ALABAMA 911 BOARD

Alabama 9-1-1 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.

November 18, 2021
Board Meeting
Montgomery, AL

Agenda

Introduction

❖ Call to Order

❖ Roll Call

❖ Agenda Approval (Tab 1)

❖ Minutes Approval (Tab 2)

❖ Guest Introductions

Reports

❖ Committee Reports
(Tabs 3 - 4)

❖ Staff Reports
(Tabs 5 - 10)
- Director's Report
- GIS Report
- Education Report
- ANGEN Report
- Financial Report
- Legal Report

Closing

❖ Old Business

❖ New Business

❖ Public Comments

❖ Next Meeting

❖ Officer Elections

❖ Adjournment

Staff Reports

(Tabs 3 - 8)

Director's Report

(Tab 3)

MS. LEAH MISSILDINE

Updates and Considerations

2021 Q1 – Q4 Legacy Costs Reimbursements

	January	February	March	April	May	June	July	August	September	October	November
Number of ECDs Submitted	18	19	6	23	16	6	21	19	10	26	15
Total Reimbursement Amount	$304,950.54	$202,449.38	$ 42,545.07	$308,113.98	$212,491.92	$42,956.07	$282,505.34	$ 218,819.79	$ 95,020.46	$ 330,959.92	$ 190,593.74
Deficiencies	15	13	2	7	6	2	2	5	5	6	3
Types of Deficiencies	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment	missing complete phone bills or proof of payment

Legacy Reimbursement
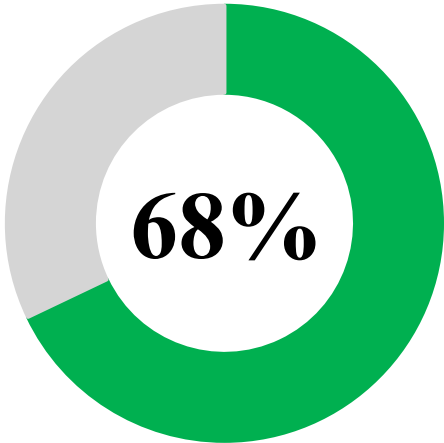
Final Deadline – December 10, 2021

	Q1 ECDs	Q2 ECDs	Q3 ECDs	Q4 ECDs
Jan	18			
Feb	19			
Mar	5	2		
Apr	2	23		
May	4	16		
Jun	1	5	1	
Jul	1		20	
Aug	2	2	18	
Sep	3	4	8	1
Oct	4	4	5	24
Nov	4	4	5	15
	62	60	57	40

Legacy Cost Reimbursement: Estimated vs Actual
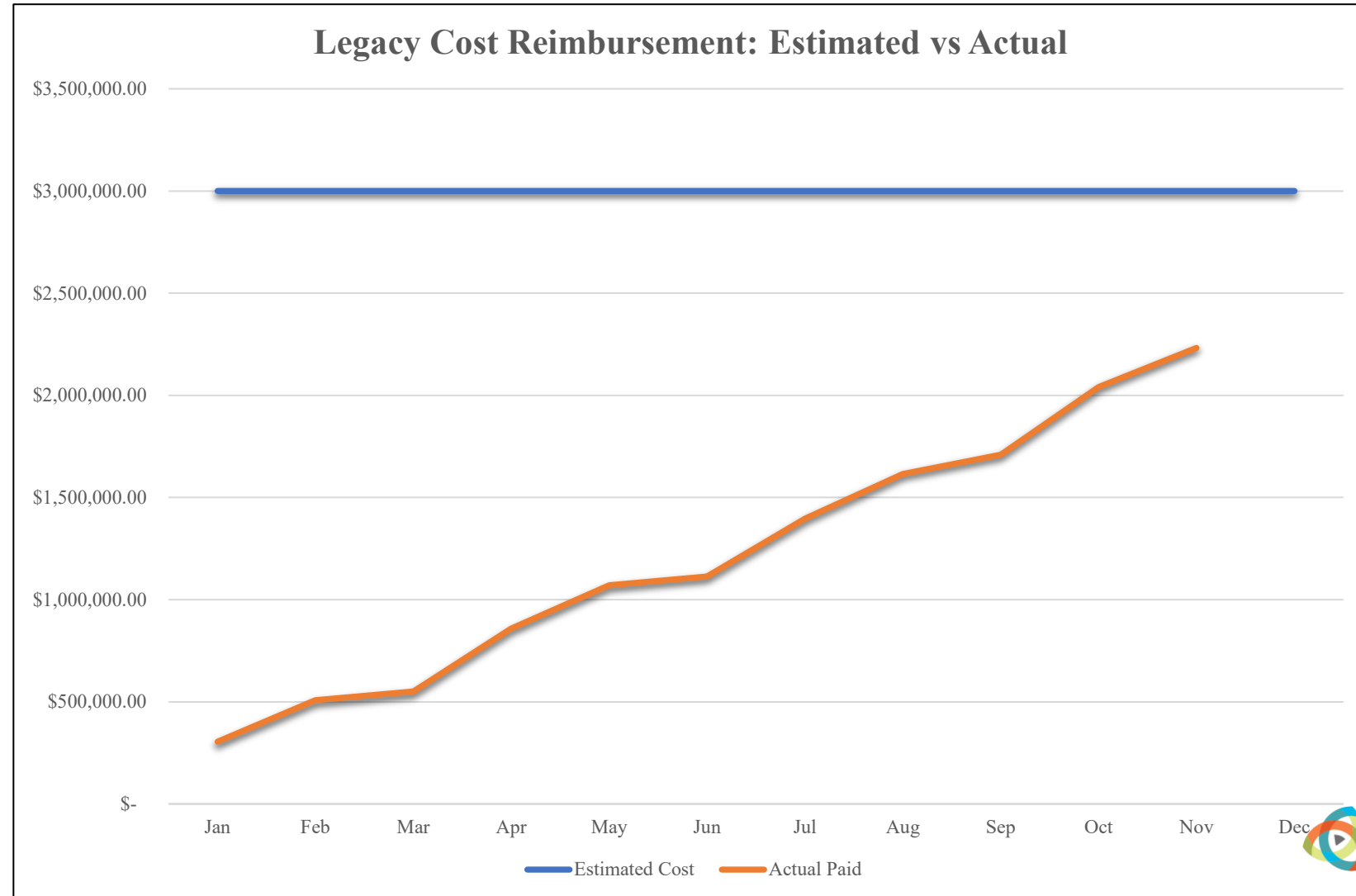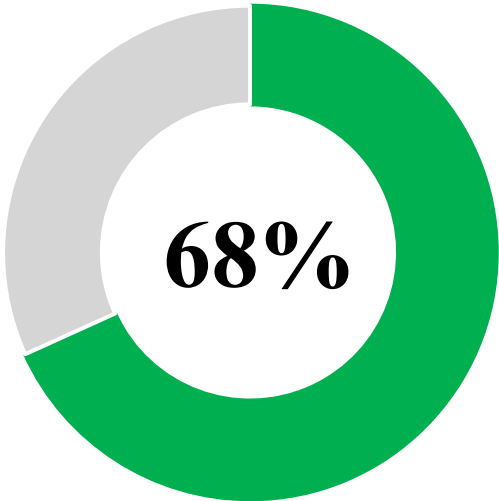
Legacy Costs Reimbursement

Final Submission Deadline for FY2021 Bills – December 10, 2021

Percentage of Funds Claimed

68%

■ Funds Claimed = $ 2,037,719.98
■ Funds Remaining = $ 962,280.02

Percentage of District Participation

68%

■ Number of Districts Paricipating = 58
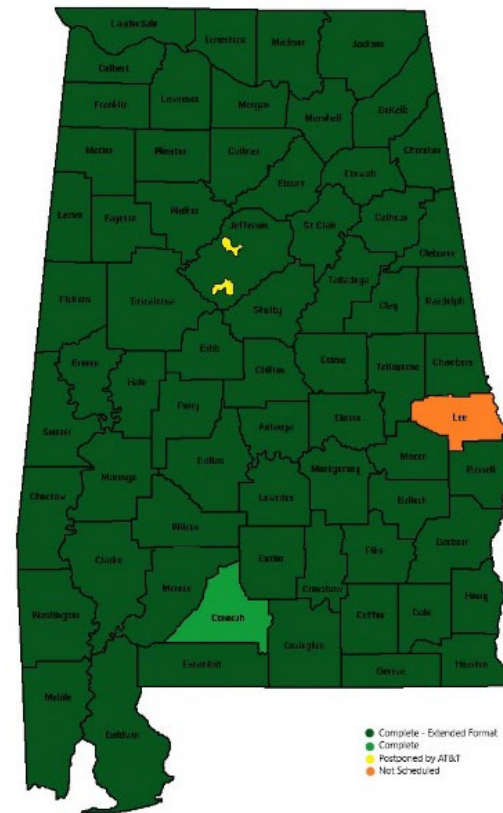■ Number of Districts Not Participating = 27

AT&T ALI Disconnection Process & Progress

WHAT THE ECD DOES --

➢ECD sends email to leah@al911board.com with specific data required by AT&T

➢Confirm INdigital ALI cut with INdigital

➢Submit request to AT&T

➢Await acknowledgement from AT&T

➢Confirm reduction on bill (if you've put in for legacy reimbursement)

INdigital ALI Cuts
as of 10/31/2021

Legend:
- Complete - Extended Format
- Complete
- Postponed by AT&T
- Not Scheduled

PSAP ID

AL FRANKLIN
AL BALDWIN COUNTY E911
AL MONTGOMERY ANG
AL BALDWIN CO HOST
AL PLEASANT GROVE PD
AL PERRY COUNTY E911
AL ESCAMBIA COUNTY E911 (Host for: Remotes Atmore PD, East Brewton; Brewton PD; Poarch; Escambia SO; Flomaton
AL WALKER COUNTY E911
AL CALHOUN COUNTY E911
AL LAWRENCE
AL DEKALB CO E911
AL FAYETTE COUNTY
AL CITY OF GARDENDALE
AL BIBB COUNTY
AL CONECUH COUNTY E911
AL HALE CTY
AL COOSA COUNTY
AL CLEBURNE
AL CLAY COUNTY E911
AL ELMORE COUNTY
AL CITY OF HUEYTOWN
AL CLARKE COUNTY E911
AL CITY OF IRONDALE
AL ADAMSVILLE PD 911
AL CITY OF MIDFIELD E911
AL GADSDEN CITY PD E911
AL LEE COUNTY EMS
AL LEE COUNTY E911 OPELIKA PD
AL CITY OF BESSEMER E911
AL LEE COUNTY E911

Ending 9-1-1 Fee Diversion Now Strike Force

The 911 Strike Force's web page is available at https://www.fcc.gov/911strikeforce.

- Thursday, June 3, 2021 – Inaugural Meeting

- Friday, September 17, 2021 – Final Public Meeting, https://www.fcc.gov/live

- Thursday, September 23, 2021 – Final Report published on FCC website, https://www.fcc.gov/file/21893/download

911 Strike Force
Executive Summary

1. 911 fee diversion negatively impacts public safety, 911 operations, first responders, and the fiscal sustainability of 911 service in the United States of America.

2. 911 fee receipts and expenditures should be distinguishable and auditable to ensure 911 fees are used for eligible activities directly related to the provision of 911 services.

3. 911 systems require significant capital and recurring operational investments to accomplish the mission. Greater access to funding (grants, appropriations, etc.) with prohibitions against 911 fee diversion is necessary to financially disincentivize diverters.

911 Strike Force
Executive Summary – Cont'd

4. 911 fee diversion requires direct enforcement action by the FCC. A majority of 911 Strike Force members agree enforcement actions should follow an escalation path focused on resolving fee diversion. 911 Strike Force working groups presented recommendations including, but not limited to: fines, FCC licensing enforcement actions, and criminal referrals. While common ground currently exists, further study is recommended.

5. State and local 911 authorities or agencies should be held accountable as individual actors. States should not be punished for the activities of local governments nor local governments punished for the behavior of states.

911 Strike Force
Executive Summary – Cont'd

6. The FCC requires additional authority to ensure local agencies are providing information to states for the compilation of their annual report to Congress. The FCC collection methodology may require adjustment to assist in this effort.

7. The FCC definition of fee diversion requires refinement to ensure that 911 fees directly support the entire 911 communications ecosystem between the 911 "entry point" and first responders.

Updates and Considerations

a. **Legacy Reimbursements**
b. **ALI Circuit Disconnection**
c. **911 Strike Force**
d. **Building Block & Next Steps**
   a. Language Translation Services
   b. Telecommunicator Reclassification

Category								
Service								Meet Expectations
Governance							Legislative Review	Rules and Polices
Funding						Monthly Distribution	Legacy Reimbursement	Grants
Security					Best Practices	Security Plans	PSAP Policies	Network Security
PSAPs				Hosted/NG CPE	CAD	Map Displays	Data Analysis	Mobile Data
Training			ALEMD Program	LMS Procurement	Minimum Standards	Health/ Wellness	TERT Initiative	Reclassification
GIS		Statewide Repository	PSAP Boundary	Road Centerlines	Address Points	Provisioning Boundary	Emergency Services Boundaries	Maintenance Tools
NGCS	ESRP	ECRF	PRF	LVF	Standards-based	Legacy Gateways	Security Functions	Discrepancy Reporting
ESInet	Redundancy	Scalability	Resiliency	Wireline Conversion	INdigital ALI	Accessibility	Texty	Language Translation	988

Building Blocks of Alabama 911

Mission: *To work in partnership with Emergency Communication Districts of Alabama to facilitate and promote effective, efficient, and reliable 9-1-1 service statewide to the residents and visitors of Alabama.*

Building Blocks and Next Steps
Language Translation Services
<mark>as presented in July 2021</mark>

Board staff conducted a survey late last year:
➢ <mark>38 ECDs responded</mark> (~45%); survey took less than 3 minutes to complete

Which language translation service does your 9-1-1 center currently use (e.g. Language Line, Voiance, etc.)?
➢ 31 Language Line users
➢ 3 Voiance users
➢ 2 do not use translation services
➢ 2 use other translation services (specifically, Argo & an individual)

How much did you spend in your last budget year on language translation services?
➢ 5 ECDs haven't used it at all
➢ 3 ECDs skipped this question
➢ Answers ranged from $12/annually to $8,770/annually (or an average of $1,195.09 annually)

If the cost of language translation services can be absorbed by the Statewide 9-1-1 Board, are you in favor of that?
➢ 100% of respondents said "Yes"

Building Blocks and Next Steps
Language Translation Services
<mark>as presented in July 2021</mark>

Voiance is on state contract:
➢ Through NASPO ValuePoint (MSA 90-000-00003AG)
➢ Effective November 4, 2019 - November 3, 2021
➢ Optional five (5) 1-year renewals.

Services available:
➢ 200+ available languages
➢ TELEPHONIC INTERPRETATION, All languages $0.61 cents per minute supporting 200+ languages, 24/7/365.
➢ VIDEO REMOTE INTERPRETATION, $0.61 cents per minute supporting 30 most common spoken languages; American Sign Language, $0.95 cents per minute.
➢ DOCUMENT TRANSLATION SERVICES, See attached NASPO ValuePoint MSA, for Document Translation and Localization Services and pricing.

How much will this cost the Board?
➢ For comparison, all PSAPs in Indiana have access to network deployed language translation services. Their PSAPs used 71,245 minutes in CY2020 (or 5,937 minutes/month). Indiana had a population of 6,732,219; Alabama had a population of 4,903,185 (or 72.83% of IN.)
➢ <mark>Projected cost for Board to administer access to Voiance on a monthly basis = 5,397 minutes/month * $0.61/minute * 72.83% = $2,637.62/month (or $32,651.52/annually.)</mark>

Voiance Update – Who has signed up?

- Walker County 911
- Randolph County E911
- Dothan Communications
- Jefferson County 9-1-1
- Houston Co Communications
- Winston County E 9-1-1 Communications District
- Headland Police Department
- Marshall County 911
- HUEYTOWN 911
- Colbert County 911
- Baldwin County Emergency Communication District
- Marion County 911
- Greene County E-911 Communication District
- Dale County

- Elba PD
- Athens/Limestone County 911
- Huntsville-Madison County 9-1-1 Center
- MONROE COUNTY E911
- BIRMINGHAM ECD
- Macon county E-911
- Wilcox County ECD
- Jackson County 9-1-1
- St Clair County
- City of Homewood 911
- Marengo County Emergency Communications District
- Adamsville Police Department
- Clay County E911
- Bullock County E-911 Emergency Communications District

- Enterprise PD
- TALLAPOOSA COUNTY SO PSAP
- ALEXANDER CITY PD PSAP
- Troy Police Department
- Talladega County Emergency Management Communications District
- Lauderdale County 911
- Eufaula Police Department
- Barbour County Sheriff's Department
- Morgan County EMCD
- Geneva County E911

Voiance Update - What to Expect

➢ Bill Martin from Voiance will reach out to your agency.

➢ You'll have a Kick-Off call with 3-5 other agencies.

- Reporting walk through

- Any menu set-up

- Q&A

➢ Then you'll receive a welcome email from Voiance.

Building Blocks and Next Steps

TELECOMMUNICATOR RECLASSIFICATION

- ✓ City of Hoover
- ✓ City of Birmingham
- ✓ City of Daphne
- ✓ Jefferson County
- ✓ Randolph County
- ✓ Colbert County
- ✓ Limestone County
- ✓ Henry County
- ✓ Mobile County
- ✓ Baldwin County

Reclassification Document 2.0

➢ What the PSAP/ECD can do

➢ Sample letters to Congress

➢ Model Job Description
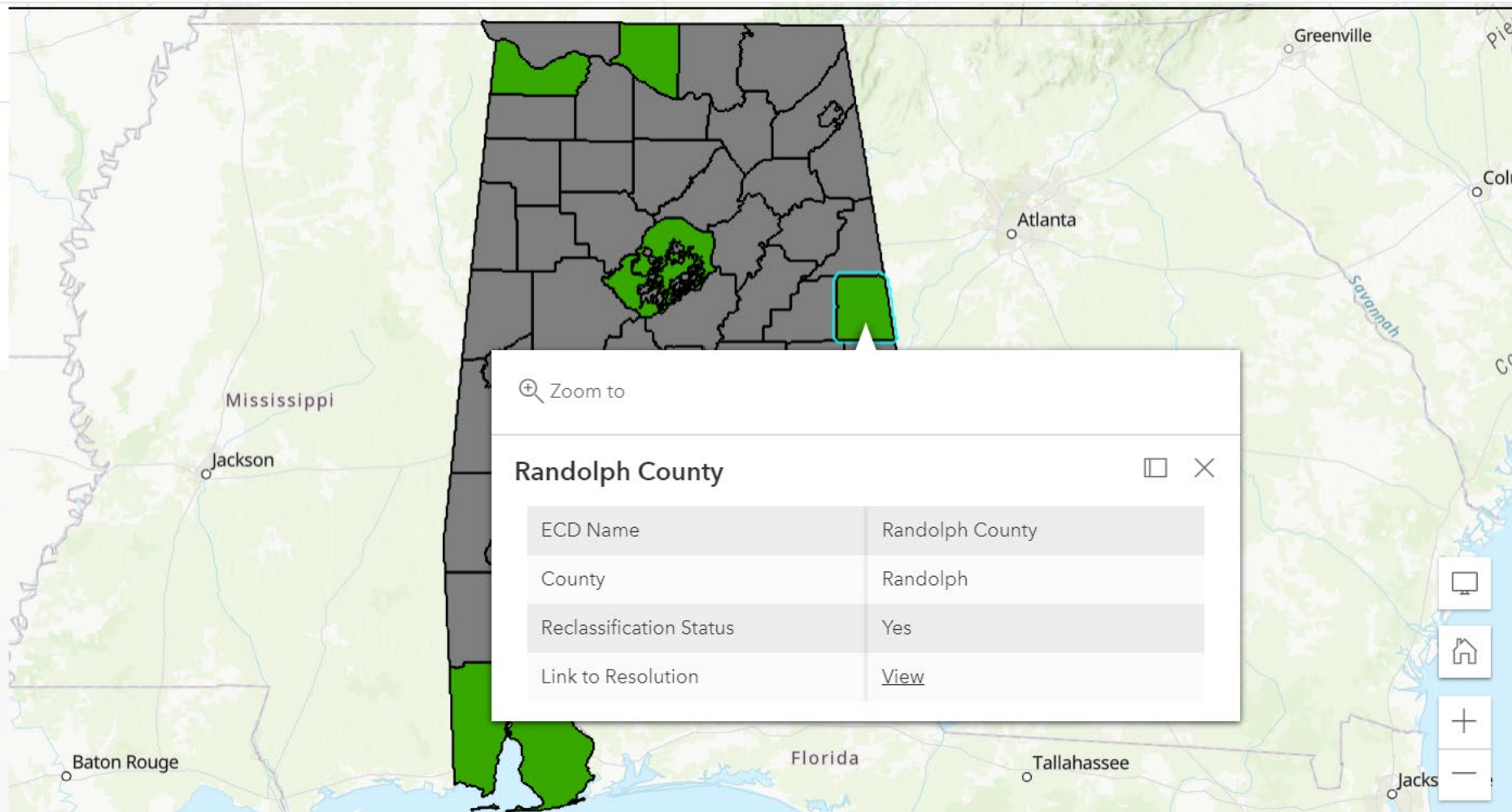
➢ Resolutions (Alabama & other states)

Open in Map Viewer Classic

Leah Missildine
Leah_AL911Board
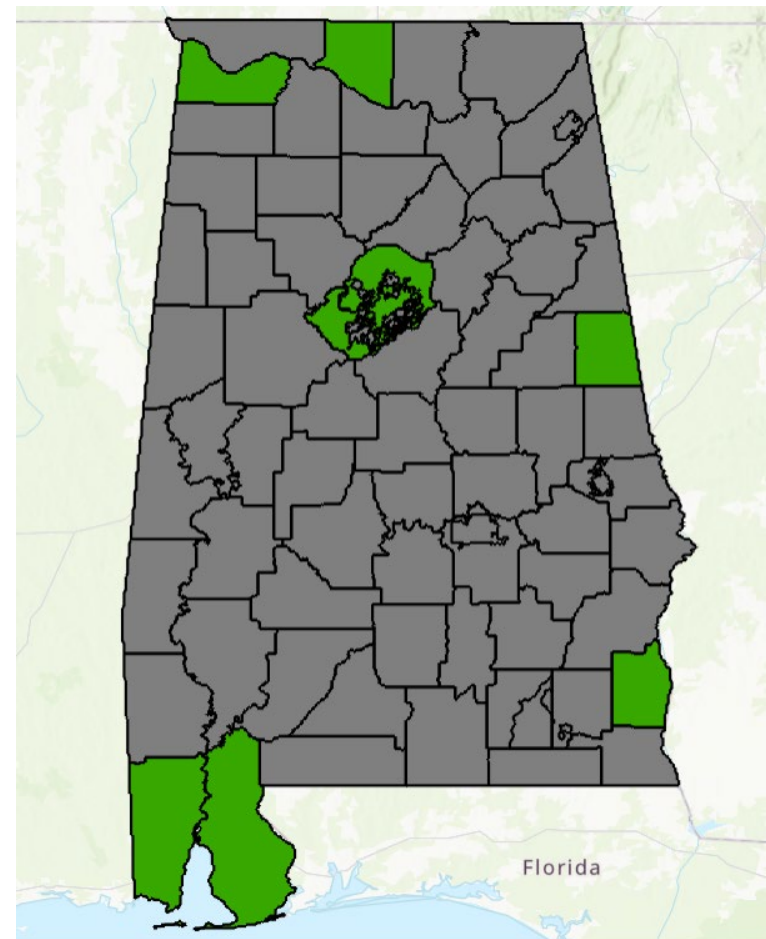
Legend

Reclassification_Status

Reclassification Status

Yes

No

⊕ Zoom to

Randolph County

ECD Name	Randolph County
County	Randolph
Reclassification Status	Yes
Link to Resolution	View

Recent and Ongoing Deadlines/Activities

a. **Recent**
   i. Gulf Coast ALNENA Conference
   ii. GISA Conference
   iii. RapidSOS's Ready 21 Virtual Conference

b. **Ongoing**
   i. PSAP Outreach for ANGEN Services, Reimbursement Programs, Education Programs, & the GIS Project
   ii. Meetings with other States and Entities about GIS and ESInet interoperability
   iii. Meeting with Department of Defense on ESInet interoperability
   iv. Status Calls with DATAMARK, INdigital, 911 Authority, etc.
   v. Statewide Notification System Workgroup Meetings
   vi. 988 Coalition

Upcoming Deadlines/Activities

a. Upcoming
  i. Meetings (Committees & Board) Scheduled through December 2022
   1. Board (3rd Wednesday of odd months)
      - January 19, 2022
      - March 16, 2022
      - May 18, 2022
      - July 27-29 -- 911 Summit, Prattville, AL (shifted two weeks later due to World games July 7-17 and hotel availability per ACCA)
      - September 21, 2022
      - November 16, 2022
   2. Education & Outreach (1st Tuesday afternoon of even months)
      - December 7, 2021
      - February 1, 2022
   3. Finance (1st Wednesday morning of even months)
      - December 8, 2021
      - February 1, 2022
   4. Governance (1st Wednesday afternoon of even months)
      - December 8, 2021
      - February 1, 2022
   5. Technical (1st Tuesday morning of even months)
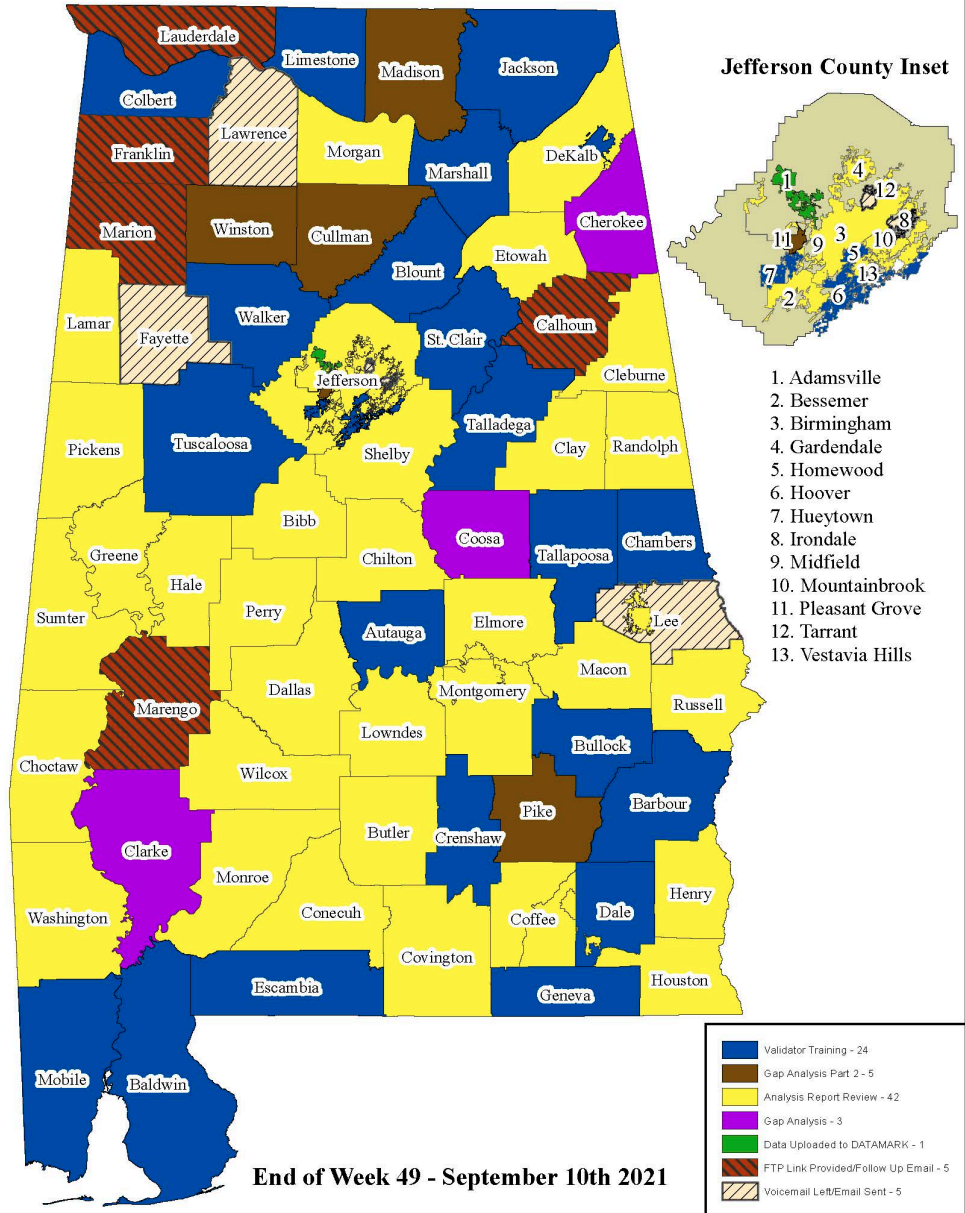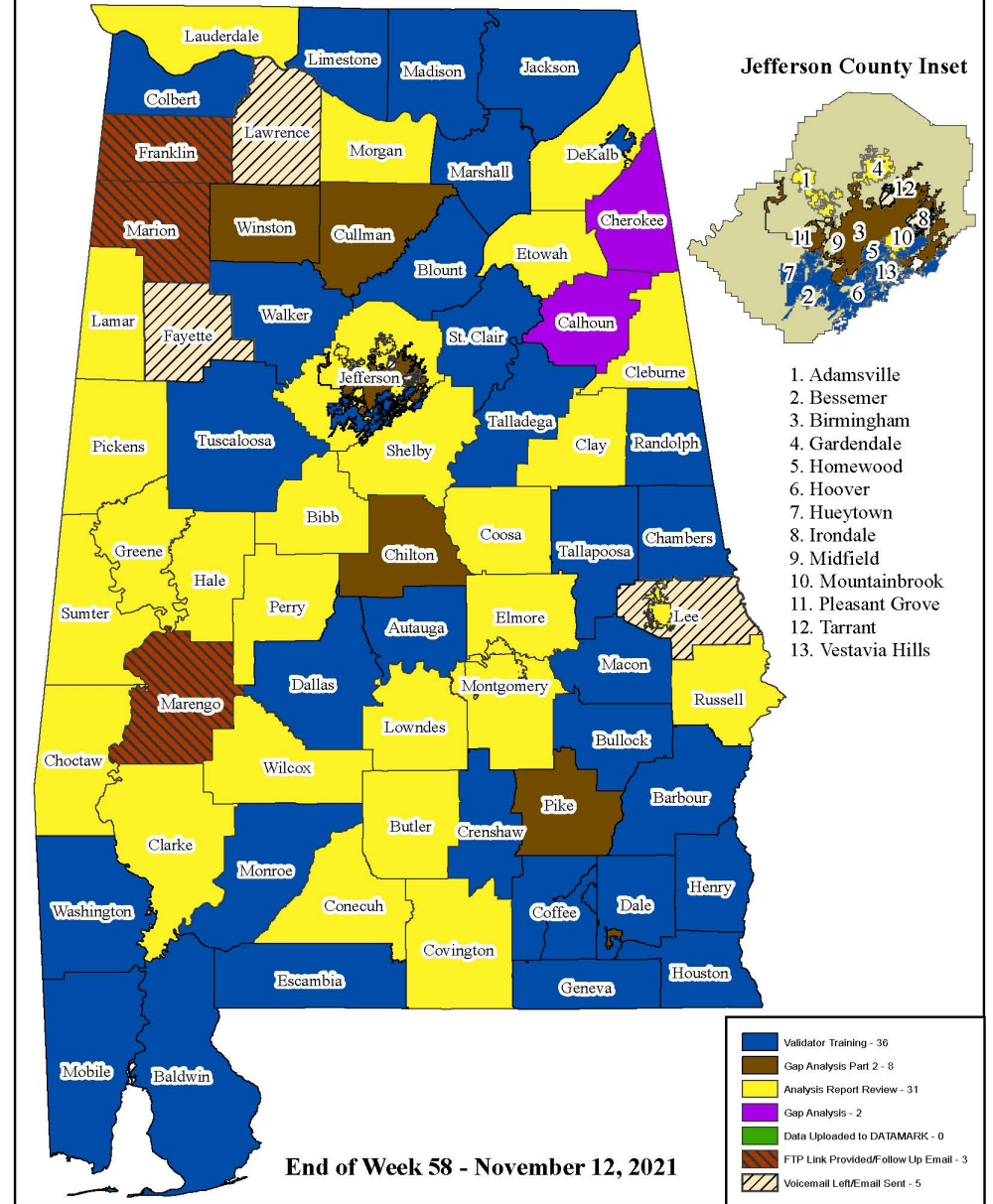   - December 7, 2021
      - February 1, 2022

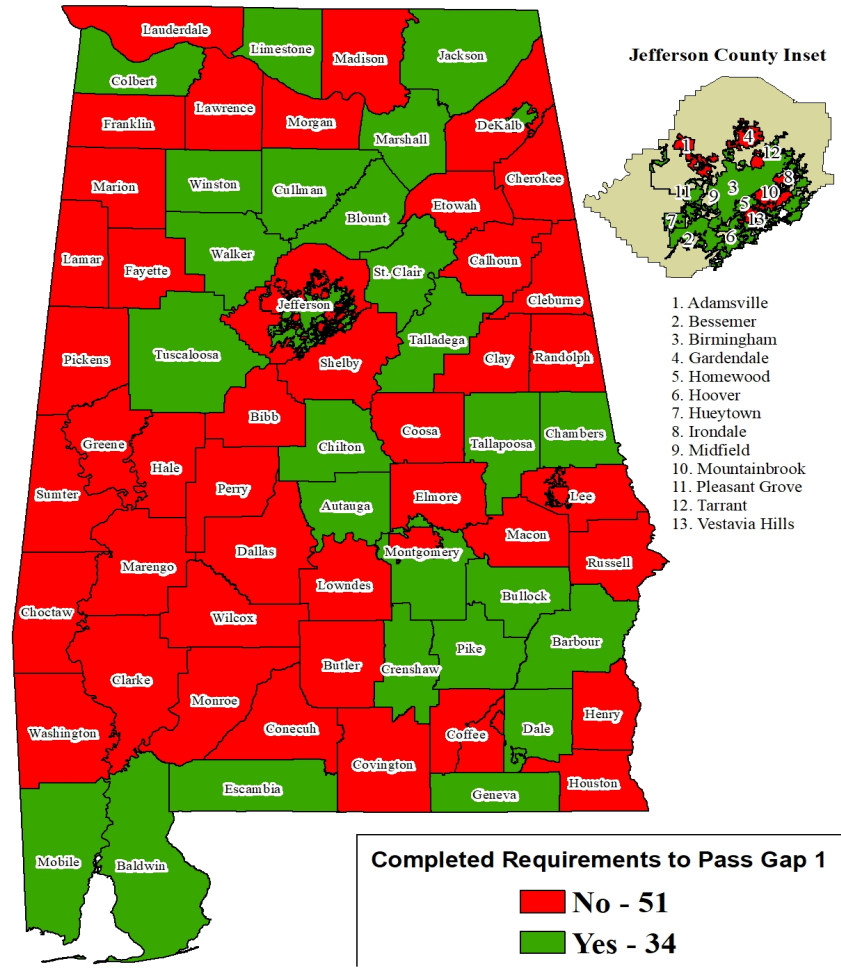# GIS Report

(Tab 4)

MR. ANDERSON BROOMS

ECD GIS Data On-Boarding Status

Left Map:

Jefferson County Inset

1. Adamsville
2. Bessemer
3. Birmingham
4. Gardendale
5. Homewood
6. Hoover
7. Hueytown
8. Irondale
9. Midfield
10. Mountainbrook
11. Pleasant Grove
12. Tarrant
13. Vestavia Hills

Counties labeled: Lauderdale, Limestone, Madison, Jackson, Colbert, Lawrence, Morgan, Marshall, DeKalb, Franklin, Winston, Cullman, Etowah, Cherokee, Marion, Blount, Lamar, Walker, St. Clair, Calhoun, Cleburne, Fayette, Jefferson, Talladega, Clay, Randolph, Pickens, Tuscaloosa, Shelby, Bibb, Coosa, Tallapoosa, Chambers, Greene, Chilton, Hale, Perry, Autauga, Elmore, Macon, Lee, Sumter, Dallas, Montgomery, Russell, Marengo, Lowndes, Bullock, Barbour, Choctaw, Wilcox, Pike, Clarke, Butler, Crenshaw, Monroe, Henry, Washington, Conecuh, Coffee, Dale, Escambia, Covington, Geneva, Houston, Mobile, Baldwin

Legend:
- Validator Training - 24
- Gap Analysis Part 2 - 5
- Analysis Report Review - 42
- Gap Analysis - 3
- Data Uploaded to DATAMARK - 1
- FTP Link Provided/Follow Up Email - 5
- Voicemail Left/Email Sent - 5

End of Week 49 - September 10th 2021

ECD GIS Data On-Boarding Status

Right Map:

Jefferson County Inset

1. Adamsville
2. Bessemer
3. Birmingham
4. Gardendale
5. Homewood
6. Hoover
7. Hueytown
8. Irondale
9. Midfield
10. Mountainbrook
11. Pleasant Grove
12. Tarrant
13. Vestavia Hills

Legend:
- Validator Training - 36
- Gap Analysis Part 2 - 8
- Analysis Report Review - 31
- Gap Analysis - 2
- Data Uploaded to DATAMARK - 0
- FTP Link Provided/Follow Up Email - 3
- Voicemail Left/Email Sent - 5

End of Week 58 - November 12, 2021

Gap 1 Completion Status Map

July 2021

Jefferson County Inset

1. Adamsville
2. Bessemer
3. Birmingham
4. Gardendale
5. Homewood
6. Hoover
7. Hueytown
8. Irondale
9. Midfield
10. Mountainbrook
11. Pleasant Grove
12. Tarrant
13. Vestavia Hills

Completed Requirements to Pass Gap 1
No - 51
Yes - 34

Gap 1 Completion Status Map

September 2021

Jefferson County Inset

1. Adamsville
2. Bessemer
3. Birmingham
4. Gardendale
5. Homewood
6. Hoover
7. Hueytown
8. Irondale
9. Midfield
10. Mountainbrook
11. Pleasant Grove
12. Tarrant
13. Vestavia Hills

Completed Requirements to Pass Gap 1
No - 23
Yes - 62

ECD Gap 1 Status

November 2021

Jefferson County Inset

1. Jefferson County
2. Bessemer
3. Birmingham
7. Hueytown
9. Midfield
13. Vestavia Hills

Met Requirements for Gap 1
No - 23
Yes - 62

@alabama911board   Alabama 9-1-1 Board   @al911board   http://al911board.com

Gap 2 Completion Status Map

Completed the Requirements of Gap 2

Left map:
- Trained on VEP Software - 24
- Held Gap 2 Review - 5
- Not into Gap 2 - 56

Right map:
- Trained on VEP Software - 36
- Held Gap 2 Review - 8
- Not into Gap 2 - 41

Jefferson County Inset

1. Adamsville
2. Bessemer
3. Birmingham
4. Gardendale
5. Homewood
6. Hoover
7. Hueytown
8. Irondale
9. Midfield
10. Mountainbrook
11. Pleasant Grove
12. Tarrant
13. Vestavia Hills

Alabama 9-1-1 Board Dashboard
DATAMARK Gap 2 Remediation Status by Grid

Select a category
ECD Name Filter (None)

Select a category

| DR Complete | Pass 2 - in QC | Pass 2 - Working | Pass 2 - Not Started | Pass 1 - in QC | Pass 1 - Working | DR Not Started |

DR Complete
18
Gap 2 Remediation Grids Complete

Pass 2 - in QC
46
Remediation Pass 2 Grids in QC

Pass 2 - Working
25
Pass 2 DR Grids in Progress

Pass 2 - Not Started
53
Pass 2 DR Grids Ready to Begin

Pass 1 - In QC
9
Pass 1 Remediation Grids in QC

Pass 1 - Working
5
Pass 1 DR Grids in Progress

DR Not Started
42
Gap 2 DR Grids Ready to Begin
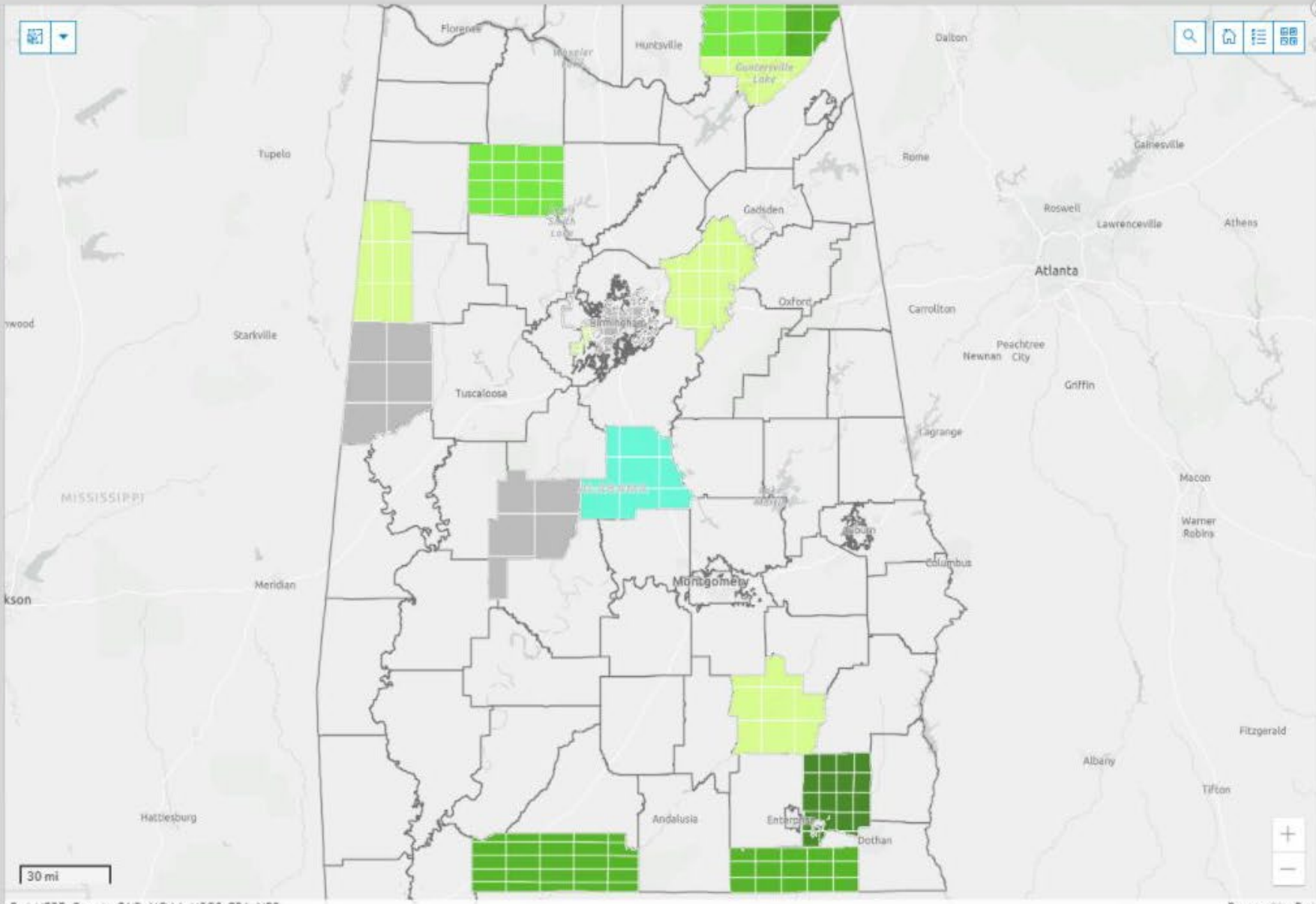
Total Data Received
15
0   85

Remediation Status
9%
23%
21%
3%
5%
13%
27%
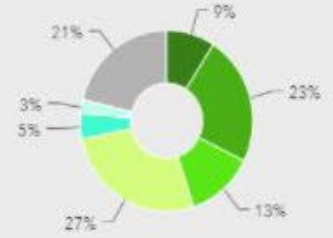
◄ 1 of 15 ►

ECDs with Gap 2 Remediation

ECD_Name	Birmingham Municipal ECD
ECD_Type	City
NumPSAPs	1
Phone	(205) 254-2835

Dashboard Last Updated: 11/11/2021

30 mi

Esri, HERE, Garmin, FAO, NOAA, USGS, EPA, NPS

Powered by Esri

DATAMARK

f @alabama911board   in Alabama 9-1-1 Board   🐦 @al911board   🌐 http://al911board.com

Education Report

(Tab 5)

MS. DANA NATION

Virtual Academy

September 1 – October 31, 2021

➢ 440 Course Completions

➢ 628.5 Hours of Continuing Education

➢ 51 different Course Titles

➢ External Training added by agencies

  ➢ 57 Course Completions

  ➢ 79 Hours of Continuing Education

Virtual Academy Completed Courses
September 1 - October 31, 2021
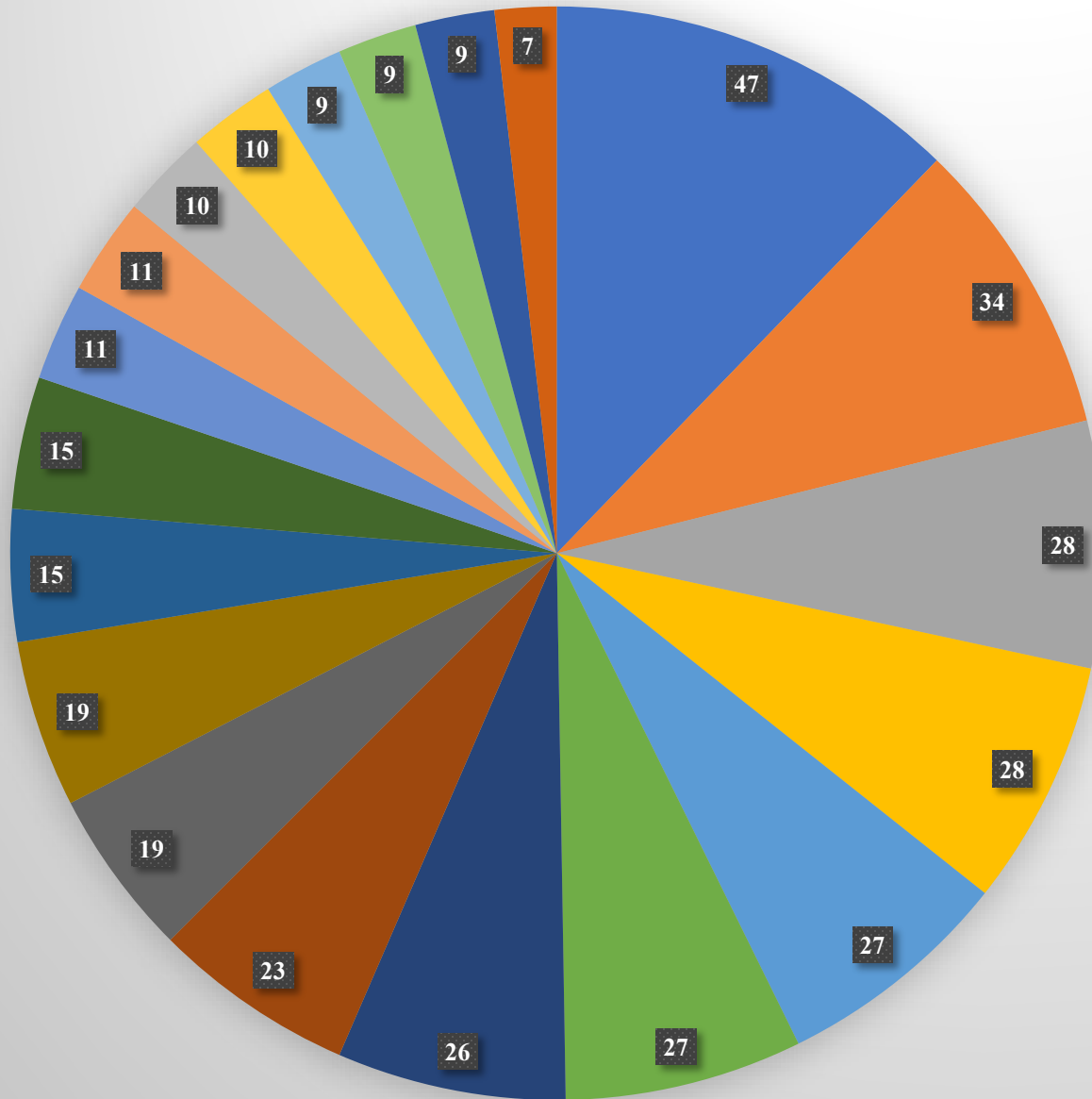
Legend:
- AMBER and Silver Alerts for Telecommunicators
- Effective Communication for Telecommunicators
- Human Trafficking for Telecommunications
- Interpersonal Communications
- Call Handling for the Telecommunications Center
- De-escalation for Telecommunicators
- Autism Awareness for 9-1-1 Telecommunicators
- Call Classification for Telecommunicators
- Counseling & Discipline for the Telecommunications Center
- Understanding Stress for the Telecommunicator
- Building 9-1-1 Lifebridges to Suicide Callers: An Introduction
- Telecommunicator CPR (TCPR)
- Personnel Issues
- Survive and Thrive: Core Stress Resilience - A Primer
- Responding to an Active Violence Event
- Wellness and Resiliency in 9-1-1
- Advanced Harassment and Discrimination Training
- HR Practices for the Telecommunications Center
- Supervision 101 for the Telecommunications Center
- Human Fatigue in 24/7 Operations

Pie chart values: 47, 34, 28, 28, 27, 27, 26, 23, 19, 19, 15, 15, 11, 11, 10, 10, 9, 9, 9, 7

When	What	Where	Who	# of attendees	Hours
October 4-6, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-026	Colbert County 9-1-1	Alabama 9-1-1 Board	9	24
October 10, 2021	Be the Leader You Would Want to Follow	Orange Beach, AL	Alabama 9-1-1 Board	60	8
October 13-15, 2021	NENA Center Training Officer (CTO) Program	Orange Beach, AL	Alabama 9-1-1 Board	32	24
October 21-25, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-027	Bessemer Police Department	Alabama 9-1-1 Board	1	24
October 27-29, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-029	Tallapoosa County 9-1-1	Alabama 9-1-1 Board	5	24

NENA Center Training Officer (CTO)

December 13-15, 2021

EDUCATION & TRAINING

New 9-1-1 Training Opportunity

Center Training Officer Program

In the PSAP, people are your most important resource. The NENA Center Training Officer (CTO) Program provides you with the proper framework to train your new employees, which leads to better performance and higher retention rates. The course covers proper documentation of performance, evaluation of performance, setting milestones, and developing a plan for trainee success. CTO software with the exclusive NENA Daily Observation Report template is provided by Agency360 Public Safety Software.

In order to fully participate in daily assignments and activities, all students should bring a laptop with a USB port, Microsoft Office and PDF reader software.

This is a 3-day course.

3 ENP POINTS

WHEN December 13 - 15, 2021, 8:30 AM – 5:00 PM

WHERE Calhoun Community College-Health Science Bldg., Rm 109
6250 US-31, Tanner, AL 35671

COST Tuition covered by the Alabama 9-1-1 Board

REGISTRATION www.al911board.com

FOR MORE INFORMATION Dana Nation - dana@al911board.com
Amanda Tegtmeyer - ategtmeyer@nena.org

Follow NENA Education and Training on Facebook and Twitter
@911NENA911 & facebook.com/911NENA911

Talk About It Tuesday Webinars

Date	Topics
September 7	Updating INdigital Database, Statewide MSAG Viewing, Default Routing, Voiance Implementation Update
September 21	Legacy Cost Reimbursement
September 28	what3words
October 5	Gulf Coast Conference Preview
October 19	Gulf Coast Conference Wrap-up & Upcoming Deadlines
October 26	NG9-1-1 GIS and Why it is Important

Alabama Communications Training Week 2022

➢Incident Tactical Dispatcher Training (All-Hazards) – INTD
January 31-February 3, 2022

➢Incident Communications Center Manager (INCM)
January 31-February 2, 2022

➢Communications Unit Technician (COMT)
January 31-February 4, 2022

➢Communications Unit Leader (All-Hazards) – COML
February 1-4, 2022

All class times are 8:00 am-5:00 pm

TRAINING ANNOUNCEMENT

Alabama 2022 Communications Training Week

Alabama Fire College

2501 Phoenix Drive, Tuscaloosa, Alabama. 35405

January 31-February 4, 2022

Description
The Alabama Emergency Management Agency has partnered with the Alabama Fire College to sponsor the Alabama 2022 Communications Training Week.

This Training will allow students from all aspects of Public Safety to gain knowledge and to have a better understanding of Emergency Communications throughout the State of Alabama. This is an opportunity to net- work and learn with individuals from other state and local Agencies. After completing the training and position task book, Individuals will have the opportunity to participate with the State of Alabama Disaster Communications Unit and the Alabama Strategic Technology Reserve.

Registration
Register for these courses using the course application found on the Alabama First Responder Wireless Commission at:

https://afrwc.alabama.gov/events/

Once you have a completed application packet together, send it to training@ema.alabama.gov with a CC to jason.smith@ema.alabama.gov.

Prerequisites
All Courses require the latest versions of:

- IS-100 Introduction to the ICS
- IS-200 ICS for Single Resources and Initial Incidents
- IS-700 National Incident Management System (NIMS), an Introduction
- IS-800 National Response Framework (NRF)

In addition to the required courses listed above, certain courses also require:

- IS-144 Telecommunicators Emergency Response Taskforce (TERT) Basic Course is required for INCM and Tactical Dispatcher.
- ICS 300 is required for COML and COMT.
- ICS 400 is recommended, but not required for COML.

Incident Tactical Dispatcher Training (All Hazards) – INTD -
The course provides a realistic, hands-on approach to mastering the tasks and skills of an Incident Tactical Dispatcher. This course is designed for experienced dispatchers who are familiar with the Incident Command System and dispatch operations. This course is four days long with an end of course INTD exercise on the fourth day. It is limited to 20 students. Each attendee participates in hands-on training exercises and receives a position task book.

Dates: January 31-February 3, 2022   Times: 8:00am - 5:00pm daily

Incident Communications Center Manager (INCM) –
The All-Hazards Incident Communications Center Manager course is designed to prepare Communications Unit Leaders, Dis- patch Supervisors and Public safety professionals for managing all functions in the Incident Communications Center.

Dates: January 31-February 2, 2022   Times: 8:00am - 5:00pm daily

Communications Unit Technician - COMT-
This class provides introductory and refresher training for the NIMS ICS COMT position. It introduces public safety professionals and support staff to various communications concepts and technologies including interoperable communications solutions, LMR communications, satellite, telephone, data, and computer technologies used in incident response and planned events. Participants develop the essential core competencies required for performing the duties of the COMT in an all-hazards incident, including responsibilities while operating in a local, regional, or state-level All-Hazards Incident Management Team.

Dates: January 31-February 4, 2022   Times: 8:00am - 5:00pm daily

Communications Unit Leader (All-Hazards) - COML-
This service offering is designed for all state/territory, tribal, regional, and local emergency response professionals and for support personnel with a communications background. It is designed to familiarize these professionals with the role and responsibilities of a COML under the National Incident Management System (NIMS) Incident Com- mand System (ICS) and to provide hands-on exercises that reinforce the lecture materials. OEC and FEMA/Emergency Management Institute (EMI) offer this course jointly as "L0969, All-Hazards Position Specific Communications Unit Leader."

Dates: February 1-4, 2022   Times: 8:00am - 5:00pm daily

ANGEN Report

(Tab 6)

ANGEN TEAM

ANGEN
September 2021 – November 2021
Project Review

Presented November 18, 2021

911 Authority

Past Months' Activity

- ANGEN Planning and support with INdigital

- Ongoing technical and project management support
  - ALI transitions

- GIS Project participation

- Federal Grant report filing

- Support outreach at Gulf Coast conference in October

- Closeout of ANGEN 2.0 implementation project

Thanks for the opportunity to support the ANGEN Project

from all of us at

Alabama Next Generation Emergency Network

ANGEN 2.0
Report for September 1 – October 31, 2021

Project Stages Review

Stage 0 – Replace Bandwidth wireless network

    ✓ Completed in February of 2018

Stage 1 – Build the ESInet to the PSAPs

    ✓ Completed in October of 2020

INdigital

Project Stages Review

Stage 2 – Deliver all calls over ANGEN to the PSAP

✓ Completed in May of 2021

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

✓ Completed in May of 2021

INdigital

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.

Except for Lee County, we anticipate INdigital ALI work to be complete by the end of November and carrier conversion to be complete by the end of Q1 2022 except for AT&T and Lumen ILEC traffic.

INdigital ALI Cuts
as of 10/31/2021

- Complete - Extended Format
- Complete
- Postponed by AT&T
- Not Scheduled

INdigital
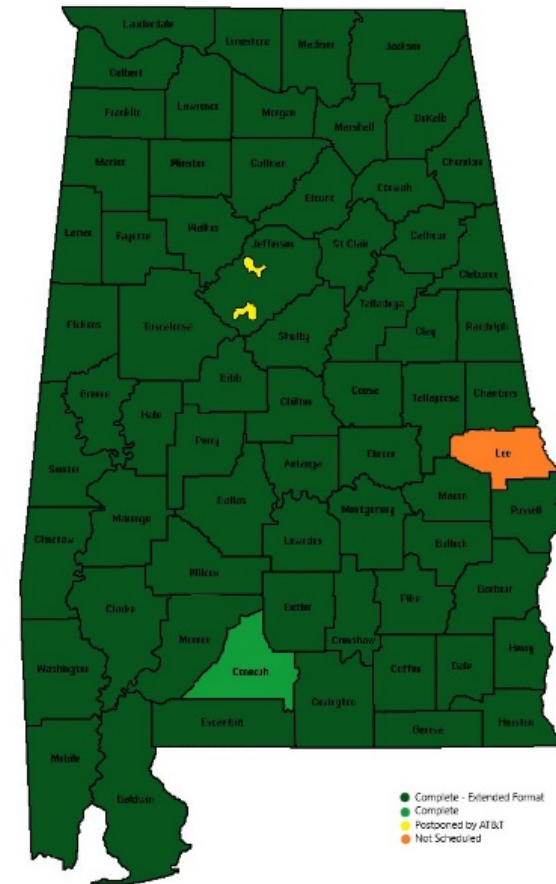
Reminder to log out and log back in at the beginning of every shift!

STAGE 4
Install and enable Texty in the PSAP

- 98% of the population is currently served by outbound Texty.
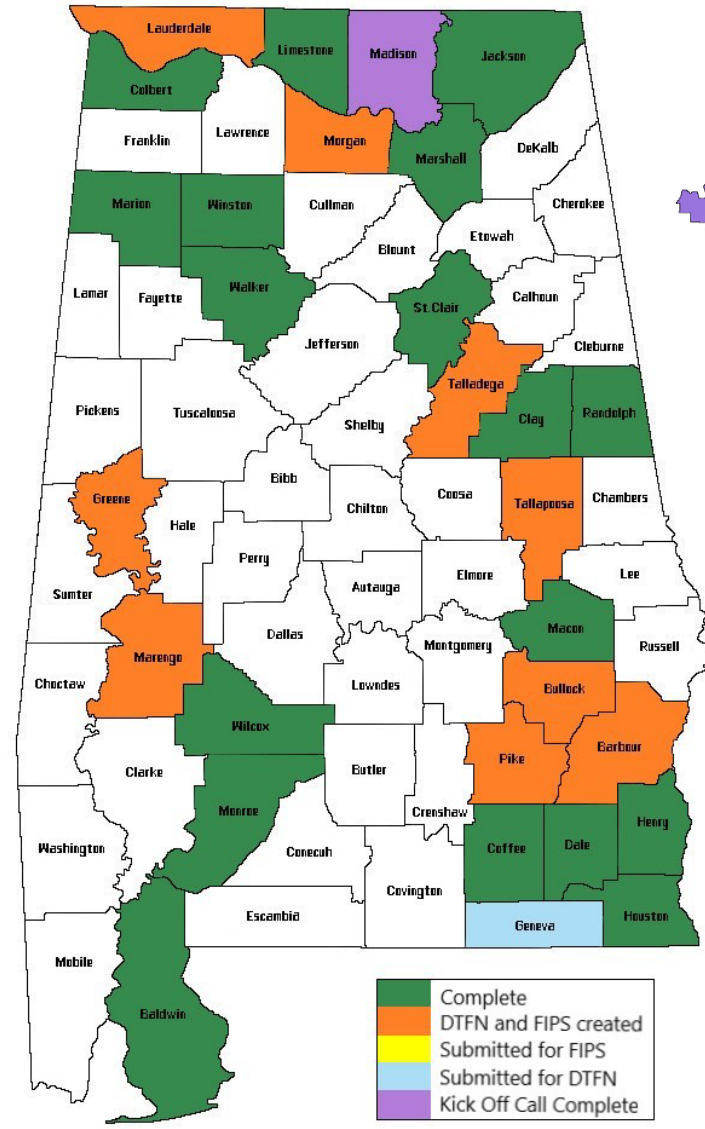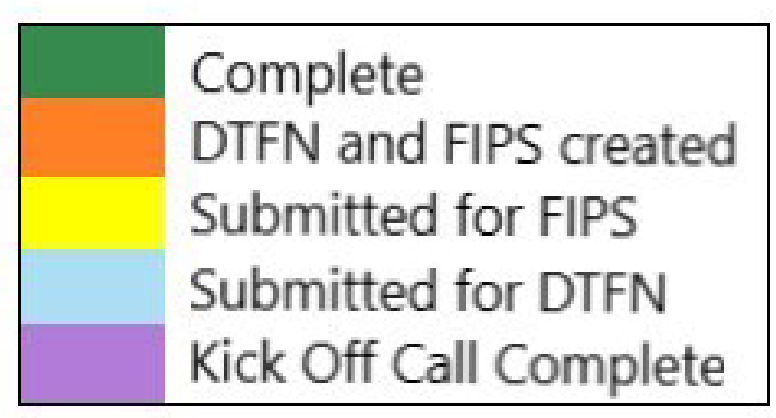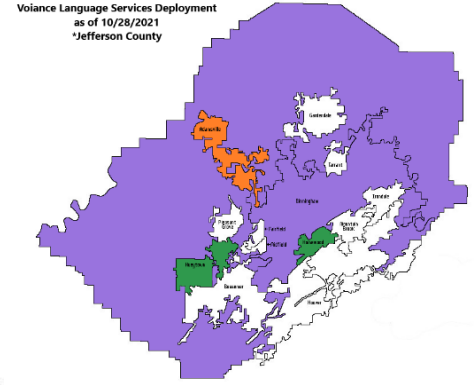- 98% of the population is currently served by inbound Texty.
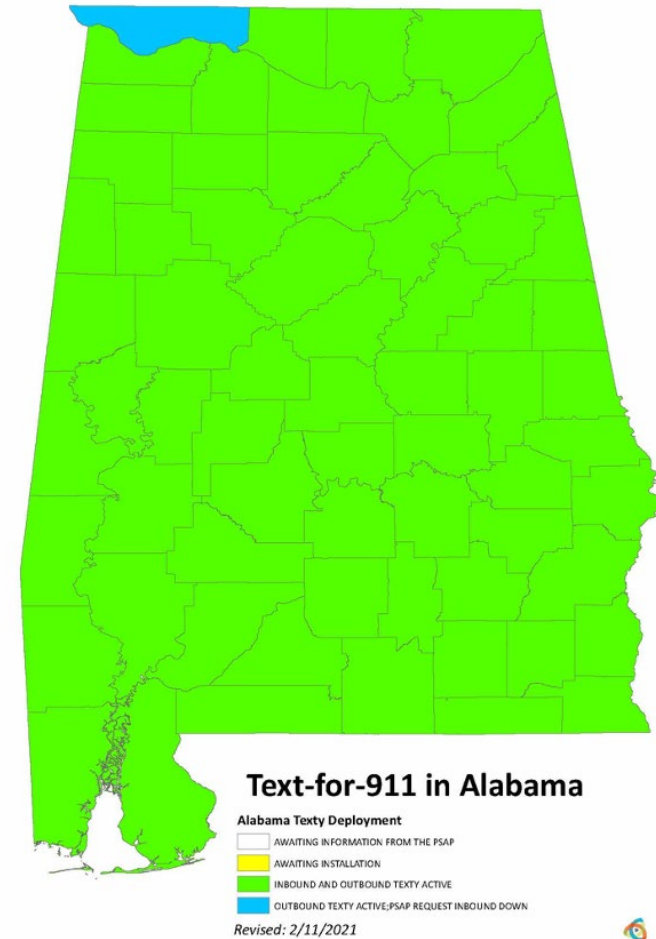
Text-for-911 in Alabama

Alabama Texty Deployment

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

Revised: 2/11/2021

Lumen Circuit Replacement

Lumen Circuit Replacement as of 10/27/2021
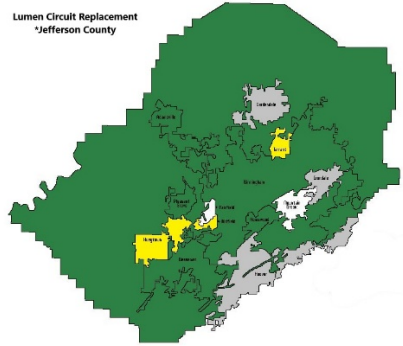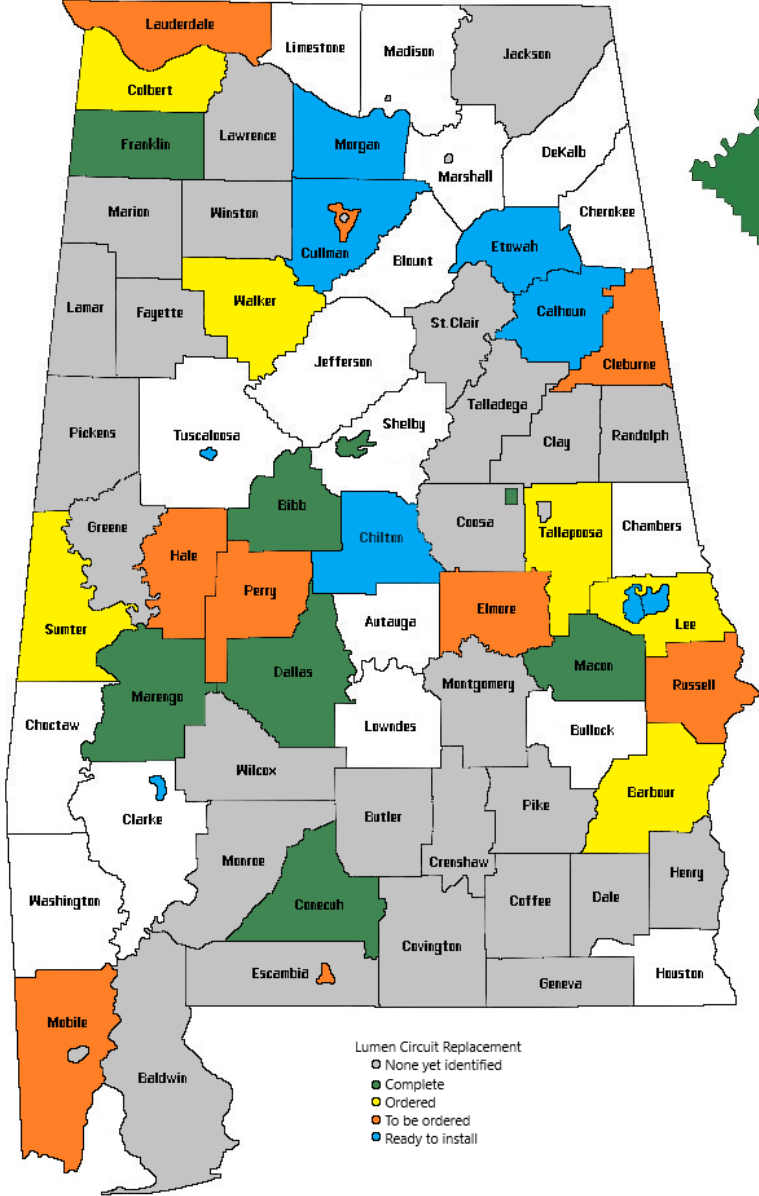
Voiance Language Services Deployment

Voiance Language Services Deployment
as of 10/28/2021

Complete
DTFN and FIPS created
Submitted for FIPS
Submitted for DTFN
Kick Off Call Complete

INdigital
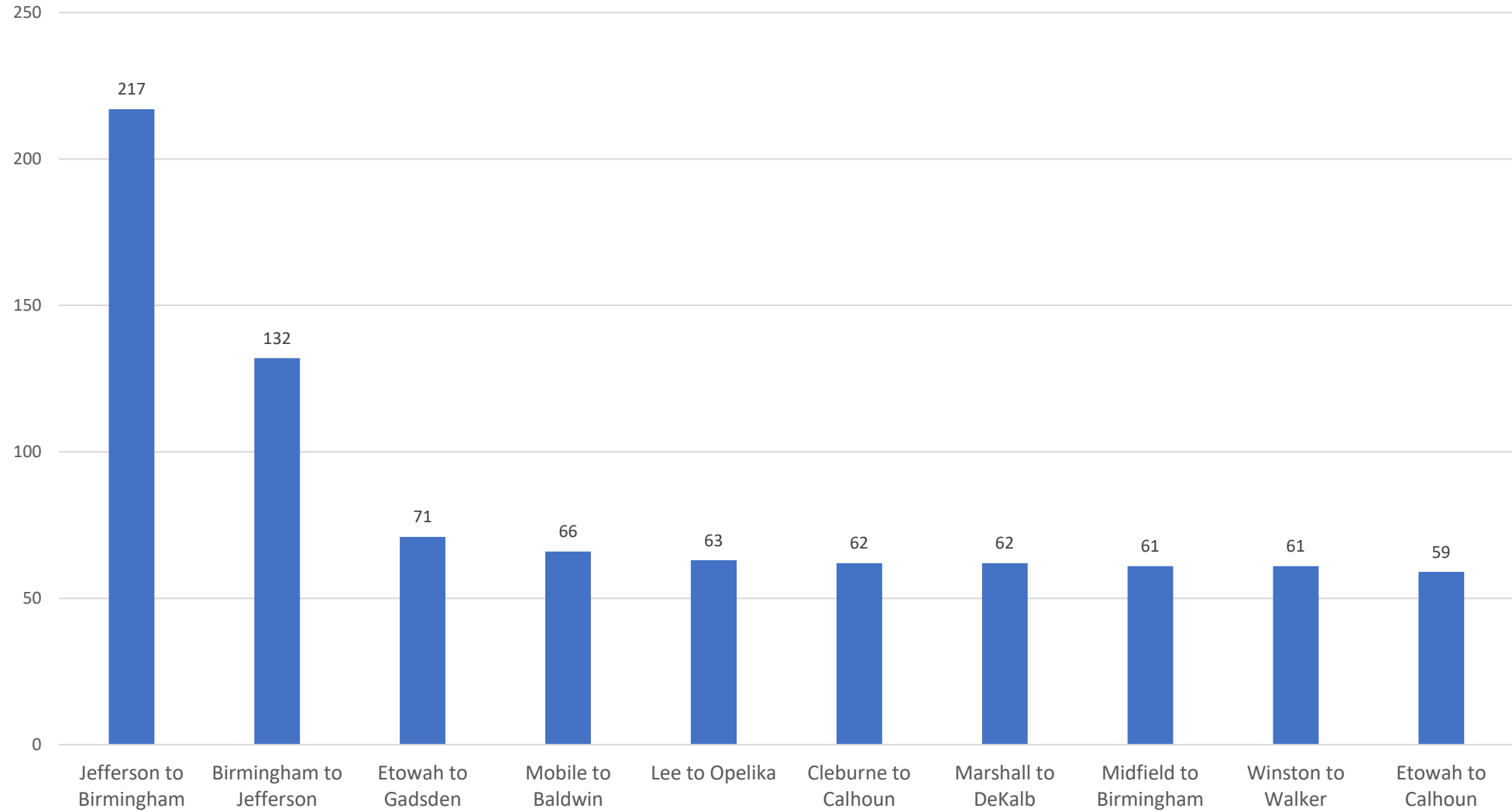
ESiNet Trends

Call Counts
September 1 - October 31, 2021
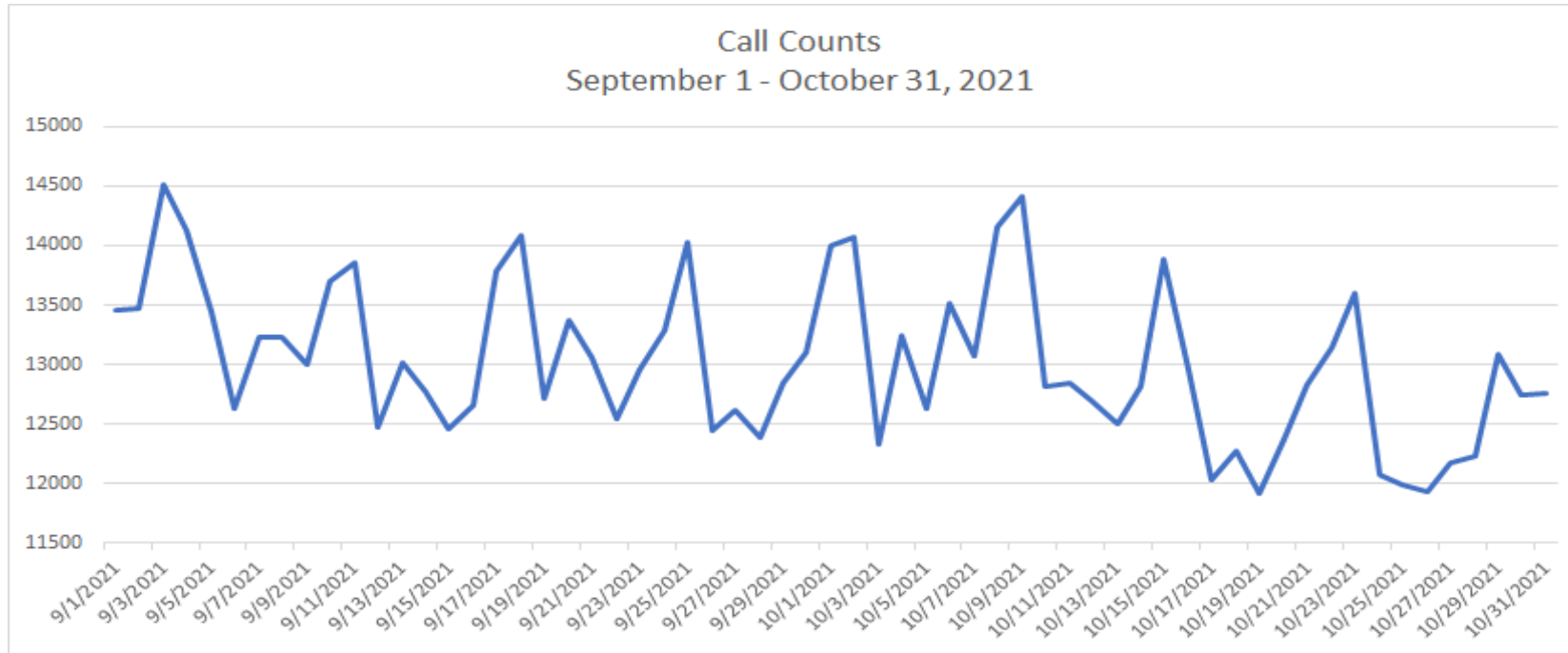
The busiest day during the reporting period was September 3rd – 14,516 calls were processed. This was the Friday before Labor Day. The second busiest day was October 9th – 14,418 calls were processed.

The average call volume per day was 13,024 which is down from 13,619 the previous reporting period – total calls since last report was 794,443.
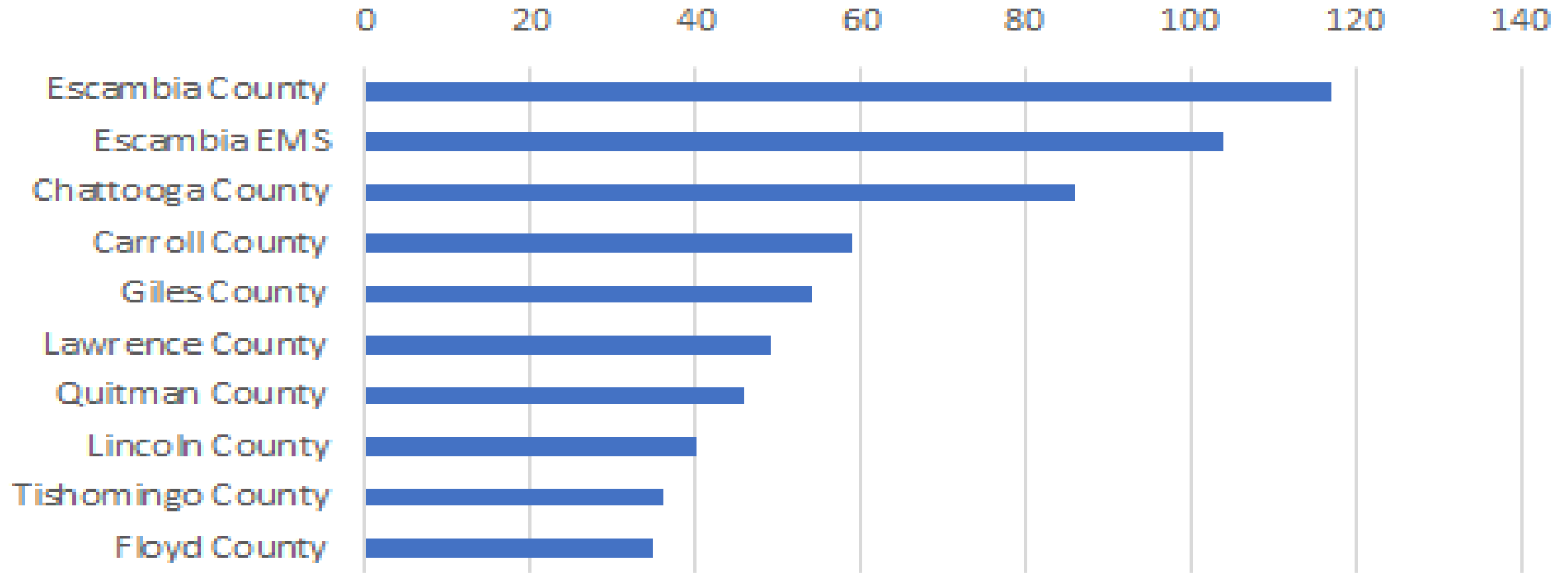
Primary to Primary PSAP Transfers
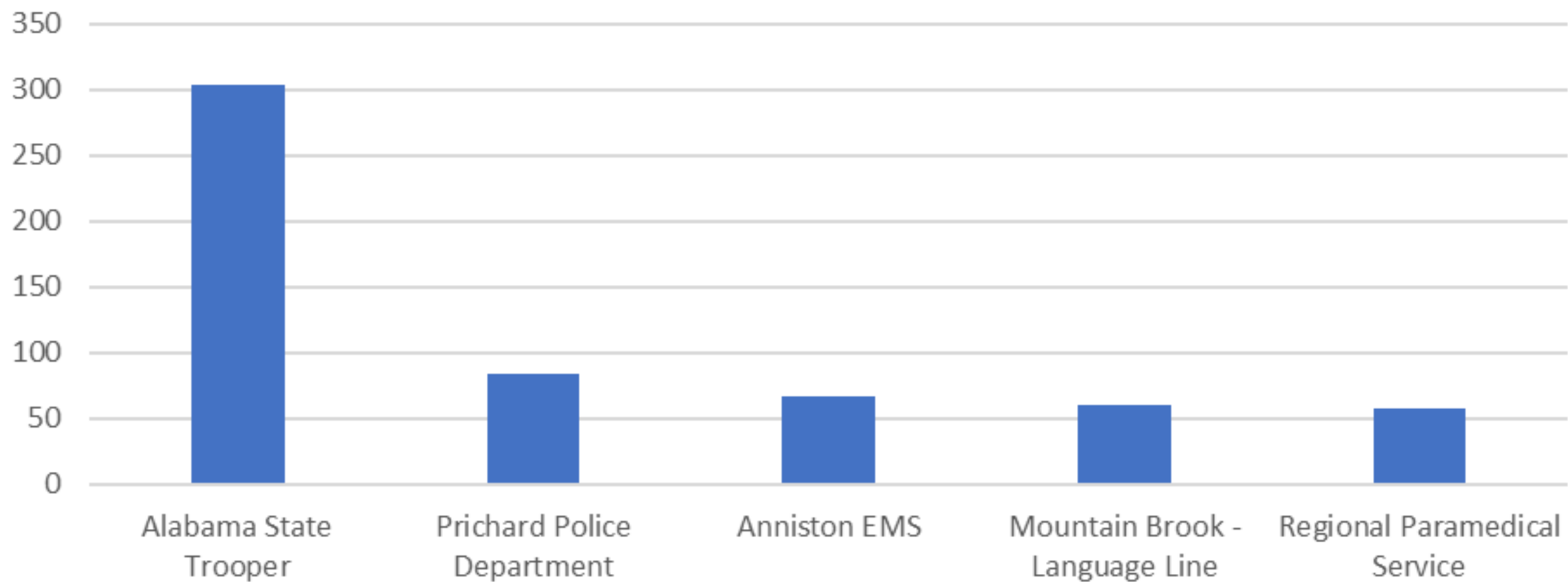September 1 - October 31, 2021

	Transfers
Jefferson to Birmingham	217
Birmingham to Jefferson	132
Etowah to Gadsden	71
Mobile to Baldwin	66
Lee to Opelika	63
Cleburne to Calhoun	62
Marshall to DeKalb	62
Midfield to Birmingham	61
Winston to Walker	61
Etowah to Calhoun	59

Out of State Transfers
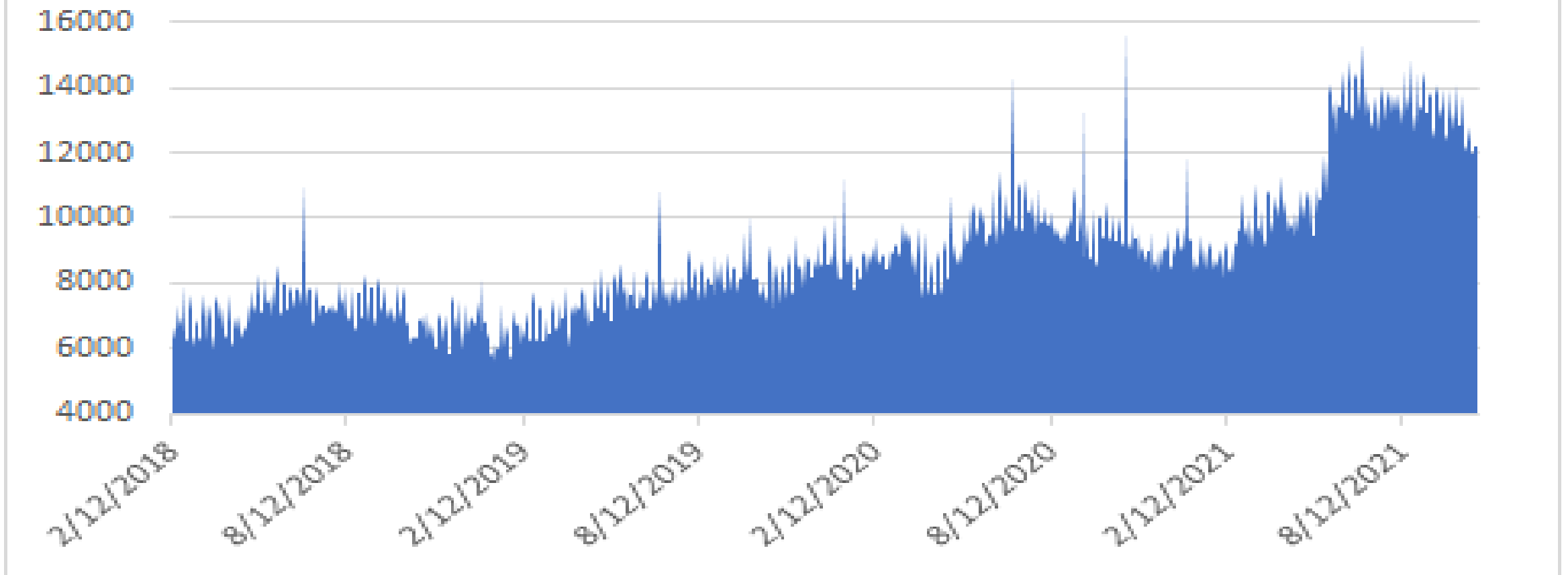**September 1 - October 31, 2021**

Top Five Secondary PSAP Transfers
September 1 - October 31, 2021

ANGEN Total Call Count
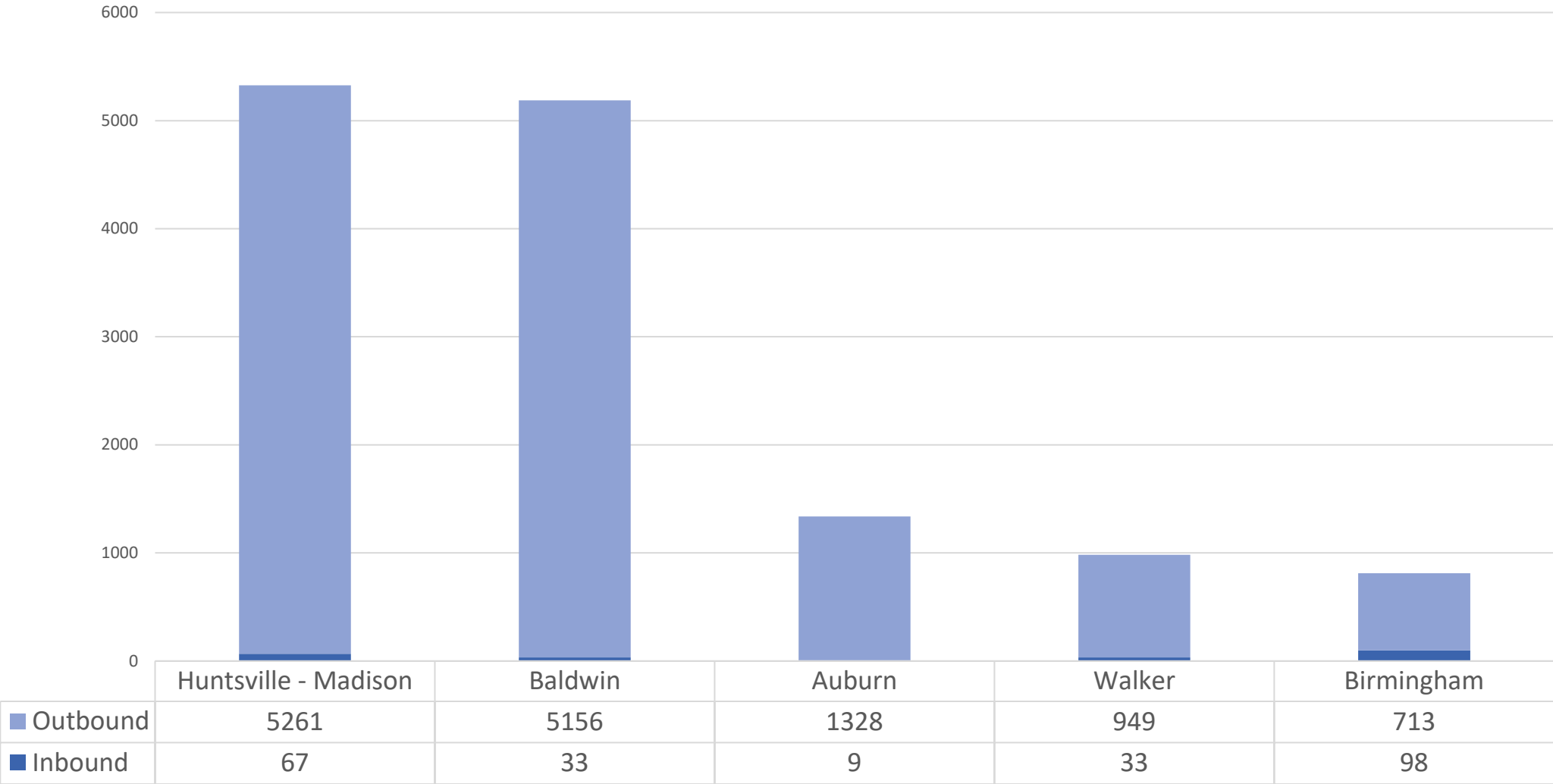February 12, 2018 - October 31, 2021

ANGEN has now processed over 12 million calls!

Average call volume per day: 8,868

Total Call Volume Feb 12, 2018, October 31, 2021: 12,042,930

Top Five Text for 9-1-1 PSAPs
September 1 - October 31, 2021

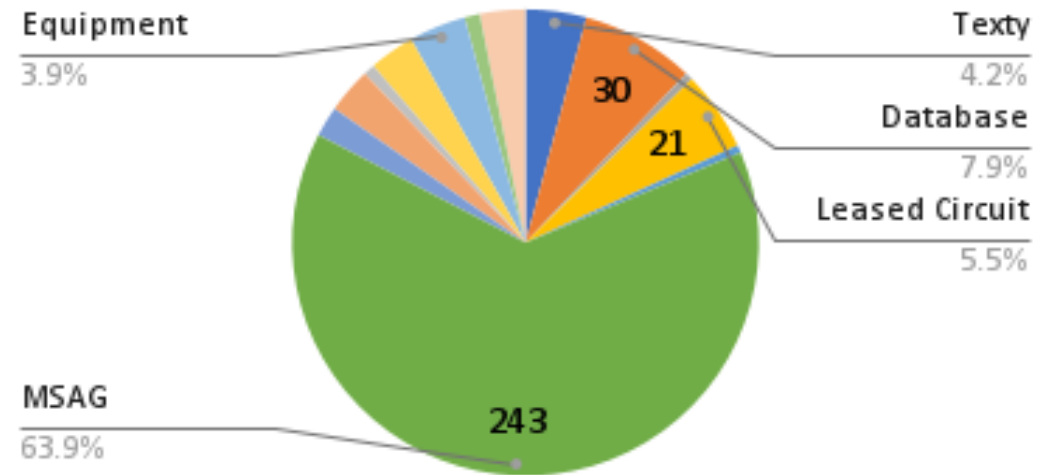|	Huntsville - Madison	Baldwin	Auburn	Walker	Birmingham
Outbound	5261	5156	1328	949	713
Inbound	67	33	9	33	98

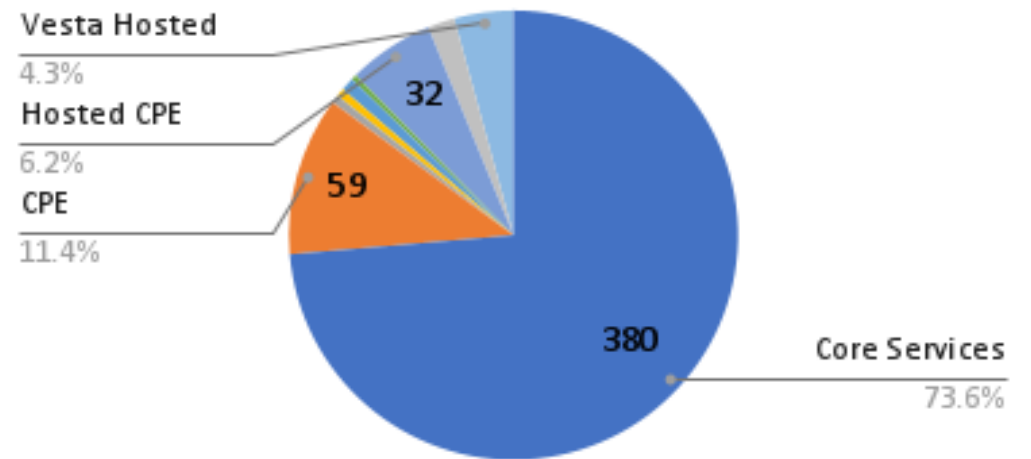87% of all text messages were PSAP initiated.

Trouble Ticket Analysis

A total of 517 tickets have been created since the last report.

73.6% of those tickets were core services-related

Core Services Tickets

- Equipment 3.9%
- Texty 4.2%
- Database 7.9%
- Leased Circuit 5.5%
- MSAG 63.9% (243)
- 30
- 21

All Tickets

- Vesta Hosted 4.3%
- Hosted CPE 6.2%
- CPE 11.4% (59)
- Core Services 73.6% (380)
- 32

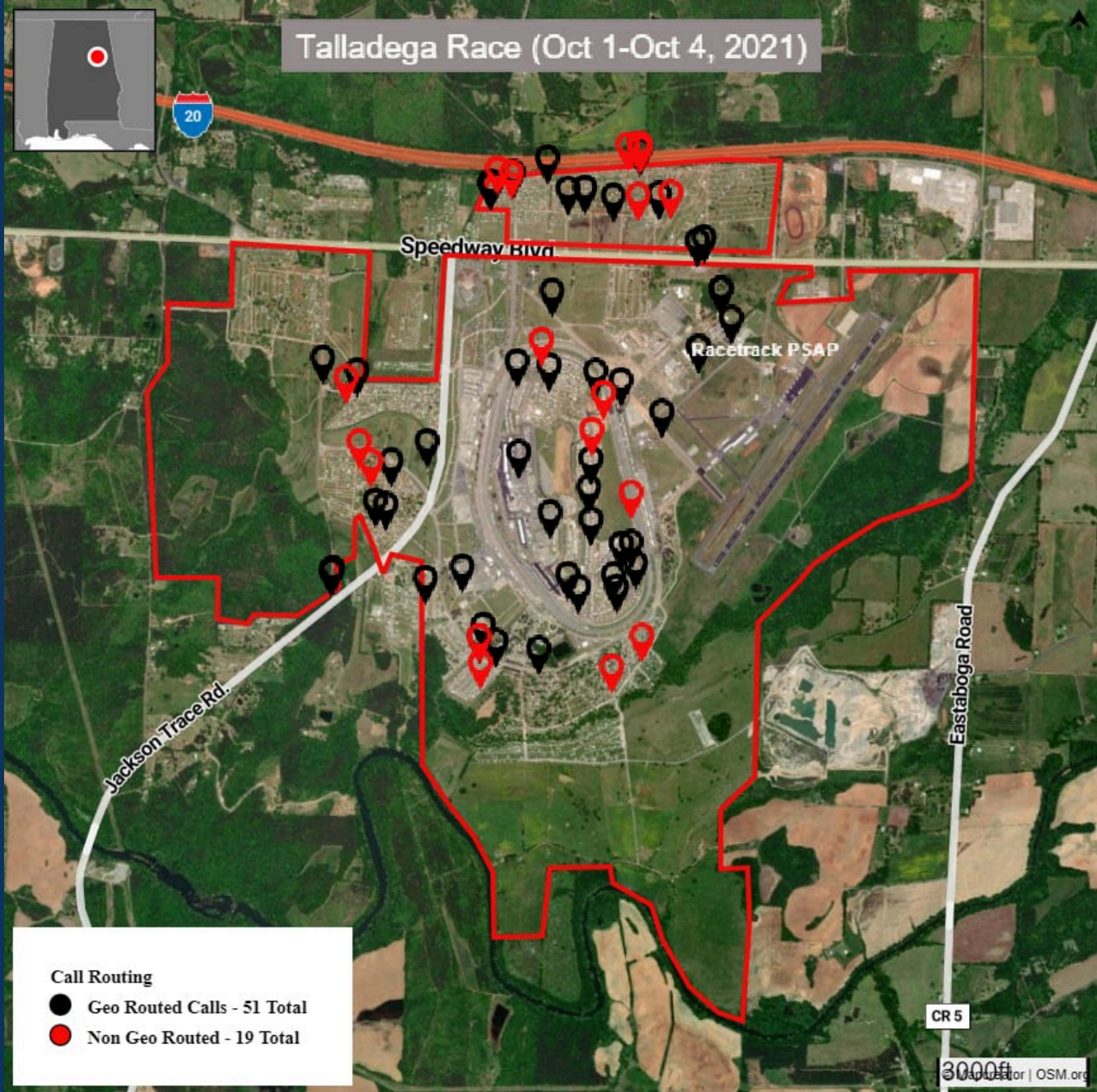INdigital

The NSOC is staffed 24/7/365.

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.

INdigital

Significant Event Analysis

Yellawood 500

A total of 73% of the calls were georouted during the event

Talladega Race (Oct 1-Oct 4, 2021)

Call Routing
- ● Geo Routed Calls - 51 Total
- ● Non Geo Routed - 19 Total

Questions?

Caleb Branch
cbranch@indigital.net
256.276.6854

INdigital
877.469.2010
1616 Directors Row,
Fort Wayne, IN 46808

INdigital

Financial Report

(Tab 7)

MR. RON COOLEY, CPA

	FY2021	FY2020
ASSETS		
Current Assets	$ 39,250,337.01	$36,398,044.95
Net Property and Equipment	66,332.23	91,709.60
Total Assets	$ 39,316,669.24	$36,489,754.55
LIABILITIES AND NET POSITION		
Current Liabilities	$ 5,323.12	$ 2,657.49
Fund Equity	39,311,346.12	36,487,097.06
Total Liabilities & Net Position	$ 39,316,669.24	$36,489,754.55

YTD REVENUES

Months	FY 2021	FY 2020	FY 2019
Oct	$ 10,733,014.07	$ 10,220,982.74	$ 9,454,486.64
Nov	$ 10,365,470.68	$ 10,418,140.87	$ 9,835,591.85
Dec	$ 10,429,770.07	$ 10,196,946.48	$ 9,647,082.50
Jan	$ 10,575,435.60	$ 10,482,666.36	$ 9,535,902.90
Feb	$ 10,701,678.25	$ 10,488,836.47	$ 10,291,855.65
Mar	$ 10,306,700.01	$ 10,341,881.78	$ 10,094,536.78
Apr	$ 10,775,524.85	$ 10,200,364.88	$ 10,408,761.65
May	$ 10,658,117.77	$ 10,542,215.20	$ 10,375,489.55
June	$ 10,806,081.28	$ 10,470,060.38	$ 10,336,416.18
July	$ 10,656,411.33	$ 10,545,136.11	$ 10,284,158.81
Aug	$ 10,736,337.03	$ 10,457,399.67	$ 10,400,181.66
Sept	$ 10,608,923.70	$ 10,487,396.16	$ 9,978,250.61
Total	**$ 127,353,464.64**	**$ 124,852,027.10**	**$ 120,642,714.78**
Average	**$ 10,612,788.72**	**$ 10,404,335.59**	**$ 10,053,559.57**
Baseline	**$ 10,441,979.04**	**$ 10,441,979.04**	**$ 10,441,979.04**

Allocation of 9-1-1 Fund
YTD 09/30/2021

Administrative Allowance,
$1,253,037.48
1%

Distributions to ECDs, $103,379,622.46
82.5%

Reserve from CMRS Providers,
$19,672,688.52
15.70%

Reserve for Examiners,
$998,400.00
.8%
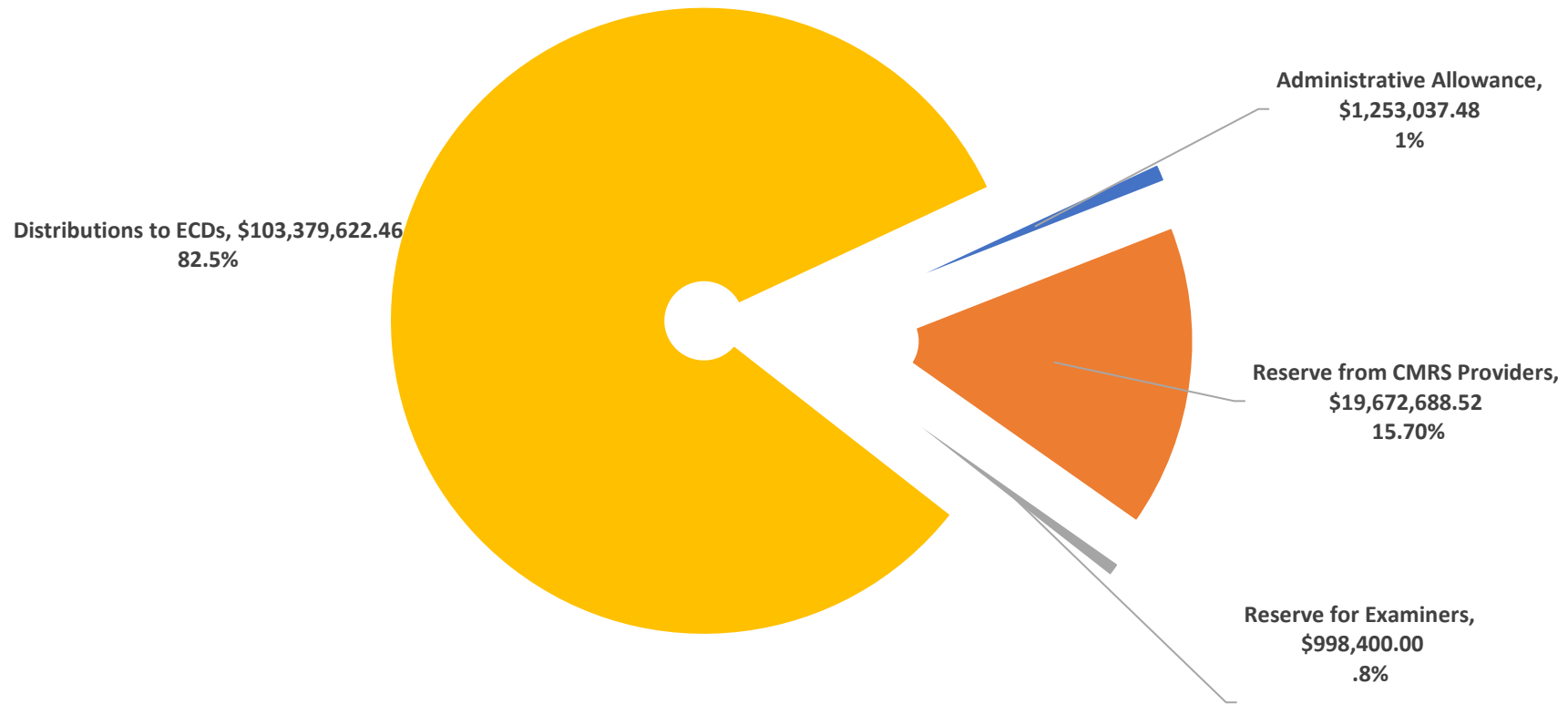
Fund Balances

	Revenue	Cost Recovery/Angen	Operations	Examiners	ECD Grants & Training	Federal Grant Match	Total
Receipts	$105,441,581.01	$ 19,713,227.25	$1,299,589.89	$999,047.78	$ 698.51	$ 1,998.09	$127,456,142.53
Expenses	$103,379,622.46	$ 16,548,318.62	$1,082,726.73	$436,260.00	$ 910,405.90	$ 2,275,559.85	$124,638,301.48
Net	$ 2,061,958.55	$ 3,164,908.63	$ 216,863.16	$562,787.78	$ (909,707.39)	$(2,273,561.76)	$ 2,817,841.05

Operations Budget Comparison
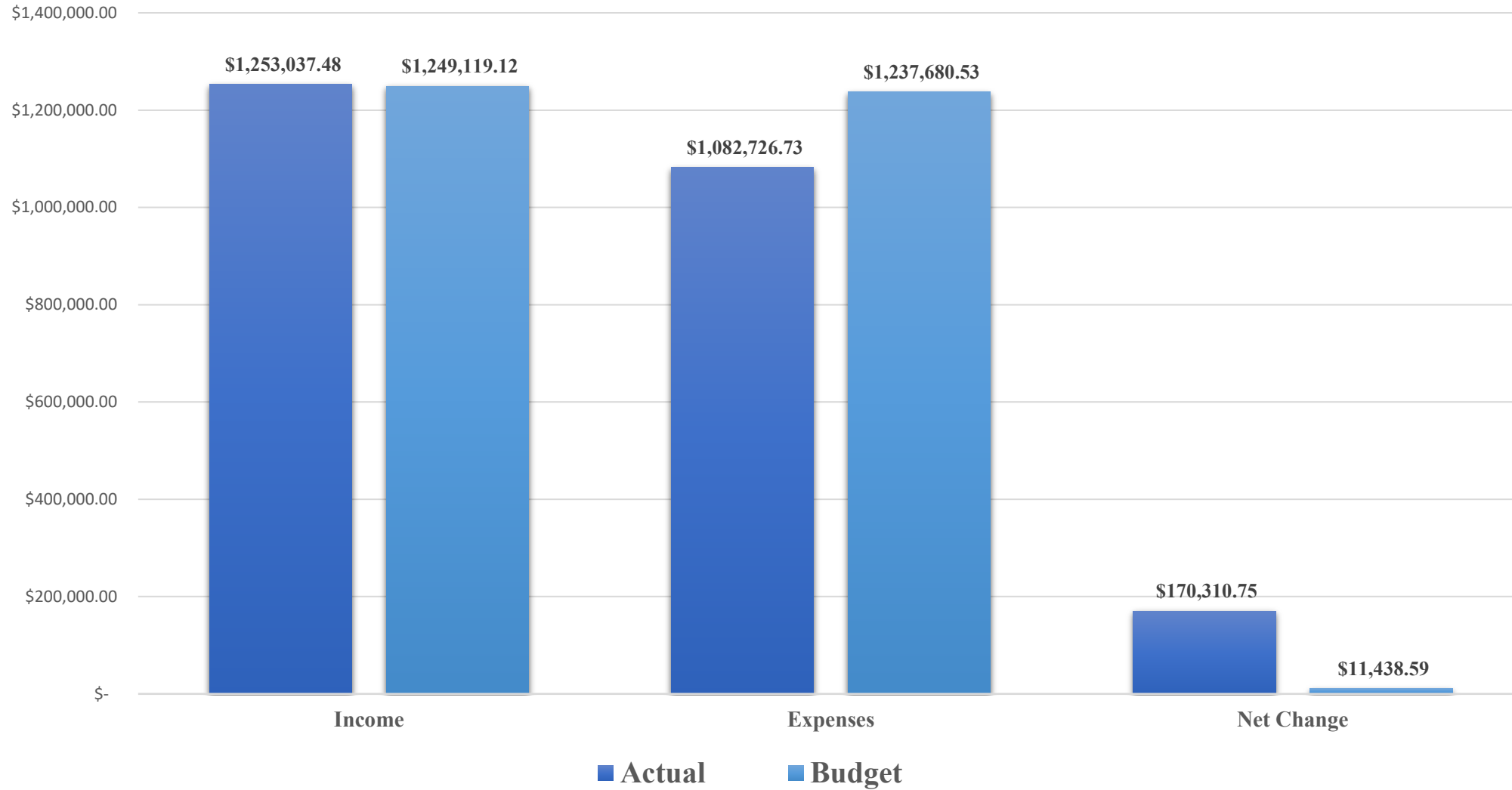
Legal Report

(Tab 8)

BRUNSON, BARNETT, & SHERRER, P.C.

Legal Report

1) Meeting & Conference Support

   a. Gulf Coast Conference

2) Policy & Expected Legislation Discussion, Research, & Preparation

Old Business

BOARD MEMBERS

Old Business

➢Executive Director's Evaluation

New Business

BOARD MEMBERS

New Business

Public Comments

OPEN FORUM

Officer Elections

BOARD MEMBERS FOR:

CHAIR, VICE-CHAIR, & SECRETARY/TREASURER

Alan Campbell
District 6 | Vice Chair

Wayne Hutchens
Wireless

Brandon Wallace
District 5

Melissa Dove
District 7

John Nettles
Wireless

Jeremy Williams
District 2

Evelyn Causey
Wire Line | Chair

J. Frederick Johnson
Wire Line

Tim Webb
District 4

POSITION **VACANT**

Seat is vacant - D3
District 3

Robert Smith
Cable - VoIP

POSITION **VACANT**

Seat is vacant - CV
Cable - VoIP

Next Board Meeting

JANUARY 19, 2022

10:00AM

MONTGOMERY, AL

Adjournment