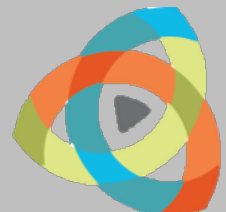




Alabama 9-1-1 Board's Second Annual Training Report to the Legislature: *Training During a Pandemic* 🦠

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Submitted on behalf of the Alabama 9-1-1 Board
by Leah Missildine, Executive Director



Introduction

In 2012, the Alabama Legislature created a statewide 9-1-1 Board that superseded the Commercial Mobile Radio Service Board, better known as the Wireless 9-1-1 Board at that time. The statewide 9-1-1 Board, or Alabama 9-1-1 Board as it is known today, is comprised of 13 members appointed by the Governor and confirmed by the Senate. Section 11-98-4.1 of the Code of Alabama 1975, as amended, granted the Board, among other powers and duties, the authority to establish policies and procedures to fund advisory services and training for districts and to provide funds in accordance with these policies and procedures to the extent funds are available. With an original staff of two and a very modest budget, the Board began taking all the necessary steps to administer and facilitate training for the personnel responsible for the delivery of 9-1-1 services employed across Alabama.

Despite a global pandemic, the Board continued to grow its education program over the past 12 months. While it did have its challenges, the initiatives undertaken by staff continued to offer many training opportunities to the public safety community across Alabama on a regular basis. The two training initiatives that should be highlighted are:

- Shifting from an in-person, live format to virtually accessible training
- Growth and renewals of Alabama Emergency Medical Dispatch (EMD) Program

A comprehensive list of all training administered and facilitated by the Alabama 9-1-1 Board can be found in Appendix A of this report.

Shift from In-person to Virtual

Traditionally, the Board has focused on administering in-person training developed by industry experts with years of experience working in their respective communications agencies on a daily basis. These courses are designed to meet the needs of 9-1-1 professionals, at every stage of their career regardless of tenure and position, and delivered by instructors that are experienced 9-1-1 veterans focused on supporting and developing the individual 9-1-1 professional. Curriculum is updated on a continuous basis to reflect the ever-changing realities of 9-1-1 that span the breadth and depth of 9-1-1 technology and Public Safety Answering Point (PSAP) operations.

With the outbreak of COVID-19 and the subsequent public health state of emergency declared, the staff of the Alabama 9-1-1 Board shifted its planned training for 2020 to virtually accessible training, resulting in the cancellation of a number of in-person classes after March. However, the Board was able to replace most of the planned in-person training opportunities with virtual ones.

The following training courses that focus on the topics facing 9-1-1 were offered by the Board in 2020:

In-person Training	Virtual Training (Power in 911 Webinar Series: Expanding your Alabama 9-1-1 Knowledge)
9-1-1 Center Culture: A Strategy for Personal & Organizational Success	Legacy versus NG911
9-1-1 Center Supervisor Program	Texty
AL911.net Course	Logix
Center Manager Certification Program (CMCP)	MEVO

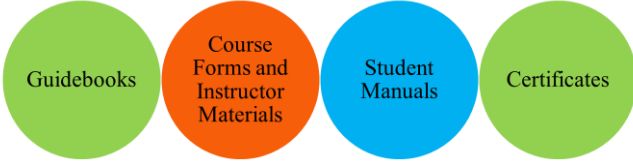
Excellence in Dispatch Certificate Program	AL911.net/Database
Power of Resilience: How to Beat Dispatcher Burnout	Getting the Most from your Data Using Excel
	Maximizing Your Support Request with INdigital

While the staff shifted its focus to virtual training opportunities, it became apparent that a learning management system would be necessary to successfully plan, track, and deliver training content for 9-1-1 professionals in Alabama. With support of the Board, the staff researched and developed a request for proposal for a learning management system in August 2020, adhered to a competitive procurement process, and negotiated a contract which was signed by the Governor as of January 25, 2021. A kickoff meeting with the vendor to develop an implementation plan took place on January 29, 2021 and we look forward to sharing the successes of that program in next year’s report.

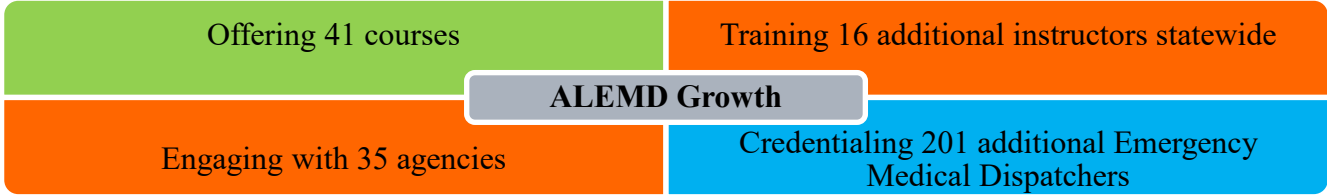
Alabama Emergency Medical Dispatch Program

In partnership with the Alabama Department of Public Health (ADPH) Office of EMS, the Board developed voluntary statewide emergency medical dispatch (EMD) protocols in March 2018. The Board identified the need for a quality, affordable EMD program for all of Alabama’s PSAPs that provide life-sustaining or life-saving prearrival instruction to those in need by allowing the call taker to quickly narrow down the caller’s type of medical or trauma situations before help arrives on scene. Having programs like this implemented in agencies when a global pandemic occurs is absolutely essential to saving the lives of the citizen and visitors of Alabama as well as protecting the essential personnel that provide care during a public safety response.

The ALEMD program has saved the participating agencies tens of thousands of dollars by offering the following for no cost to the agency:



In the past 12 months, we have grown the ALEMD program by:



Summary

Our overwhelming goal is to deliver comprehensive statewide training for 9-1-1 personnel for those that wish to participate, but do not otherwise have the means to do so. Every action taken is with one simple principle in mind--provide an additional resource for 9-1-1 stakeholders to supplement their local training and education programs as we seek to continually improve the level of service provided to those that utilize 9-1-1.

Appendix A

January 6-8, 2020	NENA Excellence in Dispatch Certificate Program	Enterprise Farmer's Market, Enterprise, AL
January 7, 2020	AL911.net User Training	University of North Alabama, Florence, AL
January 8, 2020	AL911.net User Training	Etowah County 9-1-1, Gadsden, AL
January 24, 2020	Logix	Webinar
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	NENA 911 Center Culture	Alabama 9-1-1 Board, Montgomery, AL
February 4, 2020	AL911.net User Training	Enterprise Farmer's Market, Enterprise, AL
February 5, 2020	AL911.net User Training	Alabama 9-1-1 Board, Montgomery, AL
February 7, 2020	Logix	Webinar
March 9-11, 2020	NENA 9-1-1 Supervisor Course	University of North Alabama, Florence, AL
March 25, 2020	Fun with FAQs for 911	Webinar
April 9, 2020	COVID-19 Webinar	Webinar
June 5, 2020	Legacy vs. NG9-1-1	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
June 12, 2020	Texty	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
June 19, 2020	Logix	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
June 22, 2020	Governance and Funding of 9-1-1 in Alabama	Webinar
June 23, 2020	Alabama Interactive Remittance Portal	Webinar
June 26, 2020	MEVO	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
June 30, 2020	AL911.net User Training	Cullman County Sheriff's Department, Cullman, AL
July 8, 2020	Alabama 9-1-1 Board Grant Cycle 5	Webinar
July 10, 2020	AL911.net/Database	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
July 24, 2020	Getting the most from your data using Excel	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
July 31, 2020	Maximizing your support request with INdigital	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
August 7, 2020	Legacy vs. NG9-1-1	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
August 11-13, 2020	AL911.net User Training	Tuscaloosa 9-1-1 Center, Tuscaloosa, AL
August 14, 2020	Texty	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
August 21, 2020	Getting the most from your data using Excel	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
August 21, 2020	Preparing Your GIS Data	Webinar
August 28, 2020	MEVO	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
September 9, 2020	AL911.net User Training	Homewood Police Department, Homewood, AL
September 11, 2020	AL911.net/Database	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
September 18, 2020	Maximizing your support request with INdigital	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
September 25, 2020	Logix	Power in 9-1-1 Webinar Series: Expanding Your Alabama 9-1-1 Knowledge
October 15, 2020	Legacy 9-1-1 Cost Reimbursement Webinar	Webinar
December 4, 2020	ECD Annual Certification Form Webinar	Webinar
January 25-29, 2021	NENA Center Manager Certification Program (CMCP)	Birmingham 9-1-1, Birmingham, AL