



ALABAMA 911 BOARD

December 14, 2021
Talk About It Tuesday!



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Alabama 9-1-1 Board



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<http://al911board.com>

Introduction & Contact Information

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Agenda

December 14, 2021

- **ECD Annual Certification**
- **Upcoming Training**



ECD Annual Certification

- There are a few changes
- Due January 31, 2022
- The Board has the authority to withhold distributions to any ECD that does not complete the Annual Certification
- Designed to help us meet reporting requirements from different entities
- Helps us answer questions that come from all of you throughout the year



The updated Annual Certification form has a few changes. The first thing you notice is there is no signature box. We understand it was a problem “writing” a legible signature.

Please note the instructions under the ECD box. You must type in the first few letters of your ECD so it will pop up. Due to limitations of the form, not all district names will show without typing in a few letters.

Any field marked with an * is required and the form will not submit without an answer to all marked with an *.

Annual Certification

for the Fiscal Year Ending September 30, 2021

In accordance with Act 2012-293, the Alabama 9-1-1 Board is directed to make disbursements out of funds collected by the “Board” to each participating Emergency Communications District (the “ECDs”) in accordance with the distribution formula to be used by the “ECDs” to establish, operate, maintain, and replace an emergency communication system as outlined under § 11-98-6, Code of Alabama 1975.

The undersigned “Authorized Official” does hereby affirm and attest that the “ECD” listed below has been and will be operated in compliance with the Code of Alabama, and that the ECD is a valid organization authorized to receive distributions from the “Board”. *

▼

Type the first two letters of your ECD and choose from the list.

By checking this box you are indicating you are the “authorized person” to make these affirmations and understand that any changes to the following information should be reported to the Board within 30 days.*

☐ I am the person authorized to sign this form.

| | | |
|-----------------------|---------------------------|--------------------|
| Date * | Printed Name of Official* | Title of Official* |
| <div>12/13/2021</div> | <div></div> | <div></div> |

Contacts

| | |
|-----------------------------------|---|
| ECD Director Name* | ECD Director Email* |
| <div></div> | <div>myEmail@gmail.com</div> |
| ECD Director Office Phone Number* | ECD Director Cell or Emergency Phone Number |
| <div></div> | <div></div> |
| Office Mailing Address* | Office Physical Address* |
| <div></div> | <div></div> |



We need to update some of the information we have asked for in the past. Here, we are requesting you provide us with the name your oversight agency.

We are also asking for updated PSAP Admin phone numbers and non-emergency 24/7 phone number.

One of the most frequent calls to our office from the general public is how they can obtain a copy of a 911 call they or their client made.

| | |
|---|--|
| Oversight Agency Name: * <input type="text"/> <i>county commision/local 911 board/etc.</i> | |
| PSAP Admin phone number* <input type="text"/> | Non-emergency 24/7 phone number* <input type="text"/> |
| Operations Manager Name* <input type="text"/> | Operations Manager Email* <input type="text" value="myEmail@gmail.com"/> |
| Operations Manager Office Phone Number* <input type="text"/> | Operations Manager Cell or Emergency Phone Number <input type="text"/> |
| Describe your process for requesting a call recording:* <input type="text"/> | |
| <i>Who do they call? Is there a special phone number?</i> | |
| Distribution Contact * <input type="text"/> | Distribution Contact Email* <input type="text" value="myEmail@gmail.com"/> |



One thing to remember, especially with contact information, if you have a change throughout the year, you need to notify us of that change. Just email Michelle with that change.

When you get to PSAP information, we have re-worded a couple of the questions for better clarity.

| | | | |
|---|--|---|----------------------------------|
| Training Contact Name* | | Training Contact Email* | |
| <input type="text"/> | | <input type="text" value="myEmail@gmail.com"/> | |
| Training Contact Phone Number* | | Addressing Contact Name* | Addressing Contact Phone Number* |
| <input type="text"/> | | <input type="text"/> | <input type="text"/> |
| GIS Contact Name* | | GIS Contact Email* | |
| <input type="text"/> | | <input type="text" value="myEmail@gmail.com"/> | |
| GIS Contact Phone Number* | | What GIS-specific software do you use, if any? | |
| <input type="text"/> | | <input type="text"/> | |
| Describe your procedure for a citizen to request an address.* | | | |
| <input type="text"/> | | | |
| PSAP Information | | | |
| How many primary PSAPs are in your District?* | | What is the total number of positions/consoles that ar dispatch or call-taking capable in your primary PSAP?* | |
| <input type="text"/> | | <input type="text"/> | |
| What is the number of operation staff manning consoles on any given shift?* | | | |
| <input type="text"/> | | | |
| <i>List per shift if desired</i> | | | |



Each year, the Board is required to submit different reports to Congress, the national 911 office, and the Alabama legislature. A lot of the information we are requesting is to help with those required reports. This information also helps us serve you better.

Please list the agencies you serve. Specify Law/Fire/EMS/Others:*

Do you have dispatch contracts with any of the above agencies?*


Do any of the primary PSAPs receive any portion of your 9-1-1 funding provided by the Alabama 9-1-1 Board?*

Additional Comments

Any comment on how 9-1-1 funds are used for primary PSAPs

Address(es) of Primary PSAP(s)*

Attach a file listing primary and secondary PSAP addresses

 Click to browse or drag a file here

If you have many primary and secondary PSAPs, you may upload a document with the addresses in the box to the right.

If you have numerous PSAPs, please attach a file listing them.

How many secondary PSAPs are in your District?*

How many seats are in each secondary PSAP?*

separate multiple PSAPs with commas

Do any of the secondary PSAPs receive any portion of your 9-1-1 funding provided by the Alabama 9-1-1 Board?*

Address(es) of Secondary PSAP(s)



You will need to pull the numbers of calls for the different classes of service from your CPE or other logging software.

The Board Meetings section requires the same information as last year.

Number of Calls Received in most recent 12-month period

Wireline calls:*

Wireless calls:*

VoIP calls:*

Inbound text sessions:*

Outbound text sessions:*

Other class of service calls:*

List other COS types:

Board Meetings

Please provide the dates or frequency of your District's Board Meetings for FY21*

Attach a file listing ECD Board Members' names, email address, and term expiration dates*



Click to browse
or drag a file here

.pdf,.doc,.docx,.jpg,.jpeg,.gif,.png,.bmp,.tif,.xls,.xlsx,.txt,.zip

Please attach a copy of your ECD By-laws.



Click to browse
or drag a file here

.pdf,.doc,.docx,.jpg,.jpeg,.gif,.png,.bmp,.tif,.xls,.xlsx,.txt,.zip



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The Audits and Training sections did not change from last year.

Audits

Do you have an audit conducted by an independent firm?*

How frequently is this audit conducted?

Is the audit conducted only on 911 operations or is it part of a county/municipal audit?

Did you discontinue independent audits when the State Examiner's office began auditing 911 operations?

What is the cost of the independent audit?

Training

Is the personnel staffing the call taking center in your district basic telecommunicator certified?*

If so, what program is used?

Is the personnel staffing the call taking center in your district emergency medical dispatch certified?*

If so, what program is used?

Does your District or any of the PSAPs within have requirements for minimum training for telecommunicators?*

If yes, describe briefly the number of hours needed and the major subject matter.



Under the Systems section, we have added a few questions. We are working to understand your operational needs better. Over the last 18+ months, we have received questions about back-up power, generators, and COOP plans.

Systems

What call taking platform program do you use?*

What software version is it?*

Who maintains it?*

What computer-aided dispatch program do you use?*

What software version is it?*

Who maintains it?*

Does it have integrated mapping?*

Do you have aerial imagery?*

If so, what is the source of the aerial imagery?

What recorder do you use?*

Who maintains it?*

Is it IP capable?*

Does your center have a battery back-up/uninterrupted power supply/UPS?*

How long can you sustain systems on battery back-up?*

Number of minutes/hours

Does your center have a generator?*

Is it tested under a full load? *

How frequently?*

How often is it tested under load?

Is it regularly tested under no load?*

How frequently?*

How often is it testing under no load?

Who tests the generator?*

How long can you maintain operations under generator power?*

hours/days



These last questions are a continuation of the Systems section.

Once you have all the required fields filled in, you will be able to submit the form. If you are unable to submit the form, check all the fields marked with an * to find any you might have missed.

Do you have planned upgrades/changes to any of your systems (CPE/CAD/recorder/etc)? *

When?

To what?

Do you have formal, written back-up plan procedures?*

Do you have a COOP plan for:

Pandemic?*

Civil Unrest?*

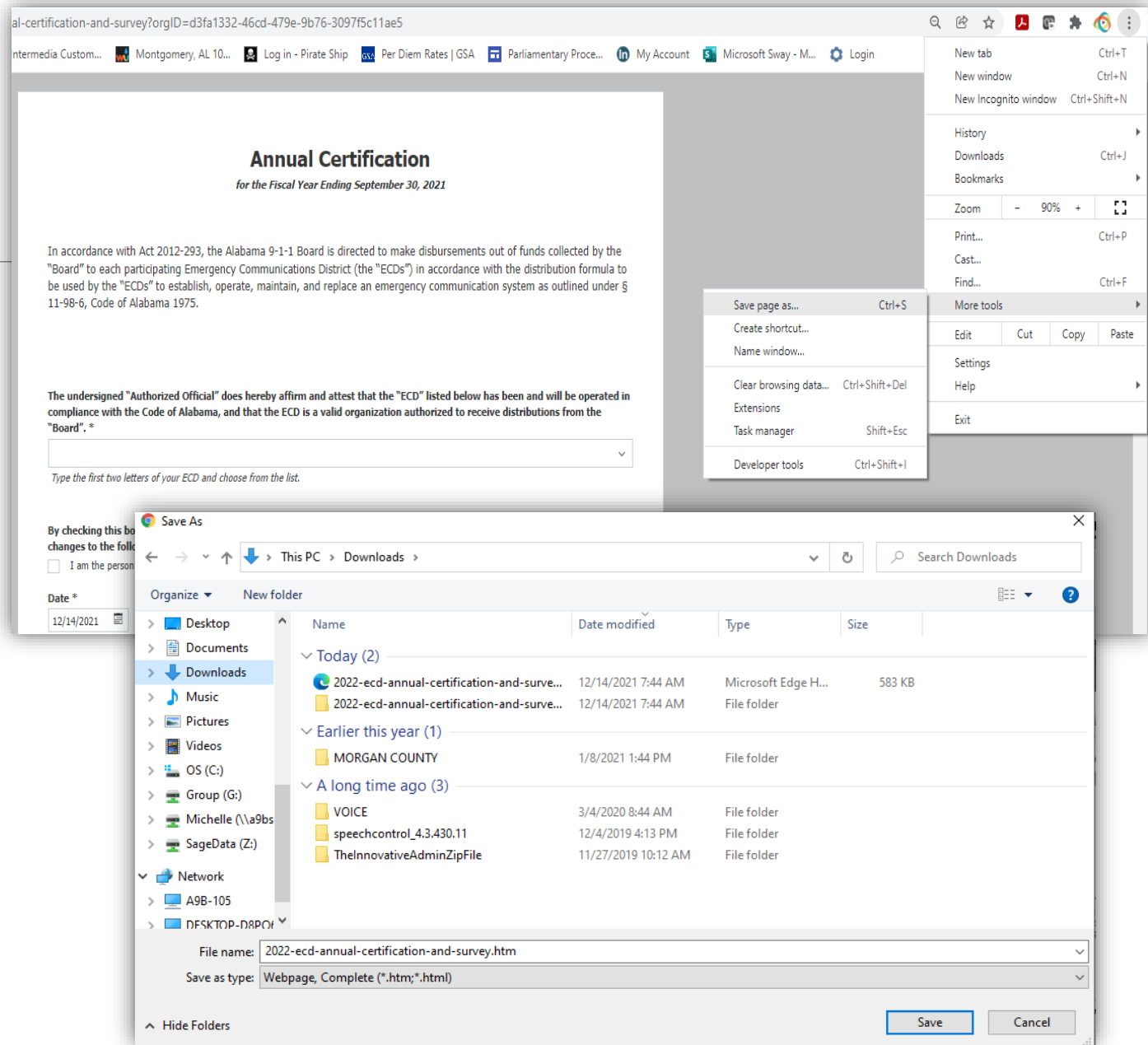
Natural Disasters?*

Would you be willing to share these with us?*

If so, you will be contacted later for these.

Submit





- The form must be completed all at once.
- You cannot save it and return to it later.
- The service we use does not allow you to print it. However, you can view it as often as you need to. You can also save it as an .htm file to your computer for offline viewing. You may even be able to print it from an .htm file depending on your computer.



ECD Annual Certification Wrap-up

- The form is due on or before January 31, 2022.
- Once submitted, if you would like a copy of your submission, email michelle@al911board.com and request a copy.
- Later today, you will be able access the new form from our [website](#) or by clicking [here](#). Once I have finished processing today's webinar, I will have a replay of it available along with a download of the slides.
- ECD Directors will receive an email with links to this video and the form. If you are the director and you need someone else to fill this form out, you will need to forward that email to them or email them the link directly.



Upcoming Training

The Alabama Emergency Management Agency has partnered with the Alabama Fire College to sponsor the Alabama 2022 Communications Training Week. You can get more information on this and more training on our [website](#).



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://afwc.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, Dispatch 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 Command 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 "I0969, All-Hazards Position Specific Communications Unit Leader."

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



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Questions

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