February 15, 2022
Talk About It Tuesday!

Introduction & Contact Information

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Agenda
February 15, 2022

➢ ECD Annual Certification Summary

➢ ADT alarm service via TEXTY powered by Intrado

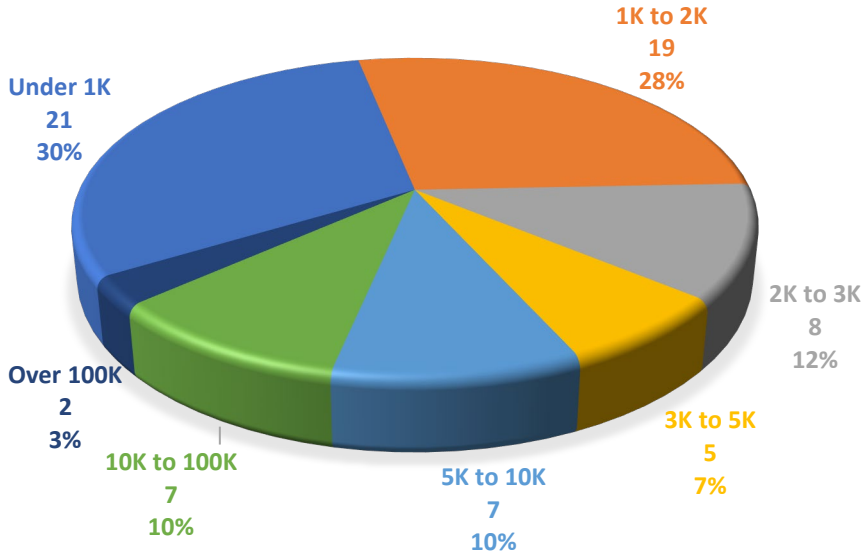# Summary of the Data Collected from the ECD Annual Certification

We use this certification to collect information:

➢ Provide required reports to the FCC, 911.gov, the Alabama Legislature and other entities

➢ Answer questions you have related to running your center

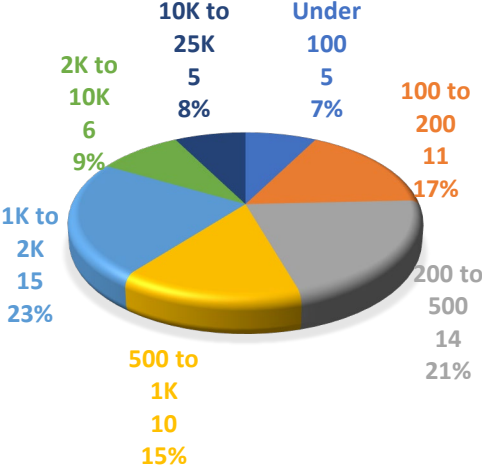➢ Answer questions posed to us by the Board members

Wireline and Wireless Calls Received
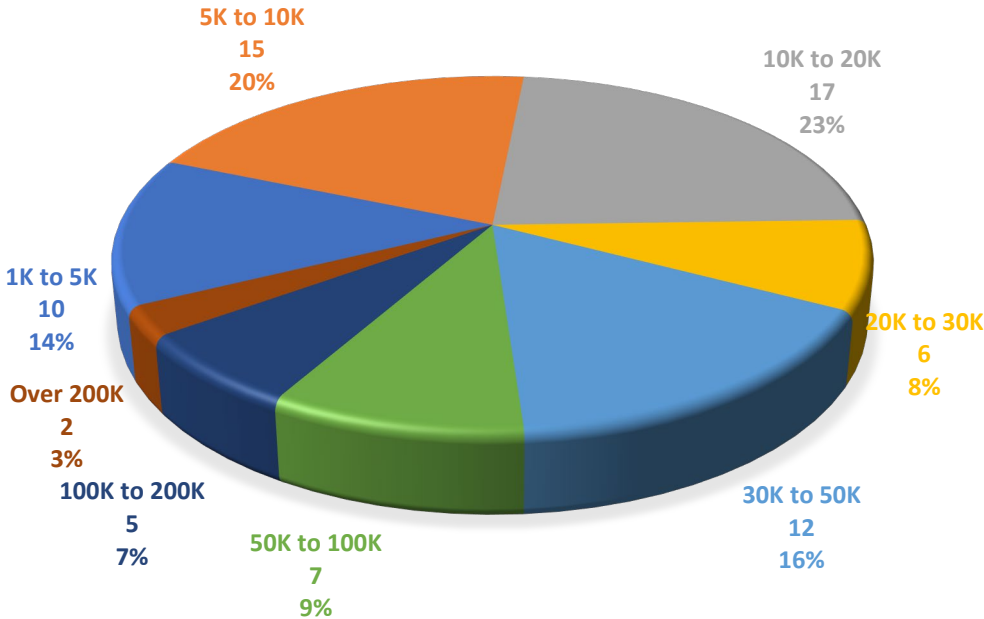
WIRELINE CALLS IN 2021

- Under 1K — 21 — 30%
- 1K to 2K — 19 — 28%
- 2K to 3K — 8 — 12%
- 3K to 5K — 5 — 7%
- 5K to 10K — 7 — 10%
- 10K to 100K — 7 — 10%
- Over 100K — 2 — 3%

Total Wireline Reported: 73,0278

VOIP CALLS 2021

- Under 100 — 5 — 7%
- 100 to 200 — 11 — 17%
- 200 to 500 — 14 — 21%
- 500 to 1K — 10 — 15%
- 1K to 2K — 15 — 23%
- 2K to 10K — 6 — 9%
- 10K to 25K — 5 — 8%

Total VoIP Reported: 126,042

WIRELESS CALLS IN 2021

- 5K to 10K — 15 — 20%
- 10K to 20K — 17 — 23%
- 20K to 30K — 6 — 8%
- 30K to 50K — 12 — 16%
- 50K to 100K — 7 — 9%
- 100K to 200K — 5 — 7%
- Over 200K — 2 — 3%
- 1K to 5K — 10 — 14%

Total Wireless Reported: 2,813,129

Comparison of Call Types

- Wireline
- VoIP
- Wireless

(axis: 0, 500000, 1000000, 1500000, 2000000, 2500000, 3000000)
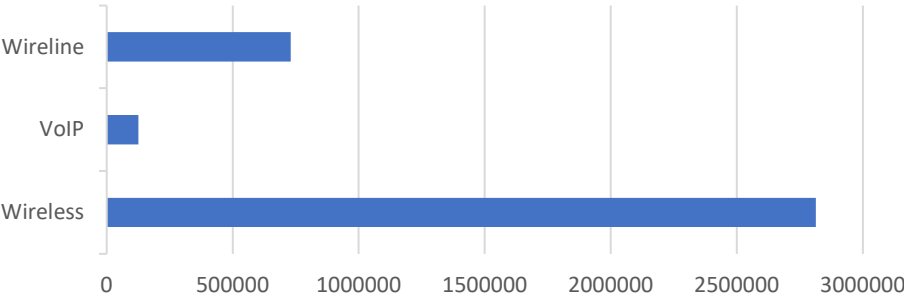
Inbound and Outbound Text Sessions

INBOUND TEXT SESSIONS 2021 - 6580

- 1K to 2K — 1 — 2%
- 500 to 1K — 3 — 4%
- 100 to 500 — 10 — 15%
- Under 10 — 23 — 34%
- 50 to 100 — 8 — 12%
- 20 to 50 — 14 — 21%
- 10 to 20 — 8 — 12%

OUTBOUND TEXT SESSIONS 2021 - 82,286

- Over 20K — 2 — 3%
- 2K to 20K — 6 — 9%
- 1K to 2K — 4 — 6%
- 500 to 1K — 2 — 3%
- 100 to 500 — 6 — 9%
- Under 10 — 29 — 43%
- 50 to 100 — 4 — 6%
- 20 to 50 — 9 — 13%
- 10 to 20 — 5 — 8%
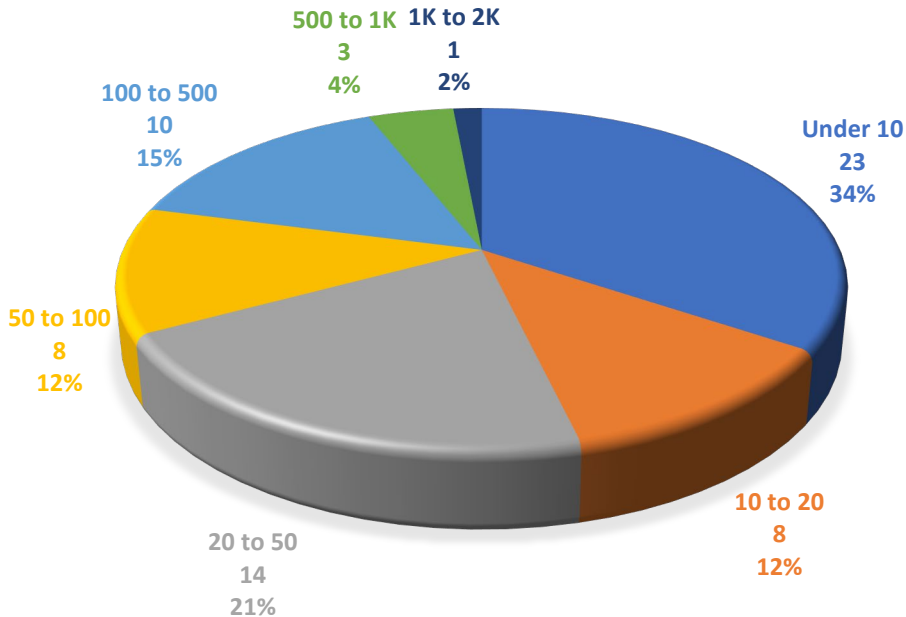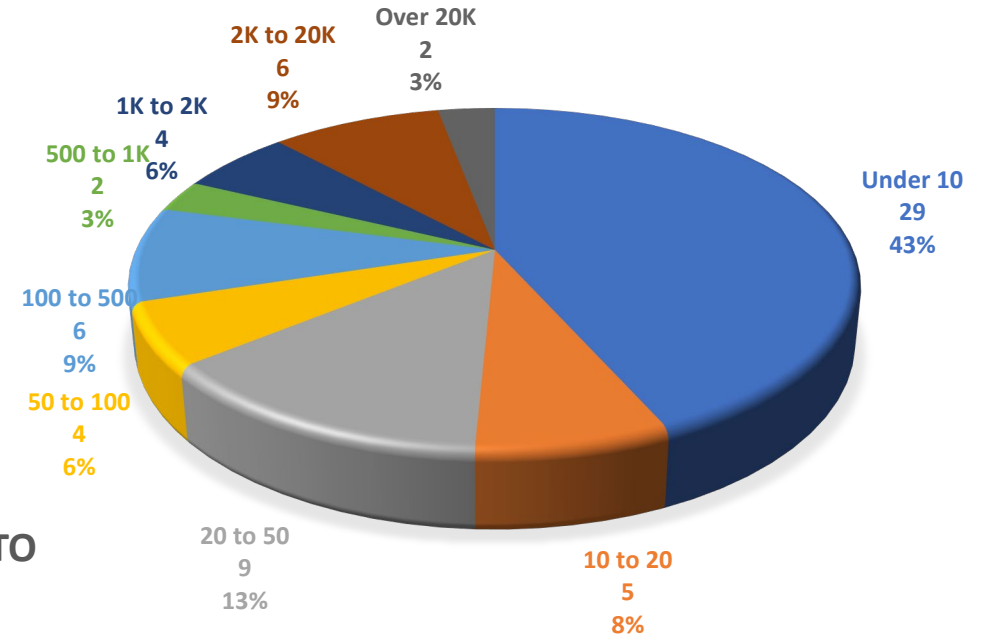
COMPARISON OF INBOUND TO OUTBOUND
TEXT SESSIONS 2021

- Inbound — 6580 — 7%
- Outbound — 82286 — 93%

The Software You Use

CPE

- Viper — 2 — 3%
- Zetron — 1 — 2%
- Emergency Callworks/ECW — 7 — 11%
- Sentinel Patriot — 1 — 1%
- Solacom — 21 — 32%
- Synergem — 1 — 2%
- Vesta — 32 — 49%

CAD

- Tyler/New World — 7 — 9%
- ADSI — 1 — 1%
- Caliber — 2 — 3%
- Central Square — 5 — 7%
- CGI — 7 — 10%
- CIS — 2 — 3%
- Digital Detective — 1 — 1%
- Geoconex — 10 — 13%
- Hexagon — 3 — 4%
- INet — 2 — 3%
- In-house — 1 — 1%
- Motorola Premier One — 1 — 1%
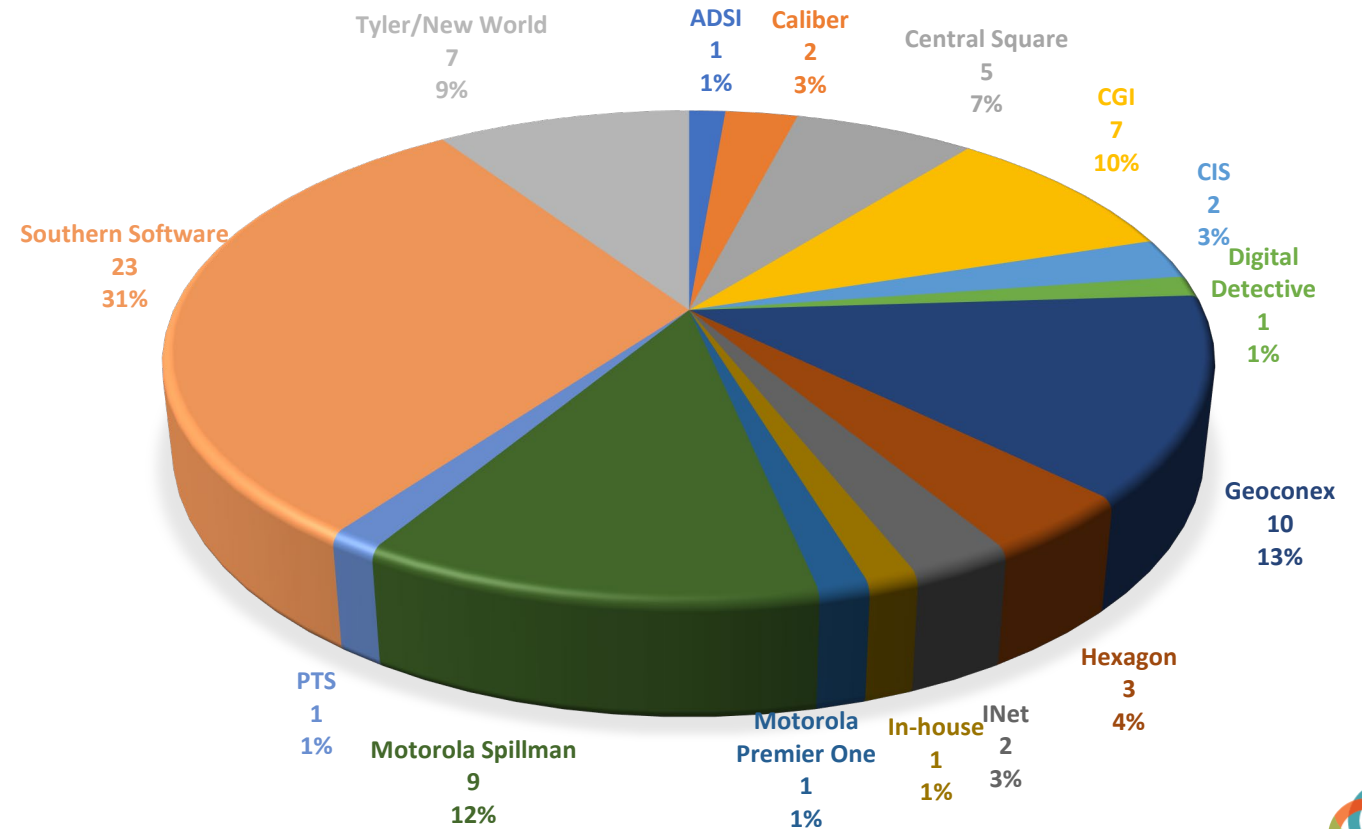- Motorola Spillman — 9 — 12%
- PTS — 1 — 1%
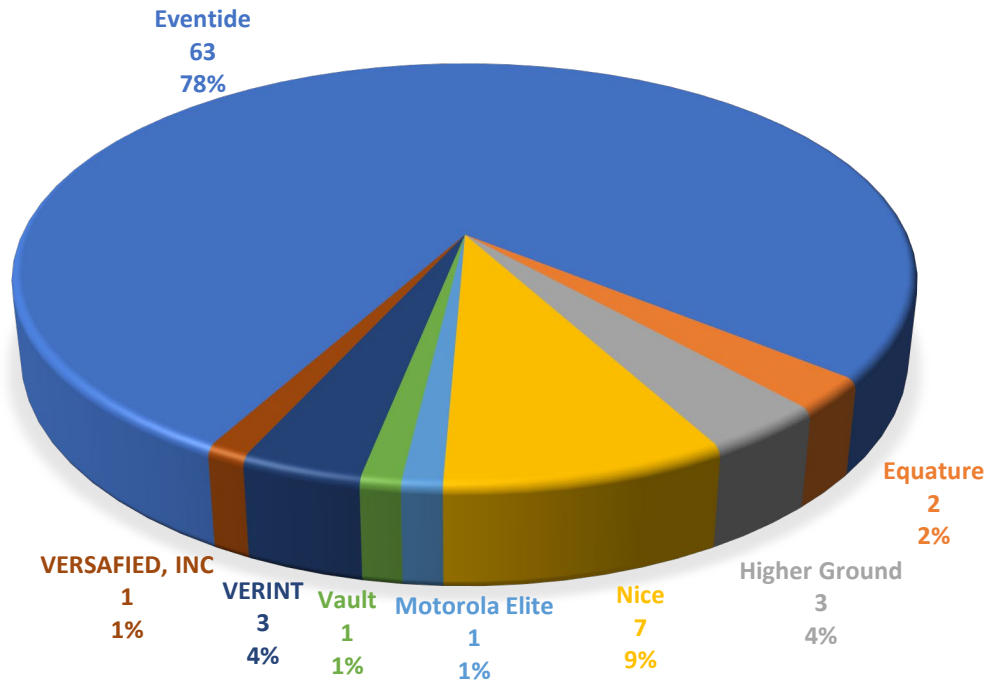- Southern Software — 23 — 31%
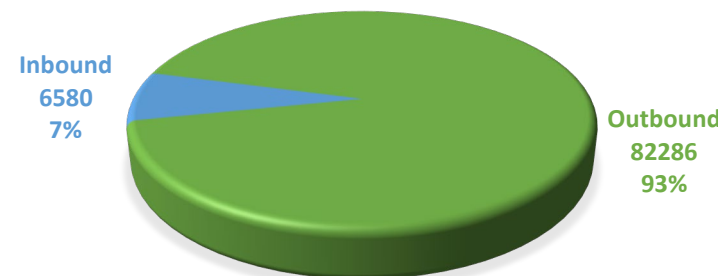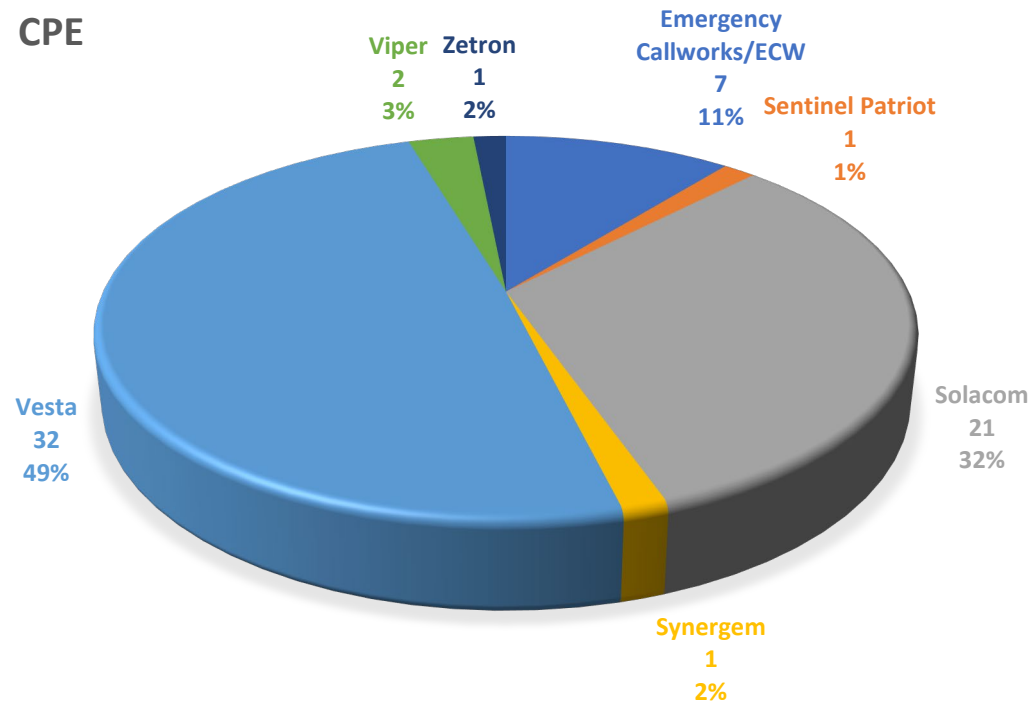
Here you see there are a lot of variety in CPE and CAD program used across the state.

In both recorder and GIS software, there is a clear preference on software used across the state.


RECORDER

Eventide
63
78%

VERSAFIED, INC
1
1%

VERINT
3
4%

Vault
1
1%

Motorola Elite
1
1%

Nice
7
9%

Higher Ground
3
4%

Equature
2
2%

GIS SOFTWARE

ESRI/Arc Map/ArcGIS/ArcView
45
75%

MapInfo
2
3%

Intergraph
1
2%

Geomedia
1
2%

GeoBackOffice
3
5%

Eagle View
1
2%

Datamark
2
3%

CGI Systems
3
5%

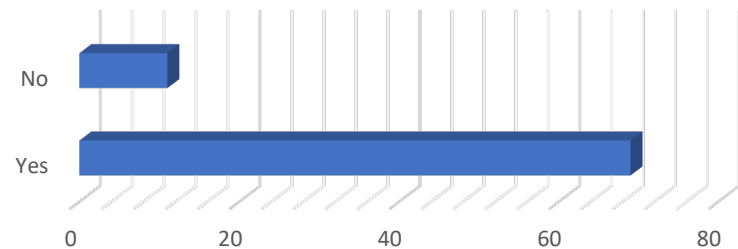Autocad
2
3%
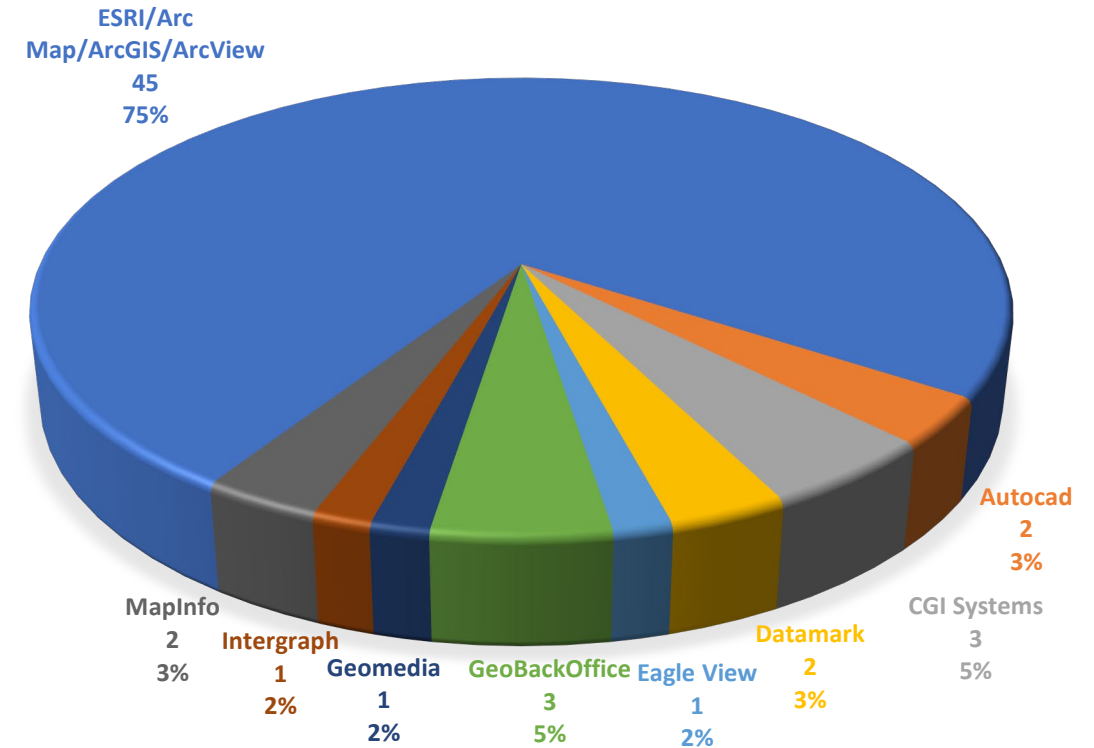
Training Across the State

Each year, the Board is required to provide a training report to the Alabama Legislature. The questions in the training section of the ECD Annual Certification help us complete that report and know where we need to focus our efforts on training.
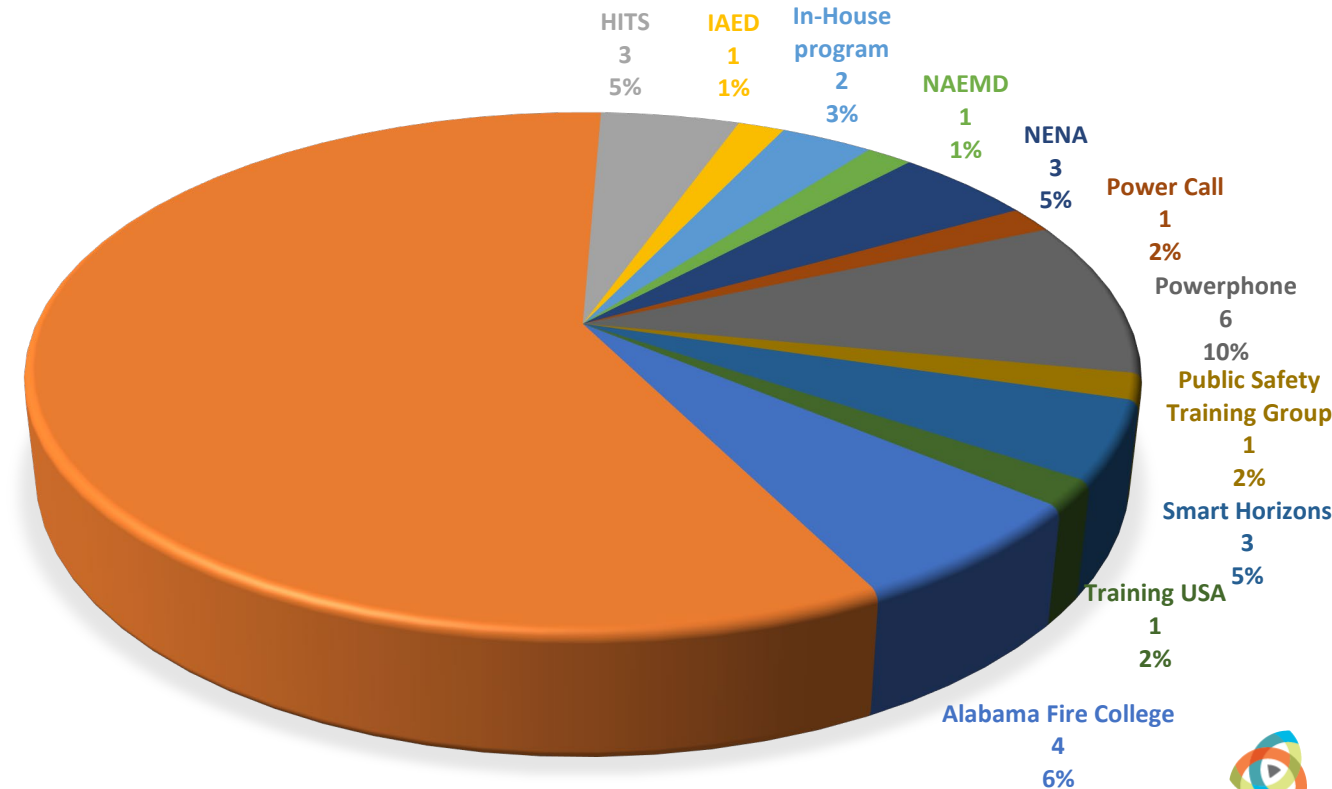

Do you have minimum training standards?
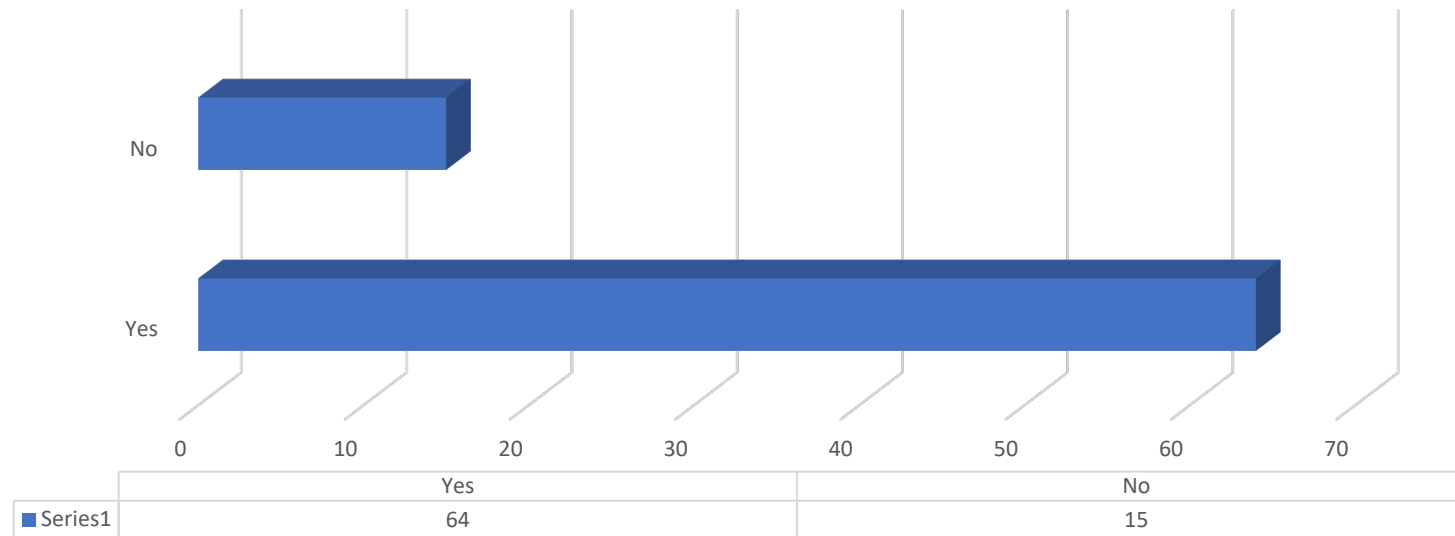
	Yes	No
Series1	64	15

Basic Telecommunicator Certification

Basic Telecommunicator Certification

Series1	Yes	No
	69	11

BASIC TELECOMMUNICATOR TRAINING PROGRAMS

HITS 3 5%
IAED 1 1%
In-House program 2 3%
NAEMD 1 1%
NENA 3 5%
Power Call 1 2%
Powerphone 6 10%
Public Safety Training Group 1 2%
Smart Horizons 3 5%
Training USA 1 2%
Alabama Fire College 4 6%
APCO 36 58%

EMD Certification

EMD Certification

	Yes	No
■ Series1	55	25

EMD PROGRAMS

ALEMD
23
47%

APCO
11
23%

BREMSS
2
4%

IAED
6
12%

NAEMD
2
4%

NENA
1
2%

Powerphone
3
6%

Training USA
1
2%
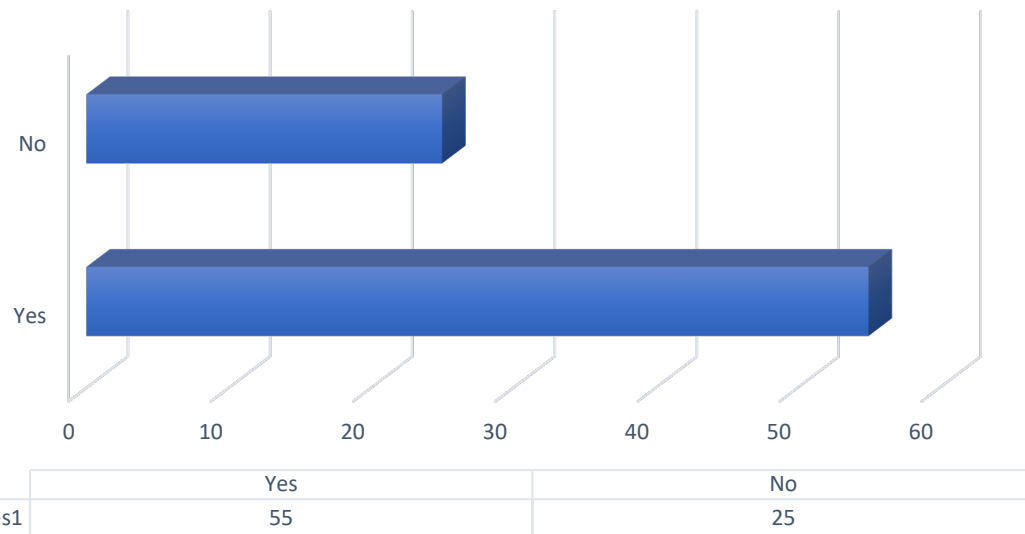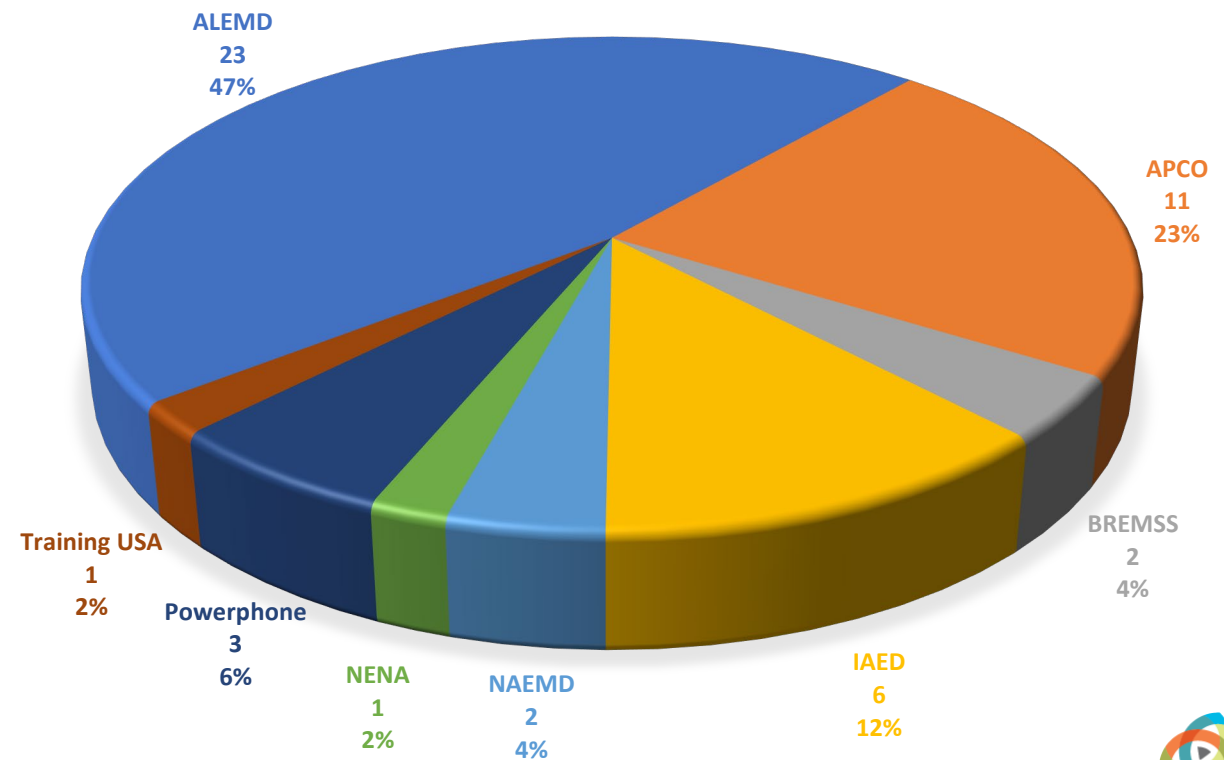
Independent Audits

Audits Conducted by Independent Firms

(Bar chart)
- No: ~38
- Yes: 42

(Axis: 36, 37, 38, 39, 40, 41, 42, 43)

COST OF INDEPENDENT AUDITS

- Over 30K — 1
- 1500 - 3000 — 6
- 3000 - 6000 — 4
- 6000 - 10K — 10
- 10K - 15K — 5
- 15K - 20K — 1
- 20K to 30K — 4

(Pie chart)
- Part of a county/municpal audit — 14
- 911 operations only — 42
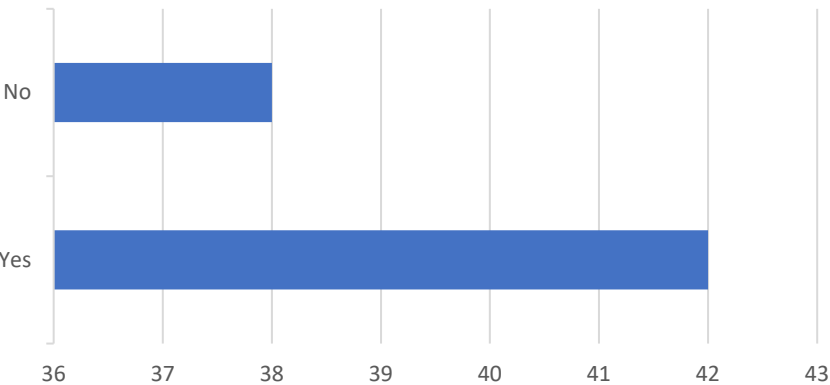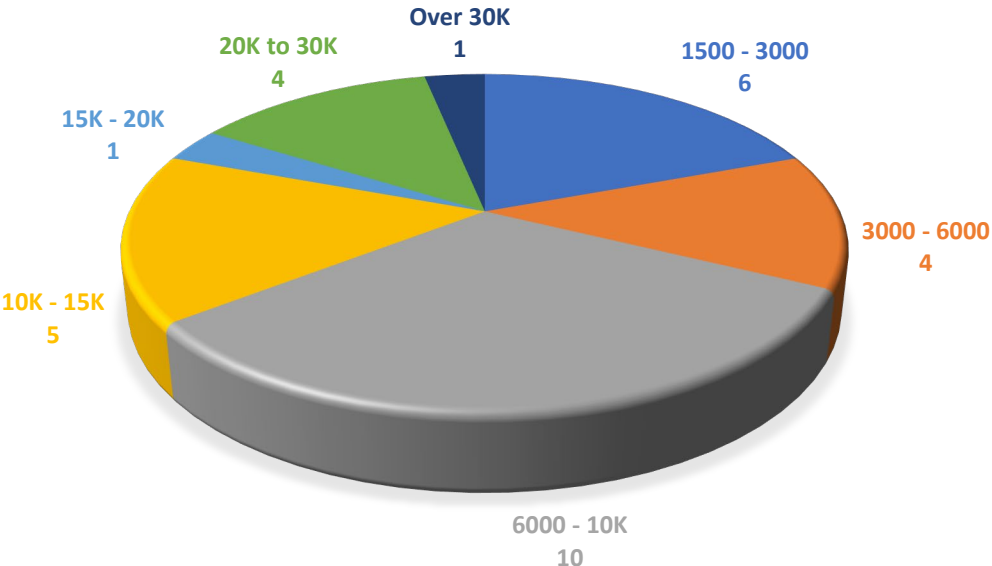
FREQUENCY OF INDEPENDENT AUDITS

- Annually — 40 — 70%
- Bi-annually — 11 — 19%
- Less often — 6 — 11%
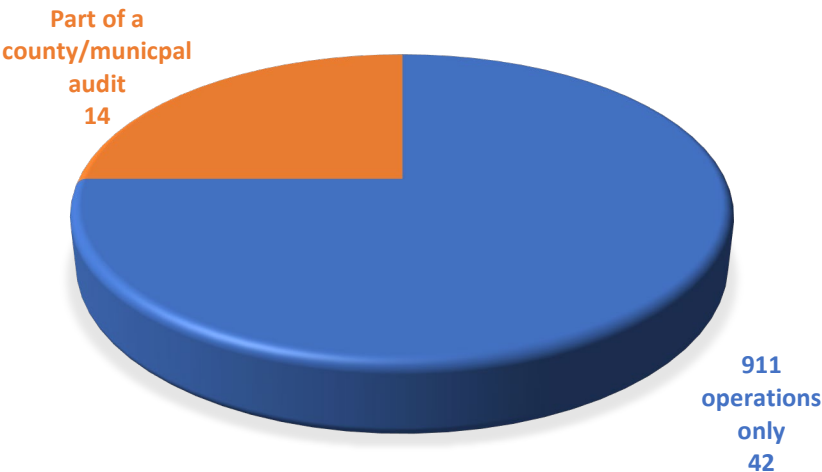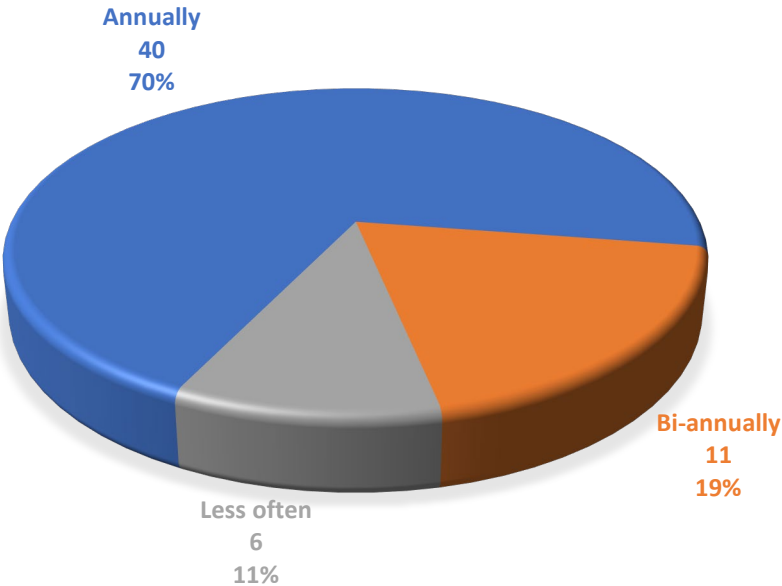
Back-up Power

UPS/Battery Back-up

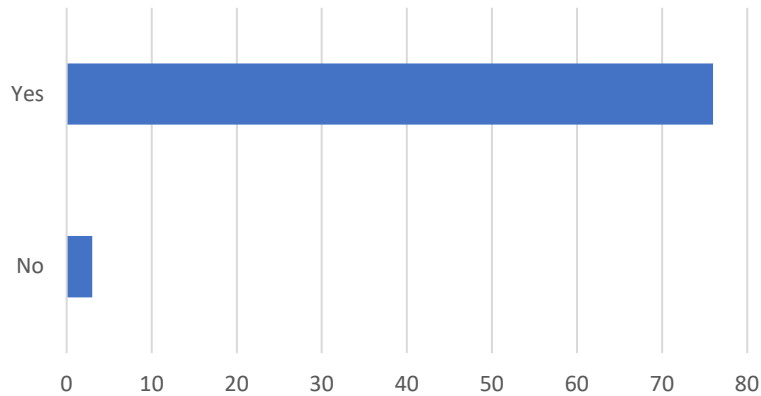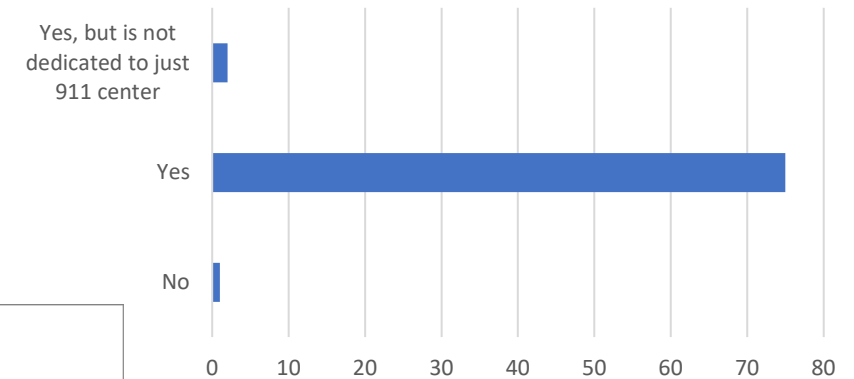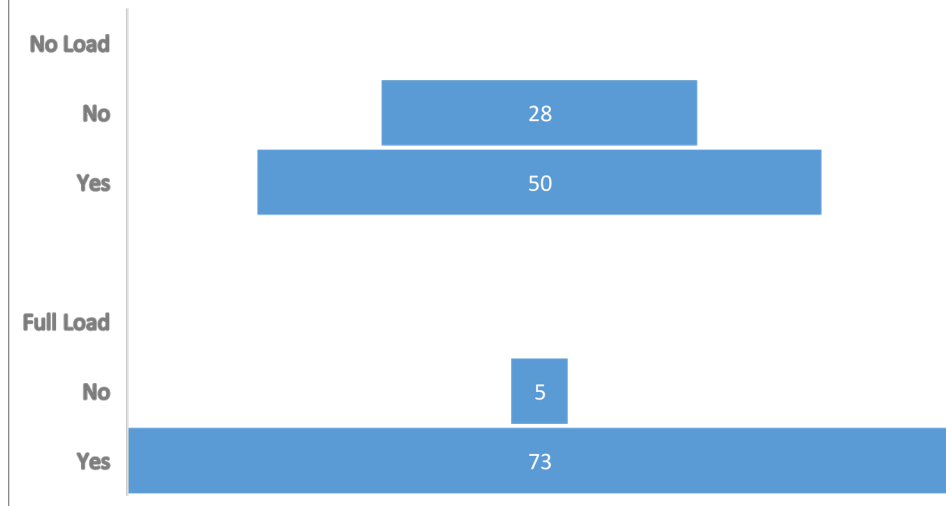## Do you have a generator?

Do you test your generator?

ADT alarm service via TEXTY powered by Intrado

ADT/Intrado Alarm Processing Overview and Expectations

- ADT and Intrado partnership

- new service to 911 Centers interested in improving alarm call processing times at no cost to the center

- leverages existing text-to-911 and Next Generation systems and ADT's alarm response process to eliminate the need for a voice call from ADT's agents to a 911 center's 10-digit telephone line

- 911 Center will receive the details of the alarm emergency within the text message created by ADT and Intrado and sent via the text-to-911 network

How the new service works

1) ADT receives an emergency request for assistance from a business or homeowner.

2) Through the ADT/Intrado integration, the relevant event information is bundled and delivered to the 911 Center via a text message for processing and dispatch. To the right is an example of the alarm message the PSAP will see within the alarm message and a description of each field of data sent to the 911 Center:

Alarm Type → Burglary - Commercial
1130 NW 3RD AVE
DELRAY BEACH, PALM BEACH, FL ← Location
26.477541 -80.0766063
> Premise Owner: SMITH, JOHN @ 561-555-1212 ← Client
Compliance → > Permit#: 123789
> Zone: 1
Zone Information → > Zone Comment: INTERIOR GARAGE DR
> Event Description: BA-DOOR-FRONT 555-1212 ← Event Description
> Alarm Incident#: 100002042
Monitoring Information → > Monitoring Center: ADT SECURITY SERVICES
> Employee#: 10009
CBN: 800-238-2727

Information conveyed via text:

a. Alarm Type – This field provides the 911 center with the type of alarm ADT received such as Burglary Alarm or in the future Fire Alarms and other types of alarms.

b. Location – This field provides the 911 center with the dispatchable address for the emergency request for assistance. It contains street address, city, state, and latitude/longitude coordinates.

c. Client – This field provides the 911 center with client's name and telephone number.

d. Compliance – This field provides the 911 center with alarm company and customer information such as permit #, substation ID's, and other compliance information.

e. Zone Information – These fields provide the 911 center with the specific location of the alarm trigger such as Zone 1 and Front Door, NE Window, Garage Door, etc.

f. Event Description – This field provides the 911 center with additional information related to the alarm such as "BA- Burglar Alarm" and other security industry alarm descriptions used by ADT.

g. Monitoring Information – This field provides the 911 center with ADT contact information should the center need to call ADT.

How the new service works (continued)

3.	ADT will automatically receive a message from the 911 center when the text message is received.

4.	The 911 Center and an ADT agent are now connected via text message and able to conduct a two-way conversation for additional information as needed.

5.	Once the dispatcher has received and confirmed all necessary information it is the dispatcher's responsibility to promptly release the text message.

➢For this roll-out – THIS IS LAW ENFORCEMENT ONLY alarms per ADT
   • Fire and EMS are planned to be added later.

➢URL in text may contain additional information, pictures, etc. IN THE FUTURE

Considerations:

➢Is this a human-to-human interaction (i.e. not in conflict with 11-98-10)?

➢Existing ASAP to PSAP centers (four in AL)?

➢Opt-in and Opt-out options?
  • Opt-in as a state; PSAPs can opt-out within 30-45 days

➢Testing with a handful of PSAPs first?

➢What about secondary PSAPs?

Questions

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