

February 1, 2022

The Honorable Mac McCutcheon  
Speaker of the House of Representatives  
11 South Union Street  
Suite 519 I  
Montgomery, AL 36130-4600

Subject: Alabama 9-1-1 Board's 2021 Third Annual Training Report to the Legislature

Dear Speaker McCutcheon,

As the Executive Director for the Alabama 9-1-1 Board, I am pleased to present our third Annual Training Report to the Alabama Legislature. Pursuant to Section 11-98-4.1, Code of Alabama 1975, as amended, each year the "Executive Director of the statewide 911 Board shall prepare an annual report detailing the training provided and administered by the 911 Board for 911 dispatchers. The report shall be submitted to the President Pro Tempore of the Senate and the Speaker of the House of Representatives on February 1, 2020, and by February 1 each year thereafter." While it is the goal of the Alabama 9-1-1 Board to provide the Legislature with information about 9-1-1 as required by statute, it is also our goal to provide that information in a way that is useful to you as well as the citizens and visitors of Alabama.

While this past year has not been without its continued challenges during the COVID-19 pandemic, the Alabama 9-1-1 Board continues to strive to ensure that the 9-1-1 services provided in Alabama are performed by competent, dedicated public safety employees. I hope that this report shows our commitment to that objective and that you are as proud as I am of our State's progress, willingness, and commitment to the effective training of 9-1-1 personnel. I would be remiss if I did not take this opportunity to thank you for your continuing support of 9-1-1 in our great state.

If you have any questions or comments, please do not hesitate to reach out to me. I invite any opportunity to educate and inform about all 9-1-1 initiatives and the progress we are making in our industry.

Sincerely,



Leah Missildine  
Executive Director  
Alabama 9-1-1 Board

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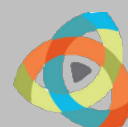
# Alabama 9-1-1 Board's Third Annual Training Report to the Legislature

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FEBRUARY 1, 2022

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



## **Introduction**

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

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

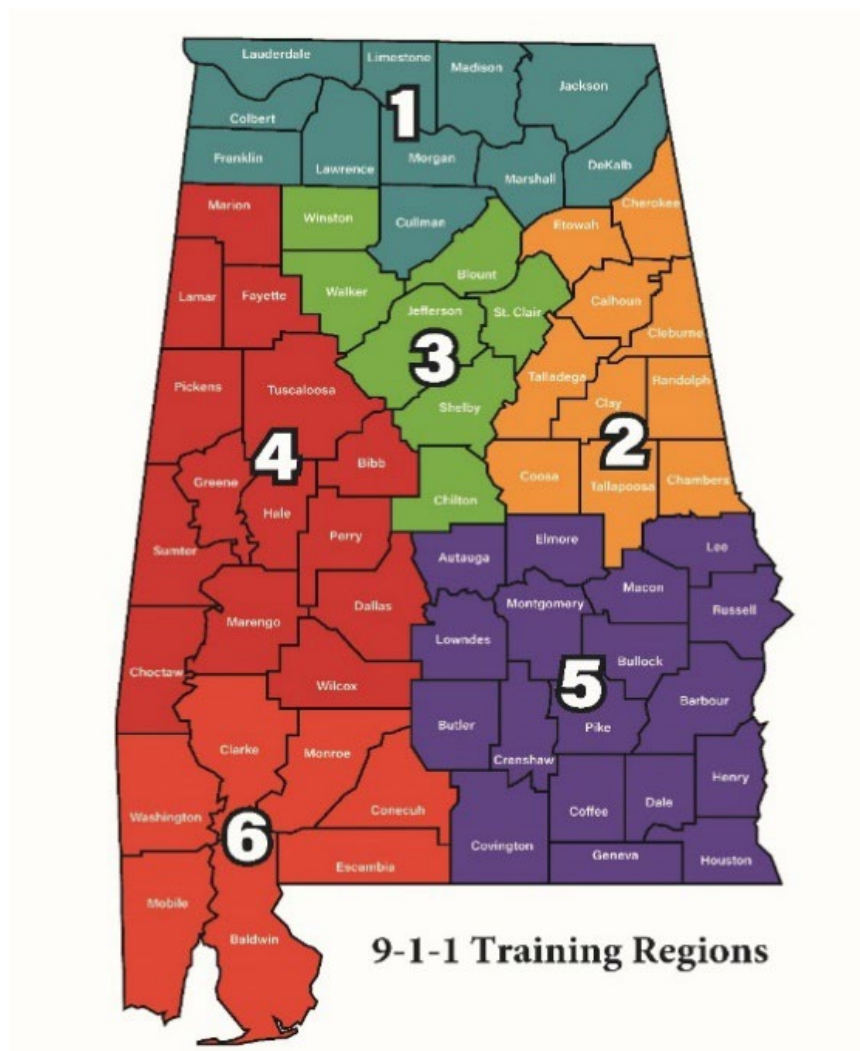
- Filling the void of in-person, live training with safe, virtually accessible training
- Training 9-1-1 personnel on the tools and benefits of NG911 Geographic Information Systems (GIS) and the databases that power them
- Continued growth and renewals of Alabama Emergency Medical Dispatch (EMD) Program

## **Focus on Virtual**

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

While in-person training provides a dedicated environment with less distractions, hands-on learning, onsite technical support, and student accountability, the staff of the Alabama 9-1-1 Board was forced to shift its focus to virtually accessible training and procure an adequate learning management system to deliver said training as stated in last year's report. Implementation began in March of 2021 according to the following plan:

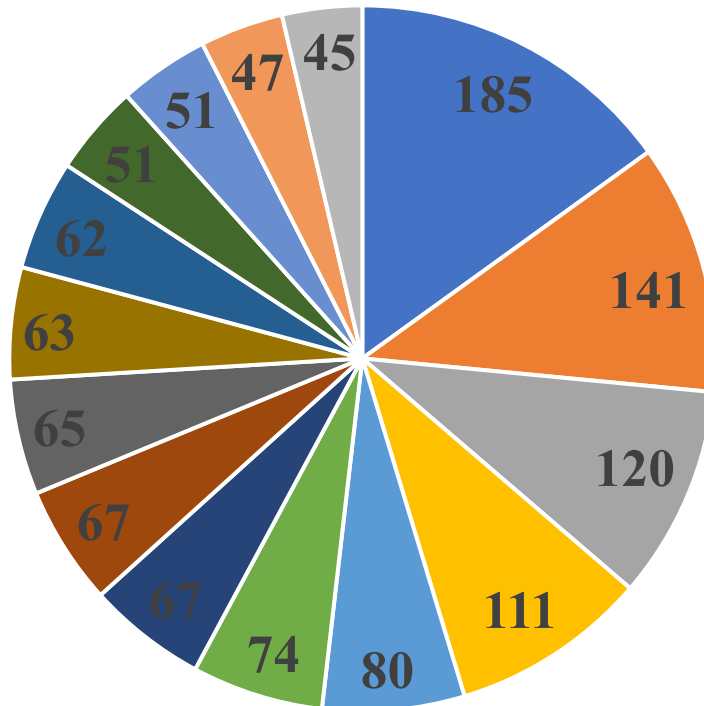
<u>Date</u>	<u>Group</u>	<u>Expected # of users</u>
3/19/2021	1 <sup>st</sup> User Group Webinar (NENA Education Committee Group)	99
3/31/2021	ALEMD Instructor Group Webinar	83
4/7/2021	ALEMD Practitioner Group Webinar	727
4/8/2021–4/22/2021	Region 1 and 2	502
4/23/2021–5/7/2021	Region 3 and 4	346
5/10/2021–5/24/2021	Region 5 and 6	620



The initial period of enrollment rendered 1,362 telecommunicators enrolled, which is approximately 60 percent of the state on first pass. Since enrollment began in the Spring, 1,661 courses were completed, and 2,080 hours of training were delivered by the close of 2021 via the Board’s virtual platform.

## Top 15 Completed Courses & # of Completions

- Call Handling for the Telecommunications Center
- De-escalation for Telecommunicators
- Understanding Stress for the Telecommunicator
- Autism Awareness for 9-1-1 Telecommunicators
- Effective Communication for Telecommunicators
- Responding to an Active Violence Event
- Building 9-1-1 Lifebridges to Suicide Callers: An Introduction
- Interpersonal Communications
- AMBER and Silver Alerts for Telecommunicators
- Human Trafficking for Telecommunications
- Counseling & Discipline for the Telecommunications Center
- Call Classification for Telecommunicators
- Supervision 101 for the Telecommunications Center
- Telecommunicator CPR (TCPR)
- Personnel Issues



## NG911 Geographic Information Systems (GIS)

The Alabama 911 Board finished the implementation of the Alabama Next Generation 9-1-1 Network (ANGEN), a fully functional and standards compliant Next Generation 9-1-1 (NG9-1-1) system comprised of an interconnected and interoperable system known as an Emergency Services IP Network (ESInet) in May 2021. The ESInet operates as a “system of systems” and provides the framework for all primary 9-1-1 centers or PSAPs to enable NG9-1-1 capabilities.

Geographic Information Systems (GIS) and their databases, attributes and spatial information within GIS are used in 911 primarily at the PSAP. These systems allow for the legacy call location information systems to query the local maps and present a location for the dispatcher. All of this locally developed and maintained GIS information is bound to a single PSAP or a single jurisdiction. The data has been managed and maintained by local resources and resides in many disparate systems and formats. While this current implementation worked in E9-1-1 and legacy systems, changes associated with ANGEN implementation have the potential to drastically change how GIS operations are handled.

A simple way to understand the difference is displayed below:

<b>E911 (Legacy)</b>	PSAP “finds” the caller by asking for location
<b>NG911</b>	Caller “finds” the PSAP by looking for the PSAP location

Taking these two items a step further, the NG9-1-1 impact to GIS enhances not only Call Routing, but Call Dispatch. Call Routing is utilized by the NG911 system to use the location as the means of routing the call to the correct PSAP. Call Dispatch happens after the correct PSAP receives the call and uses the local tools to manage the response to the incident.

Because of the heft of this overhaul of GIS data, the Board is approaching this project in multiple phases largely utilizing federal grant dollars. To begin, the Board has attempted to collect all required data layers as outlined in NENA-STA-006.1-2018 to include Road Centerlines, Site/Structure Address Points, Authoritative PSAP Boundaries, Emergency Service Boundaries, and Provisioning Boundaries, and deliver those to the ANGEN Service Provider. Because ANGEN is designed to gather the location of a caller immediately as a call enters the network, these data layers will be used by the system to validate that information and select the proper PSAP in which to route the call. Accomplishing this first phase will allow for ANGEN to route all calls based upon location of any PSAP in the state. The ANGEN Service Provider will ensure that the routing system will align with the existing automatic location information (ALI) databases to present ALI at the workstation as it currently operates. While some of them are incomplete and are in various steps of remediation, all but four of these datasets have been collected as of the writing of this report.

The next major step that will run concurrently with data remediation consists of two linked stages of development and administration. The development will focus on the creation of the

Location Information System (LIS) database(s) that will be used to replace the ALI system. Working with the ANGEN Service Provider, the Board is gathering the ALI records and ensuring that the format structure meets the appropriate standards. This effort will allow for the replacement of legacy ALI at the PSAPs and use ANGEN to perform the delivery of location to the PSAP with the call. The concurrent data remediation is the process through which the Board, ANGEN Service Provider, and a GIS contractor is conducting analysis of all of the data available from the PSAPs, including the reconciliation of the ALI, MSAG, and GIS files to develop the standardized format and data structure. Discrepancies that are identified due to errors of one of the systems (ALI, MSAG or GIS) will be referred back to the PSAP GIS manager for correction.

The other stage of this step is maintenance. Maintenance of a Statewide GIS System for all PSAPs will be ongoing. The GIS files will be located in a centralized system that PSAPs can access to maintain and manage the data. The Board has ensured that training and support is provided to the PSAPs to allow ongoing database management of the location information. A total of 168 training hours on the toolsets used for this program have been administered to 9-1-1 personnel thus far.

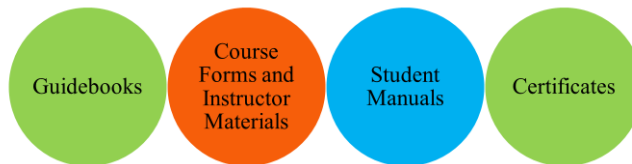
The impacts of the Board's GIS program are numerous:

- all calls will utilize ANGEN as the call routing platform throughout the state
- reliance on Selective Routing can be decreased and, in many areas, will be replaced
- calls will be routed according to the location of the caller not a pre-determined route based upon the phone number dialing 9-1-1 or an approximation
- all PSAPs will utilize a consistent, standardized statewide database
- management of the database will be centralized with common tools and processes
- once the GIS platform is completed, ANGEN can fully implement the Location Validation Function / Emergency Call Routing Function (LVF/ECRF) and NG911 call routing system
- PSAPs will have the ability to access GIS information for all PSAPs across the state (with proper authorization) between PSAPs

### **Alabama Emergency Medical Dispatch Program**

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

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



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



### Summary

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

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



## Appendix A

January 25-29, 2021	NENA Center Manager Certificate Program	Birmingham 9-1-1, Birmingham, AL
February 5, 2021	9-1-1 Personnel Reclassification, Standards, and More	Webinar
March 19, 2021	Virtual Academy Welcome and User Training	Webinar
March 31, 2021	INDigital Regional Training	Baldwin County 9-1-1, Robertsedale, AL
April 20, 2021	Virtual Academy Welcome and User Training	Webinar
May 28, 2021	American Heart Association CPR/AED Course	Birmingham 9-1-1, Birmingham, AL
June 8-9, 2021	American Heart Association CPR/AED Courses	Birmingham 9-1-1, Birmingham, AL
August 3, 2021	Lumen Outage, Hosted CPE Solutions: Pros & Cons, Grant Cycle 6	Talk About it Tuesday Webinar Series
August 10, 2021	GIS Project, Language Translation Services, ALEA Call Transfers, CPE Programming	Talk About it Tuesday Webinar Series
August 17, 2021	ANGEN Reimbursement, Training Programs, Legacy 9-1-1 Cost Reimbursement	Talk About it Tuesday Webinar Series
August 24, 2021	INDigital ALI Cuts, ALI Disconnects, Wireline Conversion	Talk About it Tuesday Webinar Series
August 31, 2021	Quarterly Education Program Review	Talk About it Tuesday Webinar Series
September 7, 2021	Updating INDigital Database, Statewide MSAG Viewing, Default Routing, Voiance Implementation Update	Talk About it Tuesday Webinar Series
September 21, 2021	Legacy Cost Reimbursement	Talk About it Tuesday Webinar Series
September 28, 2021	what3words	Talk About it Tuesday Webinar Series
October 5, 2021	Gulf Coast Conference Preview	Talk About it Tuesday Webinar Series
October 10, 2021	Be the Leader You Would Want to Follow	Pre-Conference Course, Orange Beach, AL
October 11, 2021	Leadership Skills Everyone Needs	Gulf Coast Conference Presentation
October 11, 2021	NG911 – Next is Now	Gulf Coast Conference Presentation
October 11, 2021	Federal Initiatives	Gulf Coast Conference Presentation
October 11, 2021	9-1-1 Training in Alabama	Gulf Coast Conference Presentation
October 12, 2021	GIS in Alabama	Gulf Coast Conference Presentation
October 13-15, 2021	NENA Center Training Officer Program	Fairfield Inn & Suites, Orange Beach, AL
October 19, 2021	Gulf Coast Conference Wrap-Up & Upcoming Deadlines	Talk About it Tuesday Webinar Series
October 26, 2021	NG9-1-1 GIS and Why it is Important	Talk About it Tuesday Webinar Series
November 2, 2021	Telecommunicator Reclassification Legislation, Project to Update Job Descriptions, Staffing and Pay	Talk About it Tuesday Webinar Series
November 9, 2021	Cybersecurity	Talk About it Tuesday Webinar Series
November 23, 2021	Excess Cost Recovery Declaration, Legacy Costs Reimbursements, ALI Disconnect Process, ECD Annual Reporting to the Examiners	Talk About it Tuesday Webinar Series
November 30, 2021	PSAP Staffing & Pay Survey Results, Reclassification Resources	Talk About it Tuesday Webinar Series
December 7, 2021	Reclassification Map, Staffing and Pay Survey Map Preview	Talk About it Tuesday Webinar Series
December 14, 2021	ECD Annual Certification and Upcoming Training	Talk About it Tuesday Webinar Series
December 21, 2021	911.gov Reclassification Toolkit and National Threat Operations Center	Talk About it Tuesday Webinar Series
December 13-15, 2021	NENA Center Training Officer Program	Calhoun Community College, Tanner, AL