

# 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 BOARD STAFF VIA CHAT 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.





**JANUARY 19, 2022 BOARD MEETING** MONTGOMERY, AL







# Agenda

### Introduction

- Call to Order
- Roll Call
- Agenda Approval (Tab 1)
- Minutes Approval (Tab 2)
- **Guest Introductions**

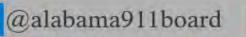
### Reports

- Staff Reports (Tabs 3 - 8)
  - Director's Report
  - GIS Report
  - **Education Report**
  - ANGEN Report
  - Financial Report
  - Legal Report

### Closing

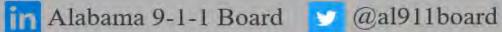
- Old Business
- New Business
- Public Comments
- Next Meeting
- \* Adjournment









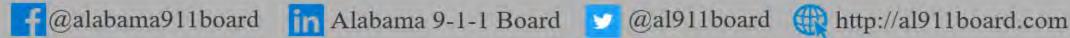




# Staff Reports

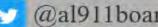
(Tabs 3 - 8)











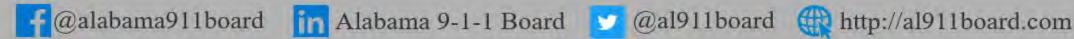


# Director's Report

(Tab 3)

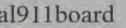
MS. LEAH MISSILDINE













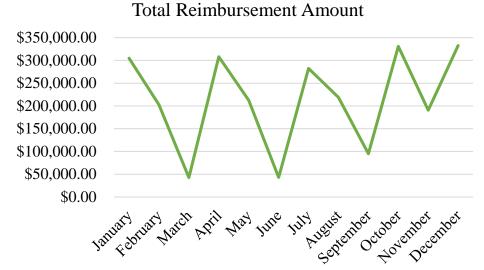
# Updates and Considerations

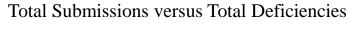
- **❖** Legacy Reimbursements -- FY21 Recap
- **\*** ALI Circuit Disconnection
- **❖** Cost Recovery FY21 Recap & FY22 Plans
- **\*** Building Blocks & Next Steps
  - Updates
    - **o** Language Translation Services
    - o Telecommunicator Reclassification
  - Next Steps
    - Workforce Development
    - o Safety & Security
    - o Policy

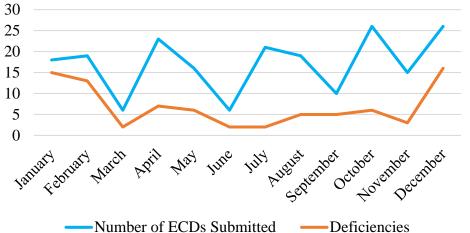
## 2021 Q1 – Q4 Legacy Costs Reimbursements

	January	February	March	April	May	June	July	August	September	October	November	December
Number of ECDs Submitted	18	19	6	23	16	6	21	19	10	26	15	26
Total Reimburseme nt 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	\$ 332,556.36
Deficiencies	15	13	2	7	6	2	2	5	5	6	3	16

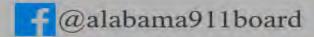
missing complete phone bills or proof of payment





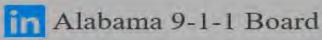




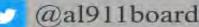


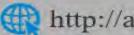
Types of

**Deficiencies** 





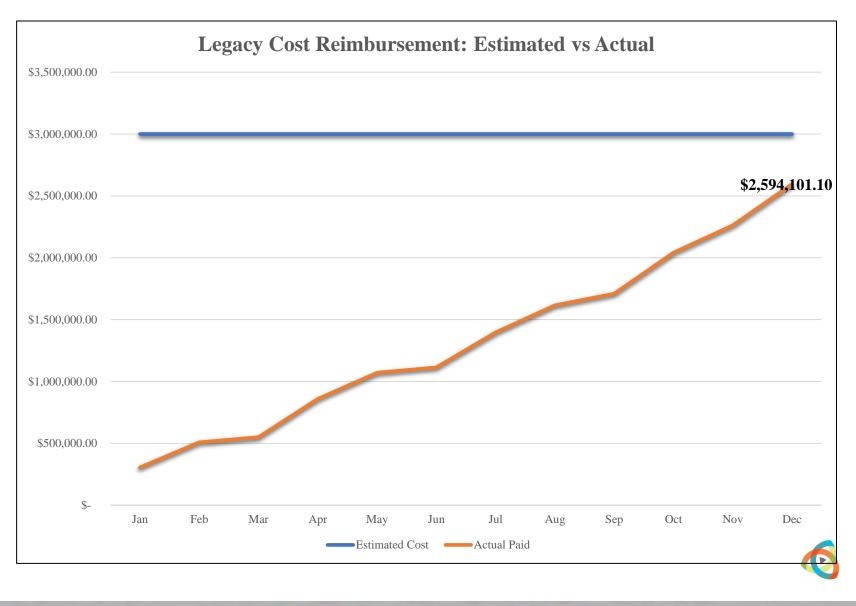


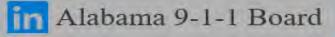


### FY21 Legacy Reimbursement

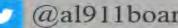
Final Deadline - December 10, 2021

	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	6	6	6	19
Dec	9	12	15	25
	74	74	73	69







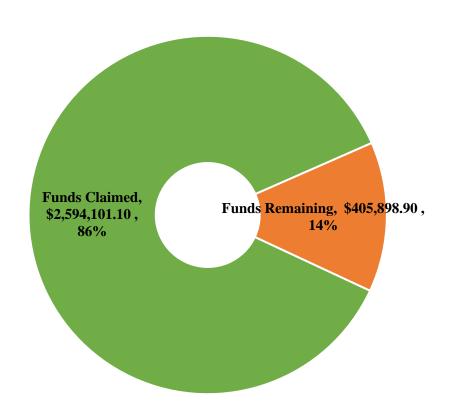


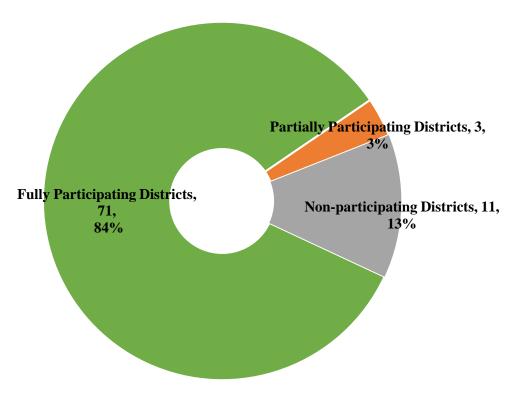


# FY21 Legacy Costs Reimbursement Summary

FY21 Legacy Costs Reimbursement Funds Summary of the Estimated \$3M

FY21 Legacy Costs Reimbursement Participation Summary of 85 Districts







# 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)



Per AT&T the following PSAPs need to send a disconnect request as of 12/29/2021:

Baldwin Co AL

Calhoun Co AL

CLARKE Co AL

CLEBURNE CO AL

Conecuh County AL

Coosa CO AL

DeKalb Co AL

ELMORE SHERIFF AL (Host)

ESCAMBIA SHERIFF AL (Host)

Etowah County Back Up AL

**GADSDEN PD AL** 

**FAYETTE CO AL** 

FRANKLIN CO AL

HALE CO AL

Adamsville PD AL

**BESSEMER PD AL** 

MIDFIELD PD AL

GARDENDALE PD AL

IRONDALE PD AL

LAWRENCE CO AL

LEE ETS AL

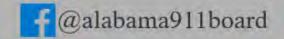
LEE SHERIFF AL

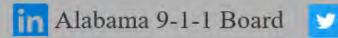
OPELIKA PD AL

PERRY Co AL

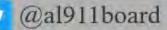
WINSTON CO AL

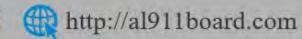




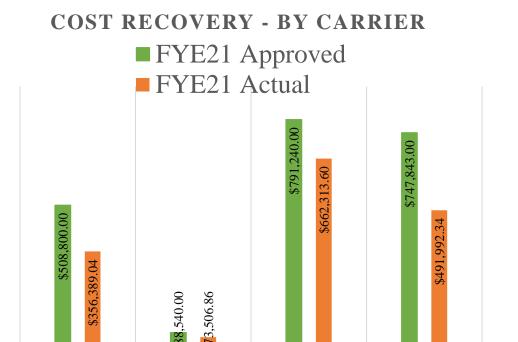








# FY21 Cost Recovery Summary

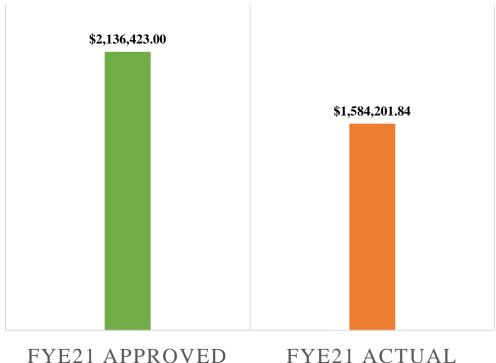


SOUTHERNLING

SPRINT

CSPIRE/CELLULAR SOUTHPINEBELT

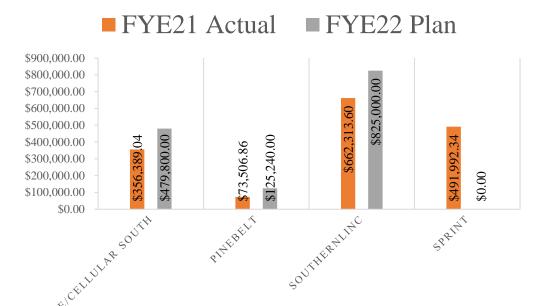
#### **COST RECOVERY - ALL**



## FY22 Cost Recovery Plans

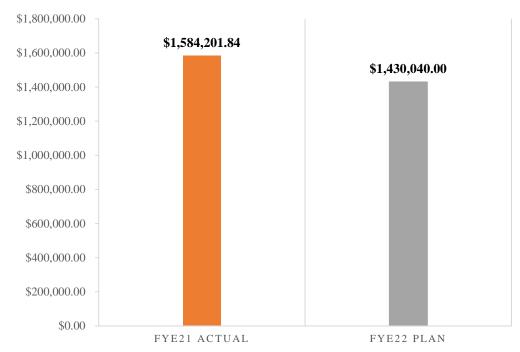
#### **COST RECOVERY - BY CARRIER**

PREVIOUS YEAR'S ACTUAL VERSUS
CURRENT YEAR'S PLAN



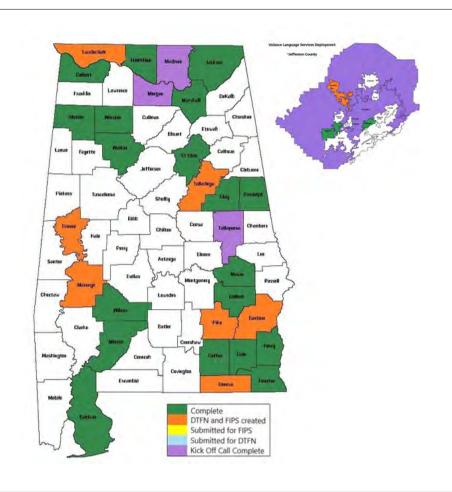
#### **COST RECOVERY - ALL**

PREVIOUS YEAR'S ACTUAL VERSUS CURRENT YEAR'S PLAN

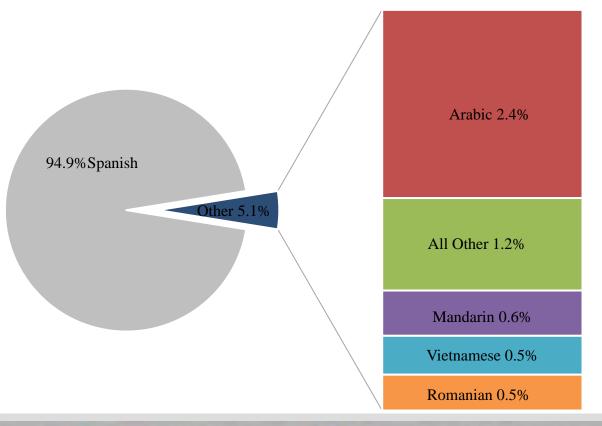


# **Building Blocks and Next Steps**

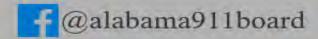
## Language Translation Services



Top 5 Languages vs All Other

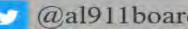














### **Building Blocks and Next Steps** Language Translation Services

#### **Overview**

917703 - Alabama 911 Board

CALLS
1,129

MINUTES	
7,533	

LANGUAGES
14

CHARGES
\$4,910.49

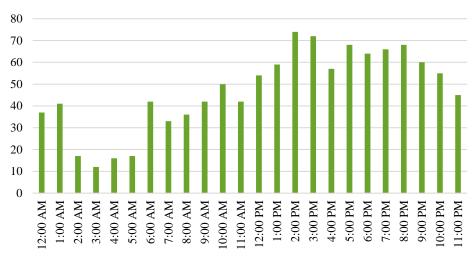
Time Zone: Arizona -7:00 GMT (No DS				
AVERAGE HANDLE TIME (Minutes)		AVERAGE SPEED OF ANSWER (Seconds)		
7				

**AVERAGE SPEED OF ANSWER (Seconds)** 9

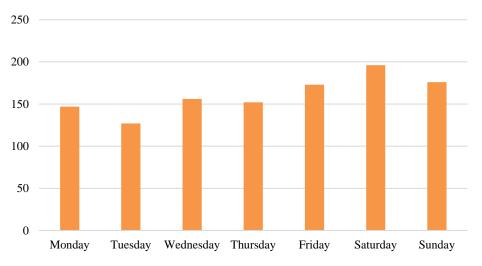
Start Date: August 01, 2021

End Date: December 31, 2021

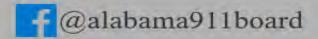
#### CALL DISTRIBUTION BY TIME OF DAY



#### CALL DISTRIBUTION BY DAY OF WEEK

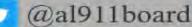


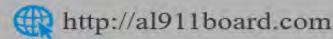












### **Building Blocks and Next Steps**

## TELECOMMUNICATOR RECLASSIFICATION

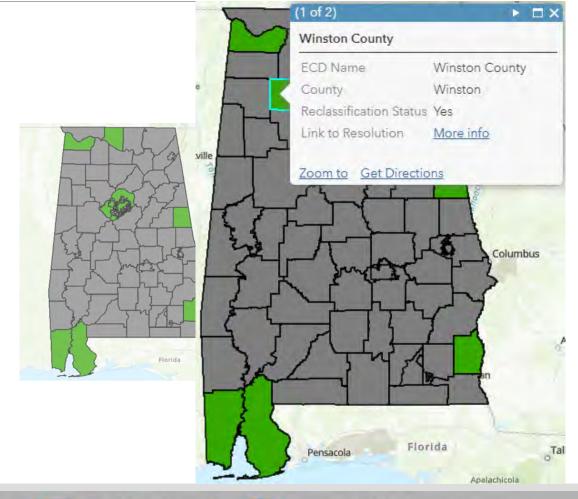
- ✓ City of Hoover
- ✓ City of Birmingham
- ✓ City of Daphne
- ✓ Jefferson County
- ✓ Randolph County
- ✓ Colbert County
- ✓ Limestone County
- ✓ Henry County
- ✓ Mobile County
- ✓ Baldwin County
- ✓ Winston County
- ✓ Blount County

2021.12.21 Talk About it Tuesday

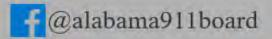
911.gov Reclassification Toolkit

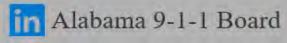
Reclassification Document 2.0

- ➤ What the PSAP/ECD can do
- ➤ Sample letters to Congress
- ➤ Model Job Description
- ➤ Resolutions (Alabama & other states)

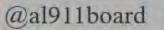


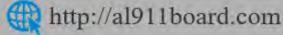


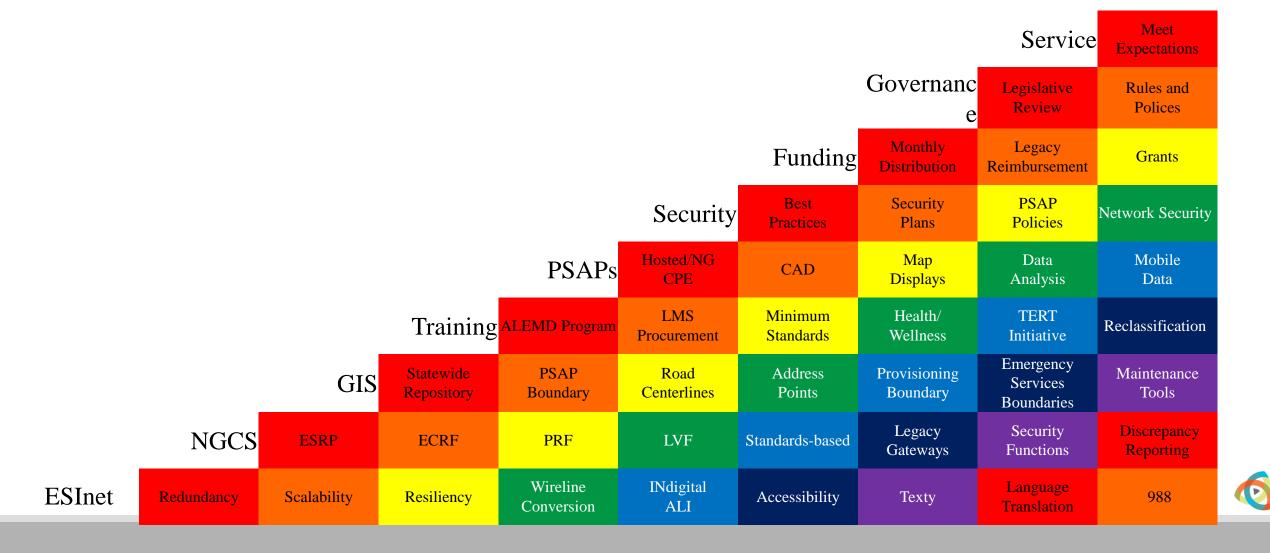












## Building Blocks of Alabama 911

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.

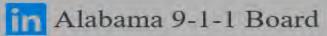


Let's Get Underway: NG911 -- Next is Now! ALNENA Gulf Coast Conference 2021

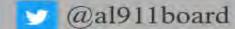
# **Topics**

- ➤ Passport Status: Alabama 9-1-1 Accomplishments
- **Charting the Course**: Where we go from here?
- **Embarkation**: Who's coming with us?
- **Ports of Call**: Stops along the Way
- >Shore Excursions: Projects to Implement and Challenges to Overcome







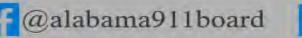


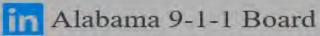
# Passport Status: Accomplishments in 9-1-1 in Alabama

- First 911 call in the nation
- ➤ Phase 2 Implemented
- > Statewide Fee & Board
- ➤ Grants and Training Programs
- ➤ AL EMD Program
- ➤ Reimbursement Programs
- > CPI Increase
- ➤ Hosted CPE
- > ANGEN
- > GIS

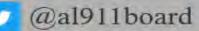


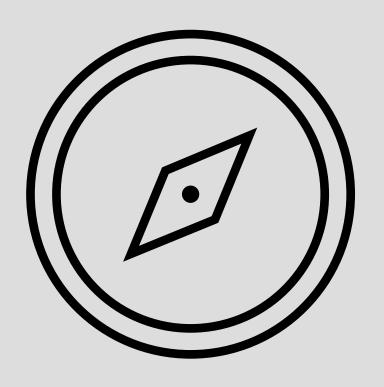








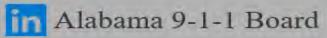




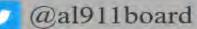
# Charting OUR Course:

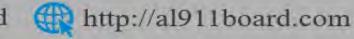
- ➤ Where we go from here?
- ➤ Do we have what we need for the journey?
  - Taking inventory of systems, platforms, etc.
  - Collecting data
  - Assessing 911 centers
  - Anticipating problems; engineering solutions (consistent requests = better prepared diagnose fix)
  - Preparing people for the helm













### Embarkation:



Who is on the manifest?

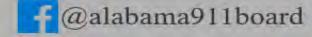


Crew members (stakeholder groups)



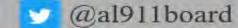
Explaining people's roles; defining paths of communication/contribution/ participation

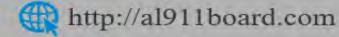










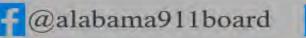


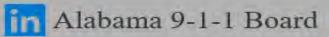


### Ports of Call:

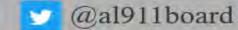
- ➤ Workforce Development
- ➤ Safety & Security
- **≻**Policy

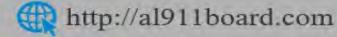


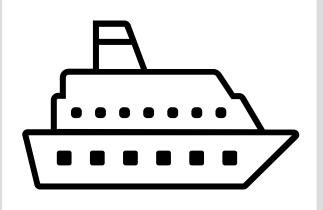


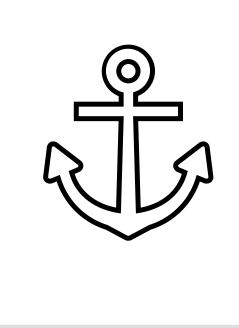












### **Shore Excursions:**

#### **≻**Workforce Development

- Minimum Standards
- Protocols
- QA/QC programs
- Continuing Education

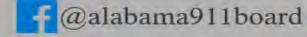
#### **>**Safety & Security

- Continuity of Operations Plans
- Statewide projects like aerial imagery and CAD for real-time situational awareness
- PSAP Accreditation
- Cybersecurity

#### **≻**Policy

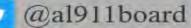
- Funding
- Statutory Updates
- Operational Efficiencies/Consolidation
- Technological Upgrades

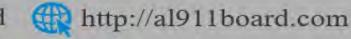










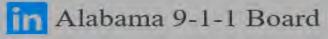


### Destination:

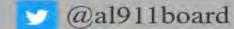


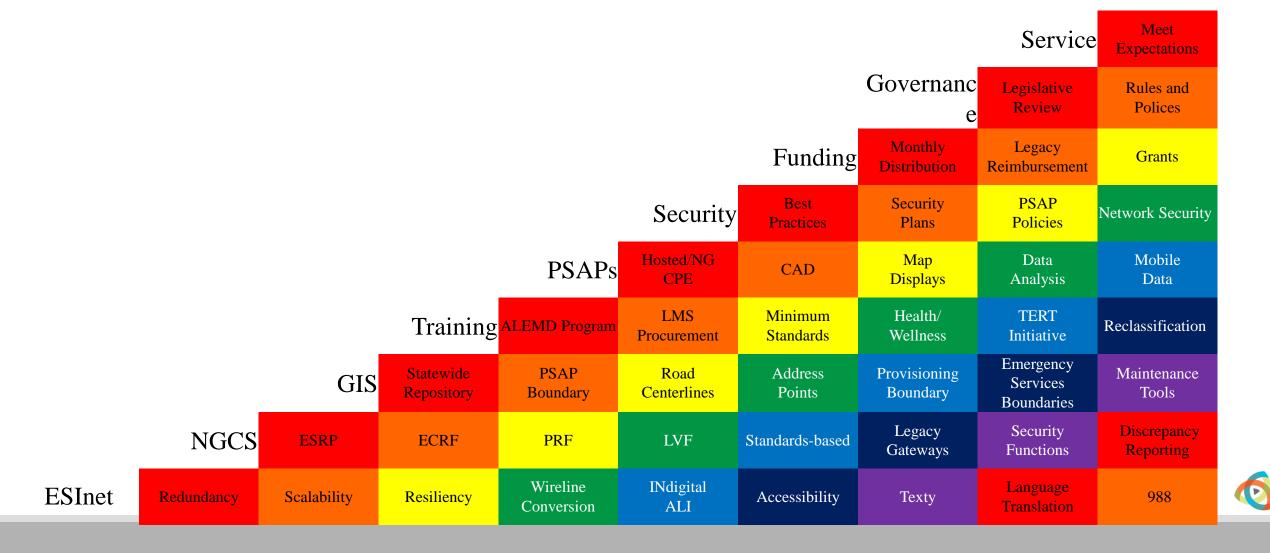
- ➤ A shining BEACON of 911
- >Standard of care/service level
- ➤ Building for the future











## 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.

### Recent and Ongoing Deadlines/Activities

### 1) Recent

- a. Southwest Alabama ECD meeting
- b. GECA Regional Training
- c. Records Destruction
- d. Annual Reporting (State & Federal)

### 2) Ongoing

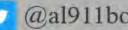
- a. PSAP Outreach for ANGEN Services, Reimbursement Programs, Education Programs, & the GIS Project Meetings with other States and Entities about GIS and ESInet interoperability
- b. Meeting with Department of Defense on ESInet interoperability
- c. Status Calls with DATAMARK, INdigital, etc.
- d. Statewide Notification System Workgroup Meetings
- e. 988 Coalition











### **Upcoming Deadlines/Activities**

#### **Upcoming**

- a. Meetings (Committees & Board) Scheduled through December 2022
  - i. Board (3<sup>rd</sup> Wednesday of odd months)
    - 1. January 19, 2022
    - 2. March 16, 2022
    - 3. May 18, 2022
    - 4. July 27-29 -- 911 Summit, Prattville, AL (shifted two weeks later due to World games July 7-17 and hotel availability per ACCA)
    - 5. September 21, 2022
    - 6. November 16, 2022
  - ii. Education & Outreach (1st Tuesday afternoon of even months)
    - 1. February 1, 2022
    - 2. April 5, 2022
    - 3. June 7, 2022
    - 4. August 2, 2022
    - 5. October 4, 2022
    - 6. December 6, 2022

#### iii. Finance (1st Wednesday morning of even months)

- 1. February 2, 2022
- 2. April 6, 2022
- 3. June 1, 2022
- 4. August 3, 2022
- 5. October 5, 2022
- 6. December 7, 2022

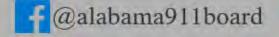
#### iv. Governance (1st Wednesday afternoon of even months)

- 1. February 2, 2022
- 2. April 6, 2022
- 3. June 1, 2022
- 4. August 3, 2022
- 5. October 5, 2022
- 6. December 7, 2022

#### v. Technical (1<sup>st</sup> Tuesday morning of even months)

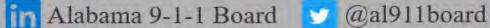
- 1. February 1, 2022
- 2. April 5, 2022
- 3. June 7, 2022
- 4. August 2, 2022
- 5. October 4, 2022
- 6. December 6, 2022









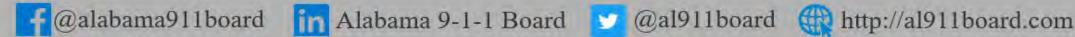


# GIS Report

(Tab 4)

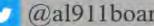
MR. ANDERSON BROOMS



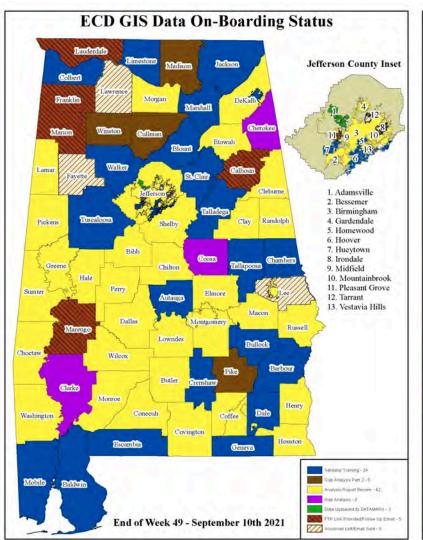


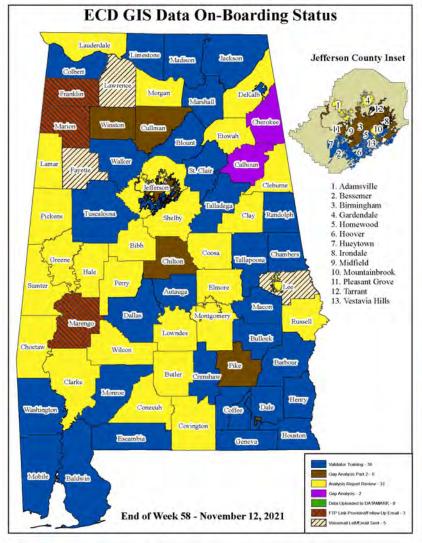


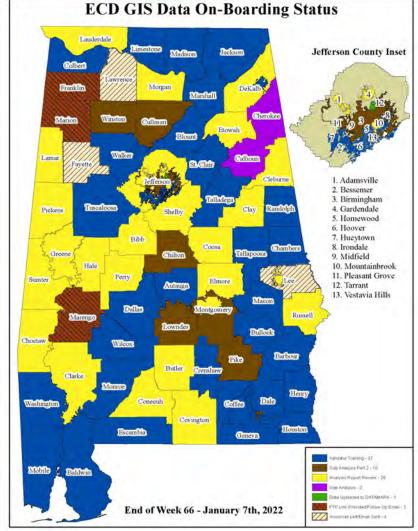




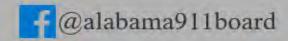






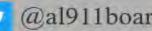


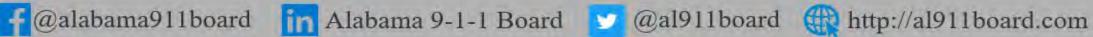






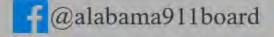






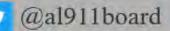
	Legac State		Intra- jurisdictional Data Remediation	Cross- jurisdictional Data Remediation	Provision to NG911	Maintenance
Action(s) Necessary	•None	<ul> <li>Upload Data</li> <li>Gap 1 Report &amp; Changes</li> <li>Onboard into VEP</li> <li>Gap 2 Report &amp; Changes</li> </ul>	<ul> <li>Validator Training</li> <li>Editor Training</li> <li>Run Validations</li> <li>Generate &amp; Correct Anomaly Reports</li> <li>Remediate into Standards-based Schema</li> </ul>	•Same as previous Phase, but with your neighbors	<ul> <li>Export to Enterprise Systems</li> <li>Provision to Spatial Interface</li> <li>Ingest into NGCS</li> </ul>	<ul> <li>Maintain NG911 Dataset</li> <li>Add all the data layers an ECD wants</li> <li>Amend as schema or standard changes</li> </ul>
# of ECDs in this Phase	6	24	55	_	_	_

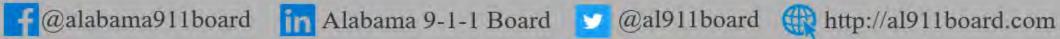










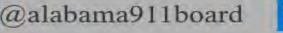


# Education Report

(Tab 5)

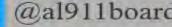
MS. DANA NATION











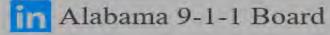
## Virtual Academy

### November 1 – December 31, 2021

- ➤ 451 Course Completions
- > 564 Hours of Continuing Education
- ► 64 different Course Titles

- External Training added by agencies
  - ➤ 53 Course Completions
  - ➤ 273 Hours of Continuing Education

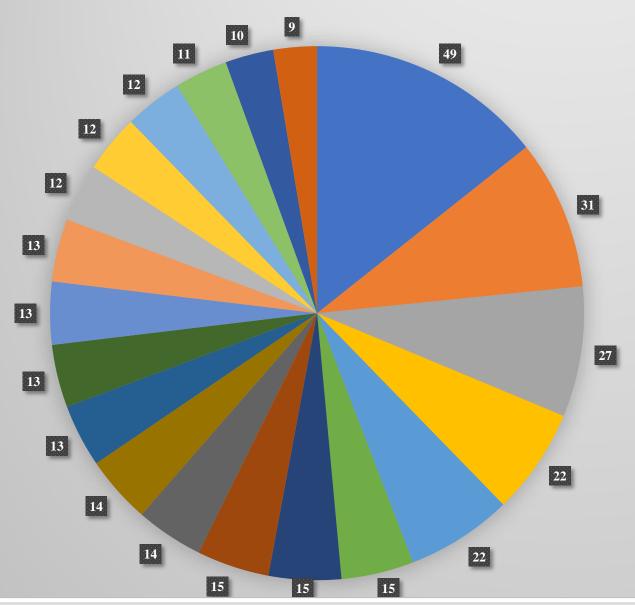








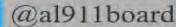
### **Virtual Academy Completed Courses** November 1 - December 31, 2021



- Call Handling for the Telecommunications Center
- ■9-1-1 Cape Building
- Understanding Stress for the Telecommunicator
- Responding to an Active Violence Event
- De-escalation for Telecommunicators
- Survive and Thrive: Core Stress Resilience A Primer
- Personnel Issues
- Autism Awareness for 9-1-1 Telecommunicators
- Call Classification for Telecommunicators
- Leading by Example
- Advanced Harassment and Discrimination Training
- AMBER and Silver Alerts for Telecommunicators
- Human Trafficking for Telecommunications
- Interpersonal Communications
- Introduction to Harassment and Discrimination
- Telecommunicator CPR (TCPR)
- Counseling & Discipline for the Telecommunications Center
- Effective Communication for Telecommunicators
- ■Building 9-1-1 Lifebridges to Suicide Callers: An Introduction
- ■HR Practices for the Telecommunications Center



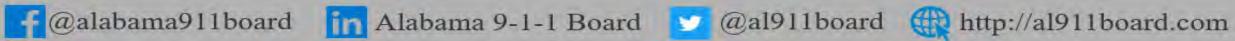


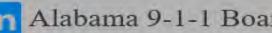




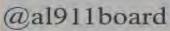
When	What	Where	Who	# of attendees	<u>Hours</u>
November 13-15, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-028	Headland PD	Alabama 9-1-1 Board	6	24
November 29 – December 1, 2021	ALEMD Phase 2 Practitioner Course – 21-P2-EMD-031	Adamsville PD	Alabama 9-1-1 Board	2	8
December 13-15, 2021	NENA Center Training Officer (CTO) Program	Orange Beach, AL	Alabama 9-1-1 Board	32	24
December 13-15, 2021	ALEMD Phase 2 Practitioner Course – 21-P2-EMD-030	St. Clair County	Alabama 9-1-1 Board	5	24
December 28-30, 2021	ALEMD Phase 2 Practitioner Course - 21-P2-EMD-032	Tallapoosa County	Alabama 9-1-1 Board	5	24







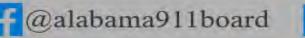




### Talk About It Tuesday Webinars

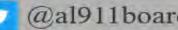
Date	Topics
November 2	Telecommunicator Reclassification Legislation, Project to Update Job Descriptions, Staffing and Pay
November 9	Cybersecurity
November 23	Excess Cost Recovery Declaration, Legacy Costs Reimbursements, ALI Disconnect Process, ECD Annual Reporting to the Examiners
November 30	PSAP Staffing & Pay Survey Results, Reclassification Resources
December 7	Reclassification Map, Staffing and Pay Survey Map Preview
December 14	ECD Annual Certification and Upcoming Training
December 21	911.gov Reclassification Toolkit and National Threat Operations Center

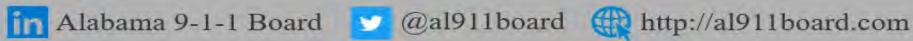








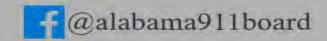




### **Instructor Course**

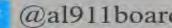
When	What	Where			
Save the Date Registration Links and Forms Coming Soon					
February 28 – March 4, 2022	Montgomery, AL				

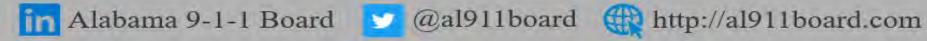












## **Alabama Communications Training Week 2022**

- ➤ 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 throughout the State of Alahama. This is an conordinity 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.

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

Once you have a completed application packet

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

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 PNTO exercise on the fourth day. It is limited to 20 students.

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-path, 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.

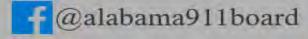
Dates: January 31-February 4, 2022 Times: 8:00am - 5:00pm daily

#### Communications Unit Leader (All-Hazards) - COML-

This service offering is designed for all state/territory, tribal, regional, and communications suckagorum. It is easigned to minimarize mese professionals with the role and responsibilities of a COML under the National Incident Management System (NIMS) Incident Com-mand System (ICS) and to provide hand-one exercise that reinfance the lecture materials. OEC and FEMA/Emergency Management Institute (EMI) offer this course jointly as 'U.9968, All-Hazards Position Specific Communications Unit Leader."

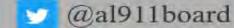
Dates: February 1-4, 2022 Times: 8:00am - 5:00pm daily

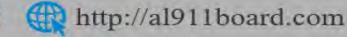








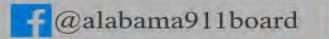




## DHS CISA All-Hazards Courses

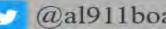
When	What	<u>Where</u>
February 21 – February 24, 2022	Communications Unit Leader (COML) Course	Trussville, AL
February 28 – March 2, 2022	Communications Center Manager (INCM) Course	Trussville, AL
March 21-24, 2022	Information Technology Services Unit Leader (ITSL) Course	Trussville, AL

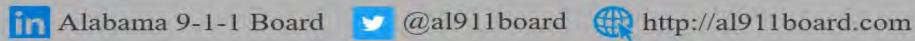










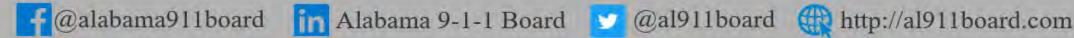


# ANGEN Report

(Tab 6)

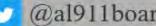
ANGEN TEAM













## Alabama Next Generation Emergency Network

ANGEN 2.0 Report for October 1 – December 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



#### **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



# 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 scheduled site work in the next month (yellow).
- Wireline carrier conversion is done by legacy selective router, moving from South to North.







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



# STAGE 4 Install and enable Texty in the PSAP

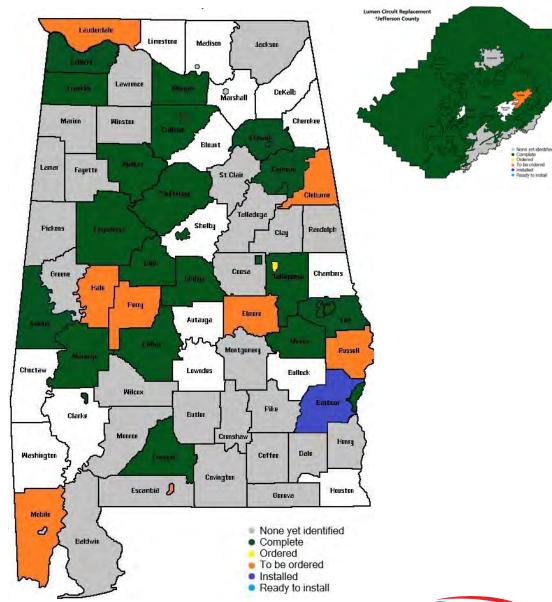
- 98% of the population is currently served by outbound Texty.
- 98% of the population is currently served by inbound Texty.





## Lumen Circuit Replacement

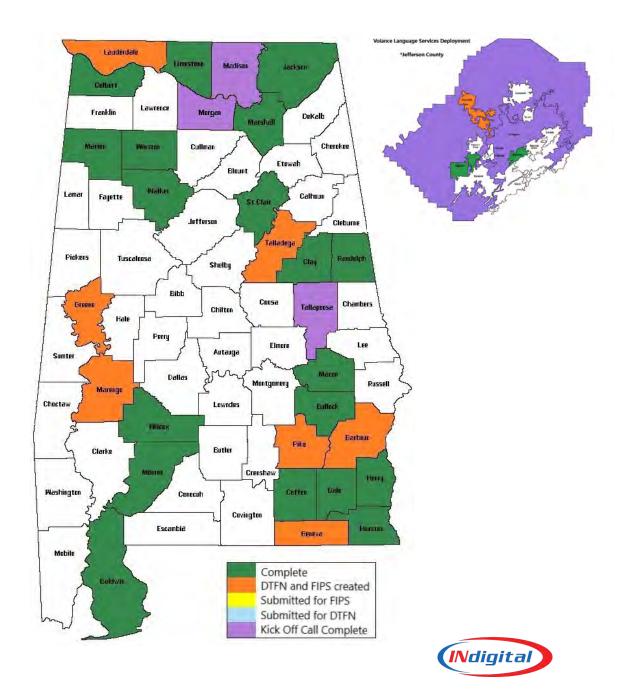
- None yet identified
- Complete
- Ordered
- To be ordered
- Installed
- Ready to install





## Voiance Language Services Deployment

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



#### **ESiNet Trends**

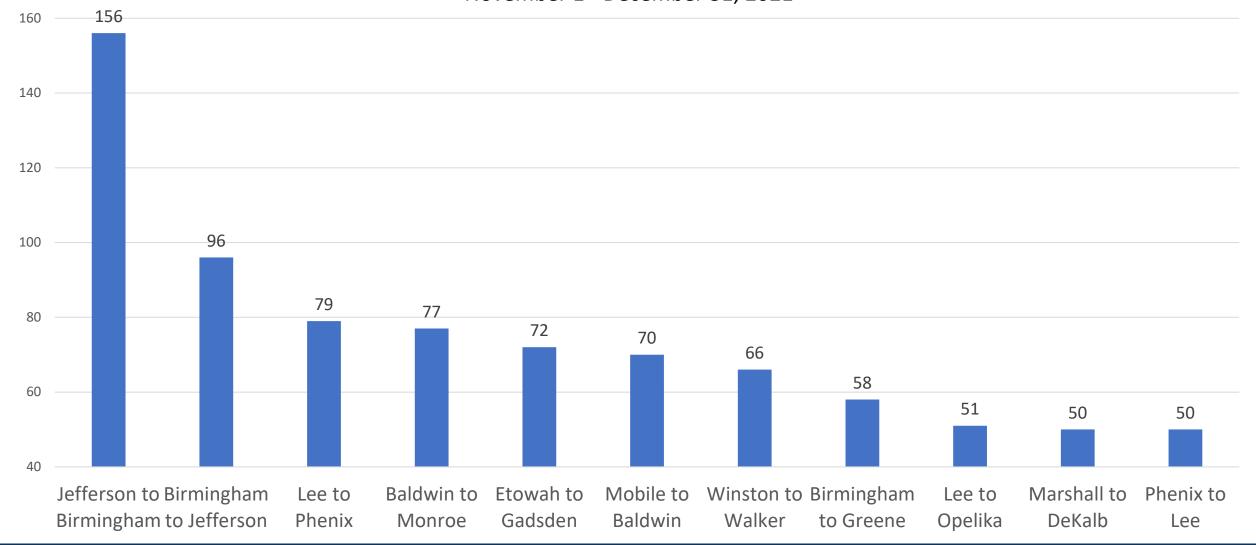


The busiest day during the reporting period was December 31st – 14,287 calls were processed. This was New Year's Eve. The second busiest day was December 18th – 13,397 calls were processed.

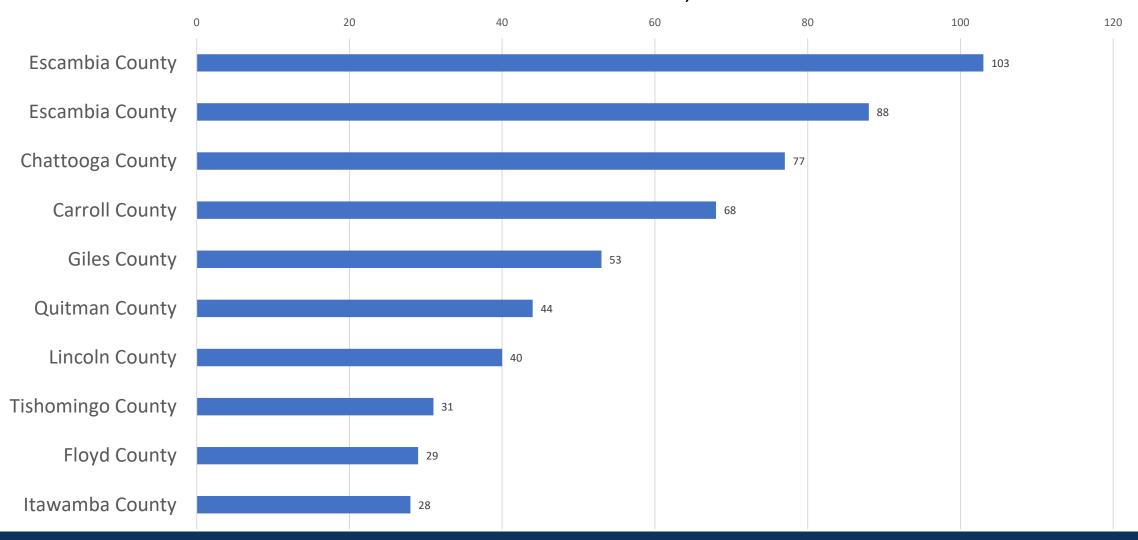
The average call volume per day was 12,230 which is down from 13,024 in the previous reporting period - Indigital total calls since the last report was 746,022.



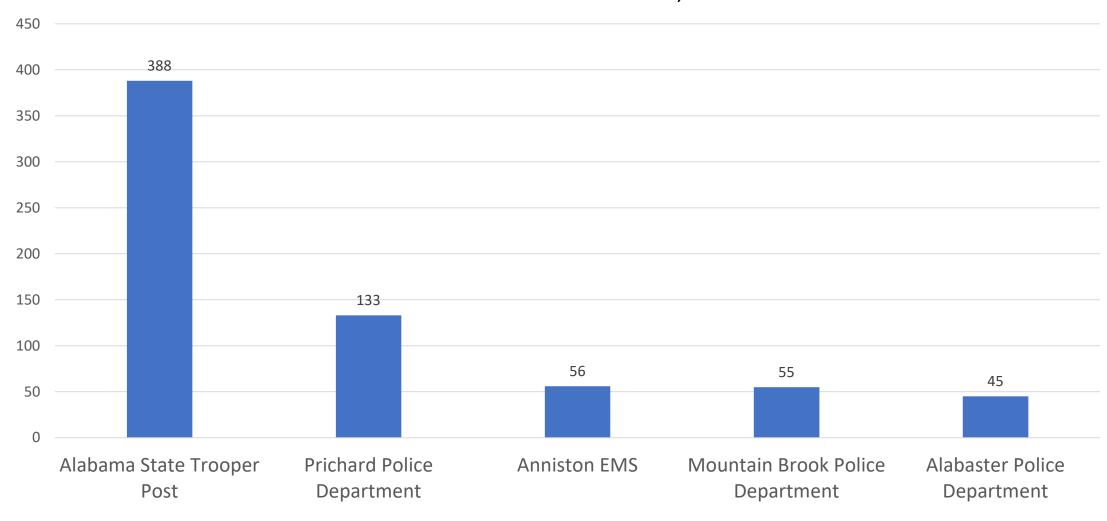
#### Primary PSAP to Primary PSAP Transfers November 1 - December 31, 2021



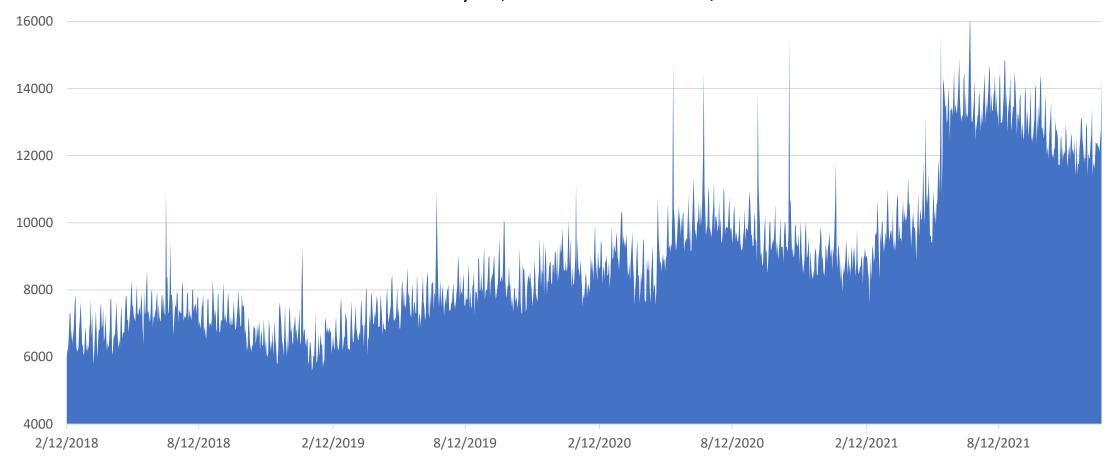
#### Out of State Transfers November 1 - December 31, 2021



#### Top Five Secondary PSAP Transfers November 1 - December 31, 2021



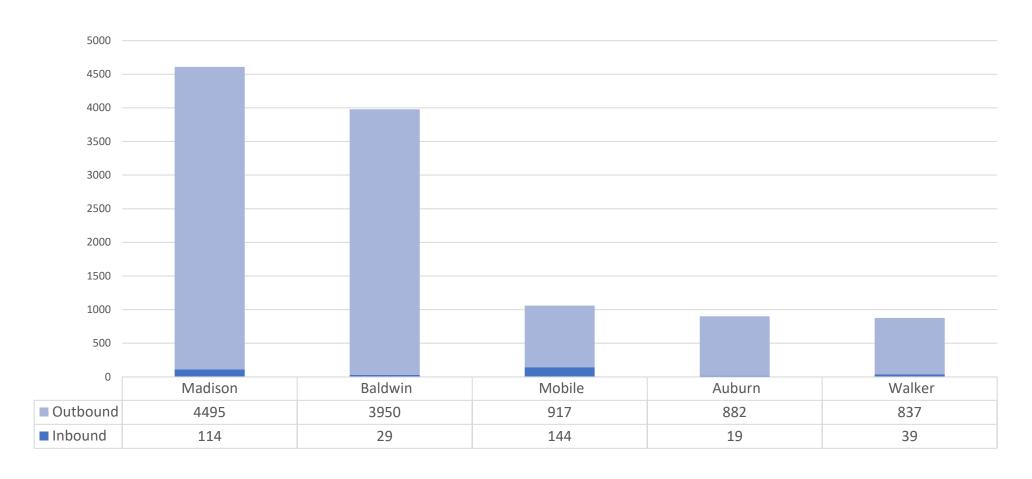
#### ANGEN Total Call Count February 12, 2018 - December 31, 2021



ANGEN has now processed over 12.7 million calls!

Total Call Volume Feb 12, 2018, December 31, 2021: 12,788,952

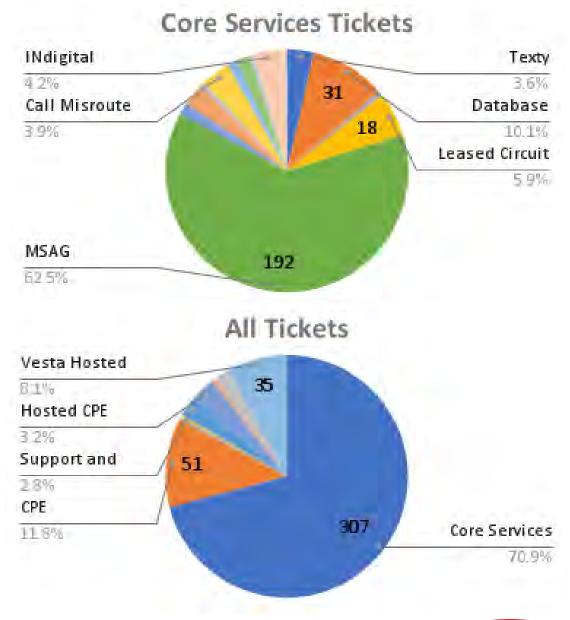
#### Top Five Text for 9-1-1 PSAPs November 1 - December 31, 2021



## Trouble Ticket Analysis

A total of 433 tickets have been created since the last report.

70.9% of those tickets were core services-related



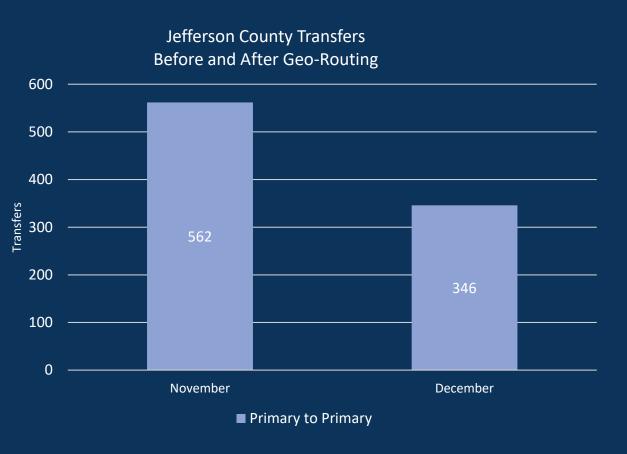


# The NSOC is staffed 24/7/365.

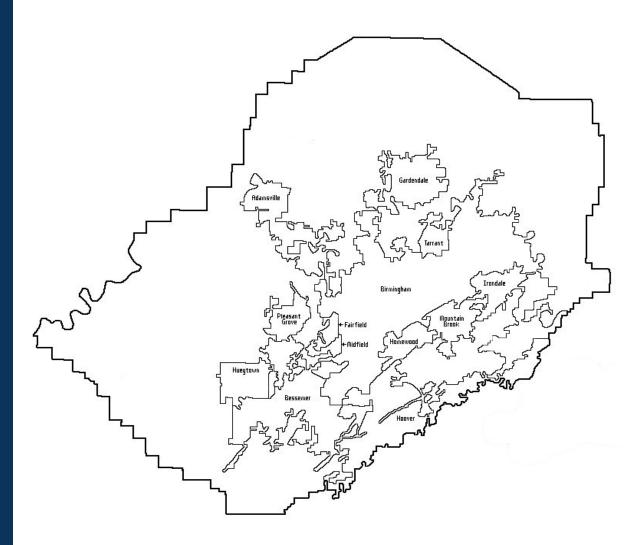
The easiest and most efficient way to notify INdigital of trouble or to report a problem is to call the NSOC (National Service Operations Center) at (877)469-2010 or email support@indigital.net.



### **Significant Events**

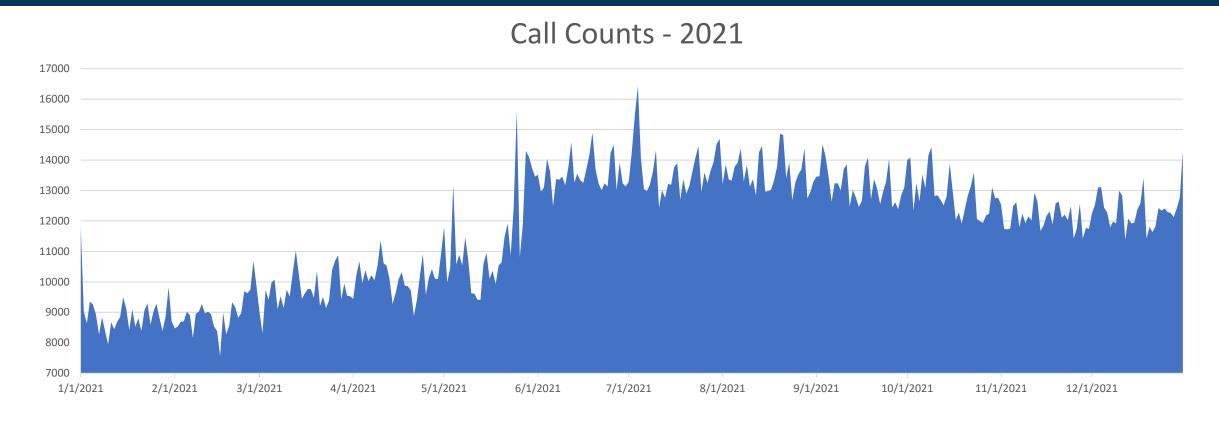


A 38% decrease in transfer volume









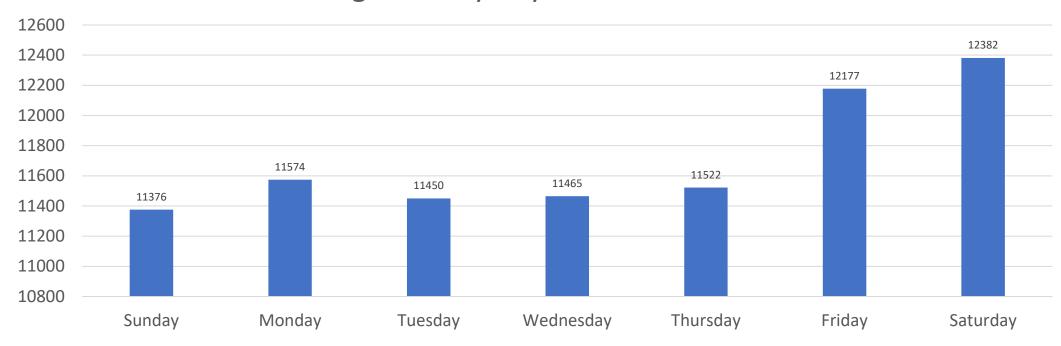
The average call volume per day was 11,711. Total calls for 2021 was 4,274,488



Top Five Busiest Days		Top Five Least Busy Days	
Sunday, July 4, 2021	16432	Tuesday, February 16, 2021	7563
Tuesday, May 25, 2021	15620	Sunday, January 10, 2021	7942
Saturday, July 3, 2021	15466	Sunday, February 7, 2021	8158
Saturday, June 19, 2021	14904	Thursday, January 7, 2021	8270
Friday, August 20, 2021	14865	Thursday, February 18, 2021	8276

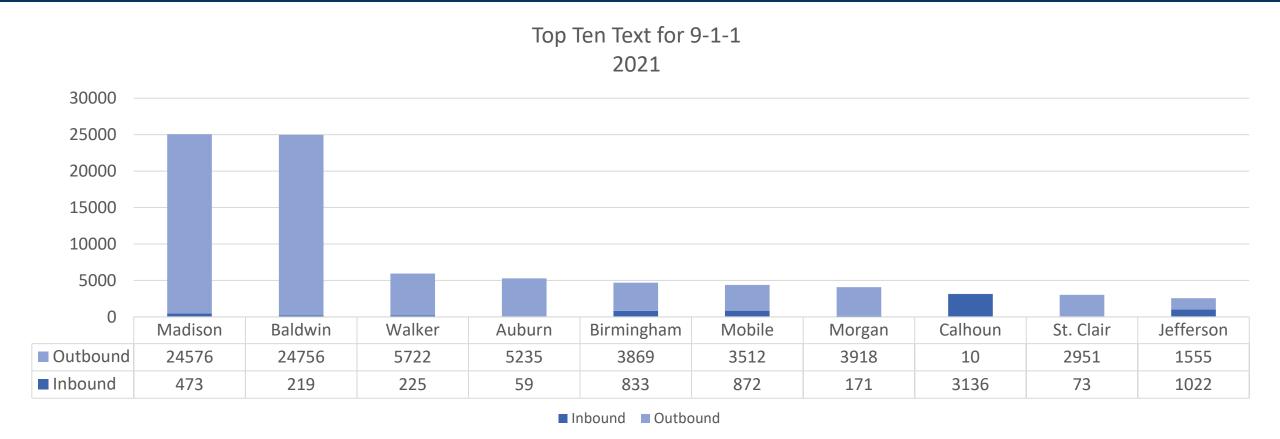


#### Average Calls by Day of the Week - 2021



Saturdays proved to have the highest call volume with Sundays showing the least.





There was a total of 11,423 inbound and 89,649 outbound text sessions for the year –89% of all text sessions were PSAP initiated.

## **Questions?**

#### **Caleb Branch**

cbranch@indigital.net 256.276.6854

#### **INdigital**

877.469.2010 1616 Directors Row, Fort Wayne, IN 46808

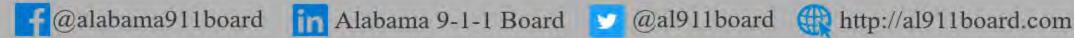


# Financial Report

(Tab 7)

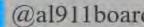
MR. RON COOLEY, CPA

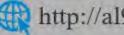






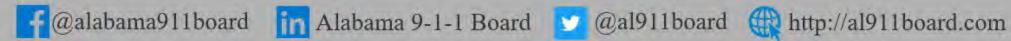


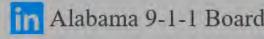




		FY 22	FY 21
ASSETS			
Current Assets		36,613,725.02	\$36,158,768.06
Net Property and Equipment		58,550.29	90,171.27
Total Assets	\$	36,672,275.31	\$36,248,939.33
LIABILITIES AND NET POSITION			
Current Liabilities	\$	6,429.22	\$ 5,049.46
Fund Equity		36,665,846.09	36,243,889.87
Total Liabilities & Net Position	\$	36,672,275.31	\$36,248,939.33







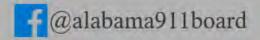


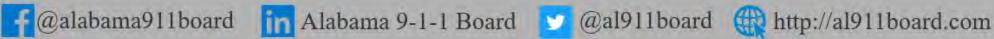


## YTD REVENUES

Months	FY FY	2022	FY	2021	FY	2020	FY 2019	▼
Oct	\$	11,191,238.21	\$	10,733,014.07	\$	10,220,982.74	\$	9,454,486.64
Nov	\$	10,138,142.13	\$	10,365,470.68	\$	10,418,140.87	\$	9,835,591.85
Dec	\$	10,529,792.15	\$	10,429,770.07	\$	10,196,946.48	\$	9,647,082.50
Total	\$	31,859,172.49	\$	31,528,254.82	\$	30,836,070.09	\$	28,937,160.99
Average	\$	10,619,724.16	\$	10,509,418.27	\$	10,278,690.03	\$	9,645,720.33
Baseline	\$	10,441,979.04	\$	10,441,979.04	\$	10,441,979.04	\$	10,409,325.98
<b>Cummulative Basel</b>	lin \$	31,325,937.12	\$	31,325,937.12	\$	31,325,937.12	\$	31,227,977.94
Over/Under	\$	533,235.37	\$	202,317.70	\$	(489,867.03)	\$	(2,290,816.95)

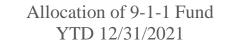


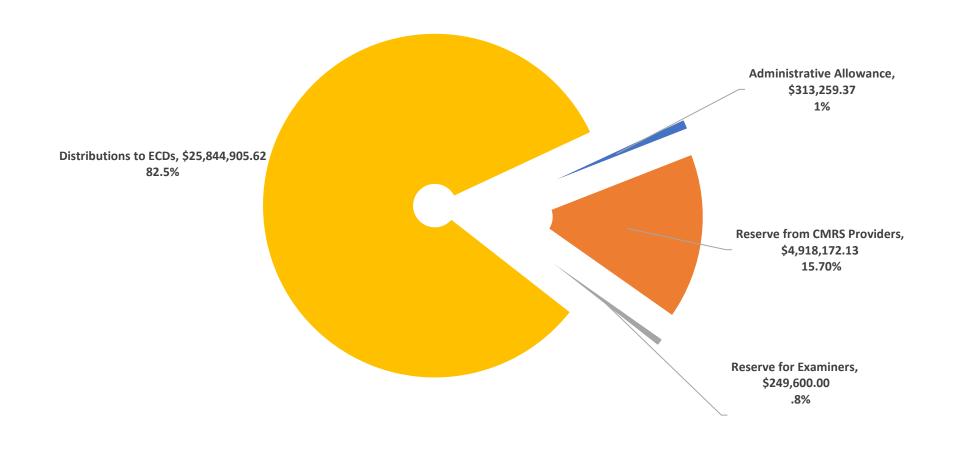












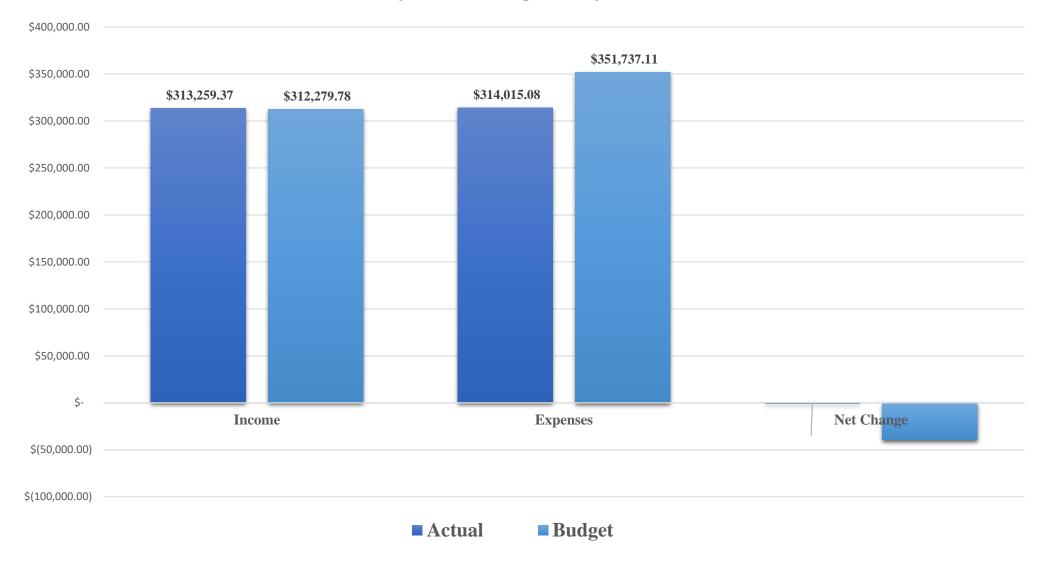
Fund Balances							
	Revenue	Cost Recovery	Operations	Examiners	Grants & Education	Federal Grant	Total Funds
Revenue	\$26,381,385.87	\$ 4,927,018.52	\$324,514.25	\$249,882.35	\$ 122.14	\$260,045.49	\$32,142,968.62
Expense	\$25,844,905.62	\$ 7,365,241.43	\$314,015.08	\$122,952.00	\$ 852,082.52	\$289,272.00	\$34,788,468.65
Net	\$ 536,480.25	\$ (2,438,222.91)	\$ 10,499.17	\$126,930.35	\$(851,960.38)	\$ (29,226.51)	\$ (2,645,500.03)



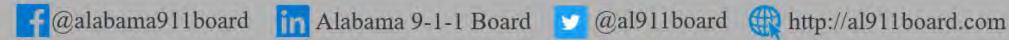


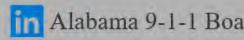


#### **Operations Budget Comparison**











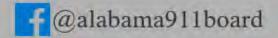


# Legal Report

(Tab 8)

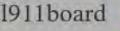
BRUNSON, BARNETT, & SHERRER, P.C.







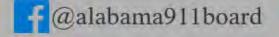




## Legal Report

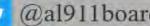
- 1) Meeting Support
- 2) Independent Audit Support
- 3) Policy & Expected Legislation Discussion, Research, & Preparation
  - a. Payroll Policies
  - b. Board Appointment/Service Terms
  - c. Local ECD Issues Discussion







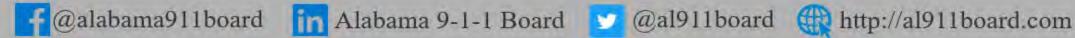




## Old Business

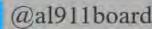
**BOARD MEMBERS** 









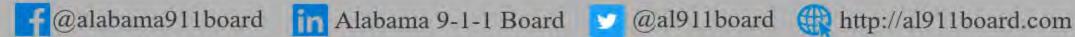




## New Business

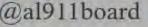
**BOARD MEMBERS** 

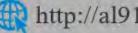








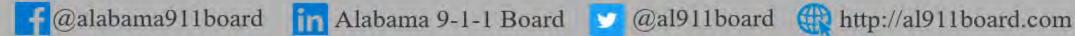




## New Business

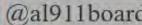
>Committee Assignments









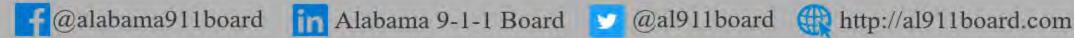




## Public Comments

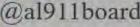
**OPEN FORUM** 

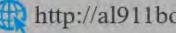












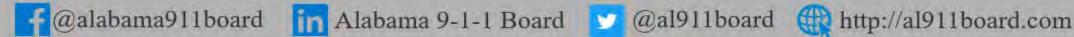
# Next Board Meeting

MARCH 16, 2022

10:00AM

MONTGOMERY, AL











# Adjournment



