



ALABAMA 911 BOARD

**SEPTEMBER 18, 2019 BOARD MEETING
1 COMMERCE STREET
MONTGOMERY, AL**

Agenda

Introduction

- ❖ Public Hearing (Tab 1)
- ❖ Call to Order
- ❖ Roll Call
- ❖ Agenda Approval (Tab 2)
- ❖ Minutes Approvals (Tab 3)
- ❖ Guest Introductions

Reports

- ❖ Staff Reports (Tabs 4-7)
 - 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 4-7)



ANGEN Report

(Tab 4)

ANGEN TEAM



ANGEN July – August Project Review

Presented September 18, 2019

911 Authority

Past Months' Activity

- ANGEN Planning and support with INdigital
- Grant project planning
- CPE RFP Release
 - Prebid Meeting
 - Vendor Q&A
 - RFP Proposal Review Process
- GIS RFP Final for Review

GIS RFP – the Procurement Process

- Gather requirements
- Draft the RFP technical requirements
- Gather Feedback
- Finalize the technical requirements
- Compose the RFP document with proposal instructions and attachments
- Release the RFP

GIS RFP – the Procurement Process - Next Steps

- Pre-proposal Conference
- Vendors submit questions
- Compile and answer all vendor questions and release them to all interested vendors
- Proposals are submitted
- Determine which proposals pass and which fail to meet general requirements
- Review all proposals technical requirements
- Review all proposal costs

GIS RFP – Contract Award

- Evaluation team scores proposals based on pre-determined criteria
- Proposals are given a separate score based on cost
- Scores are added together to get final proposal ranking
- Recommendation comes to the Board to vote on contract award

GIS RFP Components

- GIS RFP requirements
 - GIS Normalization
 - Normalize all data required for NG9-1-1 with the NENA standards
 - GIS Synchronization
 - Synchronize all GIS files with the ALI and MSAG as applicable for PSAPs
 - GIS Management
- Scope for GIS RFP
 - Phased approach to data Normalization / Synchronization
 - Phase 1 – Provide a transitional model for routing calls via legacy ingress
 - Phase 2 – Implement full NG9-1-1 call routing
 - Ongoing GIS support
 - Operation of the Spatial Interface

GIS RFP outcomes

- The State of Alabama geodatabase model will be in compliance with the NENA GIS Data Model (NENA STA-015.10-2018 and NENA STA-006.1-2018)
- The GIS vendor will allow seamless integration of the data to the ANGEN service provider ECRF /LVF
- Ongoing training / support for PSAPs to update data via GIS tool
- Quality Assurance / Quality Control of updates to ensure continuity of geodatabase

Action Items

- Continue ESInet support with INdigital
- Review CPE Proposals (number)
 - Score sheets
 - Facilitate selection committee
 - Facilitate shortlist presentations/demos
- Release GIS RFP
- GIS Procurement activities
- Begin grant tracking activities



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

**Report for
July 1 – August 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 all 9-1-1 calls directly to the PSAP

Stage 3.a – Deliver wireline calls directly to the PSAP

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

Stage 4 – Install and enable Texty in the PSAP

Industry Stakeholders

ESiNet Trends

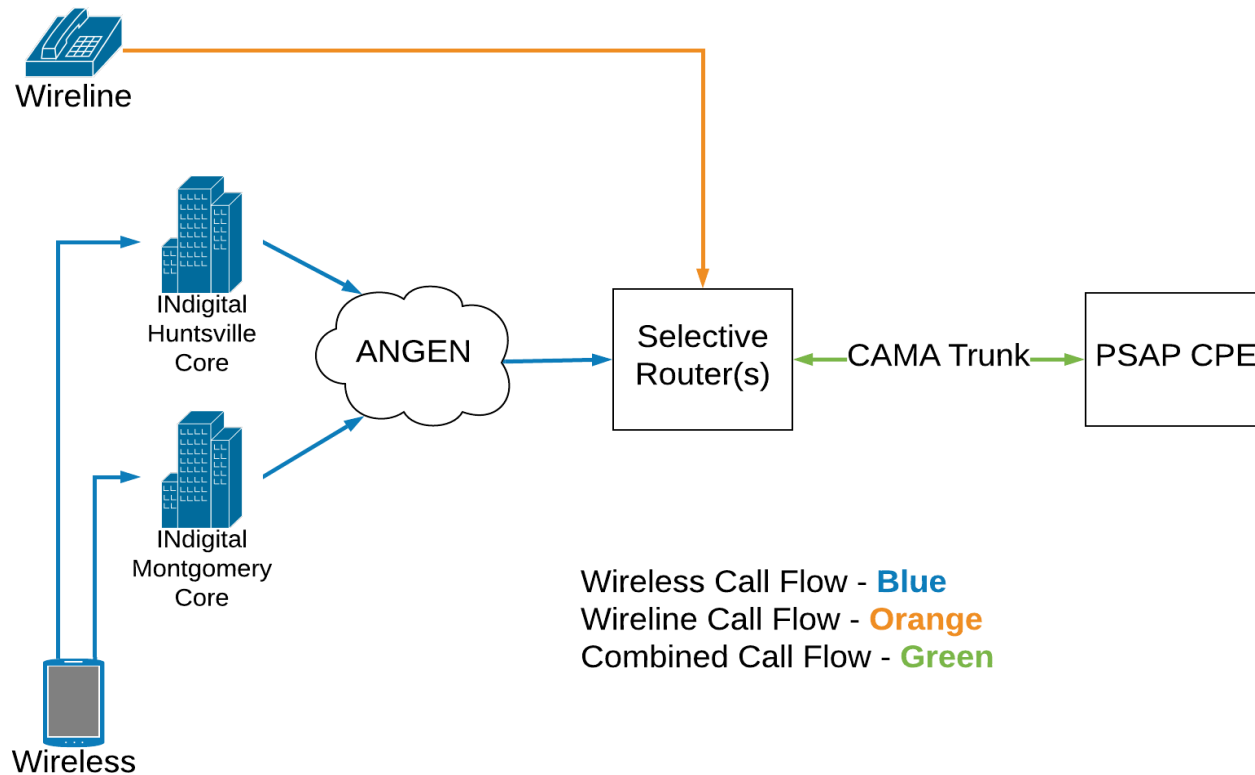
Trouble Ticket Analysis

Significant Event Analysis



ANGEN Project Stages

Stage 0 – Replace the Bandwidth Wireless Network



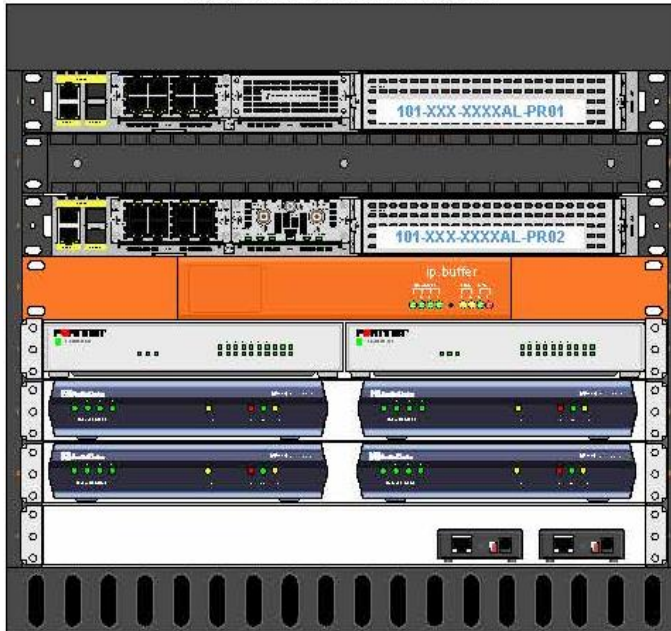
Completed in 2018. Work included a data center move



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



PR01 (Cisco 4331 PSAP Router)

Cable Management 1RMS

PR02 (Cisco 4331 PSAP Router)

SD01/SD02 (Fortigate Security Device)

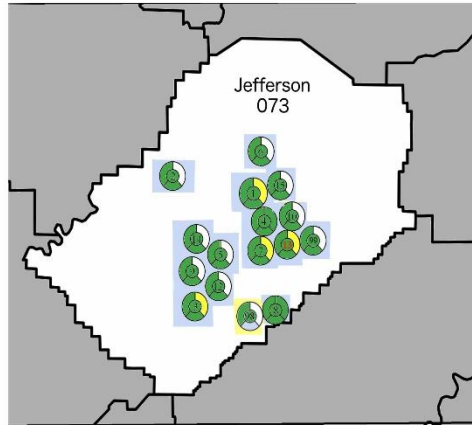
CDR (ip.buffer)

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

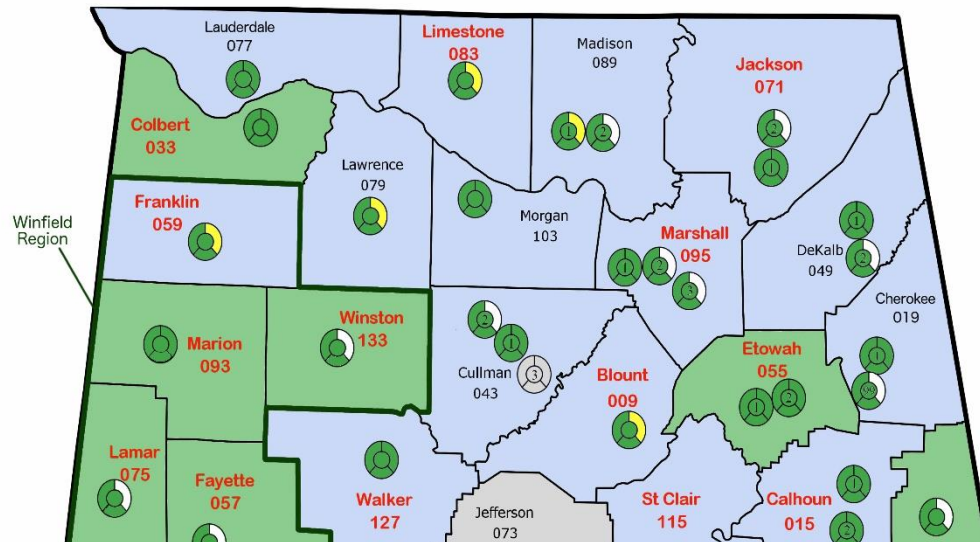
- The diagram above is the standard rack configuration for all PSAP installs in Alabama
- For larger centers with more than eight MEVOs, two switches are added for MEVO deployment.
- Centers using Solacom CPE are equipped with a silver CDR box rather than an orange IP buffer.

Stage 1 – Build the ESInet to the PSAP

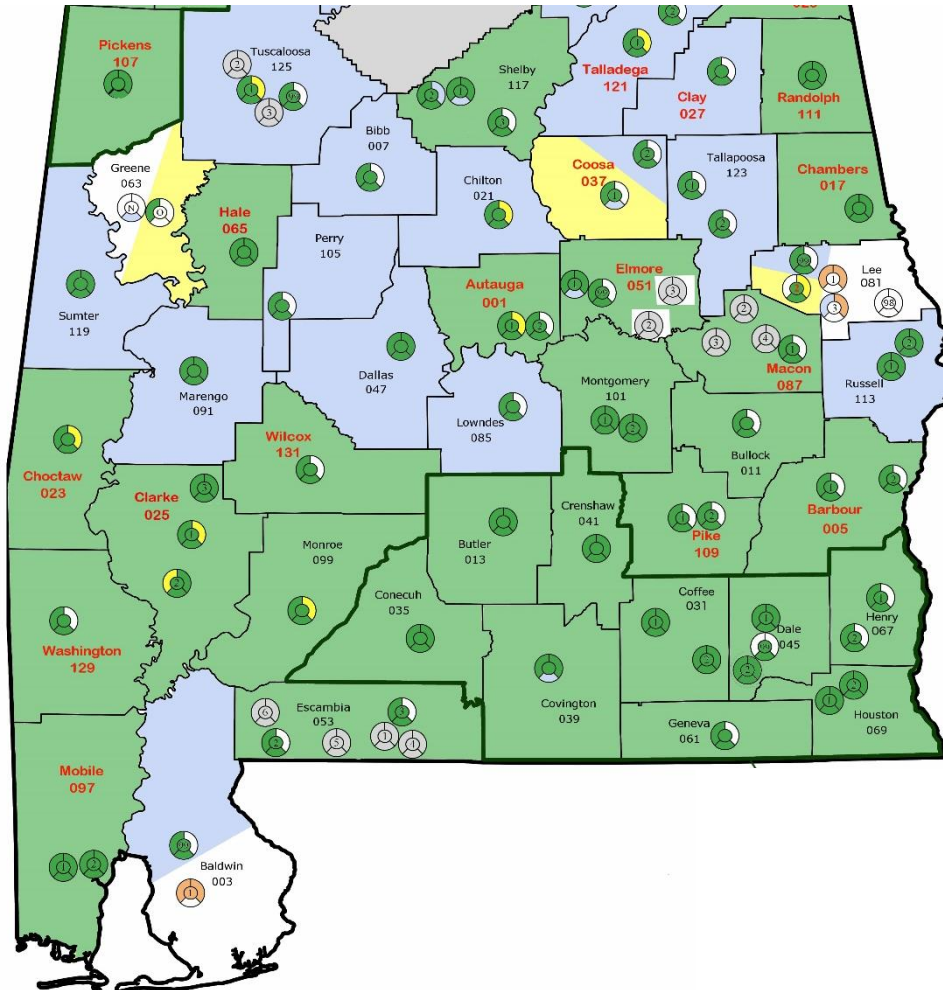


- Jefferson County - 073
- 01: Jefferson County 911
 - 02: Adamsville PD
 - 03: City of Bessemer
 - 04: Birmingham ECD
 - 05: Fairfield PD
 - 06: Gardendale 911
 - 07: Homewood 911
 - 08: Hoover 911
 - 98: Hoover 911 B-Side
 - 09: City of Hueytown
 - 10: Irondale PD
 - 12: City of Midfield 911
 - 13: 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 Baldwin, Lee, and Greene, all three of which are awaiting construction completion.

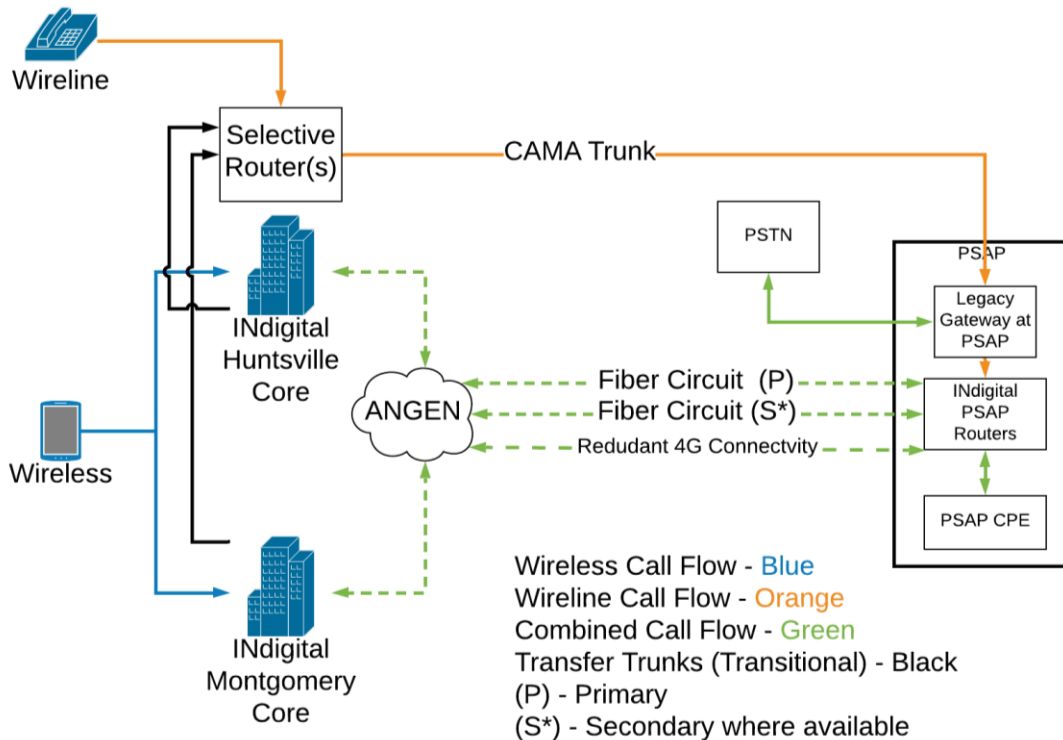


Stage 1 – Build the ESInet to the PSAP



Stage 1 (denoted in blue on the map) is now complete for all PSAPs except for Baldwin, Lee, and Greene, all three of which are awaiting construction completion.

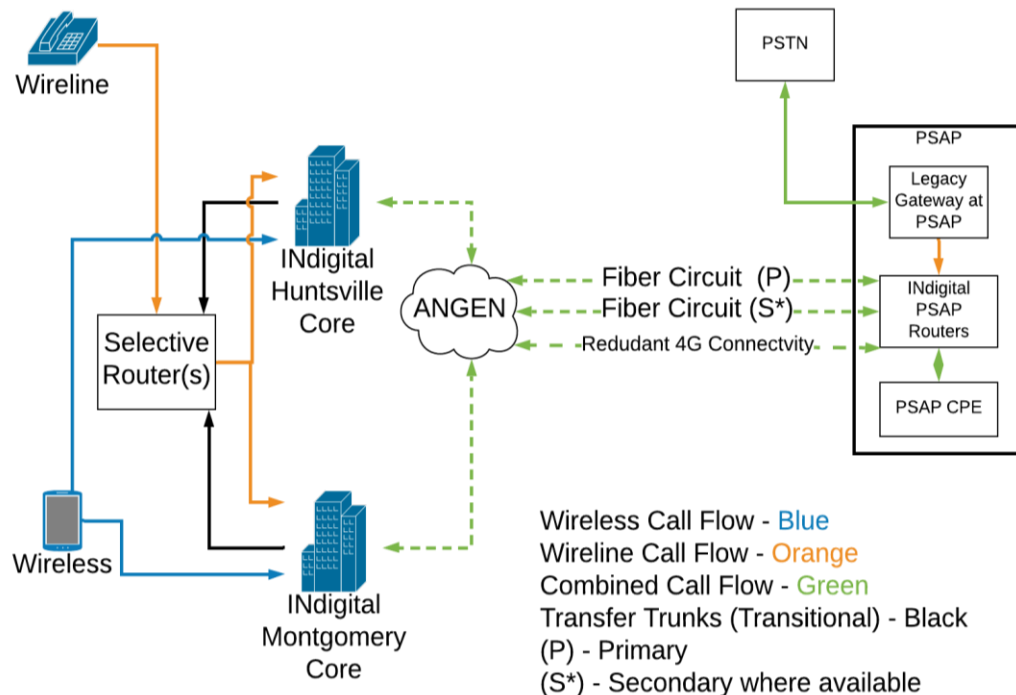
Stage 2 – Deliver all 9-1-1 calls directly to the PSAP over ANGEN



- Stage 2 (PSAPs in counties in green on the previous page) is now complete for 56 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 1,905,025 or 40% of the state's population.

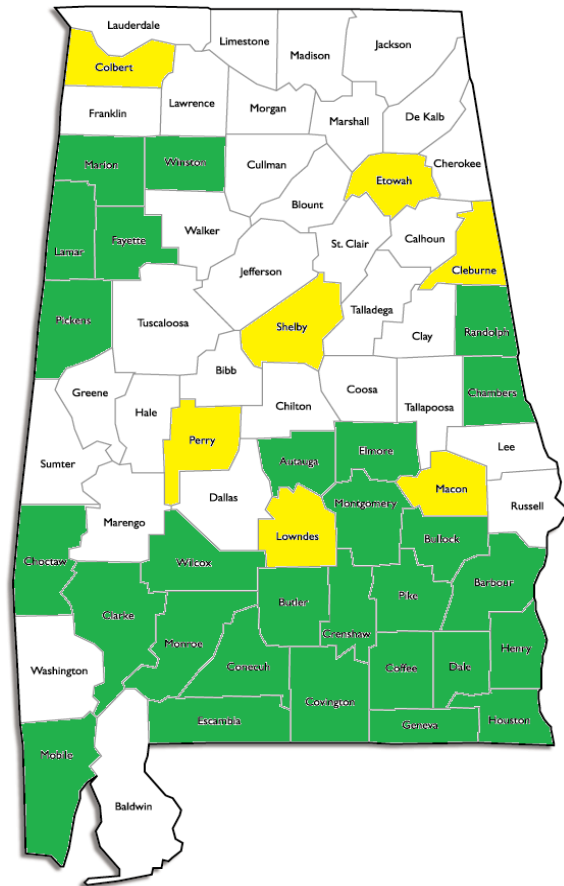


Stage 3.a – Deliver wireline 9-1-1 calls directly to the PSAP instead of picking up wireline CAMA at the PSAP



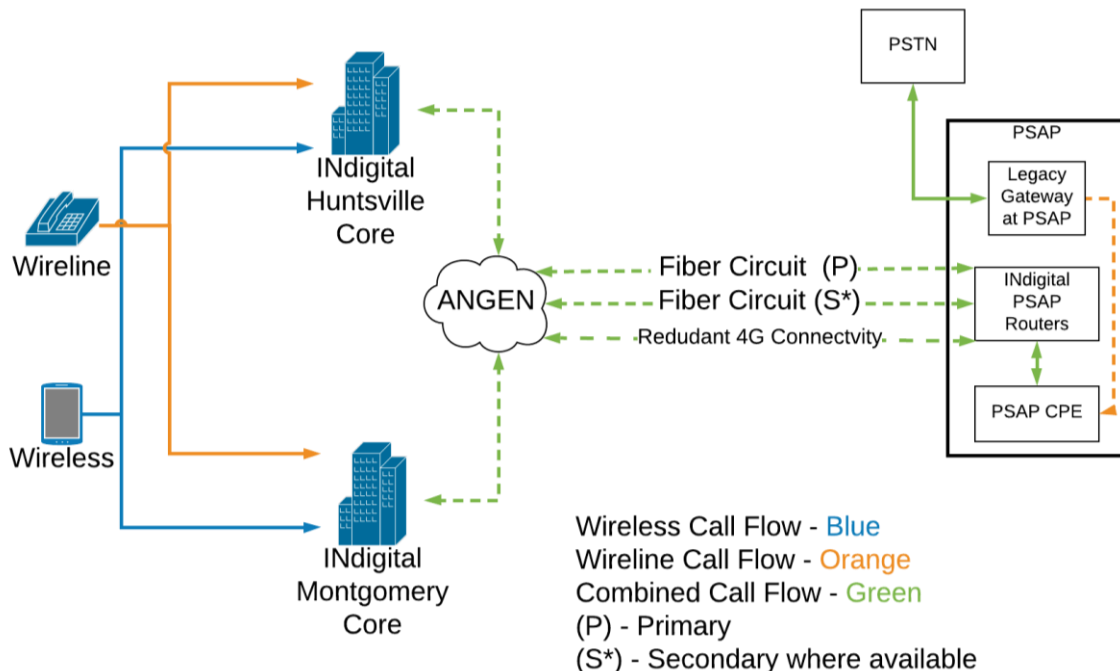
Stage 3.a consists of having the selective router send 9-1-1 calls directly to INdigital's data centers over an SS7 trunk instead of having to pick up wireline calls at the PSAP and then deliver it into the network.

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



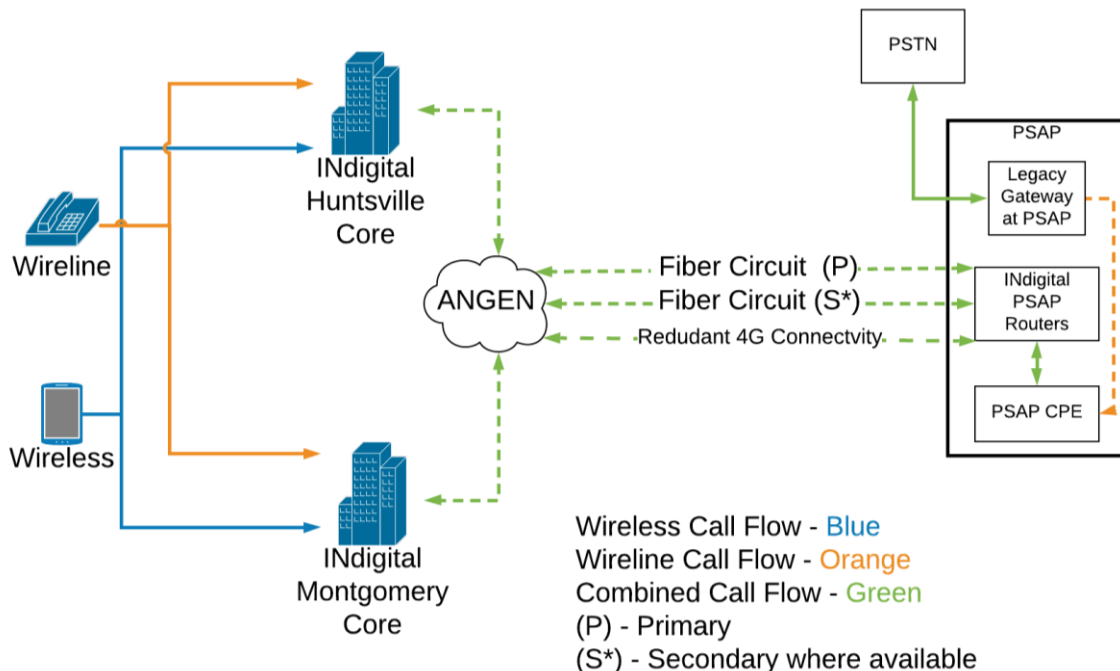
- Counties in green have completed Stage 3.a. Counties in yellow are scheduled to complete 3.a. in the next month.
- Twenty-two PSAPs are now complete with stage 3.a.

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.
- Comcast wireline migration is complete for the following PSAPs: Abbeville, Headland, Daleville, Houston County.
- Level 3 (part of Century Link) was completed on August 15th for the following PSAPs: Geneva, Headland, Dale, Dothan/Houston, and Abbeville.

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



- We're in the process of revising our plan and tactics to better and more rapidly complete carrier conversions for those PSAPs formally served by the Century Link selective routers. Century Link has indicated they would like to be last concerning carrier conversion.
- We're working with AT&T to streamline the process of completely moving one PSAP's traffic to direct delivery so that we can replicate that process in other PSAPs.



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

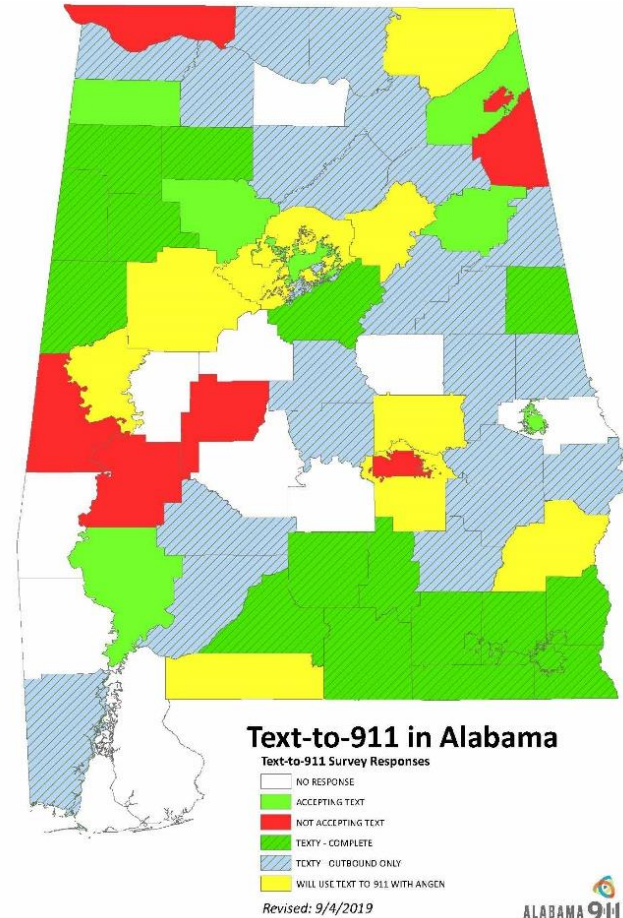
Database Statistics as of 09/01/2019

- All but six MSAGs have been received and are in the process of completing five that had errors.
- About 50% of the AT&T records have been received and the remainder is scheduled to complete over a staggered schedule.
- 60% of the Century Link records have been received except for three counties have loads pending and eleven counties have not provided yet.
- 75% of West records have been received except for eleven counties that have not provided yet.
- ESNs were requested from PSAPs on August 28th. Twenty percent have responded with their ESNs so far and three responded that they did not want ESN information to display on their 9-1-1 equipment.



Stage 4 – Install and enable Texty in the PSAP

- Texty 17.3 is being installed now in Alabama. Additionally, a plan is being devised to upgrade everyone using 17.2 to 17.3
- We're still awaiting Letters of Agency (LOA) and Requests for Service (RFS) from Baldwin, Barbour, Bibb, Coosa, Franklin, and Lowndes.



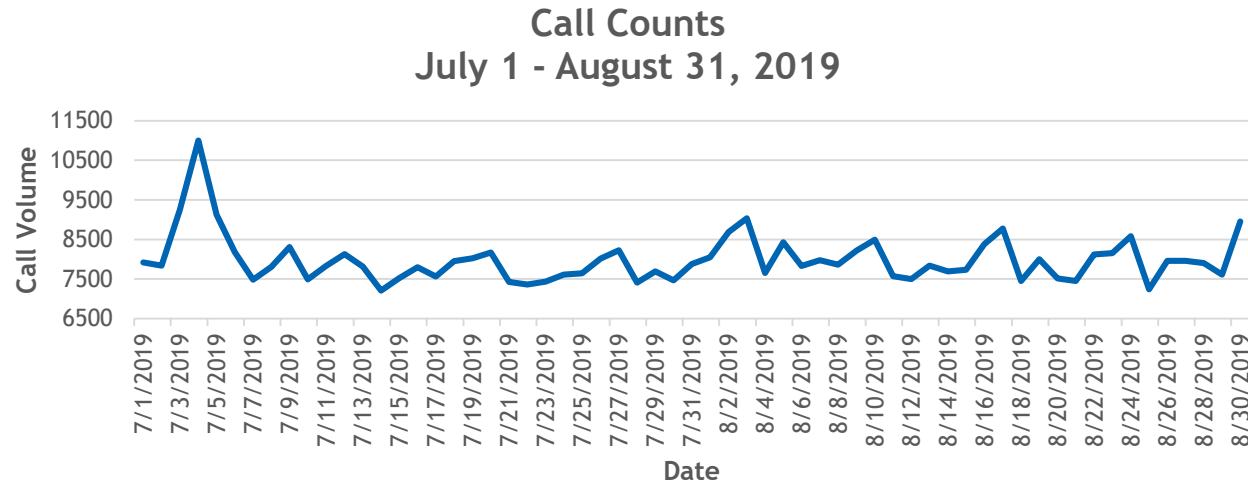


Industry Stakeholders

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

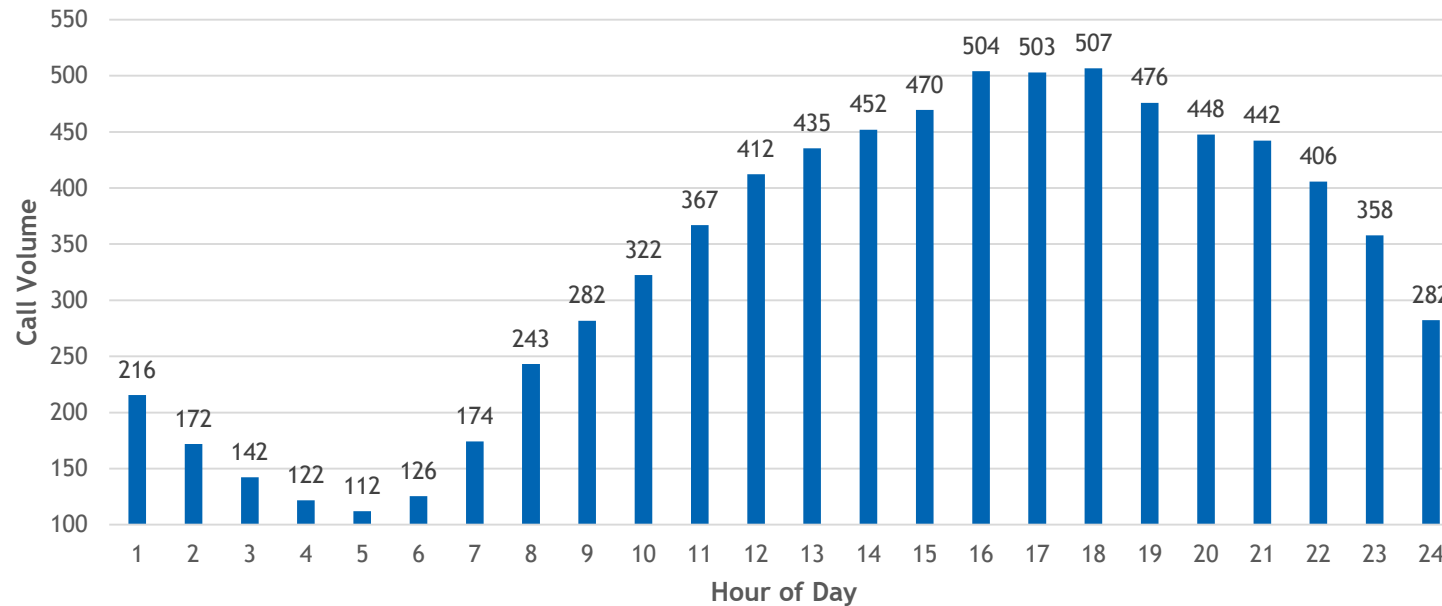


The busiest day during the period was July 4th – 10,998 calls were processed. The second busiest day was July 3rd – 9,245 calls were processed.

The average call volume per day was 8,001 which is up from 7,638 in the previous reporting period. Total calls since the last report was 496,016.

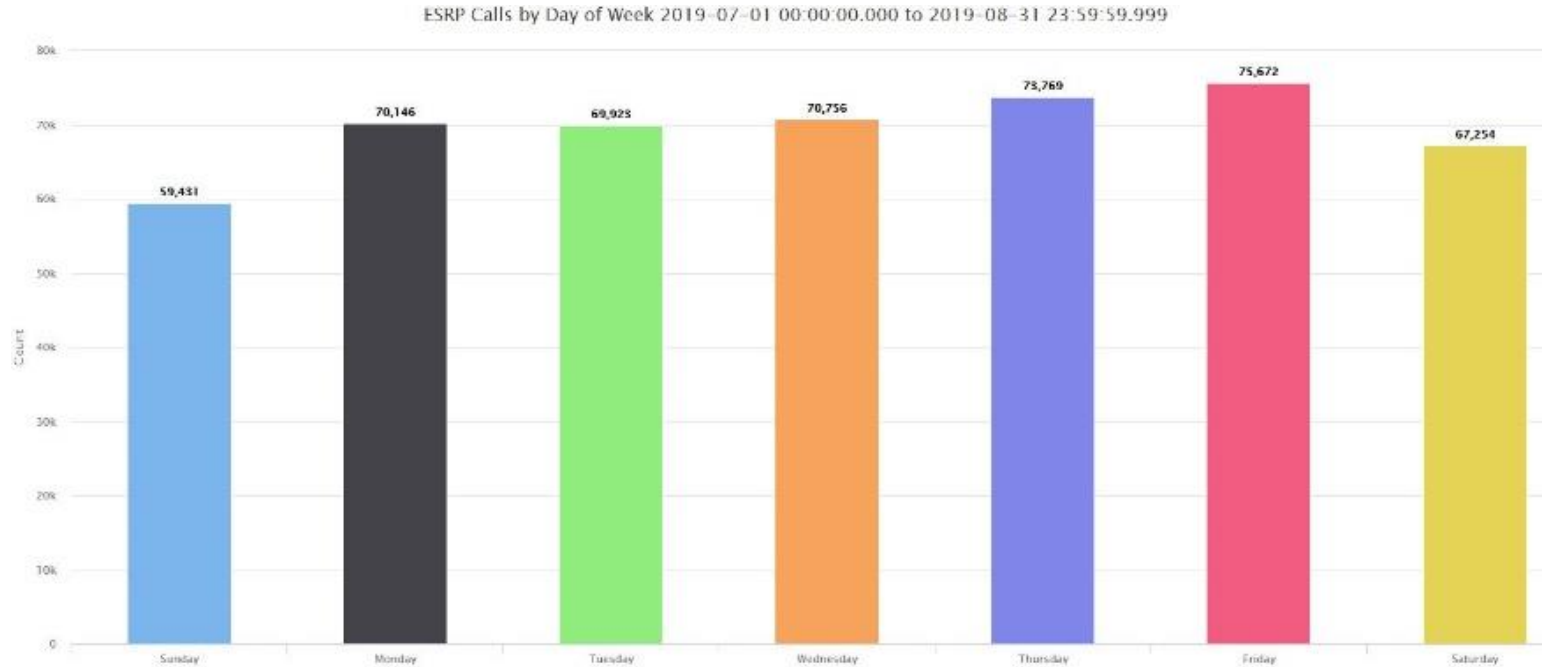


Average Call Volume July 1- August 31, 2019



For this reporting period, 5:00 a.m. is the hour that has the least call volume; last reporting period, 4:00 a.m. was the lowest.

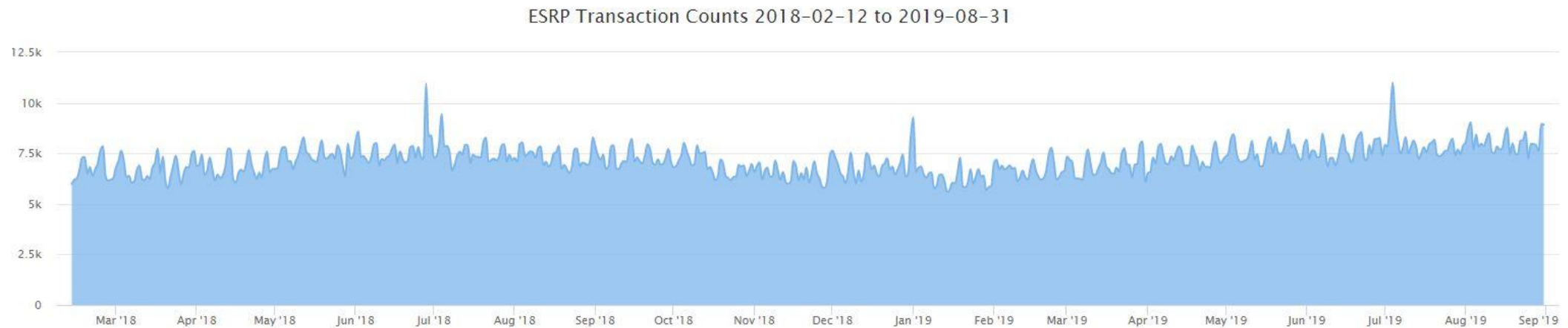
6:00 pm is the hour with the peak call volume which has changed from 5:00 p.m. in the last report.



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



ANGEN 2.0 has now processed over 4 million calls!



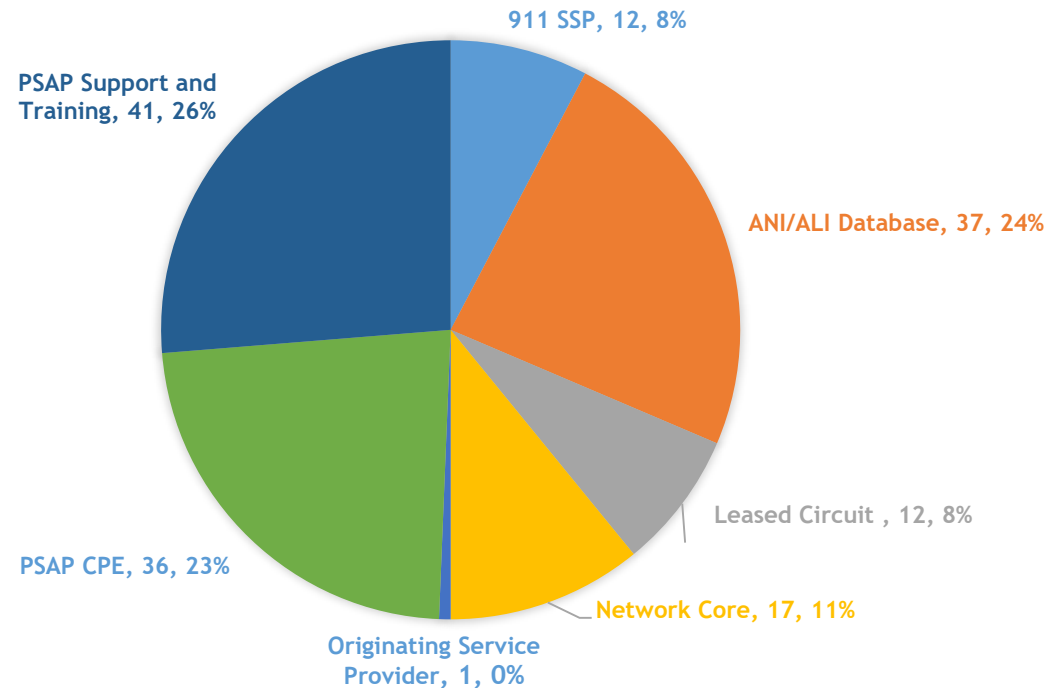
Average call volume per day: 7,171

Total Call Volume Feb 12, 2018, to August 31, 2019: 4,059,104



Trouble Ticket Analysis

ALABAMA TICKETS JULY 1- AUGUST 31, 2019

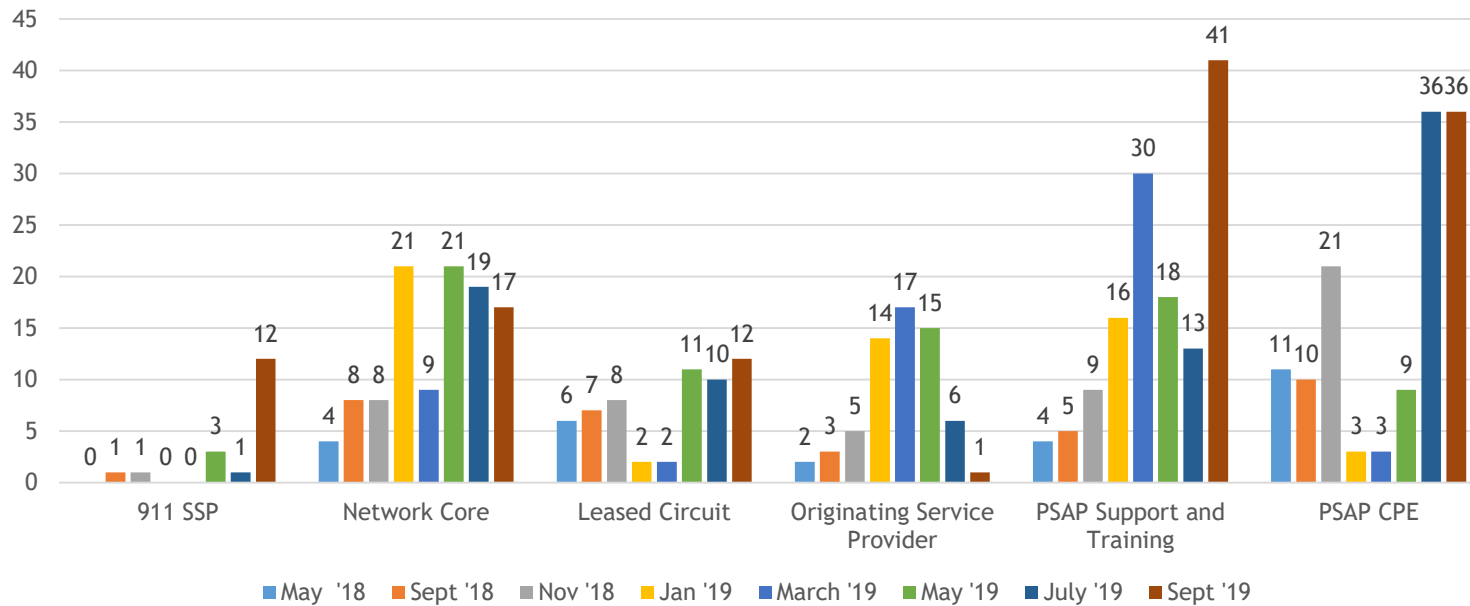


A total of 119 tickets have been created since the last report.



Trouble Ticket Analysis

Trouble Ticket Tracking from Previous Reports



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.

Significant Event Analysis



On August 30th following a high school football game in Mobile, nine people were shot, and one teen arrested in connection with the shooting. The map highlights the call plots from the event.

It's remarkable that police presence significantly reduces 9-1-1 call volume.

Questions?

Contact Us



1616 Directors Row
Fort Wayne, IN 46808



877.469.2010
256.276.6854



cbranch@indigital.net

Legal Report

(Tab 5)

MR. JAMES SASSER



Financial Report

(Tab 6)

MR. RON COOLEY



Financial Statements
Statement of Assets & Fund Equity-Cash Basis
as of August 31, 2019
(Tab 6, page 50)

ASSETS

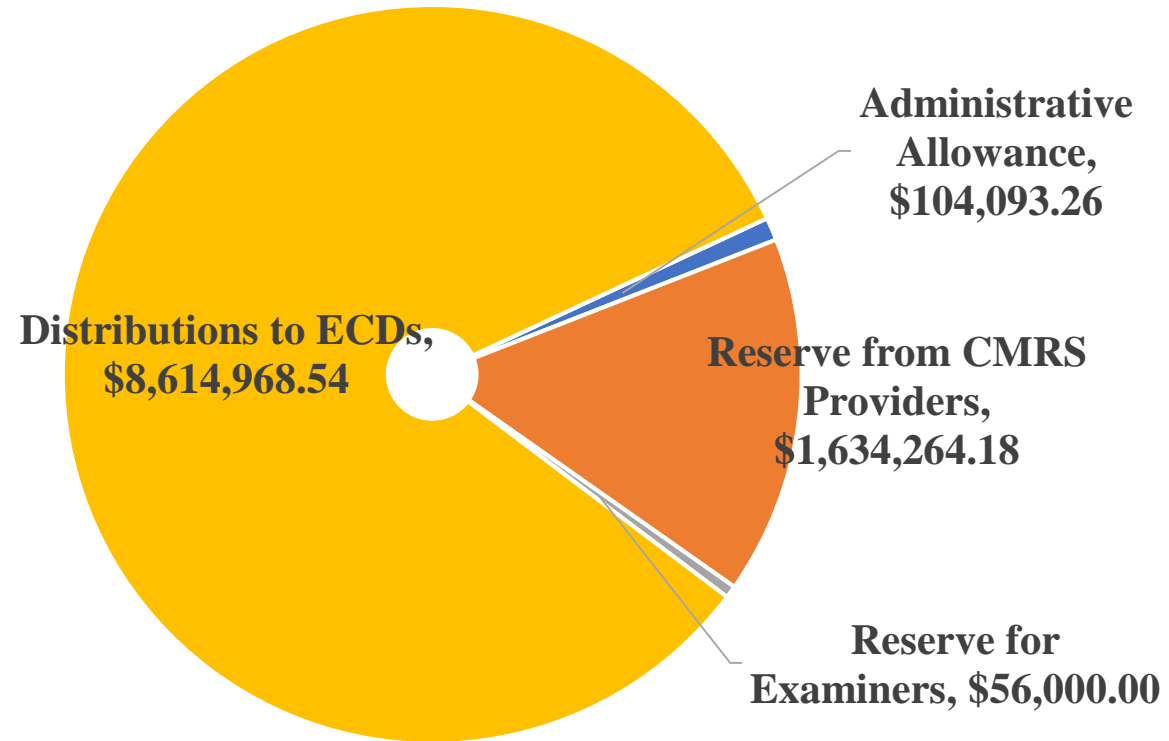
Total Current Assets	\$33,631,128.78
Net Property and Equipment	91,725.65
	<hr/>
Total Assets	<u><u>\$33,722,854.43</u></u>

LIABILITIES AND FUND EQUITY

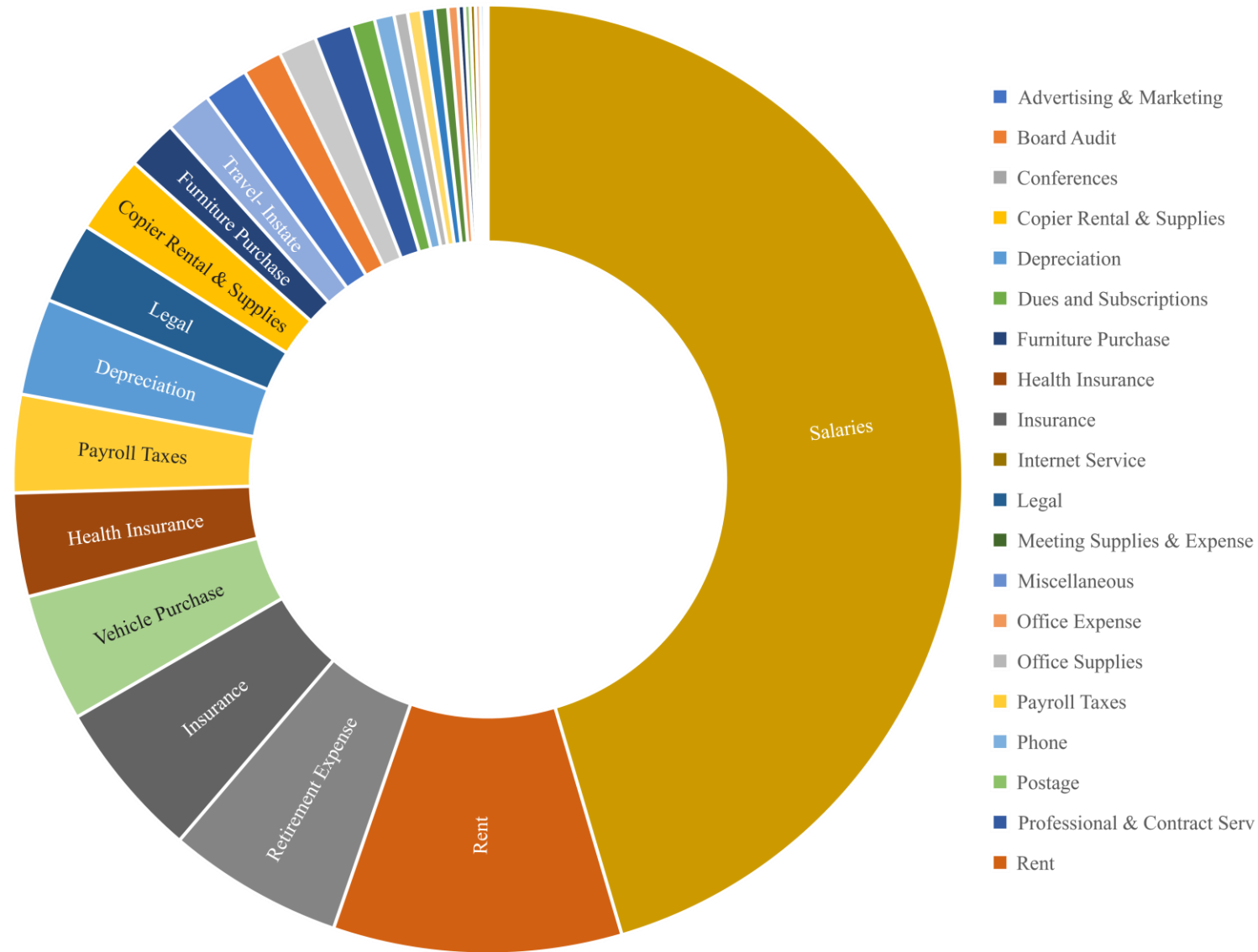
Total Current Liabilities	4,585.94
Total Fund Equity	<u>33,718,268.49</u>
Total Liabilities & Fund Equity	<u><u>\$33,722,854.43</u></u>



Allocation of 9-1-1 Fund Sept-19

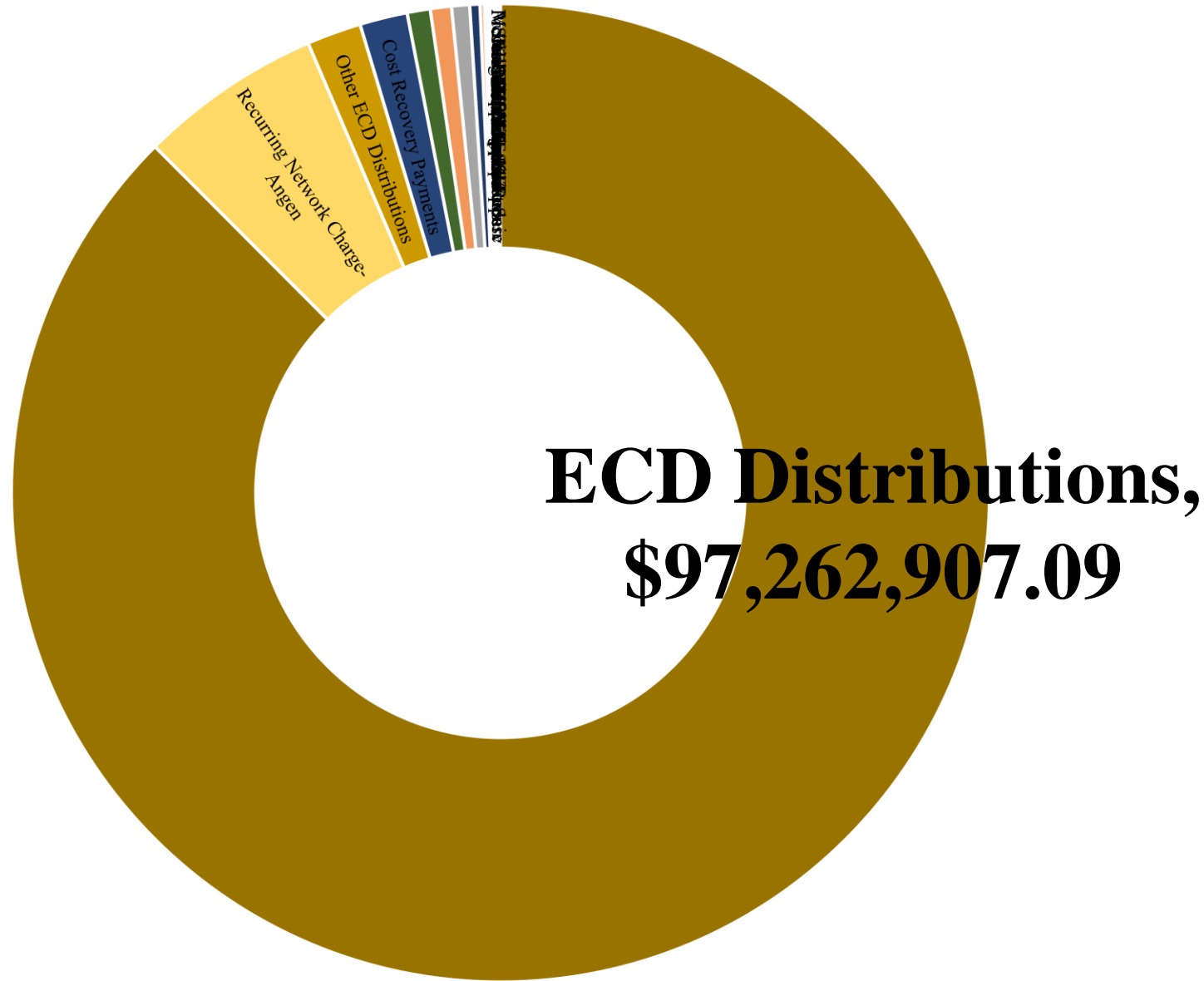


Operations Fund
YTD as of August 2019



	Current Month	Year to Date
Total Revenues	\$ 104,758.24	\$ 1,126,611.89
Total Expenses -	\$ 63,679.50	\$ 827,162.66
Excess revenue over(under) expenses	\$ 41,078.74	\$ 299,449.23

**Total Funds
YTD as of August 31, 2019**



- Advertising & Marketing
- Angen Reimbursement
- Audits
- Board Audit
- Conferences
- Copier Rental & Supplies
- Cost Recovery Payments
- Depreciation
- Dues and Subscriptions
- ECD Distributions
- Furniture Purchase
- Grants to ECD's
- Health Insurance
- Installation Charges-Angen
- Insurance
- Internet Service
- Legal
- Meeting Supplies & Expense
- Miscellaneous
- Office Expense

Director's Report

(Tab 7)

MRS. LEAH MISSILDINE



Director's Report

(Tab 7)

1) Updates

a. AL EMD Program

b. Examiner's

i. ECD Auditing

ii. Sunset Review

1. Findings

2. Response to Examiners

c. Federal 9-1-1 Grant Program

i. Press Release

ii. Letter of Acceptance

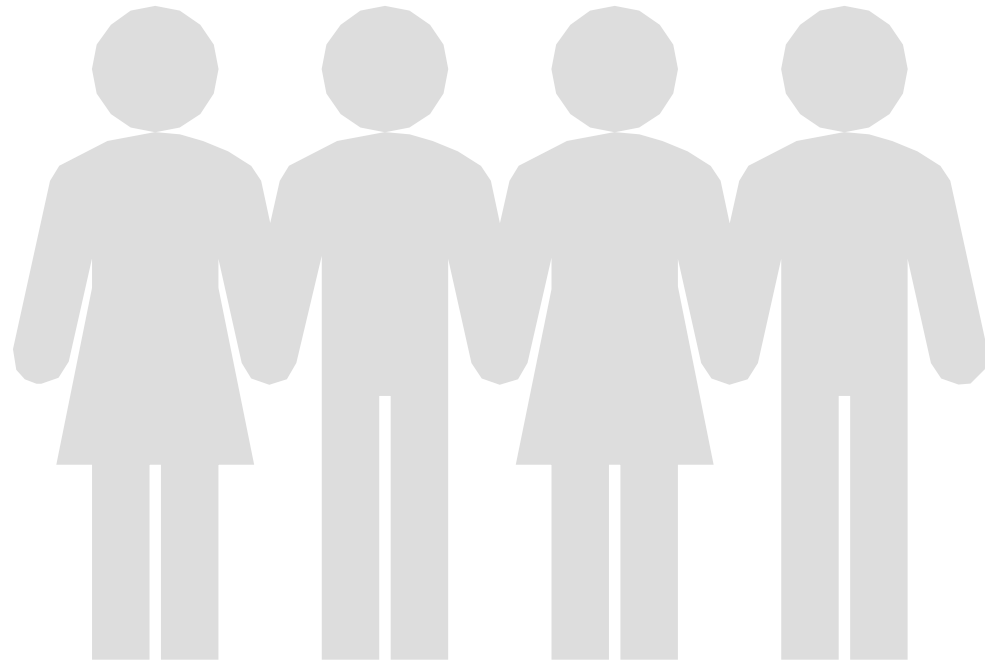
iii. Updates on RFPs associated with Grant

d. Legislative Activity

i. Federal

1. 911 Saves Act





Alabama EMD Program

Agencies: 38

Instructors: 70

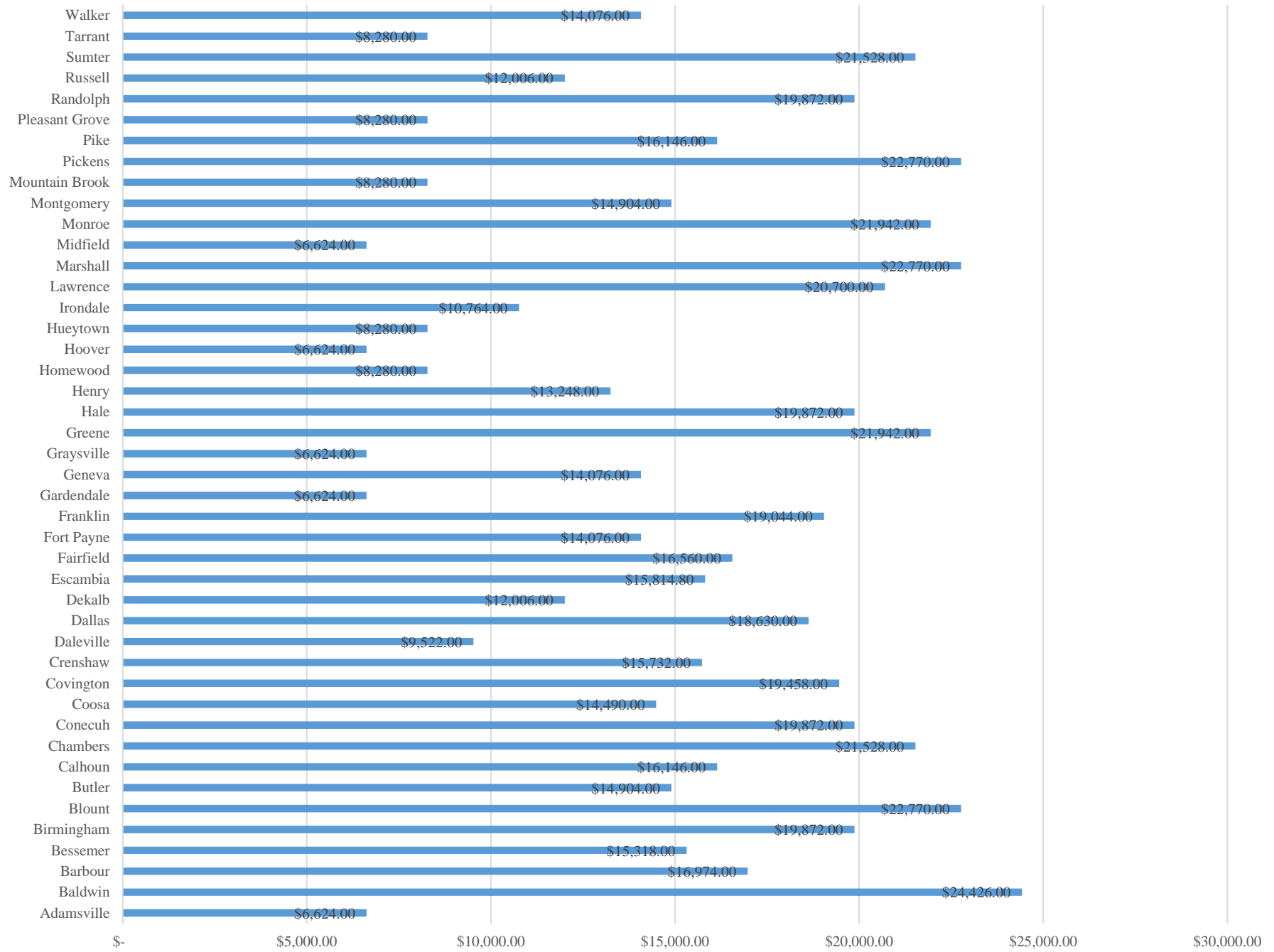
Phase 1: 234

Phase 2: 162

Total Practitioners: 396



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



Director's Report – Sunset Review

(Tab 7, pages 69 - 75)

Findings

- 1 Significant Issue
- 1 Unresolved Prior Finding
- 1 Remaining Significant Concern



Director's Report – Sunset Review

(Tab 7, pages 69 - 75)

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

(Tab 7, pages 69 - 75)

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

(Tab 7, pages 69 - 75)

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

(Tab 7, page 76 - 79)

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

- It is official!
- Lots of work to be done between now and March 31, 2022.
- Press release available for anyone who may want to share it.



911 Saves Act

- √ Under the U.S. Bureau of Labor Statistics' Standard Occupation Classification System (SOCS), public safety telecommunicators are classified as "**Office and Administrative Support Occupations**" – a term which utterly fails to recognize their key role in public safety, the specialized training and skills required, and the uniquely stressful work environments in which they serve to protect us all.
- √ Rep. Norma Torres (D-CA), herself a former 9-1-1 dispatcher, has introduced the Supporting Accurate Views of Emergency Services Act (911 SAVES), which would require that public safety telecommunicators be classified as a "**Protective Service Occupation,**" alongside others in the public safety family.



Director's Report -- Submissions & Communications

(Tab 7, pages 80 - 88)

Coverage Included	Limit of Liability Requested	Retention/Deductible Requested
Directors and Officers Liability	\$1,000,000 shared	\$25,000
Employment Practices Liability	\$1,000,000 shared	\$25,000



Director's Report – Letter to ECDs

(Tab 7, pages 86 - 88)

- ANGEN Refund for FY2019

The projected expenses that were withheld for ANGEN during FYE2019 up to the effective date of Act 2019-70 (or through June 30, 2019) totaled \$7,125,000.00, but actual expenses totaled \$6,253,362.27. The ANGEN funds available for refund during the nine months designated total \$871,637.73.

- FY2019 Recap of ECD Funding



Director's Report—Upcoming Activities

(Tab 7)

- **10.14.19** **Columbus Day Holiday**
- **10.13-16.19** **Gulf Coast ALNENA Conference**
- **10.17.19** **Sunset Review**
- **10.29-30.19** **Interim NASNA Meeting**
- **11.11.19** **Veteran's Day Holiday**
- **11.20.19** **Board Meeting**
- **11.28-29.19** **Thanksgiving Holidays**



Director's Report--Upcoming Training Activity

(Tab 7)

Date	Course	Location	Status
Sept. 17, 2019	NENA QA/QI	Alexander City, AL	Confirmed
Sept. 20, 2019	NENA Tactical Dispatch	Auburn, AL	Confirmed/Full
Sept. 26, 2019	APCO Active Shooter	Florence, AL	Confirmed/Full
Sept. 27, 2019	APCO Active Shooter	Andalusia, AL	Confirmed/Full
Oct. 16-18, 2019	NENA Adv. Telecom. Courses	Orange Beach, AL	Confirmed/Full



Director's Report--Upcoming Training Activity

(Tab 7)

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 7)

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



Finance Committee Report

(Tab 8, pages 91 - 93)

Recommendations

- To authorize the services of Alabama Interactive for carrier remittance payment portal.
- To approve the Proposed Budget for FY2020.
- To authorize a professional services agreement with Warren Averett CPAs and Advisors for 2020-2022 and then rebid these services at the end of that agreement.



Old Business

BOARD MEMBERS



New Business

BOARD MEMBERS



Officer Elections

BOARD MEMBERS



Public Comments

OPEN FORUM



Next Board Meeting

NOVEMBER 20, 2019

10AM

1 COMMERCE STREET

MONTGOMERY, AL



Adjournment

