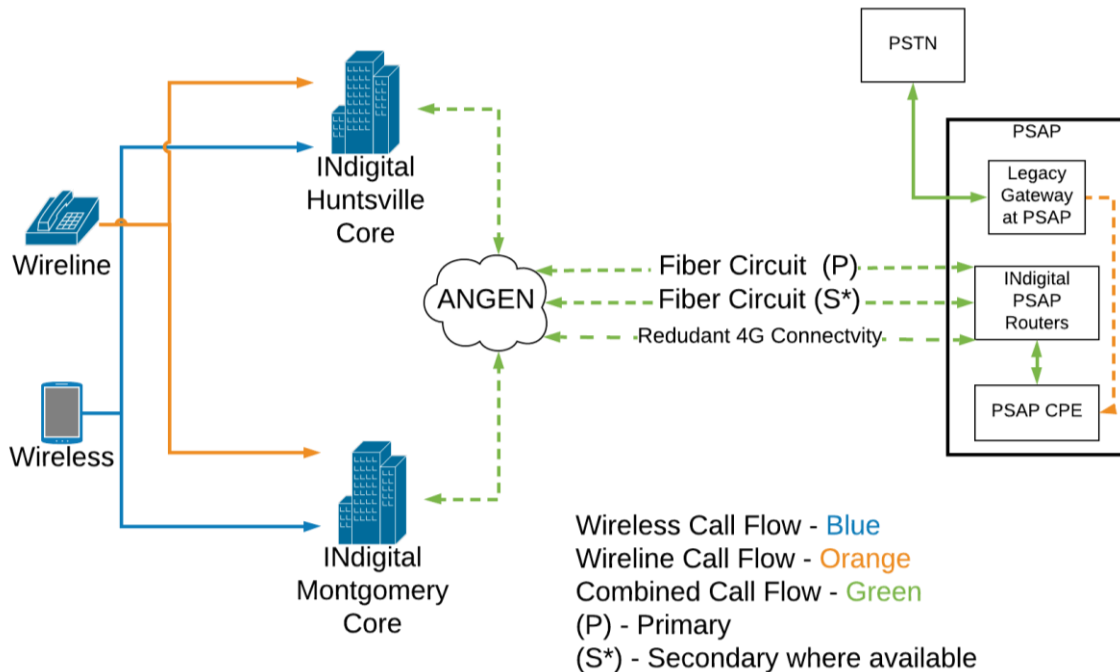
# Stage 3.a – Deliver wireline 9-1-1 calls directly to the PSAP instead of picking up wireline CAMA at the PSAP



Wireline

PSTN

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

INdigital Huntsville Core

ANGEN

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

Selective Router(s)

Wireless

INdigital Montgomery Core

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

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.

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

Counties in green have completed Stage 3.a. Counties in yellow are scheduled to complete 3.a. in the next month.

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



Wireline 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 the legacy selective router. INdigital would then take over the selective routing of those wireline calls.

- As of 11/13/2019, we've asked for a traffic study from Century Link of the Wiregrass and Winfield selective routers to see how much traffic is still being routed out of that router.

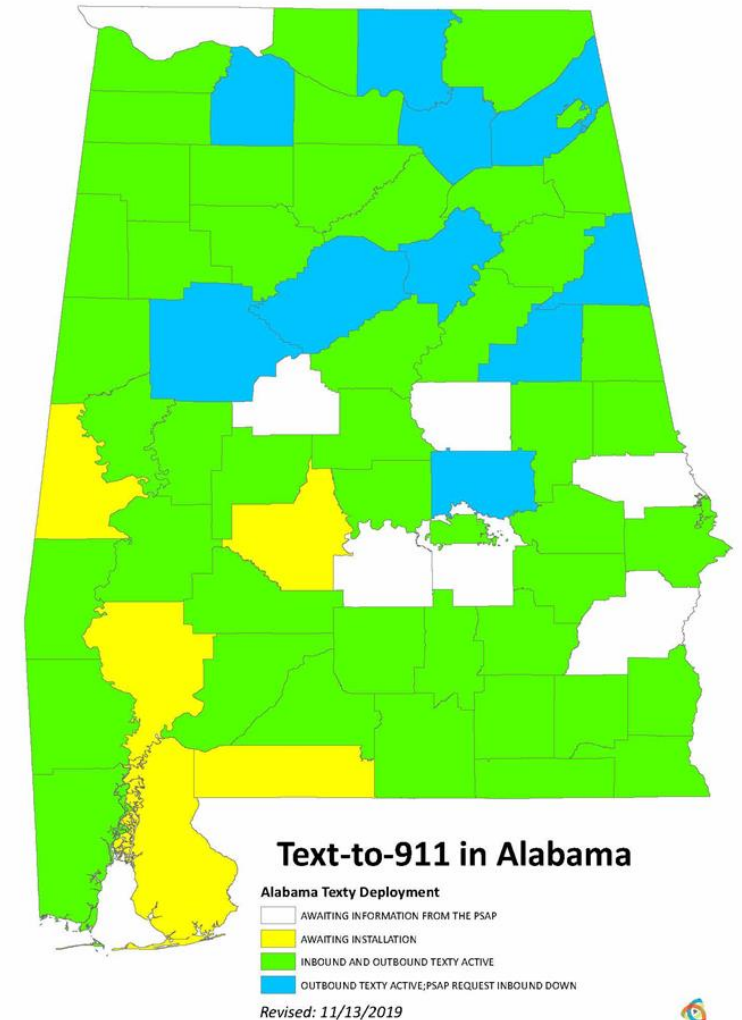# Stage 3.b – Directly receive and selectively route wireline calls
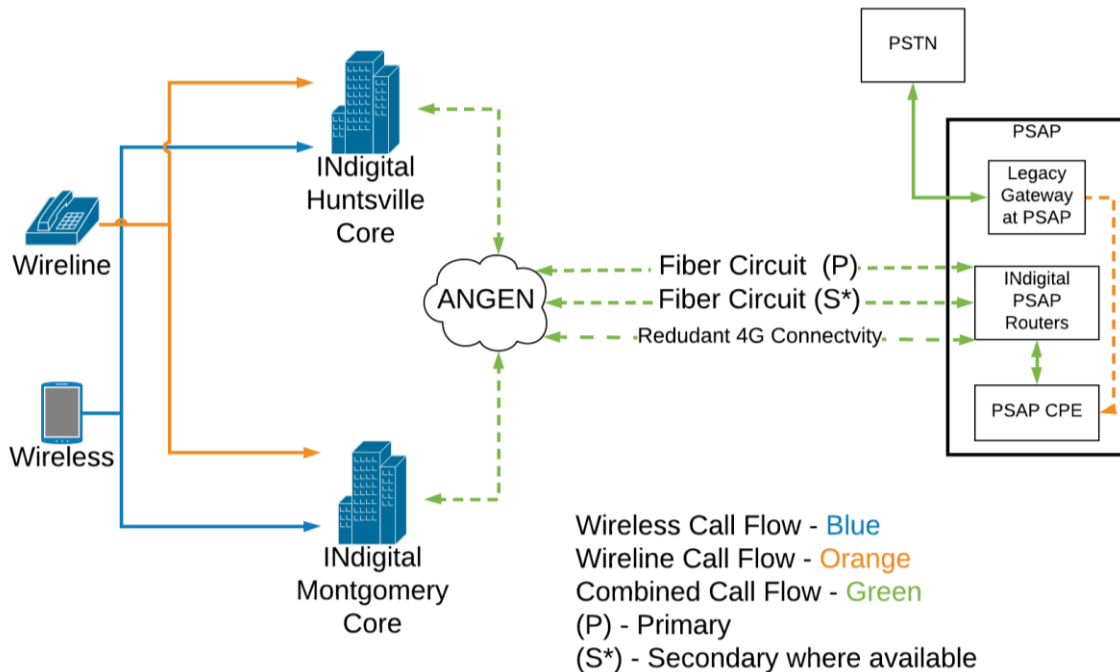


- Verizon business is in the process of moving their traffic in the wiregrass.
- The wiregrass group has been working with Century Link to continue to press for complete carrier conversion.
- As of 10/18/2019, all MSAGs have been submitted to INdigital. We are now working on error revisions for Jackson, Jefferson, Talladega, and Bibb counties.

# Stage 4 – Install and enable Texty in the PSAP

- 76% of the population is currently served by outbound Texty.
- 73% of the population is currently served by inbound Texty.
- We're still awaiting Letters of Agency (LOA) and Requests for Service (RFS) from Bibb, Coosa, Montgomery County, Lauderdale, and Lowndes.

- We will be implementing a patch to repair a slow memory leak at the TCC that causes PSAP positions to become disconnected intermittently.

**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: 11/13/2019*

ALABAMA 911 BOARD

# Industry Stakeholders

1. **Carrier Notice** – Nothing to report

2. **Originating Service Providers** – Nothing to report

3. **PSAP Outreach** – We're looking for locations to host al911.net training

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

# ESiNet Trends
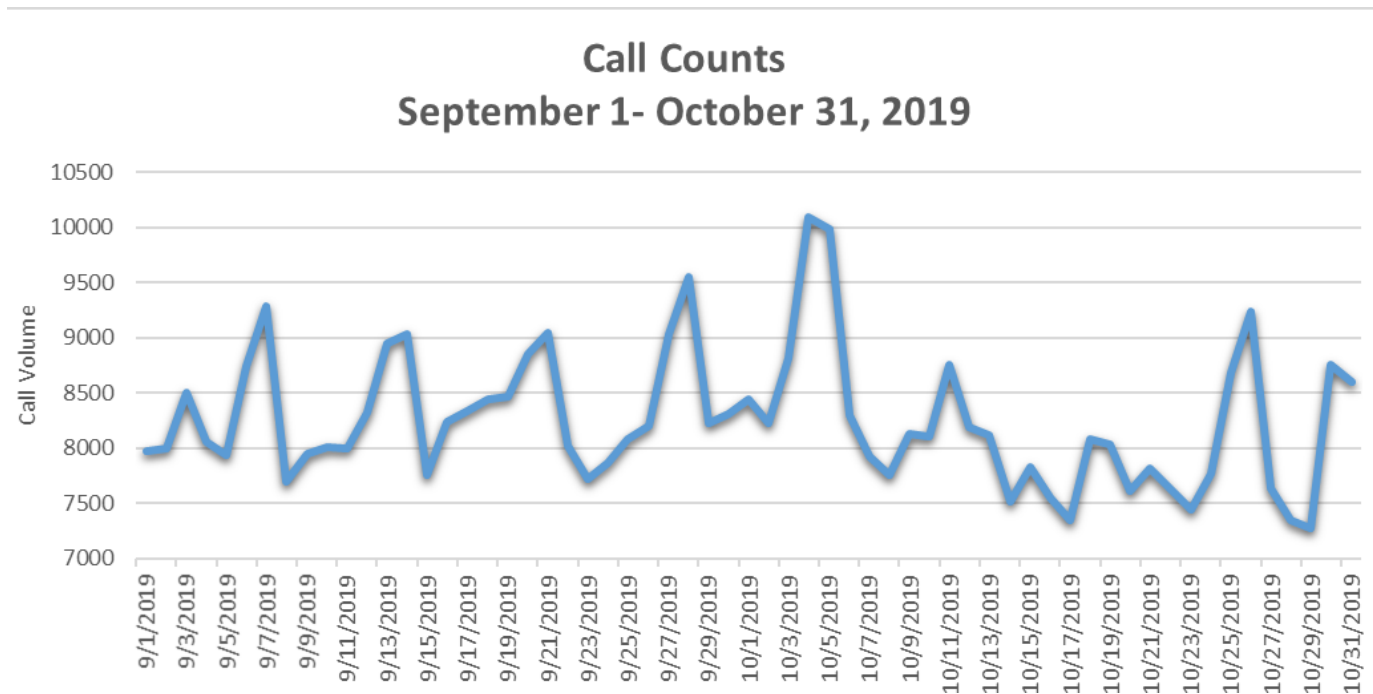


The busiest day during the period was October 4th – 10,089 calls were processed. The second busiest day was October 5th – 9,980 calls were processed.

The average call volume per day was 8,254 which is up from 8,001 in the previous reporting period. Total calls since the last report was 503,495.

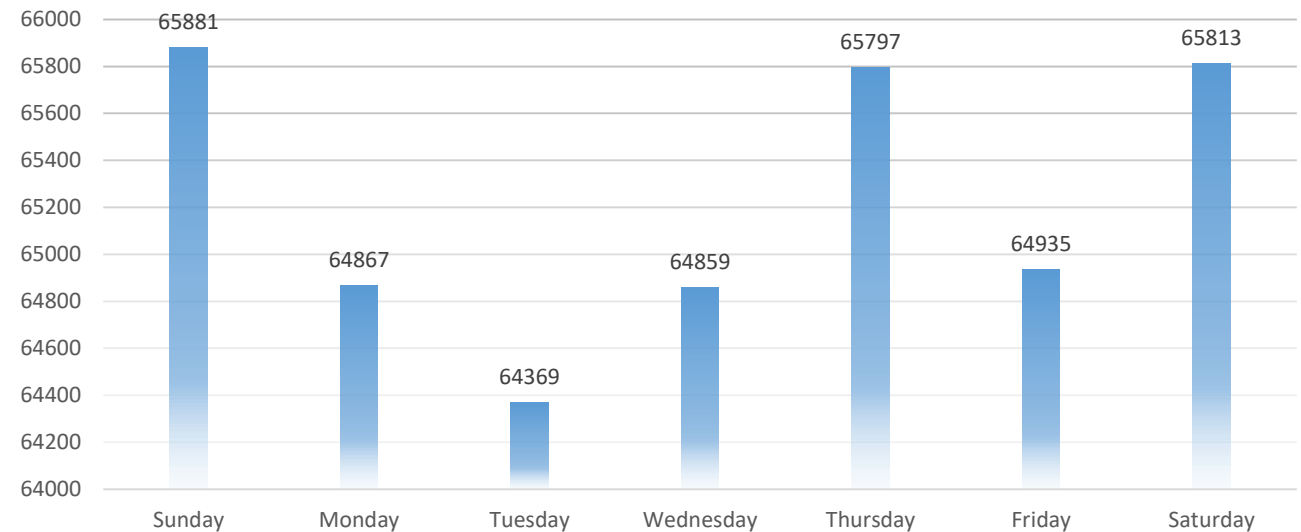**AVERAGE CALL VOLUME**
**SEPTEMBER 1 - OCTOBER 31, 2019**
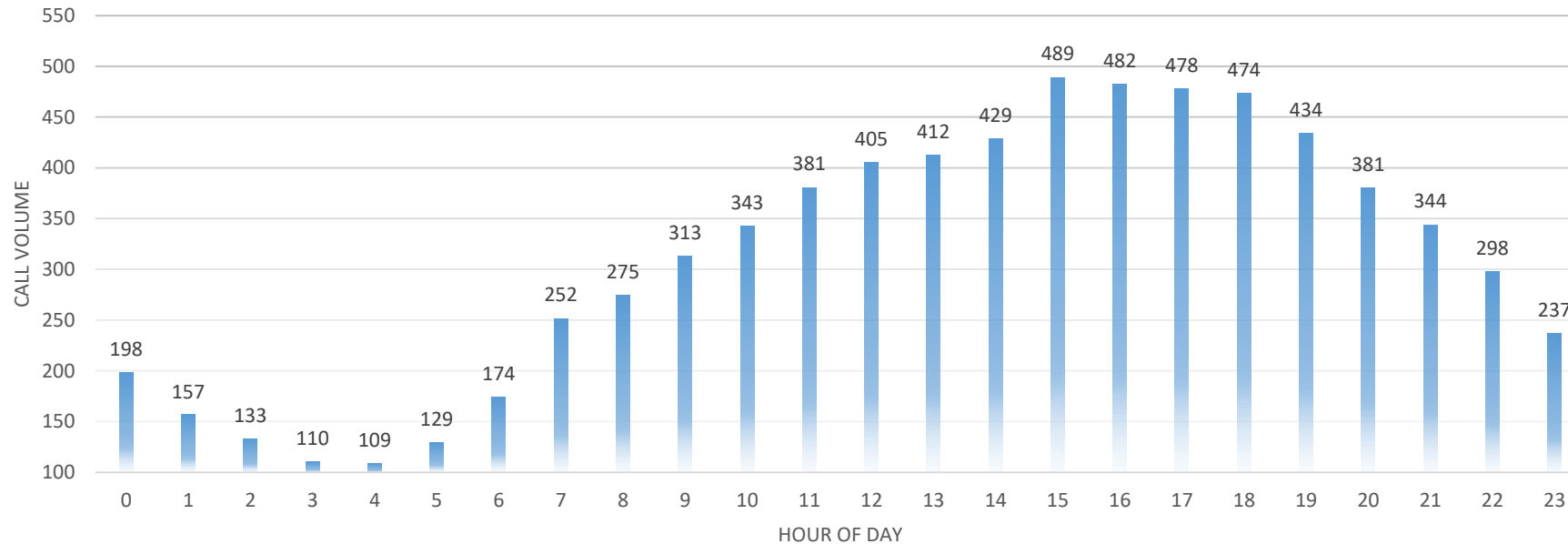
For this reporting period, 4:00 a.m. is the hour that has the least call volume; last reporting period, 5:00 a.m. was the lowest.

3:00 pm is the hour with the peak call volume which has changed from 6:00 p.m. in the last report.

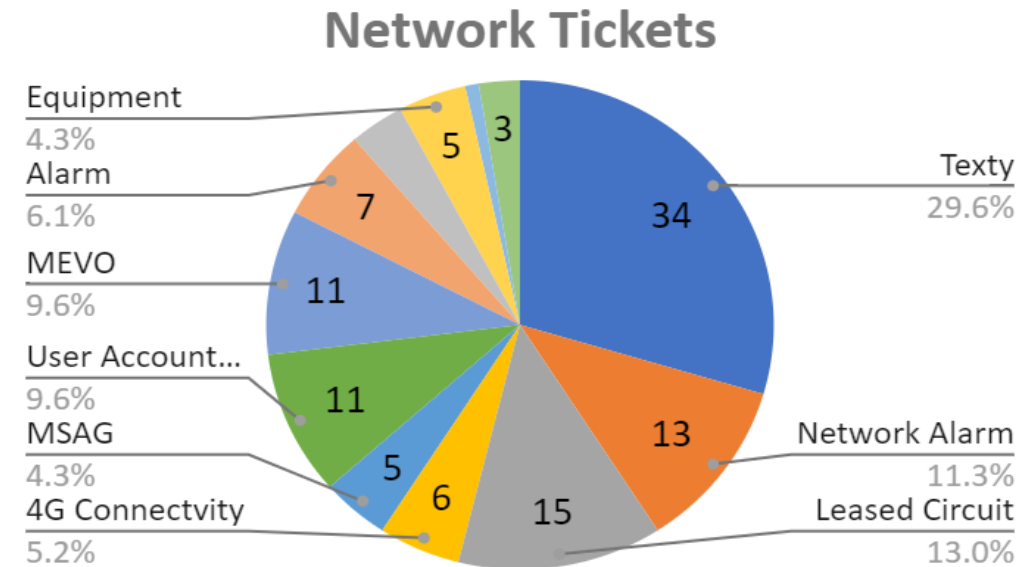# ANGEN 2.0 has now processed over 4.5 million calls!

ESRP Transaction Counts 2018-02-12 to 2019-10-31
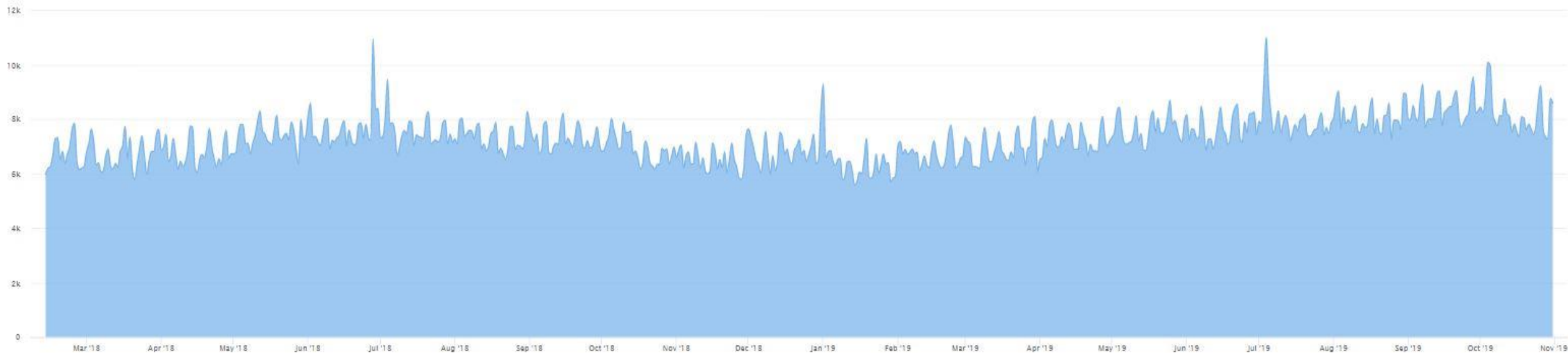
Average call volume per day: 7,277

Total Call Volume Feb 12, 2018, to October 31, 2019: 4,562,599

# Trouble Ticket Analysis
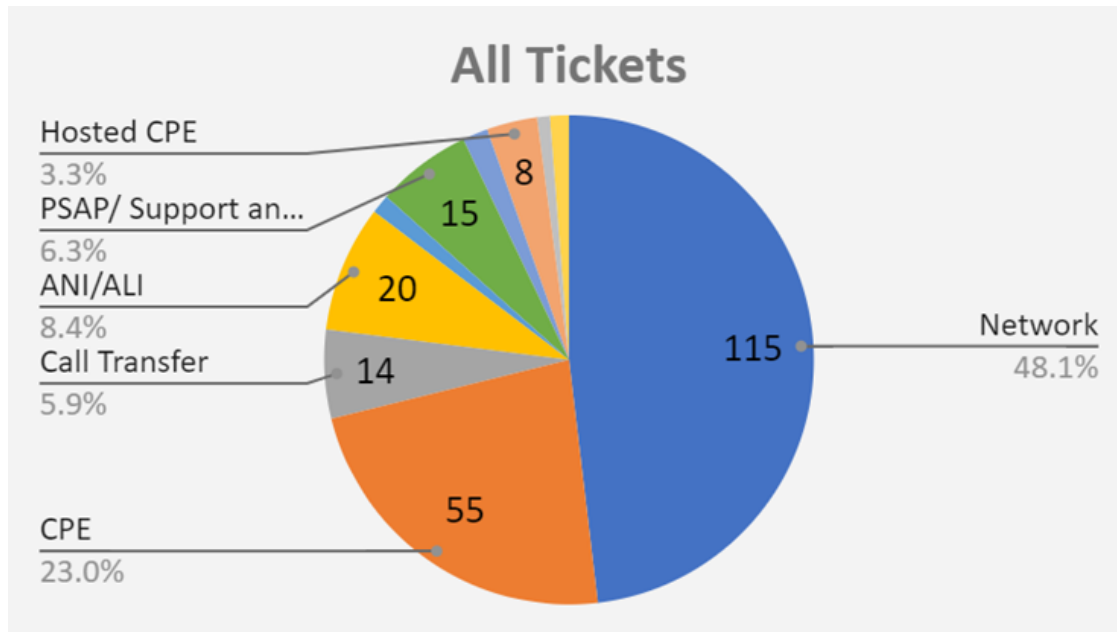


A total of 238 tickets have been created since the last report.
49% of those tickets were network-related

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

**Tuscaloosa County
9-1-1 Calls**
*November 9, 2019
Alabama - LSU Game*

○ Before the game

○ During the game

○ After the game

Source: Esri, DigitalGlobe, GeoEye, Earthstar Geographics, CN
IGN, and the GIS User Community
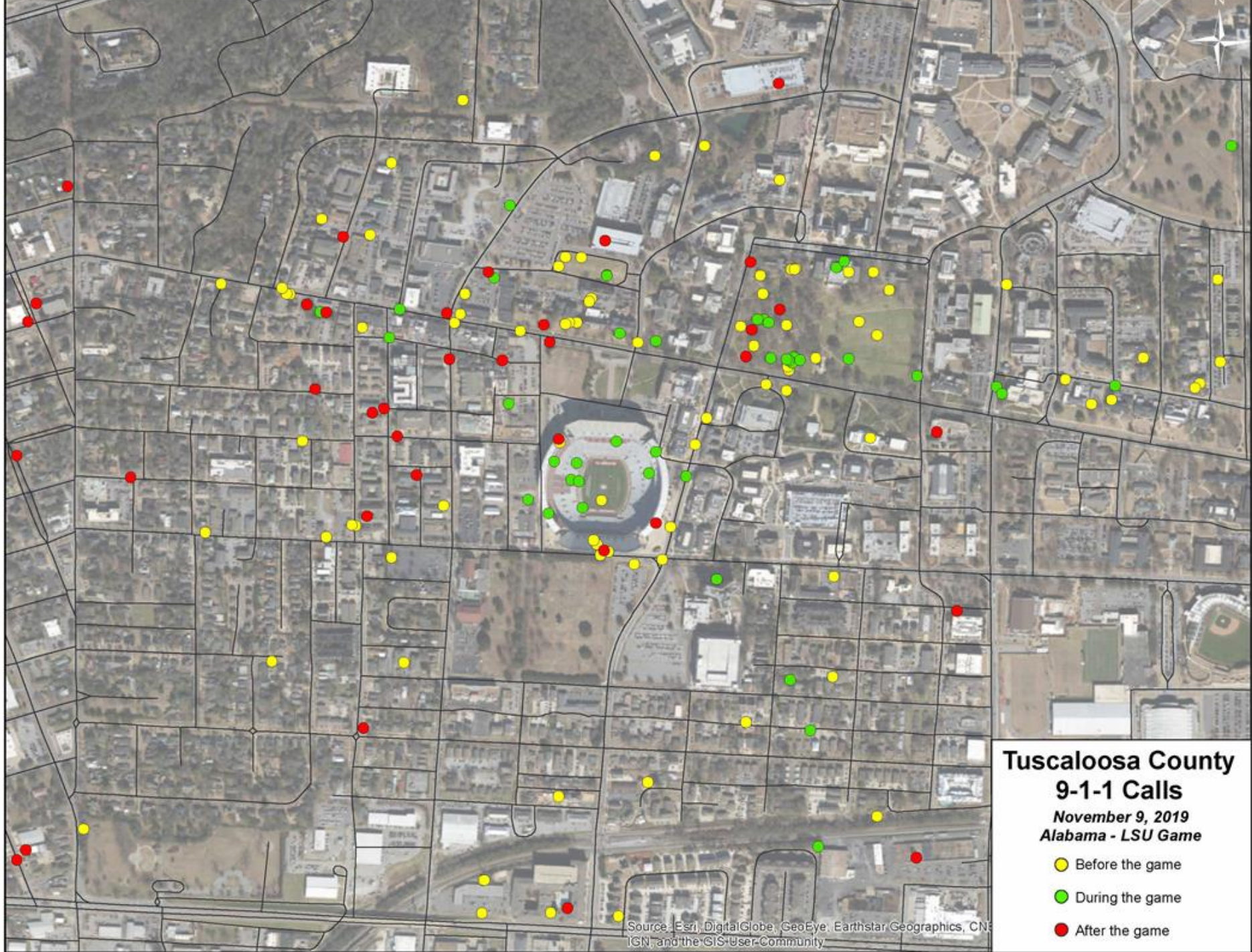
# Significant Event Analysis – LSU versus Alabama



Tuscaloosa County
9-1-1 Calls
November 9, 2019
Alabama - LSU Game
○ Before the game
○ During the game
● After the game
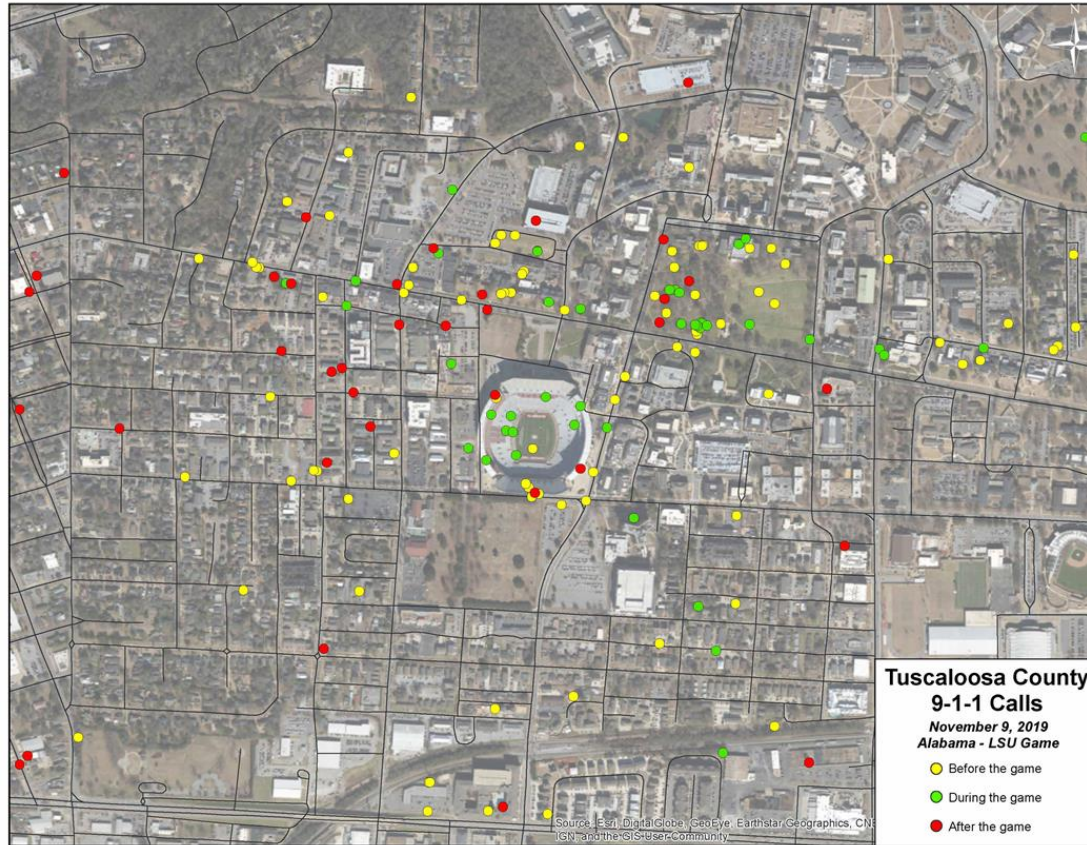
- From midnight until game time, there were 289 (48%) calls before, 142 (27%) calls during, and 170 (25%) after the game was over in the area depicted in the map above.
- Hotspots of call activity appear to be the Quad (close to Denny Chimes) and Bryant-Denny Stadium.

Tuscaloosa National Airport

Bryant Denny Stadium

**Tuscaloosa County 9-1-1 Calls**
*November 9, 2019*
*Alabama - LSU Game*

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

Source: Esri, DigitalGlobe, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community
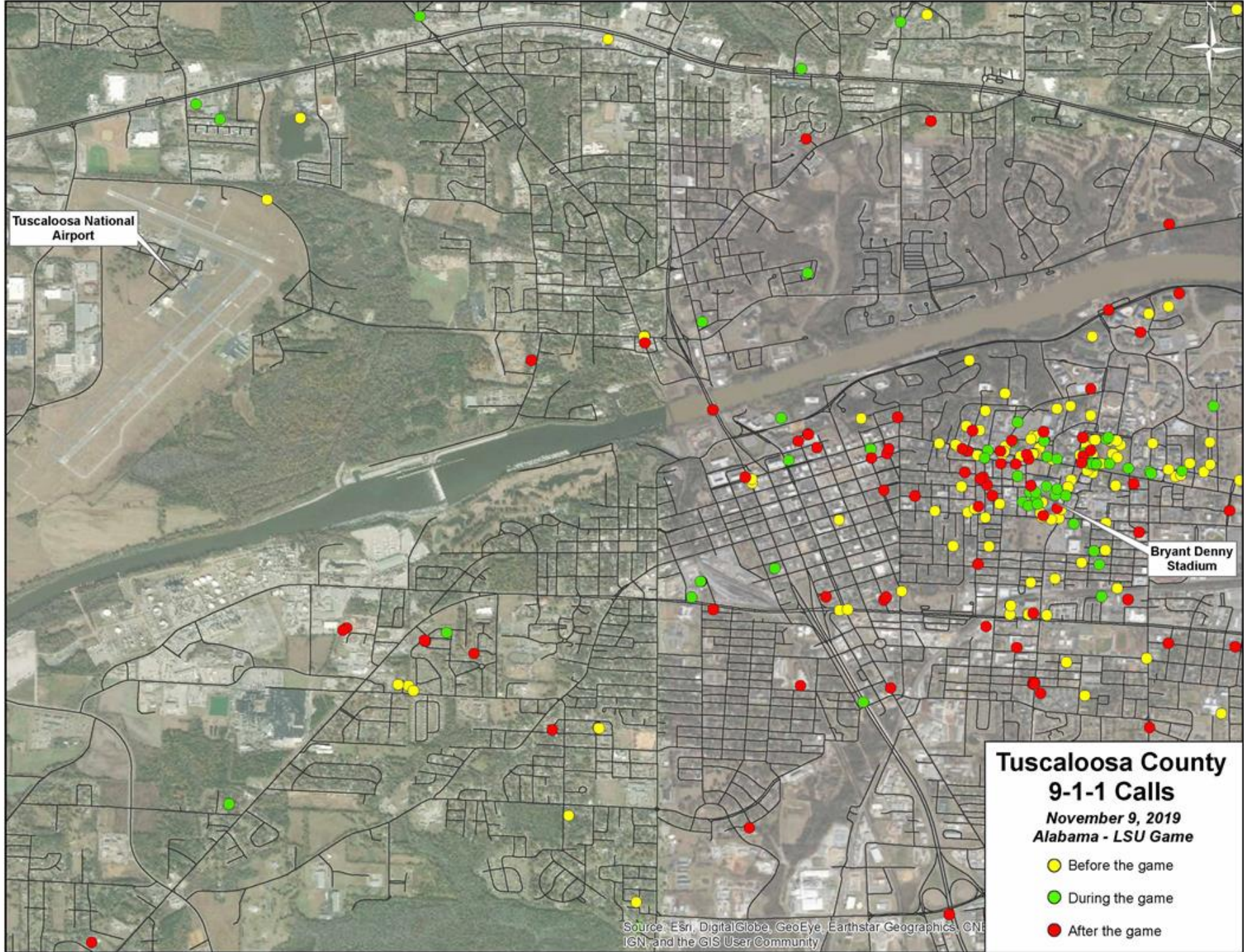
# Significant Event Analysis – The Presidential Visit to the LSU/Alabama Game



Tuscaloosa National Airport

Bryant Denny Stadium

**Tuscaloosa County 9-1-1 Calls**
*November 9, 2019*
*Alabama - LSU Game*

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

Source: Esri, DigitalGlobe, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community
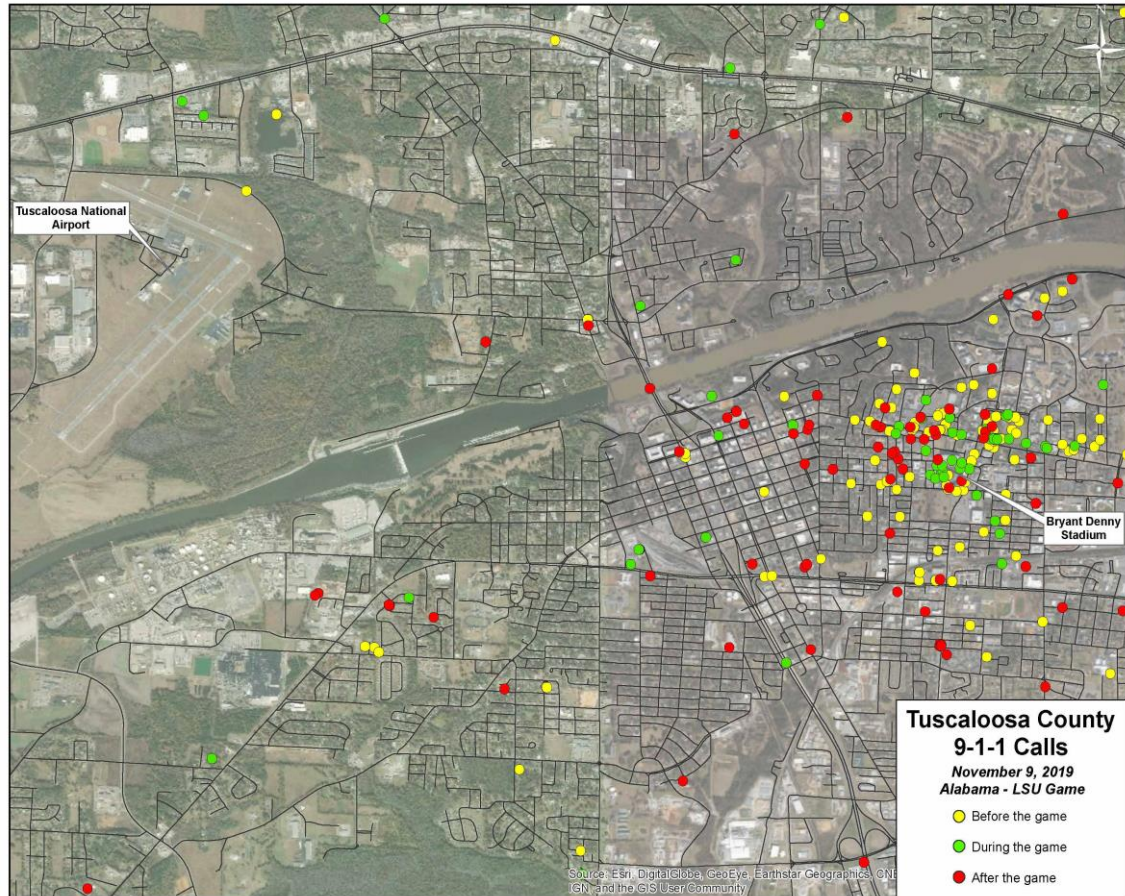
There appears to be no increase in call volume around the airport and related to the presidential visit to the LSU- Alabama football game.

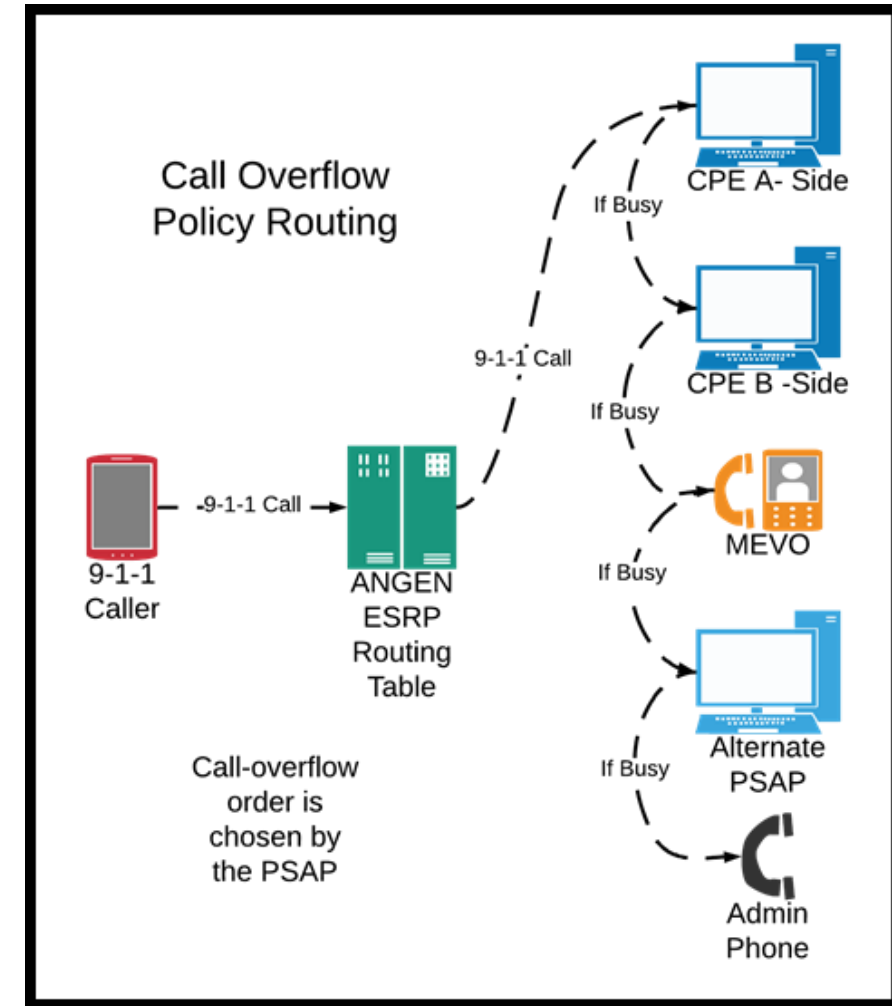# Network Improvements – South Alabama Wireline Diversity
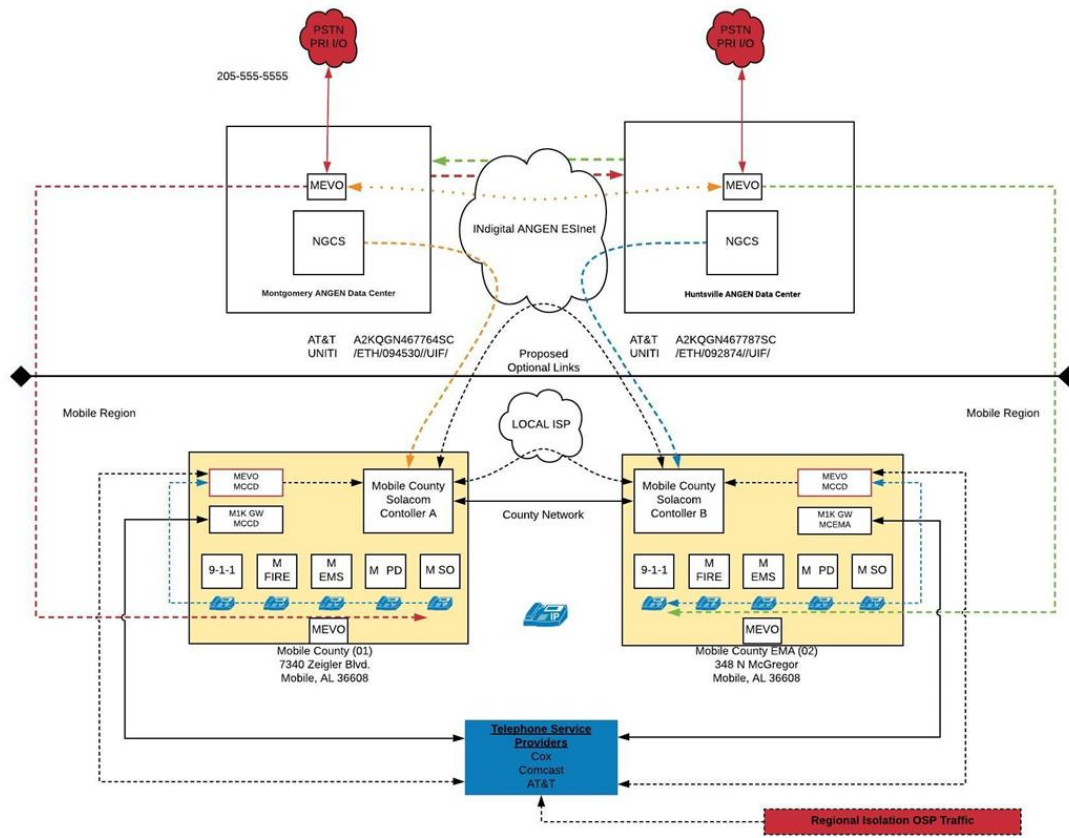


This drawing represents work we will be doing in Mobile and Dothan to increase wireline call delivery redundancy in the event centers in South Alabama become isolated from either data center.

Our goal is to have this redundancy in place before the end of Q1 2020.

# Call Routing in ANGEN

A question that has become common is, "how are my calls routed in the event my PSAP cannot answer them?".
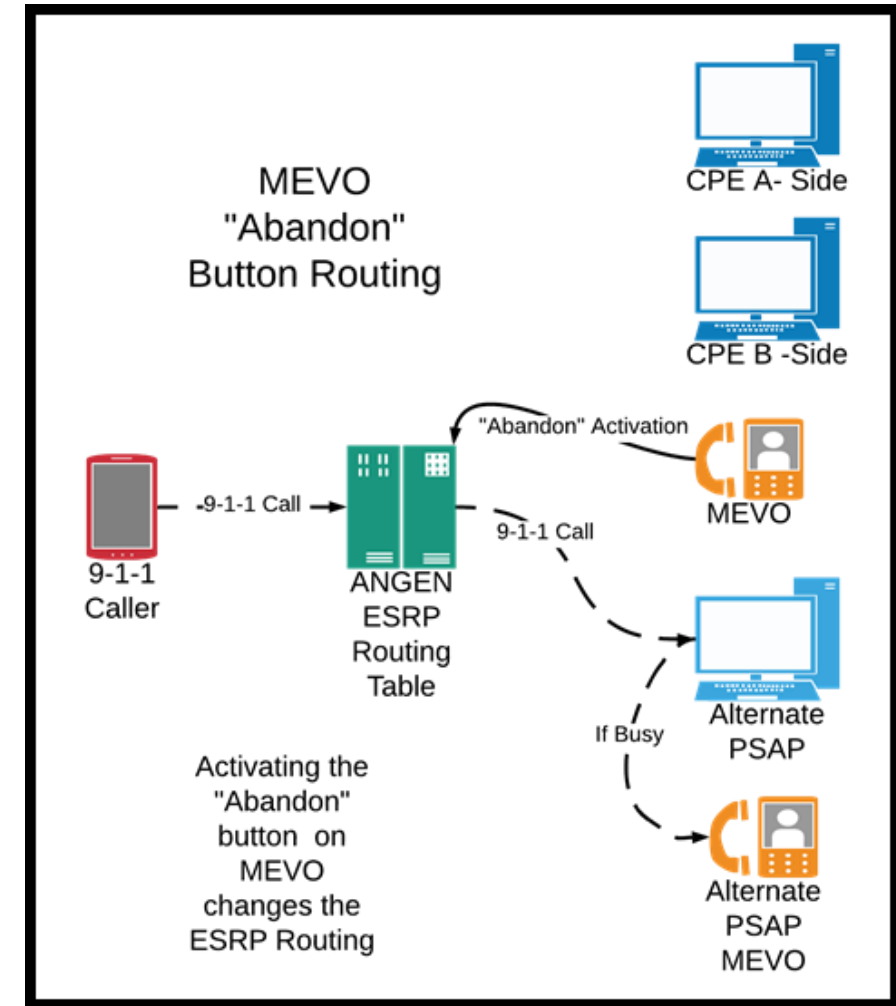
This drawing is an example of how calls are routed when either the CPE is busy (all lines are full) or unreachable (CPE has crashed).



Call Overflow Policy Routing

9-1-1 Caller → -9-1-1 Call → ANGEN ESRP Routing Table

9-1-1 Call → CPE A- Side

If Busy → CPE B -Side

If Busy → MEVO

If Busy → Alternate PSAP

If Busy → Admin Phone

Call-overflow order is chosen by the PSAP

## Call Routing in ANGEN

This drawing is an example of how calls are routed when the MEVO "abandon" button is activated.

**Call-overflow and call-busy routing are chosen by the PSAP!** Alternate call routing/overflow destinations can be changed by contacting the NOC.



MEVO "Abandon" Button Routing

CPE A- Side

CPE B -Side

"Abandon" Activation

9-1-1 Call → ANGEN ESRP Routing Table

9-1-1 Caller

MEVO

9-1-1 Call

If Busy

Alternate PSAP

Alternate PSAP MEVO

Activating the "Abandon" button on MEVO changes the ESRP Routing

# Questions?

**Contact Us**

🏠 1616 Directors Row
Fort Wayne, IN 46808

📞 877.469.2010
256.276.6854

✉️ cbranch@indigital.net

# 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 October 31, 2019
(Tab 5, page 65)

**ASSETS**

| | |
|---|---|
| **Total Current Assets** | **$33,553,831.55** |
| **Net Property and Equipment** | **122,659.81** |
| **Total Assets** | **$33,676,491.36** |

**LIABILITIES AND FUND EQUITY**

| | |
|---|---|
| **Total Current Liabilities** | **6,627.45** |
| **Total Fund Equity** | **33,669,863.91** |
| **Total Liabilities & Fund Equity** | **$33,676,491.36** |

Allocation of 9-1-1 Fund
Nov-19

Administrative Allowance, $102,308.22

Distributions to ECDs, $8,614,968.54

Reserve from CMRS Providers, $1,606,238.99

Reserve for Examiners, $56,000.00

(Tab 5, pages 66-69)
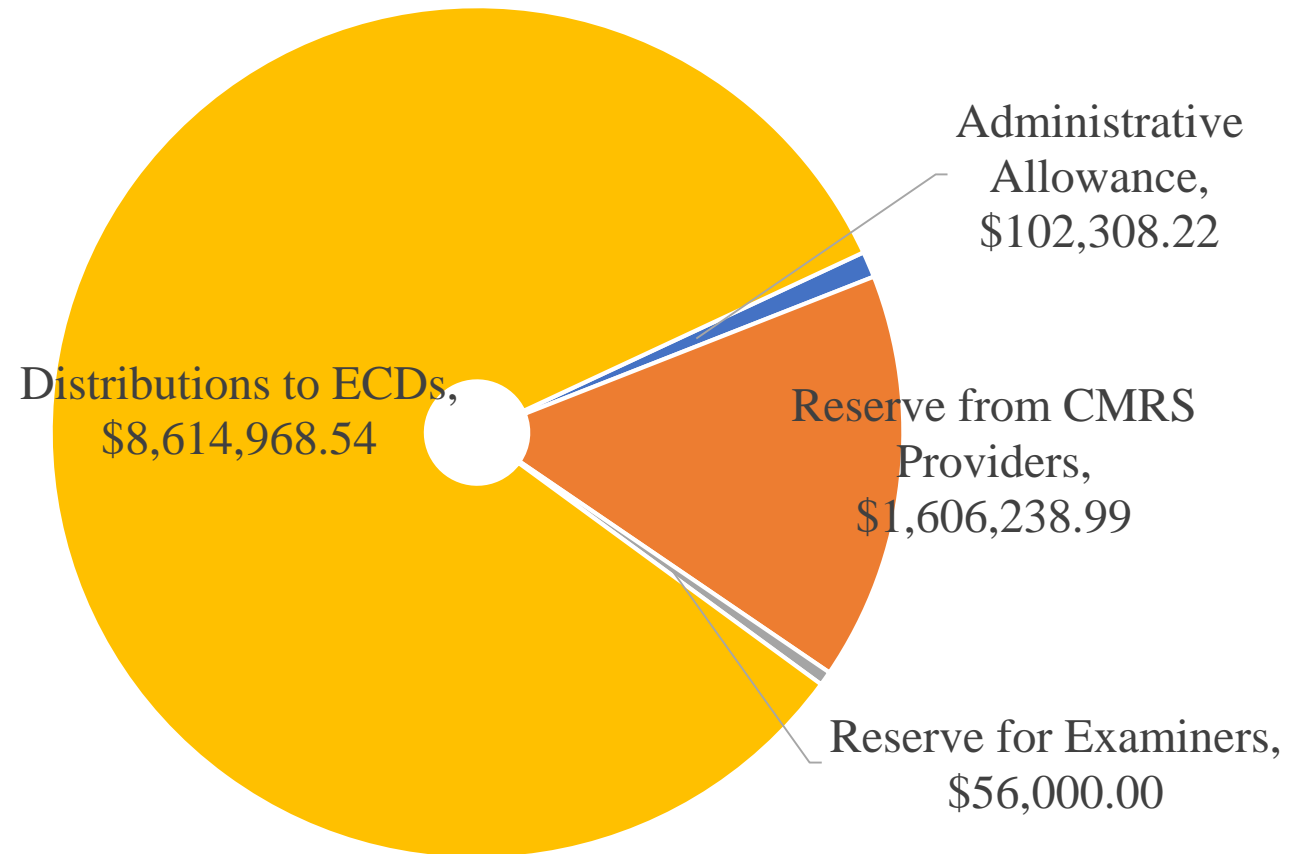
Operations Fund
YTD as of October 2019

**Legend:**
- Copier Rental & Supplies
- Depreciation
- Dues and Subscriptions
- Health Insurance
- Insurance
- Legal
- Office Expense
- Office Supplies
- Payroll Taxes
- Phone
- Professional & Contract Serv
- Rent
- Retirement Expense
- Salaries
- Travel- Instate
- Travel-Board
- Travel-Out of State
- Vehicle Fuel
- Vehicle Maintenance/Repair
- Website Maintenance
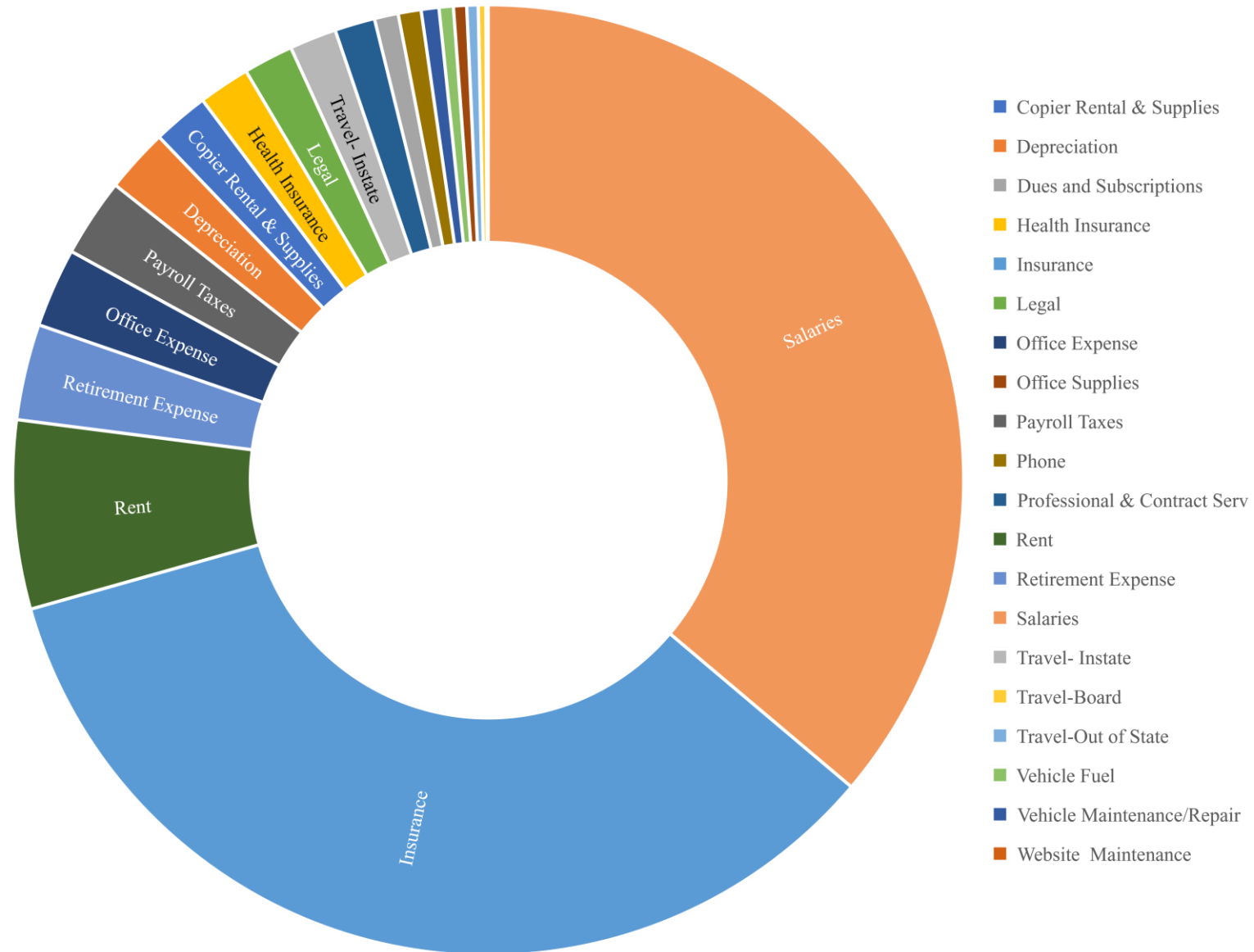
| | Current Month | Year to Date |
|---|---|---|
| Total Revenues | $ 101,071.72 | $ 101,071.72 |
| Total Expenses  - | $ 129,165.08 | $ 129,165.08 |
| Excess revenue over(under) expenses | $ (28,093.36) | $ (28,093.36) |

# Total Funds
## YTD as of October 31, 2019



**Legend:**
- ECD Audits
- Copier Rental & Supplies
- Cost Recovery Payments
- Depreciation
- Dues and Subscriptions
- ECD Distributions
- Health Insurance
- Installation Charges-Angen
- Insurance
- Legal
- Office Expense
- Office Supplies
- Payroll Taxes
- Phone
- Postage
- Professional & Contr Ser Angen
- Professional & Contract Serv
- Recurring Network Charge-Angen
- Rent
- Retirement Expense

Chart labels: Recurring Network Charge-Angen; Professional & Contr Ser Angen; ECD Distributions, $8,614,968.53

# Director's Report

(Tab 6)

MRS. LEAH MISSILDINE

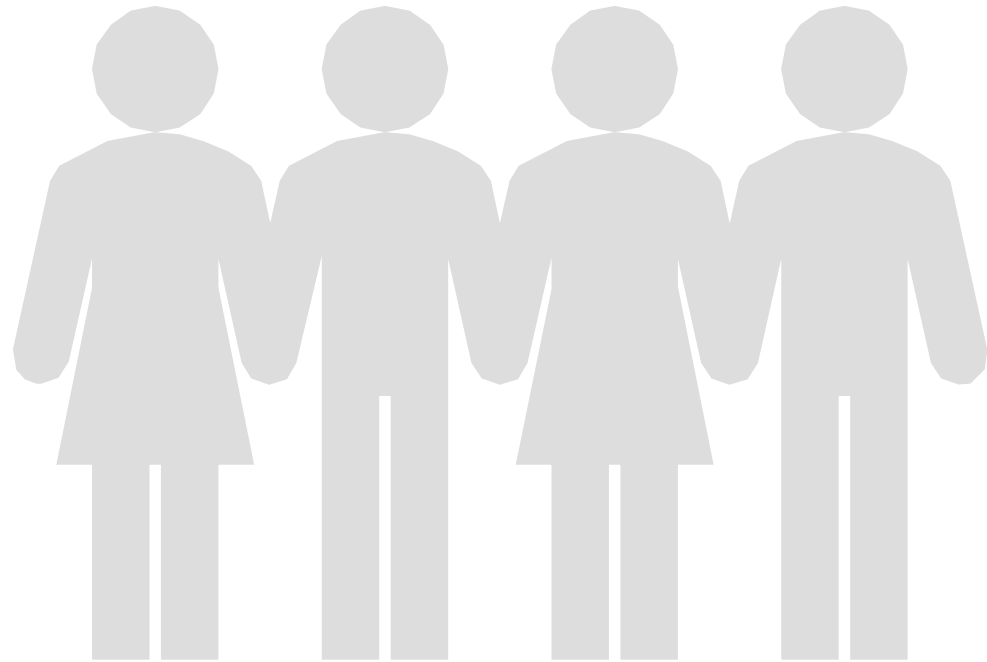# Director's Report

## Rules 585-X-2-.07 and 585-X-2-.08

- Promulgated and adopted on 9/18/2019

- Certified and filed on 9/25/2019

- Effective 12/15/2019

# Alabama EMD Program

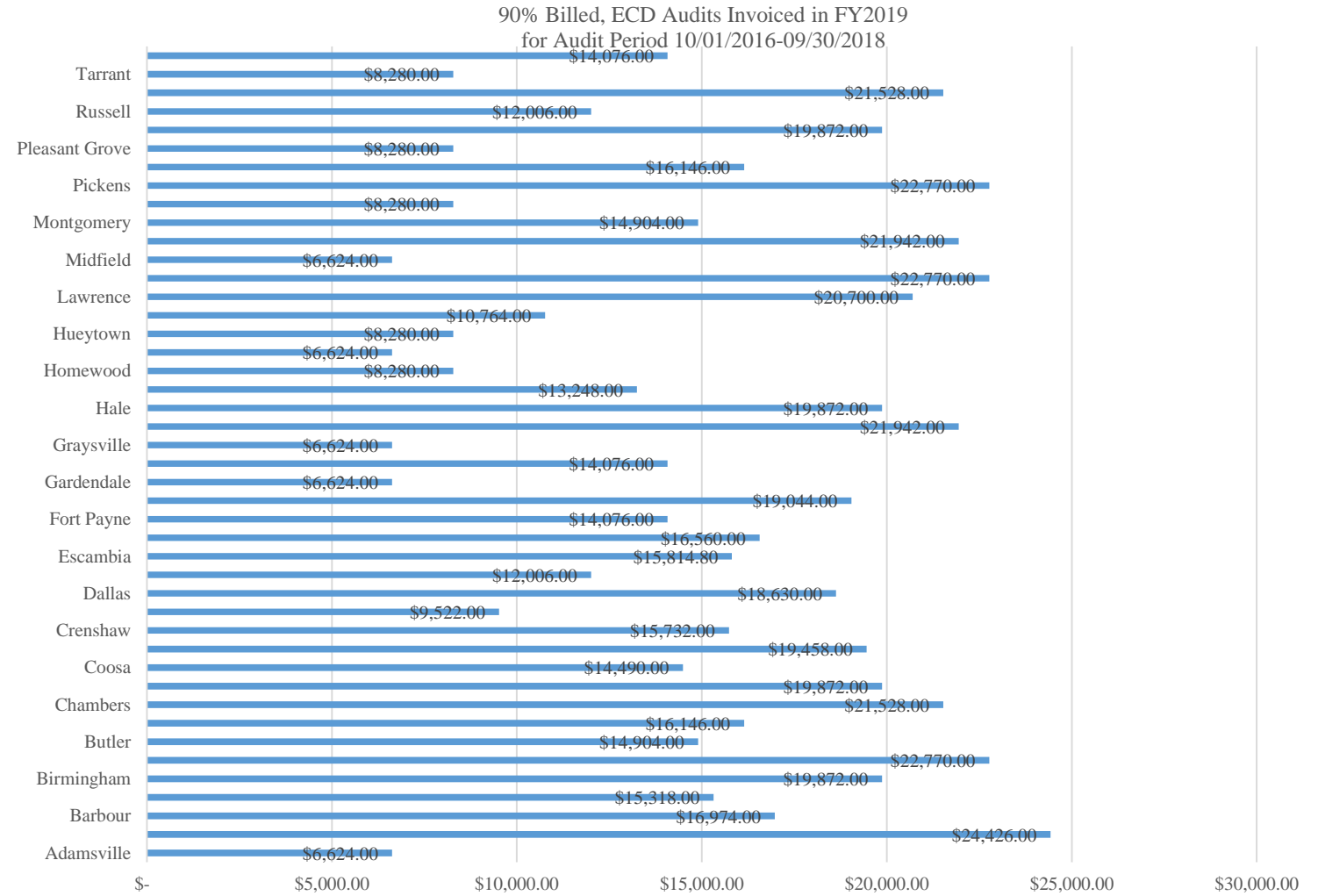| | |
|---|---:|
| Agencies: | 38 |
| Instructors: | 70 |
| | |
| Phase 1: | 234 |
| Phase 2: | 188 |
| Total Practitioners: | 422 |

# Director's Report – Sunset Review
## (Tab 6, page 88)

- **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.*

# 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 |

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

- Press release available for anyone who may want to share it.

- First round of quarterly reporting submitted October 30th.

- RFP updates
  - CPE
  - GIS

# Director's Report – ECD Consolidation

- Request by Fairfield ECD and Jefferson County ECD for consolidation

- Based on Emergency Consolidation Agreement entered into October 3, 2019

- Took effect October 4, 2019 @ 6:00:01 AM
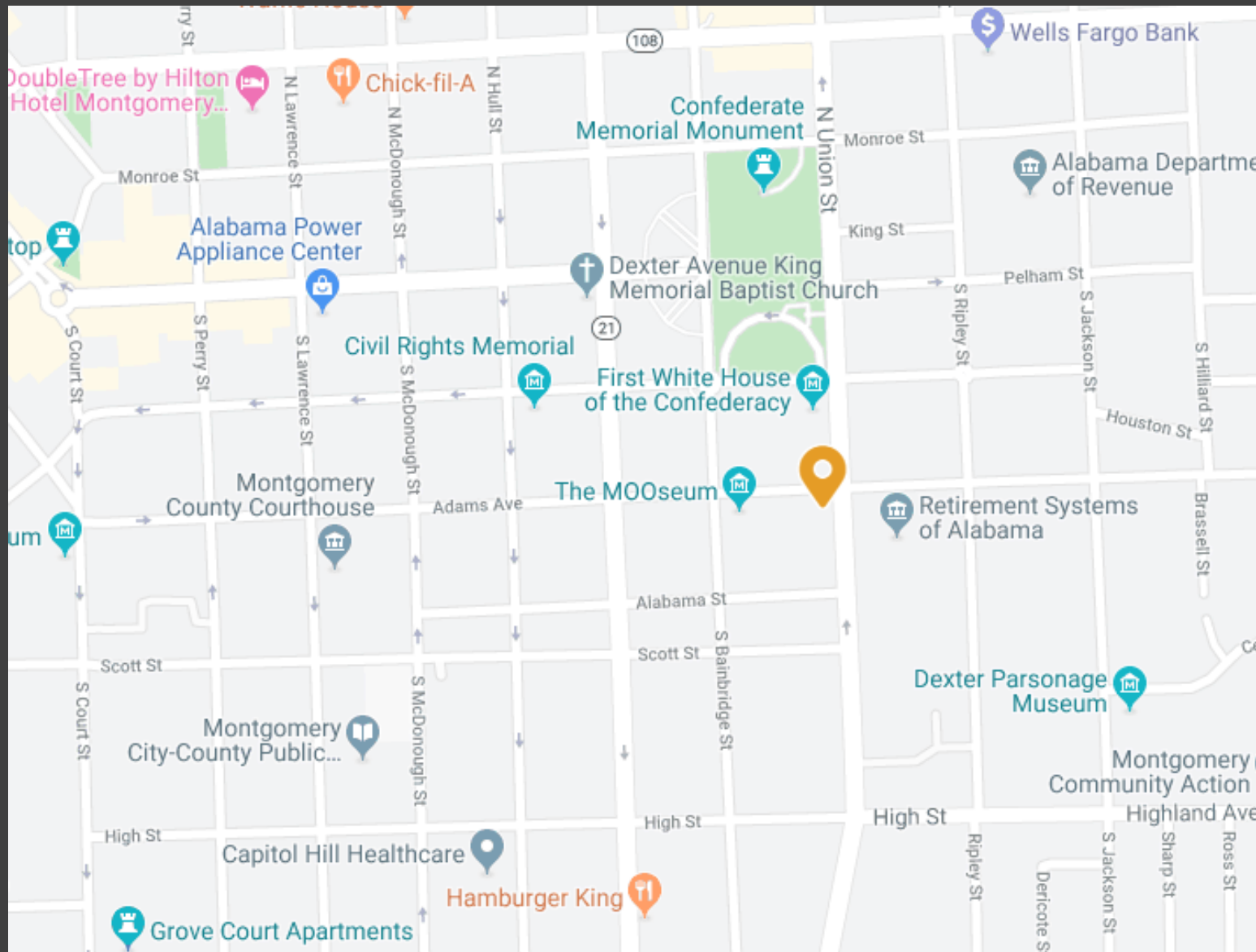
# Director's Report – Buying versus Leasing

## CURRENTLY

Lease is up in 10 months

No more offices available

Parking is an issue

$98,000 annual rent (2% increase annually)

## CONSIDERATIONS

Remain in Central Business District/Downtown area

Need more parking

Room for future growth/programs

Comparable payment

660 Adams Avenue

# Director's Report – Buying versus Leasing

| Coverage Included | Square Footage | Annual Cost | Price per Square Foot |
|---|---|---|---|
| Current Lease | ~5,200 | $98,000 | $19.00 |
| Future Purchase | ~17,000 | $144,000 | $8.50 |

# Cost Recovery

i. **Recap of FYE2019 CMRS Reimbursement Plans, ANGEN costs, and Make-whole amounts for ECDs (Tab 4, page 61)**

ii. **Discuss possible amendment to Cost Recovery Rule (Tab 6, pages 99-100) to dedicate funding to:**
   1. Training
   2. Grants

iii. **Unclaimed Cost Recovery Declaration/ Distribution (Tab 6, pages 101-103)**

# Director's Report—Recent Staff Activities

(Tab 6)

- **DoD Presentation**

- **EMS Conference**

- **DHS COMU Planning Workshop**

- **ALAPCO Workshop**

- **Gulf Coast ALNENA Conference**

- **Interim NASNA Meeting**

# Director's Report—Upcoming Activities
(Tab 6)

- **11.20.19** **Board Meeting**

- **11.28-29.19** **Thanksgiving Holidays**

- **12.4-5.19** **ACCA Legislative Conference**

- **12.24-25.19** **Christmas Holidays**

# Director's Report—Proposed 2020 Board Meeting Dates

- January 15, 2020

- March 18, 2020

- May 20, 2020

- July 15, 2020

- September 16, 2020

- November 19, 2020 (3rd Thursday due to GIS conference, Nov. 16-18)

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

| Date | Course | Location | Status |
|---|---|---|---|
| Nov. 18, 2019 | NENA 911 Center Culture | Birmingham, AL | Confirmed |
| Jan 6-8, 2020 | NENA Adv. Telecom. Courses | Enterprise, AL | Confirmed |
| Feb. 4, 2020 | NENA 911 Center Culture | Montgomery, AL | Confirmed |
| Mar. 9-11, 2020 | NENA 9-1-1 Supervisor Course | Florence, AL | Waiting on facility confirmation |
| Mar. 24, 2020 | NENA Tactical Dispatch | Huntsville, AL | Confirmed |
| Apr. 6-8, 2020 | NENA Adv. Telecom. Courses | Tuscaloosa, AL | Confirmed |

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

| Date | Course | Location(s) | Status |
|------|--------|-------------|--------|
| May 2020 | NENA CTO | Auburn, AL | Venue Selection |
| Jul. 27-29, 2020 | NENA Adv. Telecom. Courses | Montgomery, AL | Confirmed |
| Sep. 28 – Oct. 2, 2020 | CMCP | Birmingham, AL | Venue Selection |
| Oct. 5-7, 2020 | NENA Adv. Telecom. Courses | Huntsville, AL | Confirmed |
| Oct. 15, 2020 | NENA Customer Service Post-Conference Course | Orange Beach, AL | Venue Selection |
| Dec. 2020 | NENA Customer Service | North AL Middle AL South AL | Venue/Dates |

# Technical & Finance Committee Reports
(Tab 7)

**Technical Committee Recommendations**

To post:

- GIS Program Manager Job Opening

- GIS RFP

**Finance Committee**

Banking Update

# Old Business

BOARD MEMBERS

# New Business

BOARD MEMBERS

# Officer Elections

BOARD MEMBERS

# Public Comments

OPEN FORUM

# Next Board Meeting

JANUARY 15, 2020

10AM

1 COMMERCE STREET

MONTGOMERY, AL

# Adjournment