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.

Alabama 911 Board

March 9, 2022
Board Meeting
Montgomery, AL

Agenda

Introduction

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

Reports

- ❖ Committee Reports (Tabs 3 - 4)
- ❖ Staff Reports (Tabs 5 - 10)
  - Director's Report
  - GIS Report
  - Education Report
  - ANGEN Report
  - Financial Report
  - Legal Report

Closing

- ❖ Old Business
- ❖ New Business
- ❖ Public Comments
- ❖ Next Meeting
- ❖ Adjournment

Committee Reports

(Tabs 3 - 4)

Technical Committee Meeting Agenda (Tab 3)

February 1, 2022 Birmingham, AL

Discussion Item(s):

ongoing and potential initiatives of the Board such as Administrative Dial Tone to PSAPs, Cybersecurity and related education to PSAPs, hosted or centralized CAD, MEVO connection to military PSAPs, Regional MEVO Anywhere Kit deployment, hosted CPE deployment, 911 Logix Reporting, and the NG9-1-1 GIS Project

Director's Recommendation(s) to the Committee:

to utilize the unclaimed funds from both the FY2021 Cost Recovery Program and the FY2021 Legacy Cost Reimbursement Program to fund additional GIS services under the existing contract and to expand the Board staff with one additional GIS professional to aid in ECD data remediation

Committee's Recommendation(s) to the Board:

to accept the Director's recommendation, but also to engage the Finance Committee on which funds to utilize

Finance Committee Meeting Agenda (Tab 4)

Work Session February 23, 2022 Montgomery, AL

Meeting March 9, 2022 Montgomery, AL

<u>Discussion Item(s):</u>

the Board's fiscal strategy regarding ongoing and potential initiatives of the Board such as Administrative Dial Tone to PSAPs, Cybersecurity and related education to PSAPs, hosted or centralized CAD, MEVO connection to military PSAPs, Regional MEVO Anywhere Kit deployment, hosted CPE deployment, 911 Logix Reporting, and the NG9-1-1 GIS Project

<u>Director's Recommendation(s) to the Committee:</u>

to utilize the unclaimed funds from both the FY2021 Cost Recovery Program and the FY2021 Legacy Cost Reimbursement Program to fund additional GIS services under the existing contract and to expand the Board staff with one additional GIS professional to aid in ECD data remediation

<u>Committee's Recommendation(s) to the Board:</u>

to accept the Director's as well as the Finance Committee's recommendation

Staff Reports

(Tabs 5 - 10)

Director's Report

(Tab 5)

MS. LEAH MISSILDINE

Updates and Considerations

- ❖ **13th Annual Report to Congress**
- ❖ **Legacy Reimbursements**
- ❖ **ALI Circuit Disconnection**
- ❖ **Building Blocks & Next Steps**
  - • **Updates**
    - o **Language Translation Services**
      - ▪ **Deadline with Annual Open Enrollment Period**
    - o **Telecommunicator Reclassification**
    - o **Legislative**
  - • **Next Steps**
    - o **ADT Alarm Texts powered by Intrado**
    - o **Workforce Development**
      - ▪ **User Conference**
    - o **Safety & Security**
    - o **Policy**

13ᵗʰ Annual Report to Congress
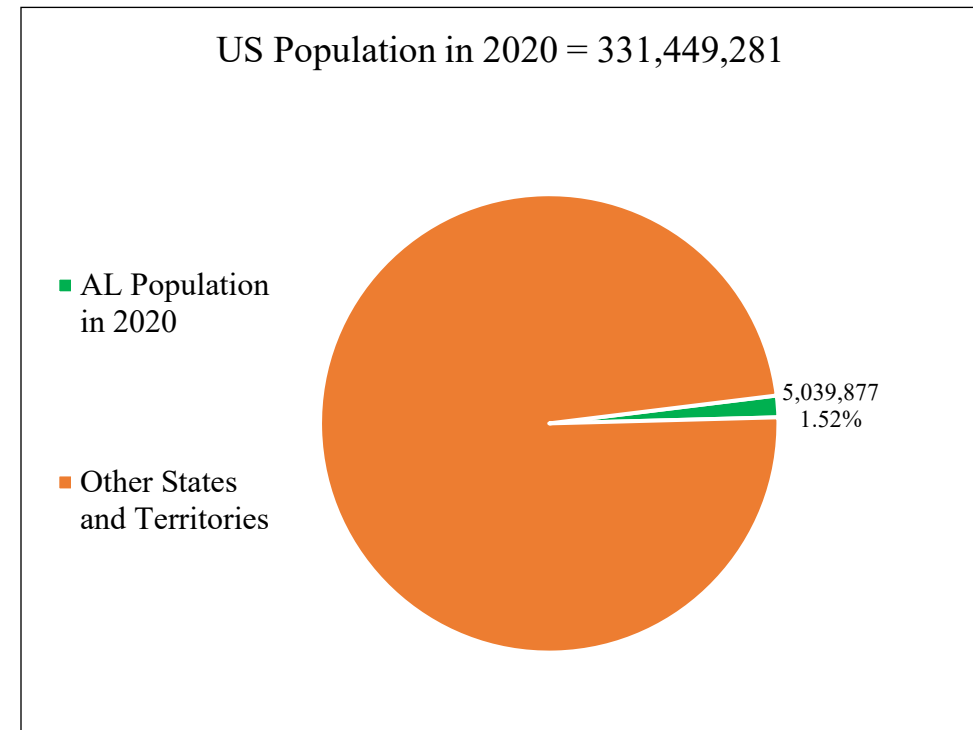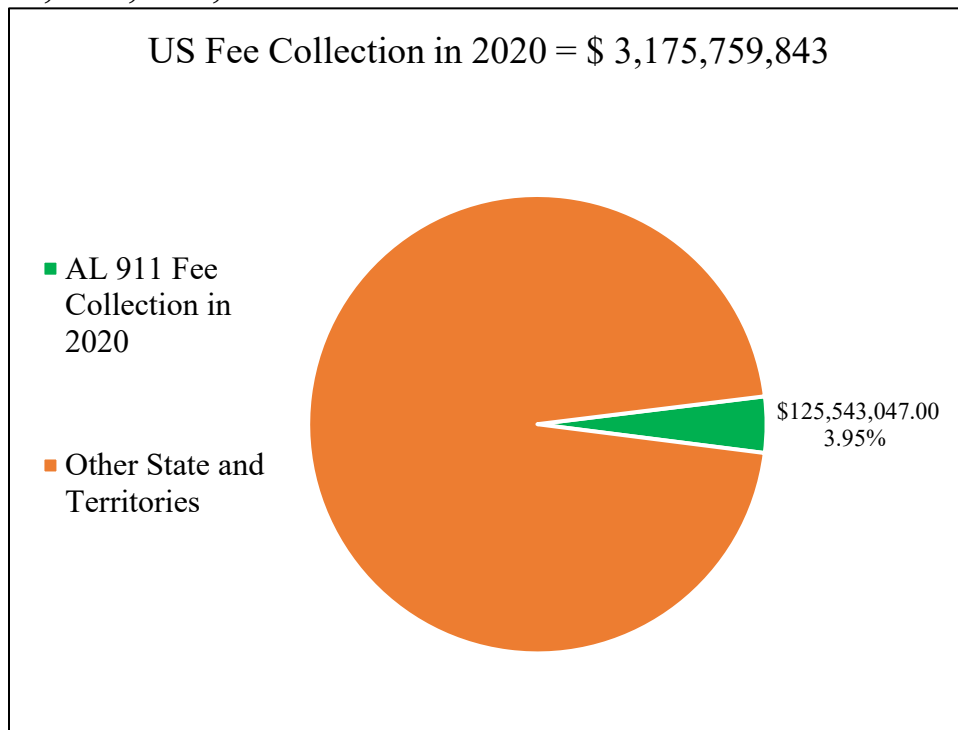## on State Collections and Distribution of 911 & E911 Fees & Charges

➤ mandated by the New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act)

➤ prepared by FCC staff in the Public Safety and Homeland Security Bureau

➤ submitted by the states, the District of Columbia, U.S. territories, and Tribal authorities

➤ covers the period January 1, 2020 to December 31, 2020

13ᵗʰ Annual Report to Congress
on State Collections and Distribution of 911 & E911 Fees & Charges

Some of the Report's Key Findings

➢ In calendar year 2020, states and other reporting jurisdictions collected 911/E911 fees or charges totaling $3,175,759,843. Alabama's slice of that collection is ~ 3.95%.

US Fee Collection in 2020 = $ 3,175,759,843

- AL 911 Fee Collection in 2020

$125,543,047.00
3.95%

- Other State and Territories

US Population in 2020 = 331,449,281

- AL Population in 2020

5,039,877
1.52%

- Other States and Territories

13ᵗʰ Annual Report to Congress
on State Collections and Distribution of 911 & E911 Fees & Charges

Some of the Report's Key Findings

➢Twenty-six states, DC, and two territories reported collecting 911/E911 fees at the state level, three states reported collecting fees at the local level, and twenty states collected fees at both the state and local level.
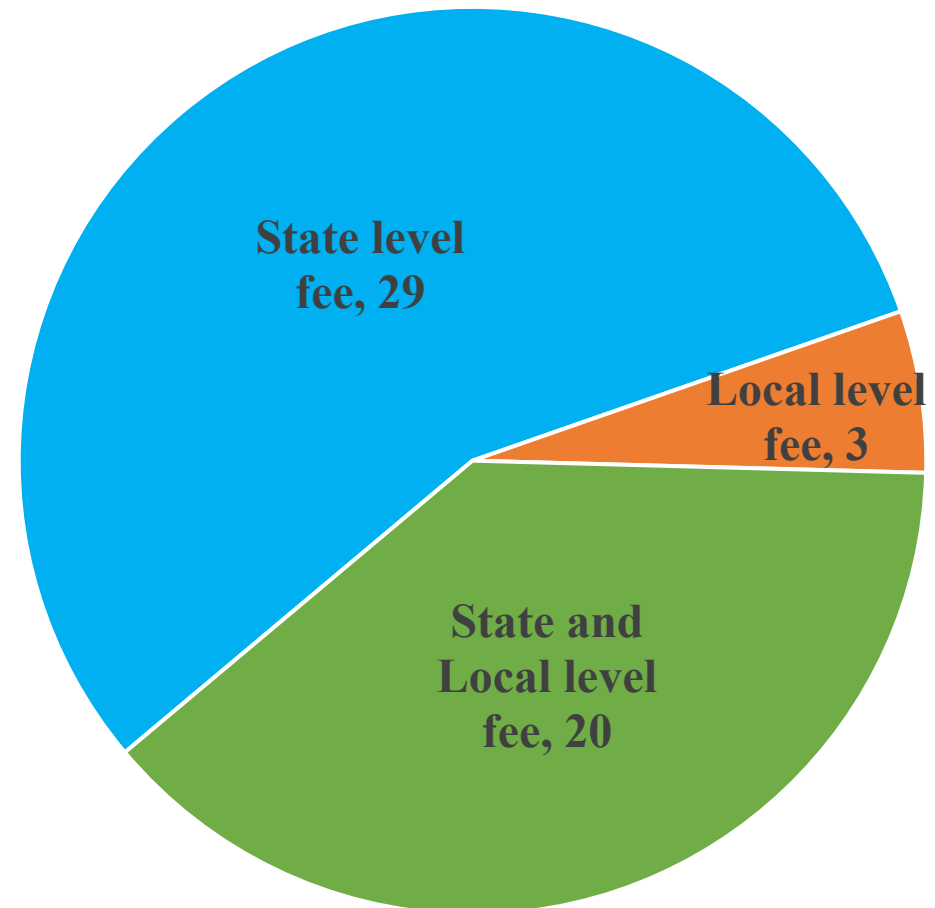
State level fee, 29

Local level fee, 3

State and Local level fee, 20

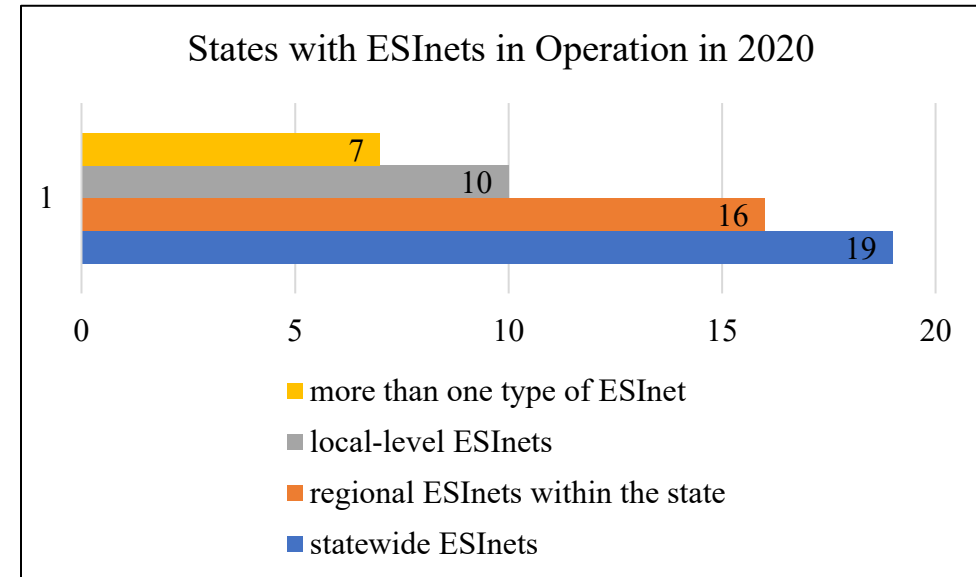# 13th Annual Report to Congress
on State Collections and Distribution of 911 & E911 Fees & Charges

ANOTHER KEY FINDING

➤In calendar year 2020, forty-three states, DC, and one territory reported engaging in NG911 programs in calendar year 2020. The total amount of reported NG911 expenditures from 911/E911 fees was $364,614,586, or approximately 11.5% of total 911/E911 fees collected.

➤Alabama expended $10,024,458.62 on NG911 in 2020, or approximately 7.98% of total 911/E911 fees collected.

ANOTHER KEY FINDING

➤Thirty-eight states reported having Emergency Services IP Networks (ESInets) operating in 2020.

States with ESInets in Operation in 2020

- more than one type of ESInet: 7
- local-level ESInets: 10
- regional ESInets within the state: 16
- statewide ESInets: 19

13ᵗʰ Annual Report to Congress
on State Collections and Distribution of 911 & E911 Fees & Charges

SUMMARY OF STATE RESPONSES REGARDING ALLOWABLE USE OF FEES

Allowable Uses		Total States
Operating Costs	CPE	52
	CAD	44
	Buildings and Facilities	32
Personnel	Salaries	40
	Training	50
Administrative	Programs	49
	Travel	48
Dispatch	Reimbursement to Other Law Enforcement Providing Dispatch	22
	Lease, Purchase, Maintenance of Radio Dispatch Networks	31

911 FEE HIGHLIGHTS BY SERVICE TYPE

| Service Type	Average 911 Fee	State with Lowest Average Associated Fee (per line per month)	State with Highest Average Associated Fee (per line per month)
Wireline – Flat Fee	$1.05	Arizona $0.20	West Virginia $3.22
Wireless – Flat Fee	$1.03	Arizona $0.20	West Virginia[71] $3.67
Prepaid Wireless – Percentage of Retail Transaction	2.88%	Ohio 0.50%	Arkansas 10.00%
Prepaid Wireless – Flat Fee per Retail Transaction	$0.88	California $0.30	Alabama $1.86
VoIP – Flat Fee	$1.05	Arizona $0.20	West Virginia $3.22

13th Annual Report to Congress
on State Collections and Distribution of 911 & E911 Fees & Charges

State	Total 911 Fees Collected	Estimated Population in 2020	Estimated Amount Collected Annually Per Capita
AL	$125,543,047.00	5,023,731	$24.99
AR	$62,176,074.53	3,010,948	$20.65
FL	$122,106,617.00	21,535,559	$5.67
GA	$230,153,414.05	10,709,791	$21.49
KY	$71,486,870.22	4,504,529	$15.87
LA	$95,519,601.00	4,657,221	$20.51
MS	$10,751,577.80	2,961,867	$3.63
NC	$90,399,400.00	10,438,730	$8.66
SC	$33,615,719.08	5,116,548	$6.57
TN	$110,023,959	6,911,053	$15.92
VA	$64,374,743.53	8,629,322	$7.46

Legacy Cost Reimbursement: Estimated vs Actual
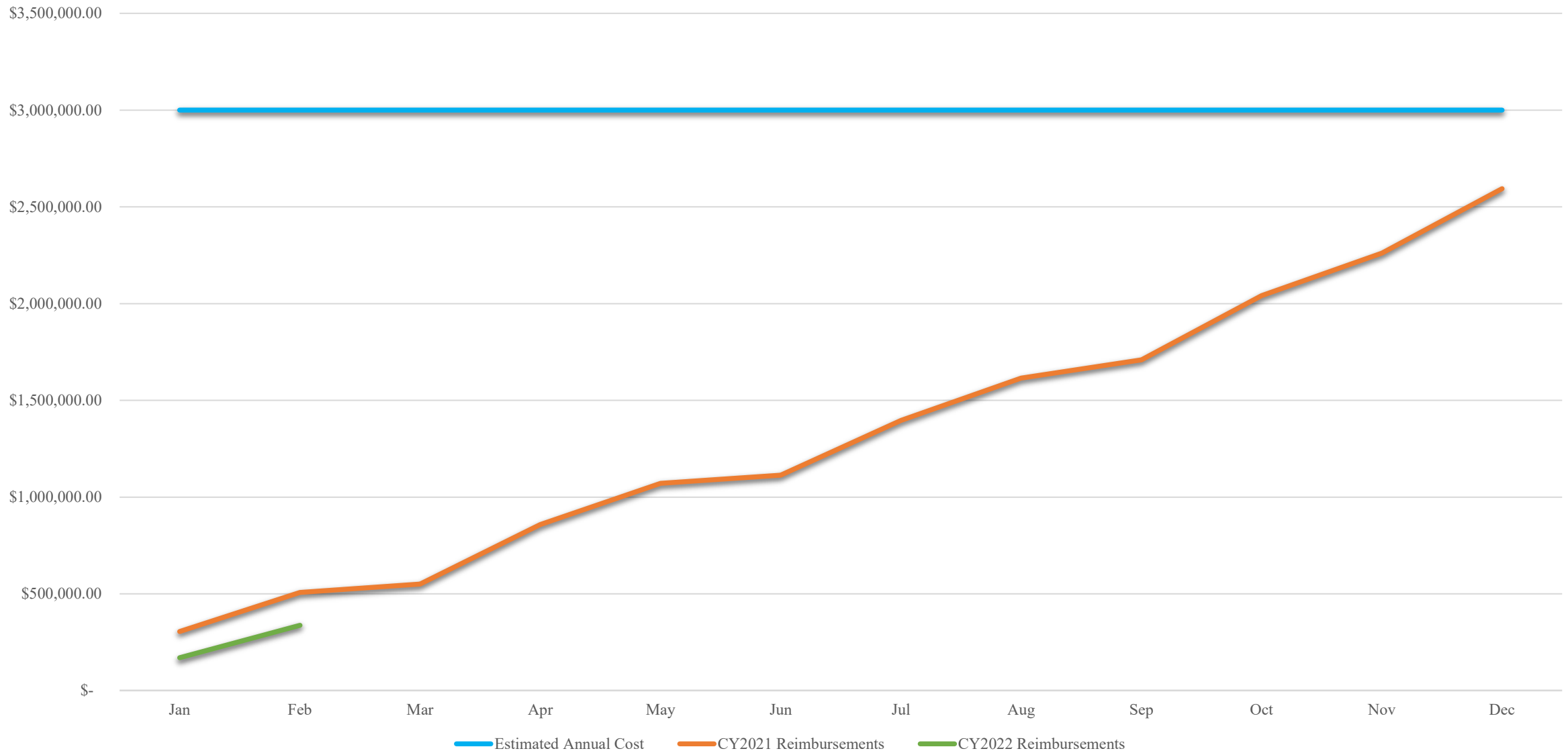
AT&T ALI Disconnection Process & Progress

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)

➤ Board staff sent certified letters to the Districts on INdigital ALI that haven't requested disconnect with all the pertinent information in them for the ECD representative to sign and send back in a self-addressed stamped envelope with a deadline of March 18, 2022

INdigital ALI Cuts
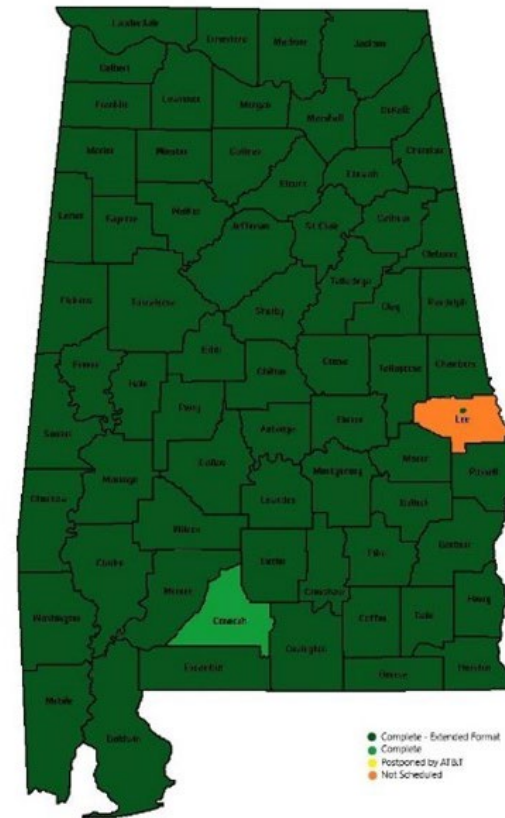
Per AT&T the following PSAPs need to send a disconnect request as of 02/14/2022:

Adamsville PD AL
ALABASTER PD AL
Bibb Co AL
Calhoun Co Host AL
CLARKE Co AL
CLEBURNE CO AL
Escambia Co Brewton Side A Host AL
Escambia Co Atmore Side B Host AL
FAYETTE CO AL
FRANKLIN CO AL
GADSDEN PD AL
GARDENDALE PD AL
HALE CO AL
IRONDALE PD AL
LAWRENCE CO AL
MIDFIELD PD AL

ECD Annual Certification

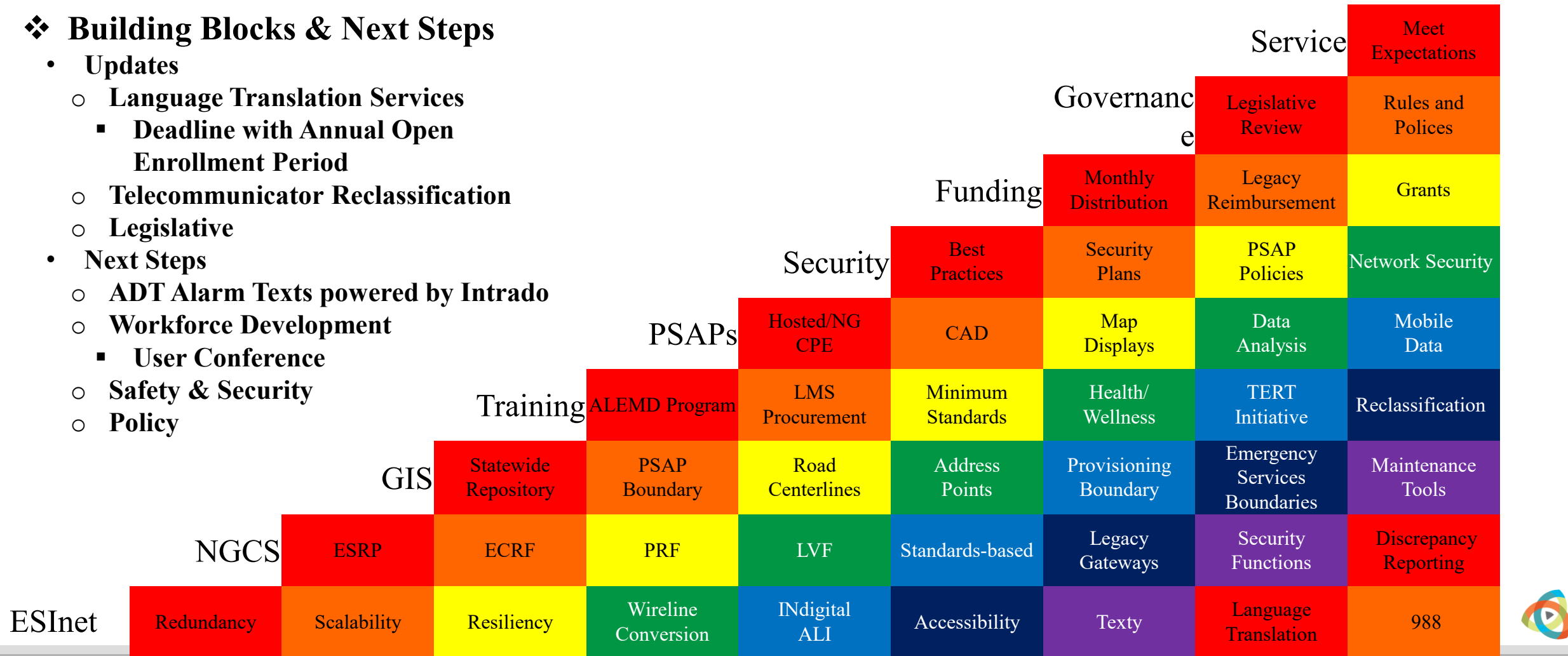| Number of Annual Certifications not filed by ECD Due January 31st					
2017	**2018**	**2019**	**2020**	**2021**	**2022**
3	5	2	7	0	2
		6 delinquent as of 2/19/2019	29 delinquent as of 05/20/2020	Not filed as 02/28/2021	Not filed as 03/07/2021

Previous action by Board adjusted for current dates:

- 03/10/2022 Send certified letter to non-compliant ECD

- 04/15/2022 Hold up to 20% of Districts' April distributions until form is submitted

- 05/18/2022 Board revisit further withholding if non-compliance continues

02/15/2022's Talk about it Tuesday Presentation

❖ Building Blocks & Next Steps
- **Updates**
  - **Language Translation Services**
    - **Deadline with Annual Open Enrollment Period**
  - **Telecommunicator Reclassification**
  - **Legislative**
- **Next Steps**
  - **ADT Alarm Texts powered by Intrado**
  - **Workforce Development**
    - **User Conference**
  - **Safety & Security**
  - **Policy**

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

Building Blocks of Alabama 911

Mission: To work in partnership with Emergency Communication Districts of Alabama to facilitate and promote effective, efficient, and reliable 9-1-1 service statewide to the residents and visitors of Alabama.
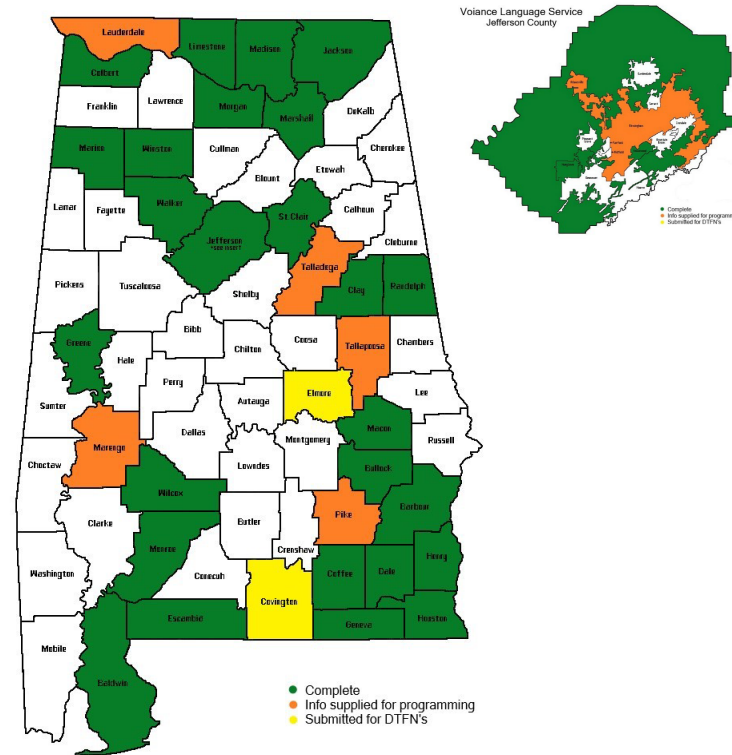
Building Blocks and Next Steps
Language Translation Services

Previous Reporting Period
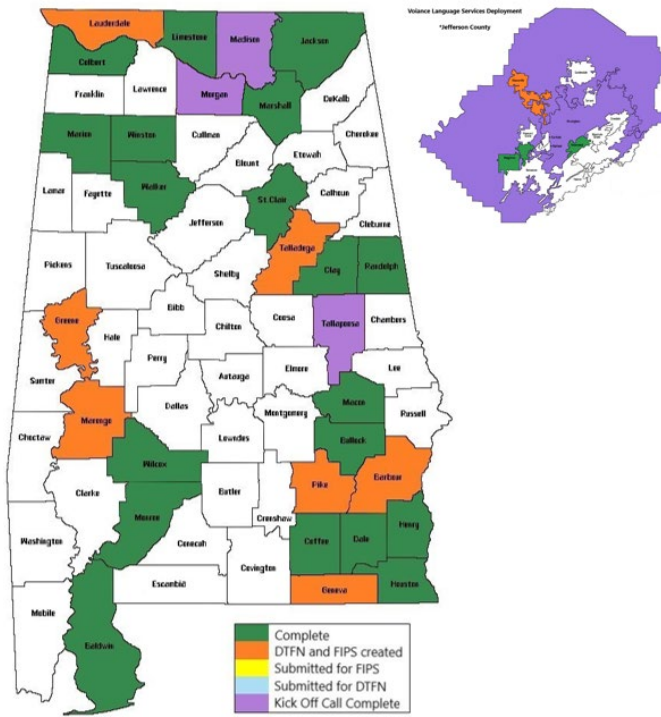
Current Reporting Period

Recommendation

❑ Announce a sign-up deadline for this year on or about March 31, 2022

❑ Have open enrollment during the month of August annually
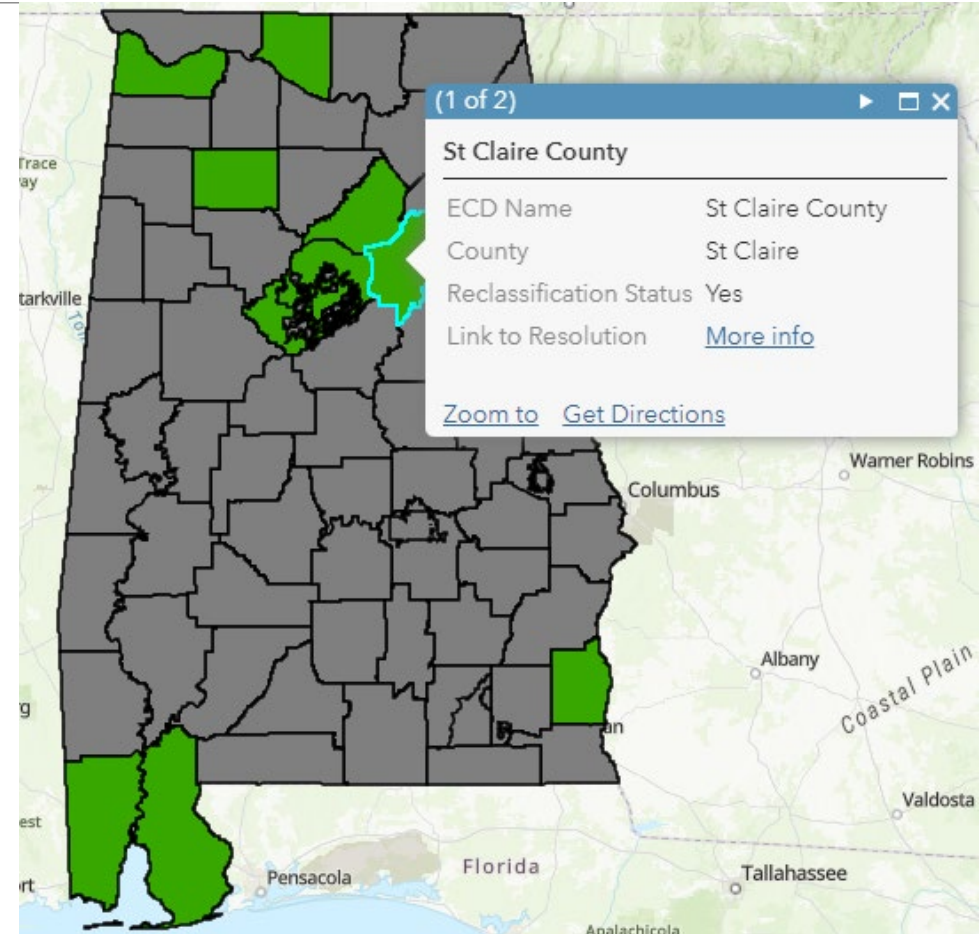
Building Blocks and Next Steps

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
- ✓ St. Clair

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)

(1 of 2)

St Claire County

ECD Name	St Claire County
County	St Claire
Reclassification Status	Yes
Link to Resolution	More info

Zoom to   Get Directions

Building Blocks and Next Steps
ADT Alarm texts (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

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?

Building Blocks and Next Steps

INAUGURAL USER CONFERENCE
APRIL 11-13, 2022

ALABAMA 9-1-1 BOARD
USER CONFERENCE
2022

2022 03 01 TAIT

Which track is right for you?

→ Are you a headset hero? The **Telecommunicator & End-Users** track is where you want to be.

→ Is your day filled with address ass_____ GIS database tasks, or CAD mapping responsibilities? The **GIS & Addressing Personnel** track is for you.

→ Is most of your time is spent administering the operations of a 9-1-1 agency? The **Directors & Administrative Personnel** track is where you need to be.

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

Watch on ▶ YouTube

Check out the User Conference Webpage!

Recent and Ongoing Deadlines/Activities

1) **Recent**
   a. Renovation Wrap-up
   b. GIS Executive Council
   c. PSNA/INdigital Meetings
   d. Be the Difference Presentation
   e. NPSTW Prep
   f. Staff CPR Certification
   g. User Conference Prep
   h. GECA Conference

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

3) Upcoming
   a. **Meetings (Committees & Board) Scheduled through December 2022**
      i. Board (3rd Wednesday of odd months)
         1. January 19, 2022
         2. ~~March 16, 2022~~ March 9, 2022 (rescheduled due to 911GTW)May 18, 2022
         3. July 27-29 -- 911 Summit, Prattville, AL (shifted two weeks later due to World games July 7-17 and hotel availability per ACCA)
         4. September 21, 2022
         5. 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 (1st Tuesday morning of even months)**
      1. February 1, 2022
      2. April 5, 2022
      3. June 7, 2022
      4. August 2, 2022
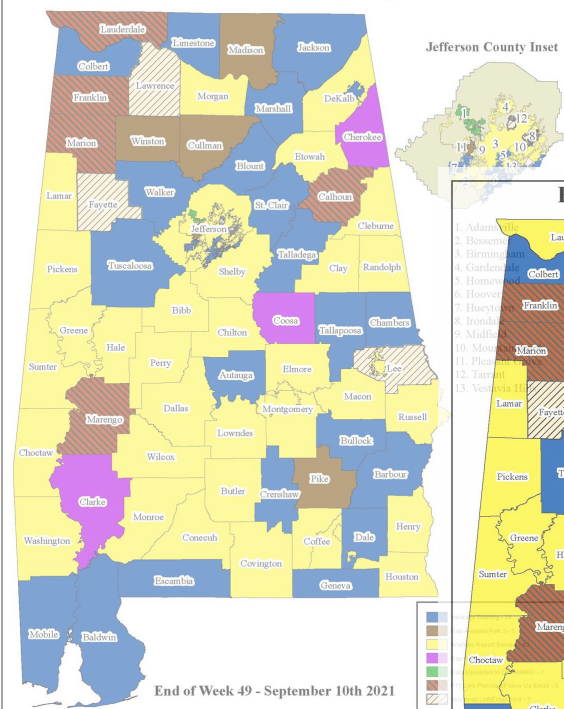   5. October 4, 2022
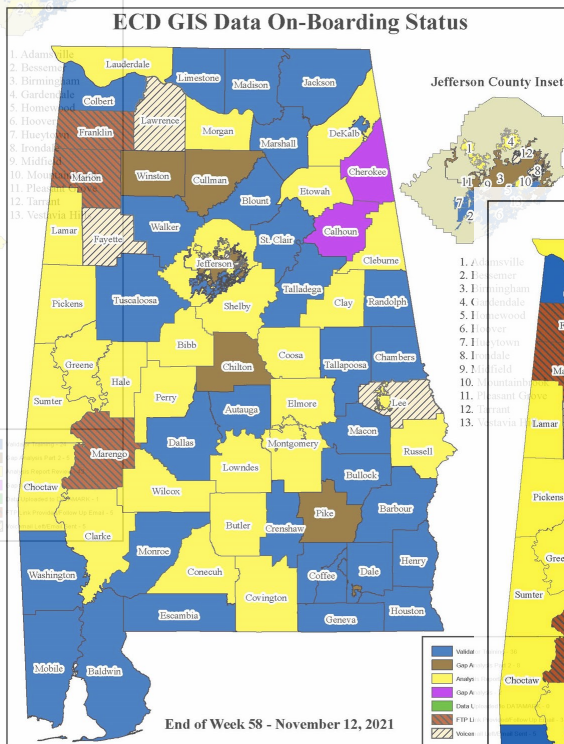   6. December 6, 2022

GIS Report
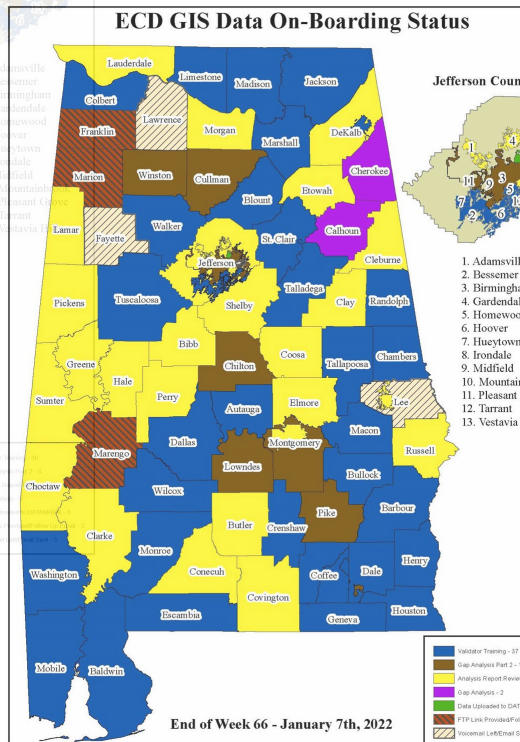
(Tab 6)

MR. ANDERSON BROOMS
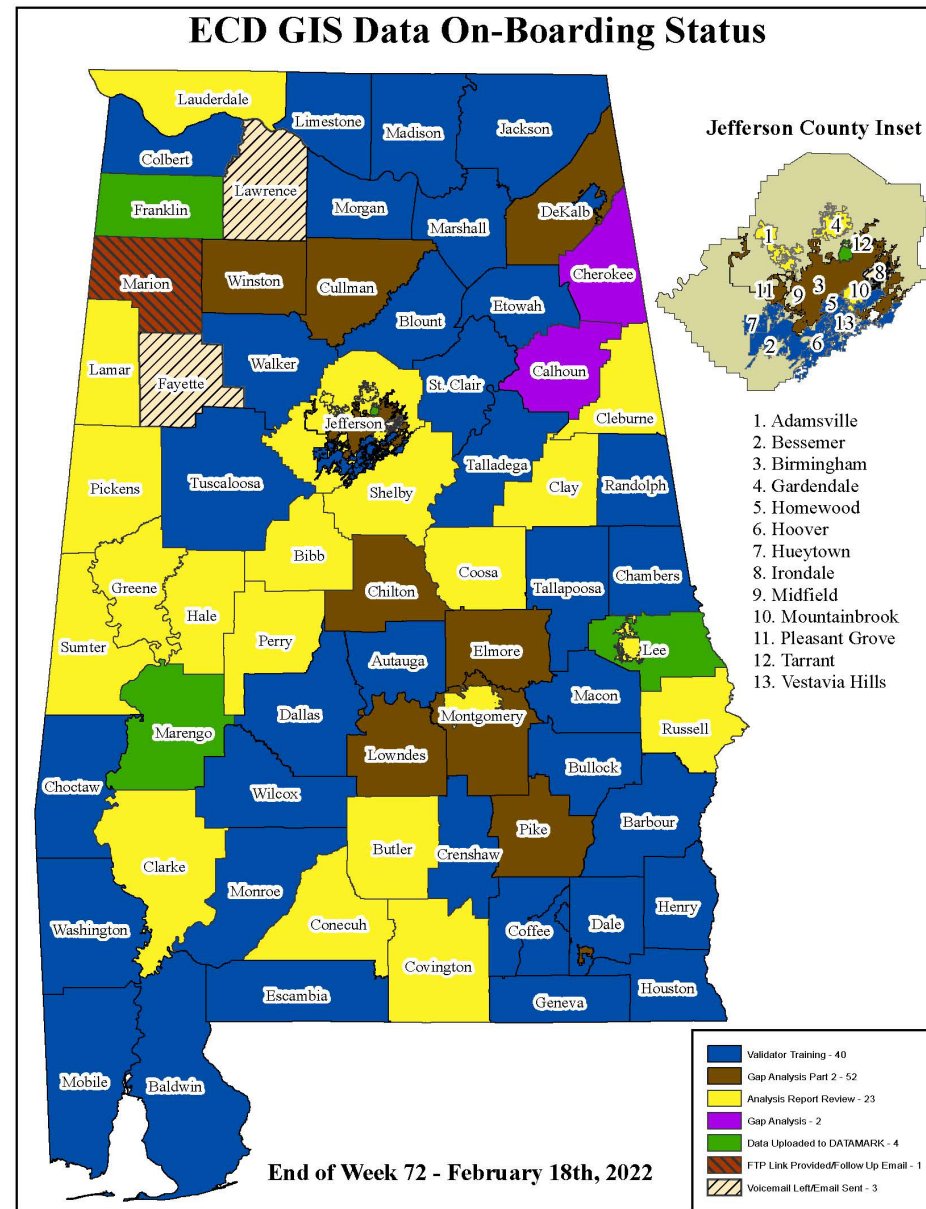
ECD GIS Data On-Boarding Status

End of Week 72 - February 18th, 2022

Jefferson County Inset

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

Validator Training - 40
Gap Analysis Part 2 - 52
Analysis Report Review - 23
Gap Analysis - 2
Data Uploaded to DATAMARK - 4
FTP Link Provided/Follow Up Email - 1
Voicemail Left/Email Sent - 3

End of Week 49 - September 10th 2021

End of Week 58 - November 12, 2021

End of Week 66 - January 7th, 2022

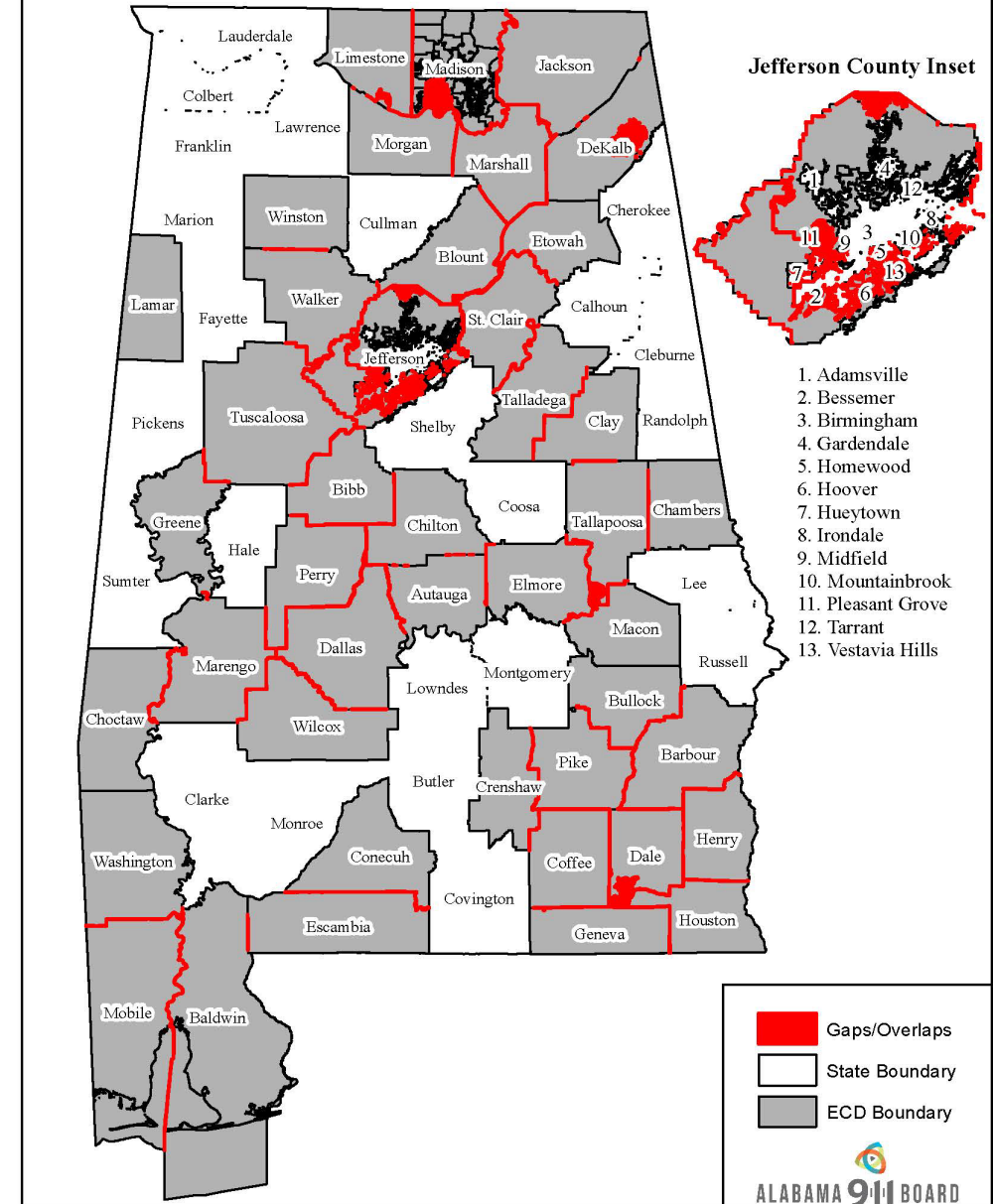|	Legacy State	On-boarding	Intra-jurisdictional Data Remediation	Cross-jurisdictional Data Remediation	Provi-sion to NG911	Maintenance
Action(s) Necessary	•None	•Upload Data •Gap 1 Report & Changes •Onboard into VEP •Gap 2 Report & Changes	•Validator Training •Editor Training •Run Validations •Generate & Correct Anomaly Reports •Remediate into Standards-based Schema	•Same as previous Phase, but with your neighbors	•Export to Enterprise Systems •Provision to Spatial Interface •Ingest into NGCS	•Maintain NG911 Dataset •Add all the data layers an ECD wants •Amend as schema or standard changes
# of ECDs in this Phase	1	23	61	-	-	-

Aggregated ECD Boundaries

Jefferson County Inset

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

Legend:
- State Boundary
- ECD Boundary

ALABAMA 911 BOARD

Aggregated ECD Boundaries with Anomalies

Jefferson County Inset

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

Legend:
- Gaps/Overlaps
- State Boundary
- ECD Boundary

ALABAMA 911 BOARD

Education Report

(Tab 7)

MS. DANA NATION

Virtual Academy

January 1 – February 28, 2022

➢ 835 Course Completions
➢ 1076.5 Hours of Continuing Education
➢ 127 different Course Titles

➢ External Training added by agencies
  ➢ 111 Course Completions
  ➢ 153 Hours of Continuing Education

Virtual Academy Completed Courses
January 1 - February 28, 2022
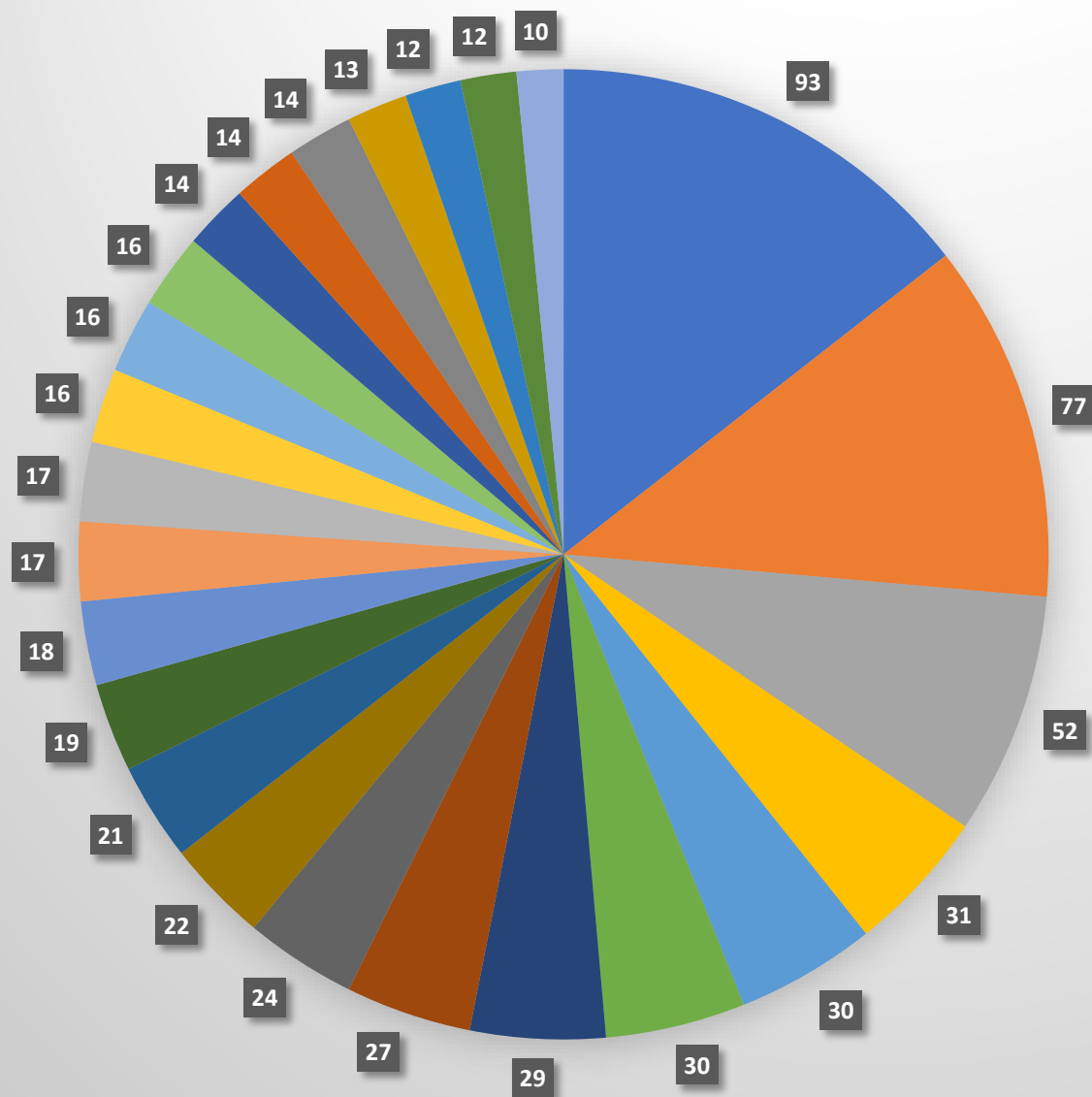
Legend:
- Texty_17.5 Update
- Call Handling for the Telecommunications Center
- Modern Fire Dispatch
- AMBER and Silver Alerts for Telecommunicators
- Building 9-1-1 Lifebridges to Suicide Callers: An Introduction
- The Power of Peer Support A Primer
- 9-1-1 Cape Building
- Understanding Stress for the Telecommunicator
- Autism Awareness for 9-1-1 Telecommunicators
- Ethical Leadership for Telecommunicators
- De-escalation for Telecommunicators
- Interpersonal Communication Strategies for PSAPs
- Interpersonal Communication
- Counseling & Discipline for the Telecommunications Center
- Telecommunicator CPR (TCPR)
- Effective Communication for Telecommunicators
- Implementing Text-to-911 in the PSAP
- Responding to an Active Violence Event
- Servant Leadership in the PSAP
- Supervision 101 for the Telecommunications Center
- Personnel Issues
- Wellness and Resiliency in 9-1-1
- Fitness for First Responders: Yoga
- Advanced Harassment and Discrimination Training
- Utilizing Peer Support to Improve PSAPs

Pie chart values: 93, 77, 52, 31, 30, 30, 29, 27, 24, 22, 21, 19, 18, 17, 17, 16, 16, 16, 14, 14, 14, 13, 12, 12, 10

ALEMD Courses

When	What	Where	Who	# of attendees	Hours
January 11-12/18-19, 2022	ALEMD Phase 1 Practitioner Course – 22-P1-EMD-001	Etowah County	Alabama 9-1-1 Board	18	16
January 12-14, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-001	Birmingham 911	Alabama 9-1-1 Board	9	24
February 7-9, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-002	Eufaula PD	Alabama 9-1-1 Board	3	24
February 7-9, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-003	Headland PD	Alabama 9-1-1 Board	3	24
February 14-16, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-005	Crenshaw County	Alabama 9-1-1 Board	7	24

Talk About It Tuesday Webinars

Date	Topics
January 4	Legacy 9-1-1 Cost Reimbursement, Virtual Academy, GIS, Annual Certification
January 11	Texty 17.5 Update
January 25	Meeting Recaps of January Board meeting, ALNENA Quarterly meeting, and NENA Standards and Best Practices
February 1	Job Description Repository, Policies and Procedures, Training Opportunities
February 8	GIS Project: Deadlines, Where do we go from here?, Hosted Aerial Imagery
February 15	ECD Annual Certification Summary, ADT Alarm Service via Texty powered by Intrado
February 22	Geo-routing: Events and the Next Generation of Call Routing

User Conference Webpage

https://al911board.com/announcements/2022-alabama-9-1-1-board-user-conference

ALABAMA 911 BOARD
USER CONFERENCE 2022

Come join us for the inaugural Alabama 9-1-1 Board User Conference. This event will be divided into three distinct educational tracks focused on supporting you in your daily role in emergency communications. If you are a headset hero, the Telecommunicator and End-Users track is for you. If your day is filled with address assignment, GIS database tasks, or CAD mapping responsibilities, the GIS and Addressing Personnel track is where you want to be. If most of your time is spent administering the operations of a 9-1-1 agency, the Directors and Administrative Personnel track is where you should be.

Directors & Administrative Personnel
April 11, 1:00 PM-5:00 PM
April 12, 8:00 AM-11:00 AM

Telecommunicators & End-Users
April 12, 1:00 PM-5:00 PM
April 13, 8:00 AM-5:00 PM

GIS & Addressing Personnel
April 12, 1:00 PM-5:00 PM
April 13, 8:00 AM-5:00 PM

Troy University, Gold Room
231 Montgomery Street, Montgomery, AL 36104

REGISTRATION IS FREE, CLICK LINK BELOW
www.al911board.com/professionals/training

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

Agenda

|	Monday April 11	Tuesday April 12	Wednesday April 13
Directors & Administrative Personnel	1:00 PM–5:00 PM	8:00 AM–11:00 AM	
Telecommunicators & End-Users		1:00 PM–5:00 PM	8:00 AM–5:00 PM
GIS & Addressing Personnel		1:00 PM–5:00 PM	8:00 AM–5:00 PM

Cyber WarGames

OTM Cyber will host the first annual OTM Cyber WarGames training event for Alabama 911!
The event will be held on April 14th, 2022, at Troy University, Whitley Hall, 231 Montgomery Street, Gold Room in Montgomery. The event will last from 8:30 am to 4:00 pm with lunch provided.

The OTM Cyber WarGames will be an in-person live action role play of various cyber events. Attendance is free for 911 agencies and their teams. It will be a daylong event. The scenarios will be based on real-life cyber incidents faced by 911 agencies across the country. This does not require an in-depth technical background or understanding. The scenarios will require management and leadership skills, some technical skills, and other skills which is why this is an event for your whole leadership team.
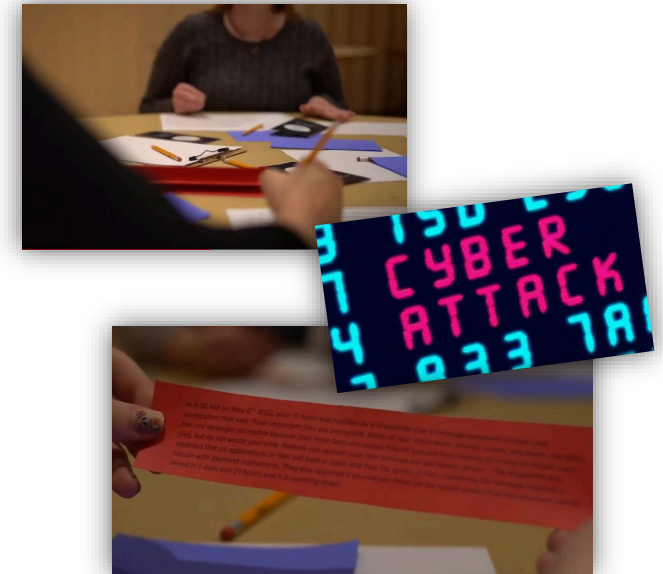
INdigital Regional Training

Dates	County	Region
June 7, 2022	Cullman	Region 1
June 8, 2022	Tuscaloosa	Region 4
August 16, 2022	Tallapoosa	Region 2
August 17, 2022	Pike	Region 5
September 13, 2022	Mobile	Region 6
September 22, 2022	Homewood	Region 3

Other Training Opportunities

Dates	What	Where	Who
March 21-23, 2022	NENA Supervisor Course	Huntsville, AL	Huntsville/Madison County 911
March 21-24, 2022	Information Technology Services Unit Leader Course (ITSL)	Trussville, AL	Alabama EMA, FEMA, and TERT
March 28-April 1, 2022	APCO Public Safety Telecommunicator v7.1	Athens, AL	Limestone County Sheriff's Office
April 11-13, 2022	2022 User Conference	Montgomery, AL	Alabama 9-1-1 Board
April 11-13, 2022	Advanced Dispatch Supervisor Training and Crisis Call Handling	Cullman, AL	Professional Dispatch Management and Cullman City Communications
April 14, 2022	OTM Cyber WarGames	Montgomery, AL	Alabama 9-1-1 Board/OTM Cyber
August 22-26, 2022	Fire and Emergency Services Instructor I	Montgomery, AL	Alabama 9-1-1 Board

ANGEN Report

(Tab 8)

ANGEN TEAM

Alabama Next Generation Emergency Network

ANGEN 2.0
Report for January 1 – February 28, 2022

INdigital

Project Stages Review

Stage 0 – Replace Bandwidth wireless network

✓ Completed in February of 2018

Stage 1 – Build the ESInet to the PSAPs

✓ Completed in October of 2020

INdigital

Project Stages Review

Stage 2 – Deliver all calls over ANGEN to the PSAP

- ✓ Completed in May of 2021

Gateway vs SIP

- Gateway
- SIP

- Midfield
- Irondale
- Adamsville

Jefferson County

INdigital
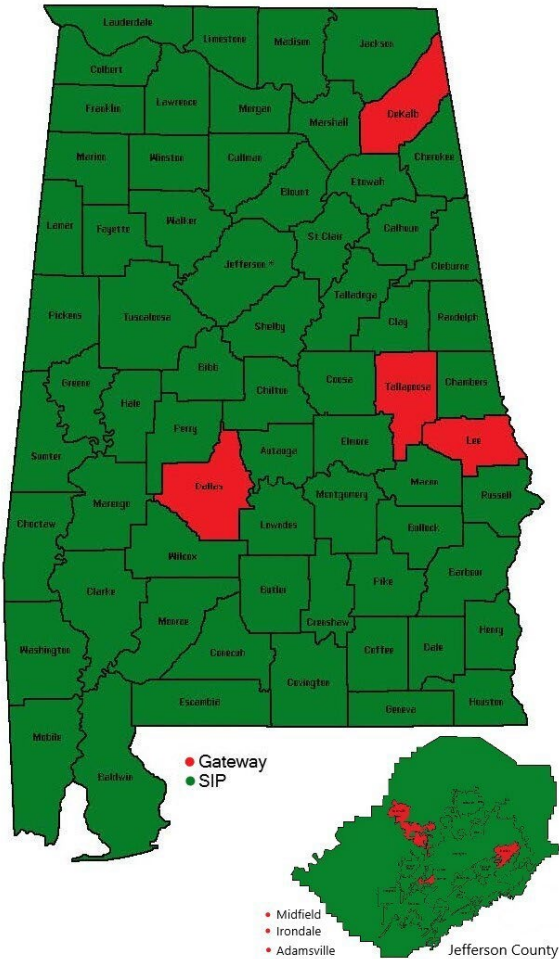
Project Stages Review

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

- ✓ Completed in May of 2021

INdigital

STAGE 3.B
Directly receive and selectively route wireline calls

- The first step to complete step 3.b is for the PSAP to us
  Indigital ALI. The above map highlights where Indigital ALI
  currently set up (green) and the scheduled site work in th
  next month (yellow).
- Wireline carrier conversion is done by legacy selectiv
  router, moving from South to North.

Texty

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

INdigital

STAGE 4
Install and enable Texty in the PSAP

With Lauderdale now accepting texts,
text to 9-1-1 is available in all of
Alabama!

Text-for-911 in Alabama

Alabama Texty Deployment

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

Revised: 2/1/2022

ALABAMA 911 BOARD

INdigital
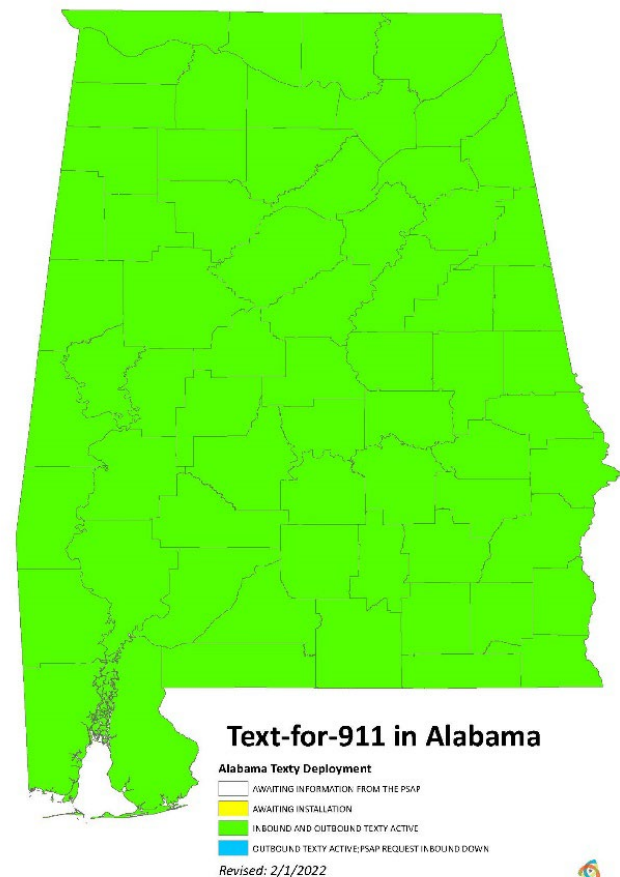
Top Ten Text for 9-1-1 PSAPs
January 1 - February 28, 2022

	Madison	Baldwin	Mobile	Auburn	Walker	Birmingham	Morgan	Jefferson	Colbert	Calhoun
Outbound	3839	3210	780	745	700	436	588	357	398	0
Inbound	99	47	138	7	46	242	22	249	114	474
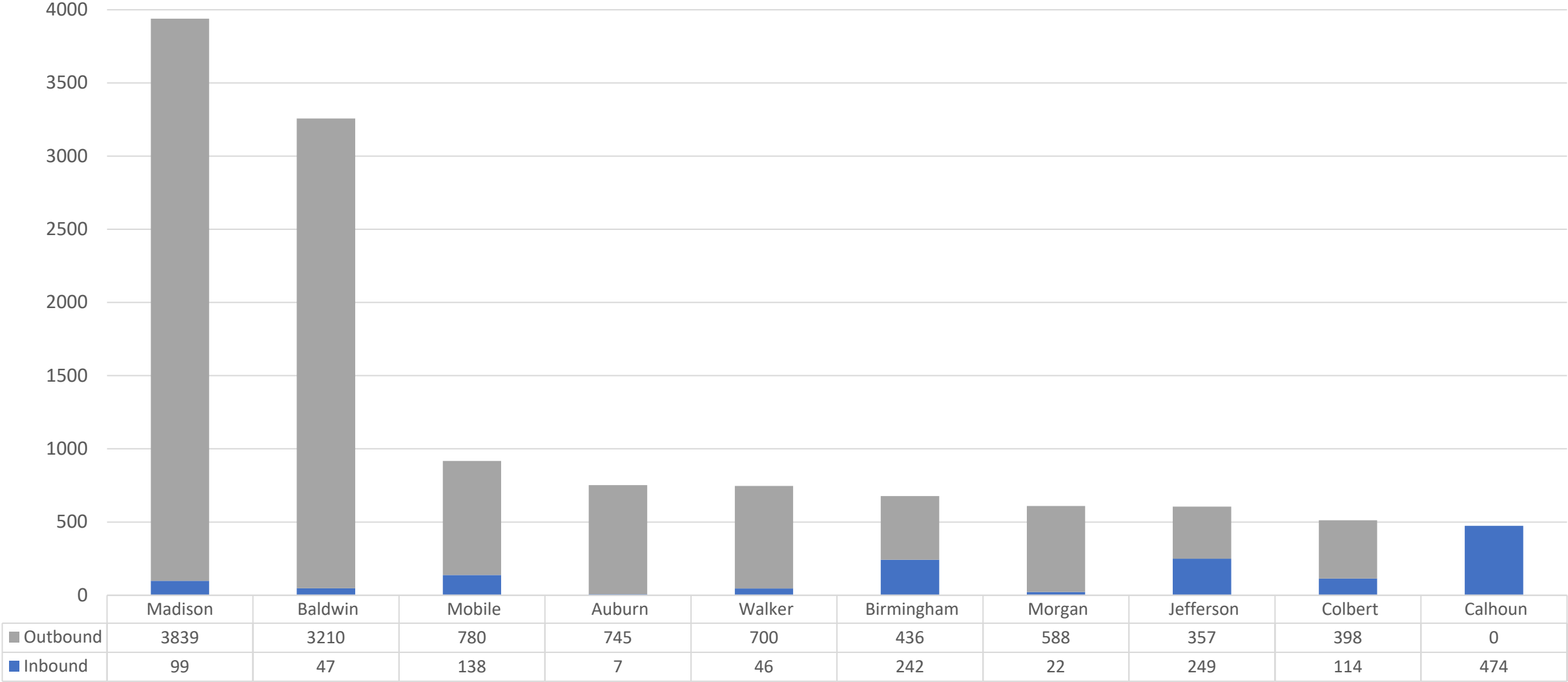
84% of all text messages were PSAP initiated.

Core Services Upgrades and Changes

Lumen Circuit Replacement
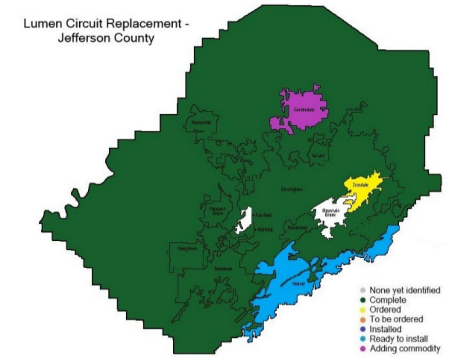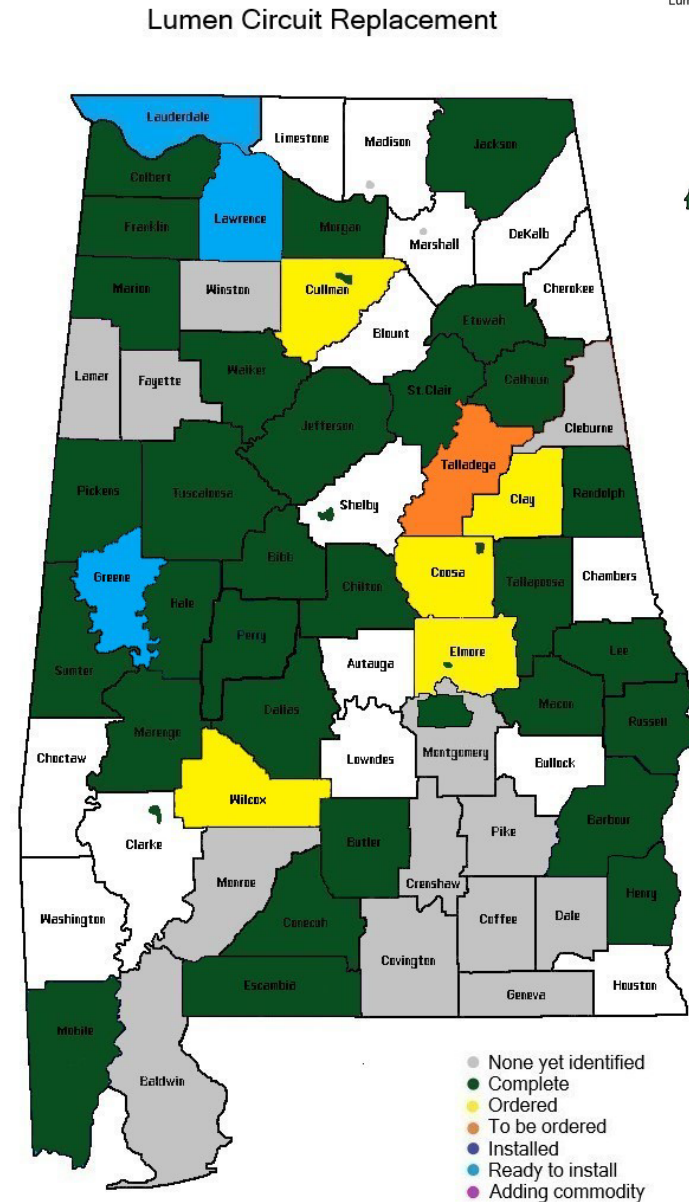
FirstNet 4G Project

Complete
Scheduled
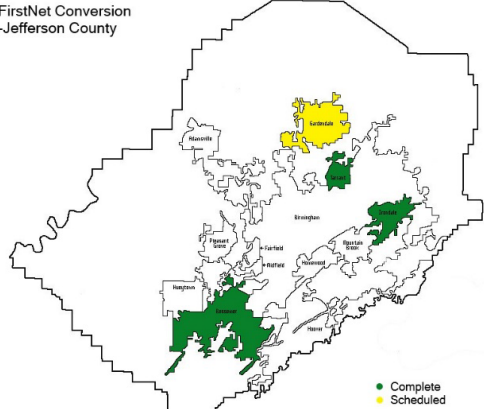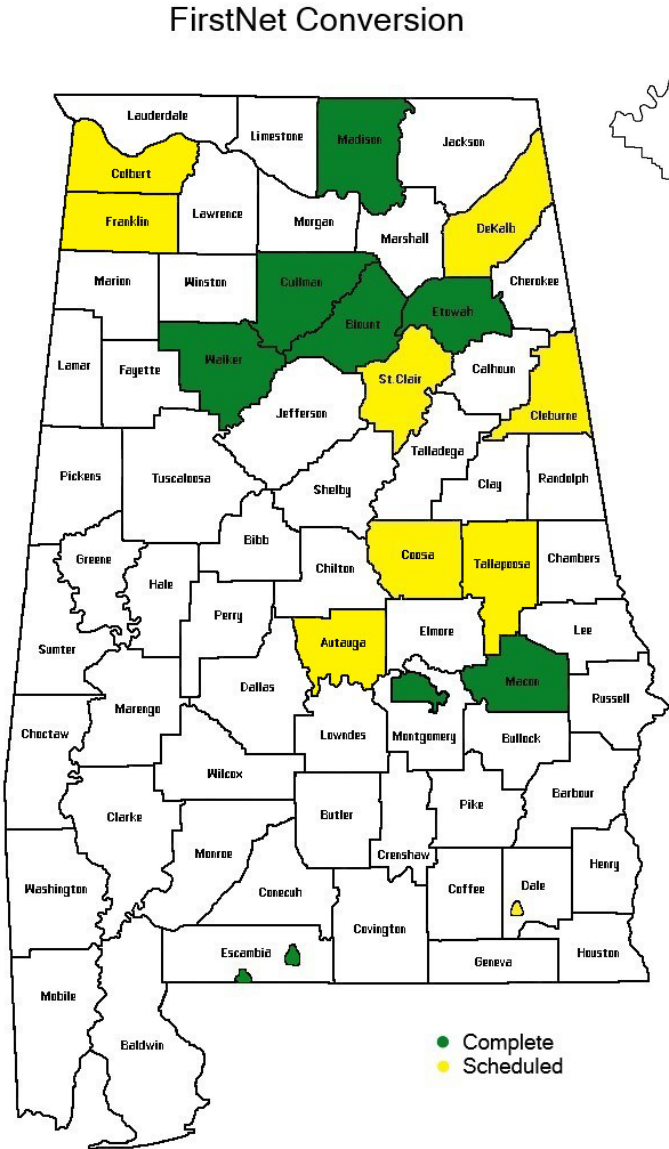
Voiance Language Services Deployment

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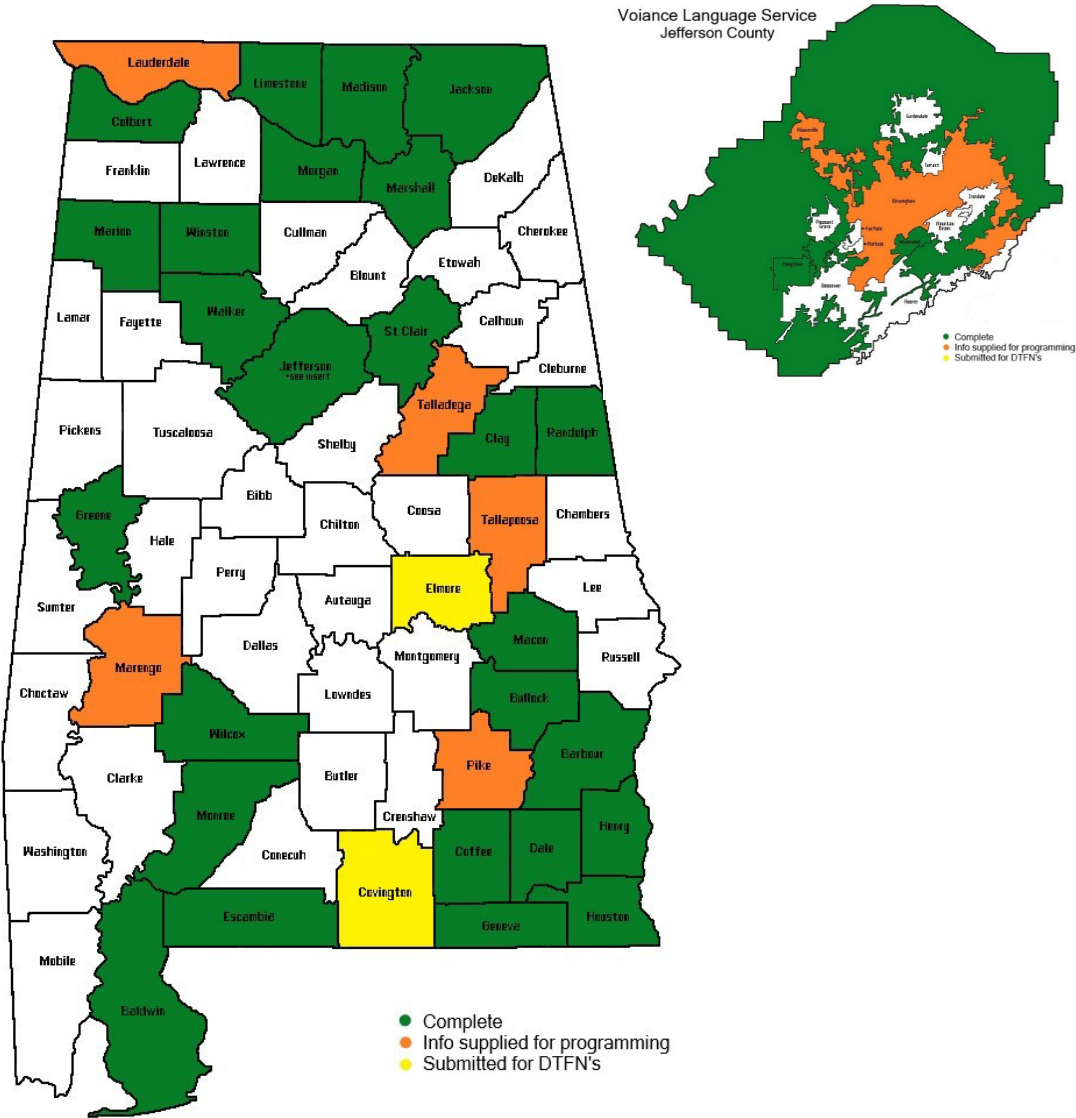
ANGEN Statistics

ESiNet Trends

Call Counts
January 1 - February 28, 2022
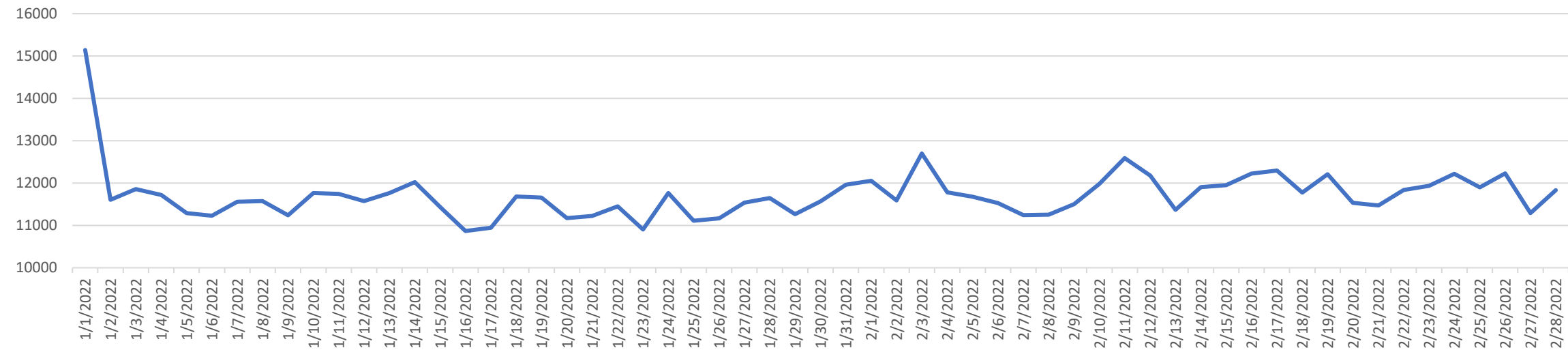
The busiest day during the reporting period was January 1st – 15,142 calls were processed. This was New Year's Day. The second busiest day was February 3rd – 12,698 calls were processed.

The average call volume per day was 11,722 which is down from 12,230 the previous reporting period – total calls since last report was 691,580.

Primary PSAP to Primary PSAP Transfers
January 1 -February 28, 2022
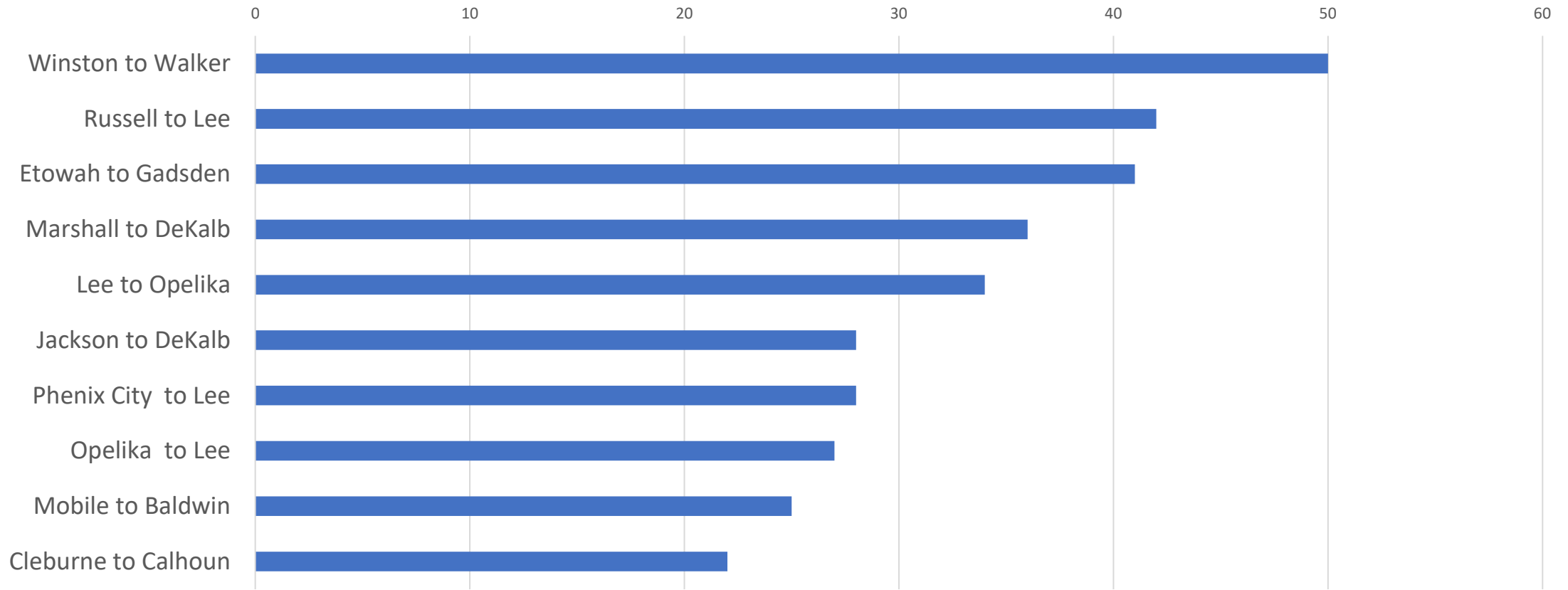
There was a total of 2,296 Primary to Primary PSAP transfers for the reporting period. Down 45% from last reporting period.

ANGEN Total Call Count
February 12, 2018 - February 28, 2022
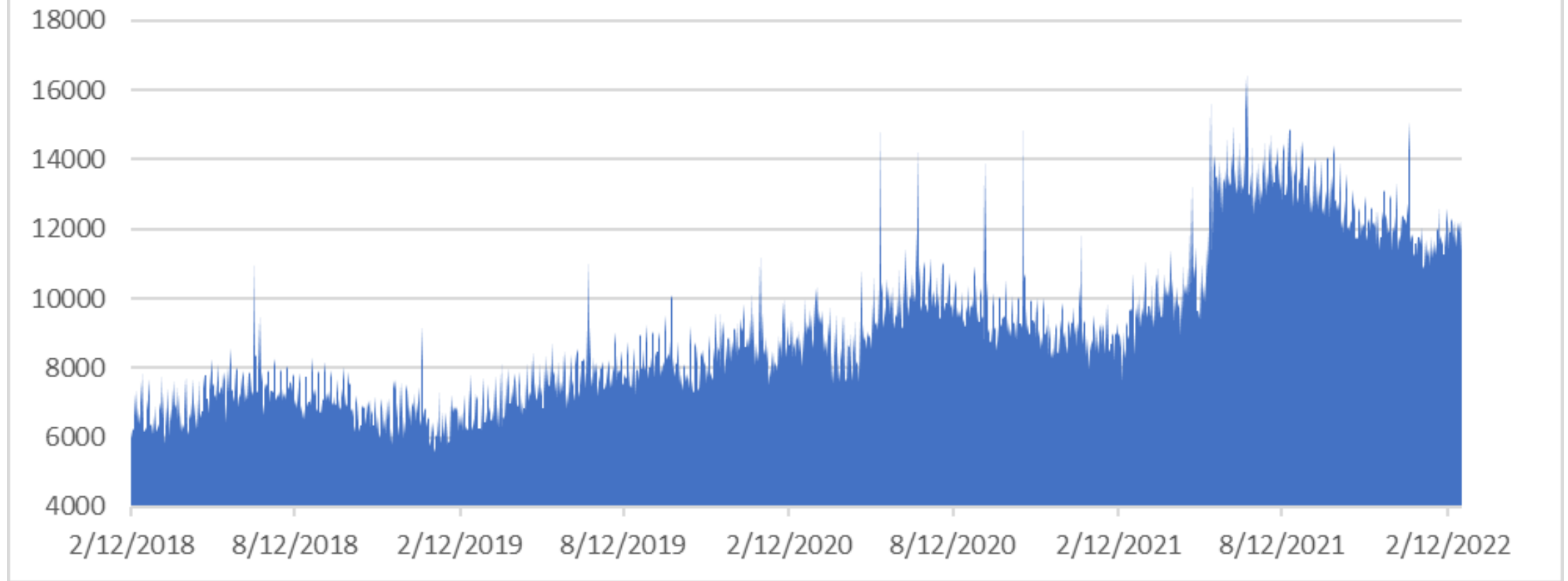
ANGEN has now processed over 13.4 million calls!

Total Call Volume Feb 12, 2018, February 28, 2022: 13,480,545

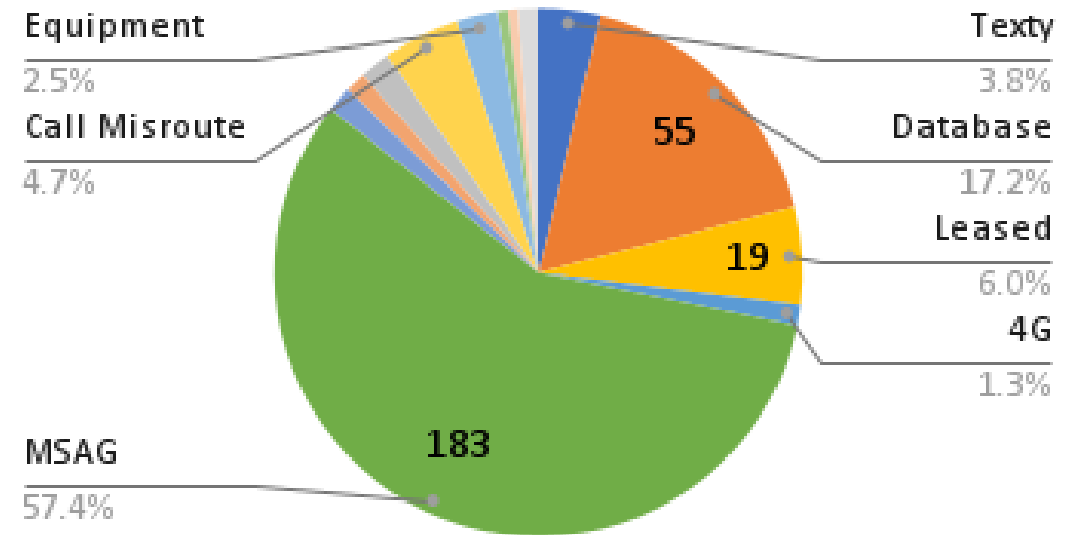MEVO Call Count
January 1 - February 28, 2022
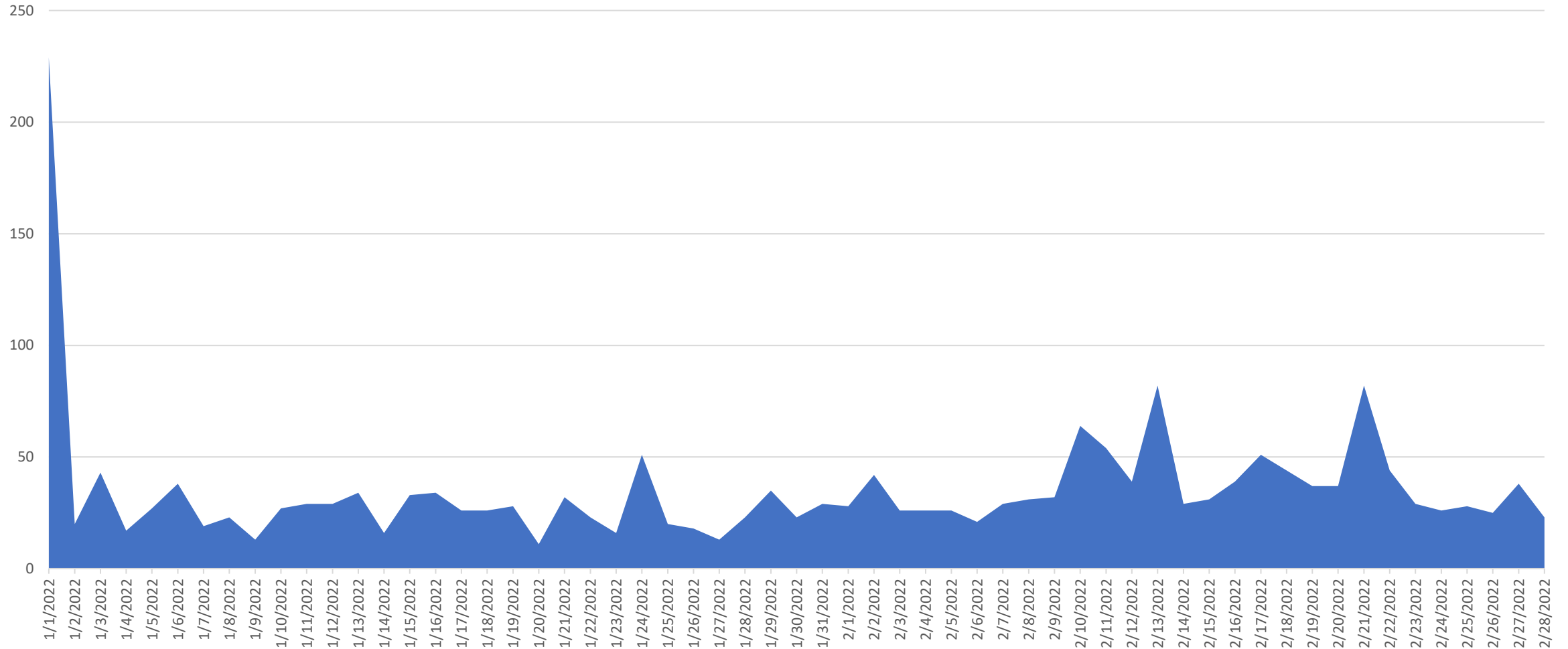
2,068 total MEVO call count with an average of 35 per day.
Perry and the State Troopers operate completely on MEVO.
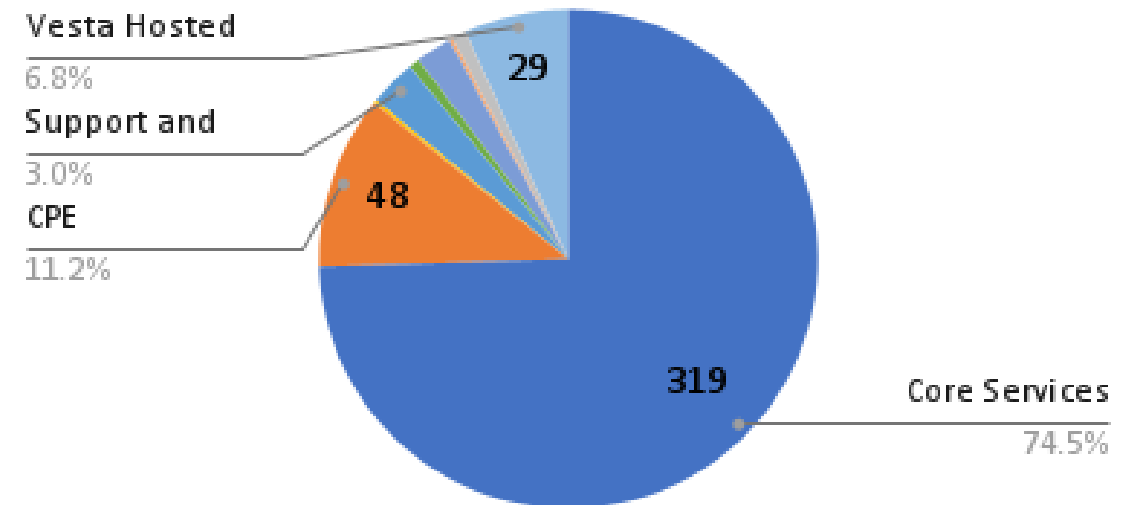
Trouble Ticket Analysis

A total of 429 tickets have been created since the last report.

74.5% of those tickets were core services-related

Core Services Tickets

- Equipment 2.5%
- Call Misroute 4.7%
- MSAG 57.4% — 183
- Texty 3.8%
- Database 17.2%
- Leased 6.0%
- 4G 1.3%
- 55
- 19

All Tickets

- Vesta Hosted 6.8%
- Support and 3.0%
- CPE 11.2%
- Core Services 74.5% — 319
- 29
- 48

INdigital

The NSOC is staffed 24/7/365.

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

INdigital

Questions?

Caleb Branch
cbranch@indigital.net
256.276.6854

INdigital
877.469.2010
1616 Directors Row,
Fort Wayne, IN 46808

INdigital

Financial Report

(Tab 9)

MR. RON COOLEY, CPA

	FY 22	FY 21
ASSETS		
Current Assets	$ 38,197,897.46	$36,262,122.63
Net Property and Equipment	53,362.33	84,873.71
Total Assets	$ 38,251,259.79	$ 36,346,996.34
LIABILITIES AND NET POSITION		
Current Liabilities	$ 6,959.42	$ 3,009.93
Fund Equity	38,244,300.37	36,343,986.41
Total Liabilities & Net Position	$ 38,251,259.79	$ 36,346,996.34

YTD REVENUES

Months	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
Jan	$ 10,815,874.35	$ 10,575,435.60	$ 10,482,666.36	$ 9,535,902.90
Feb	$ 10,693,143.62	$ 10,701,678.25	$ 10,488,836.47	$ 10,291,855.65
Total	**$ 53,368,190.46**	**$ 52,805,368.67**	**$ 51,807,572.92**	**$ 48,764,919.54**
Average	**$ 10,673,638.09**	**$ 10,561,073.73**	**$ 10,361,514.58**	**$ 9,752,983.91**
Baseline	**$ 10,441,979.04**	**$ 10,441,979.04**	**$ 10,441,979.04**	**10,409,325.98**
Cummulative Baselin	**$ 52,209,895.20**	**$ 52,209,895.20**	**$ 52,209,895.20**	**52,046,629.90**
Over/Under	**$ 1,158,295.26**	**$ 595,473.47**	**$ (402,322.28)**	**$ (3,281,710.36)**

Allocation of 9-1-1 Fund
YTD 02/28/2022

Administrative Allowance,
$522,098.95
1%

Distributions to ECDs, $43,074,842.70
82.5%

Reserve from CMRS Providers,
$8,196,953.55
15.70%

Reserve for Examiners,
$416,000.00
.8%
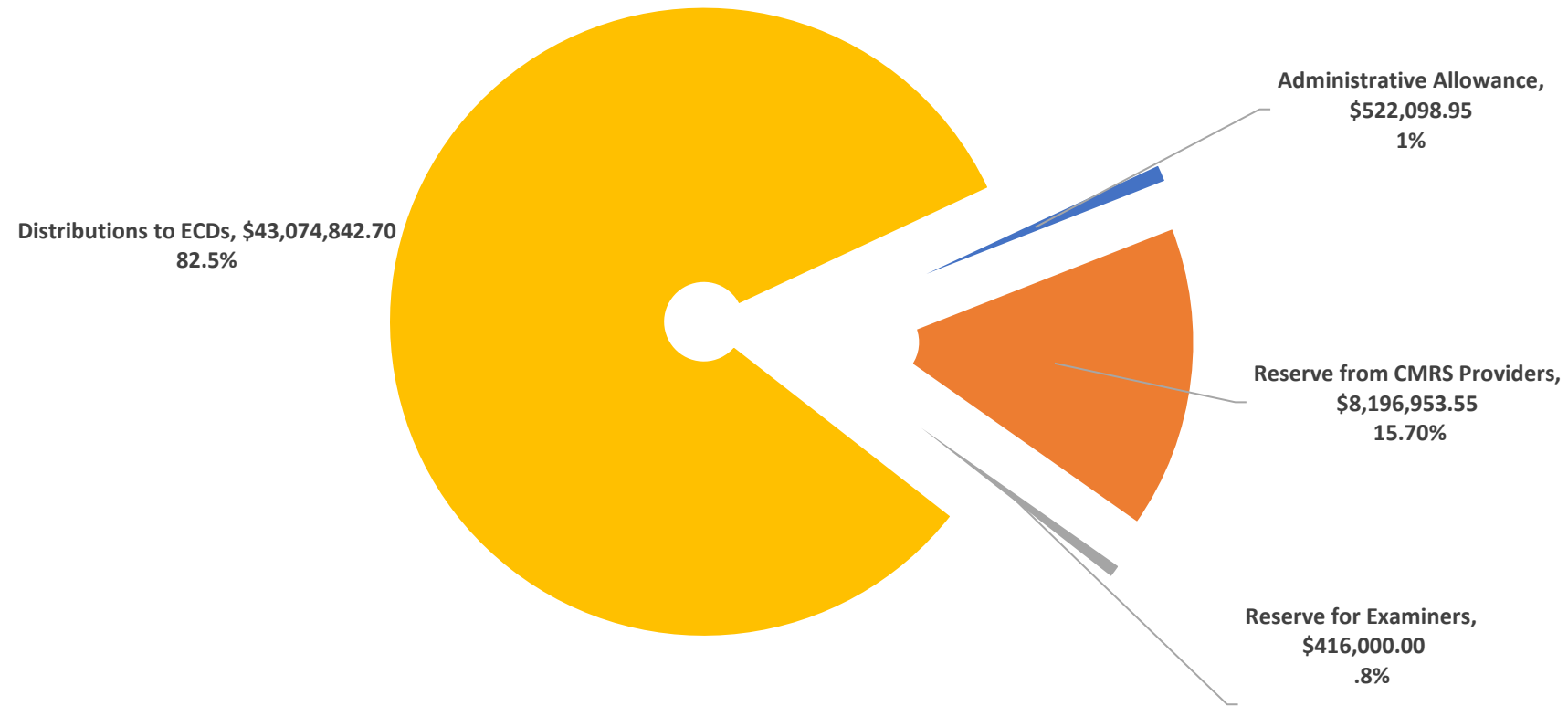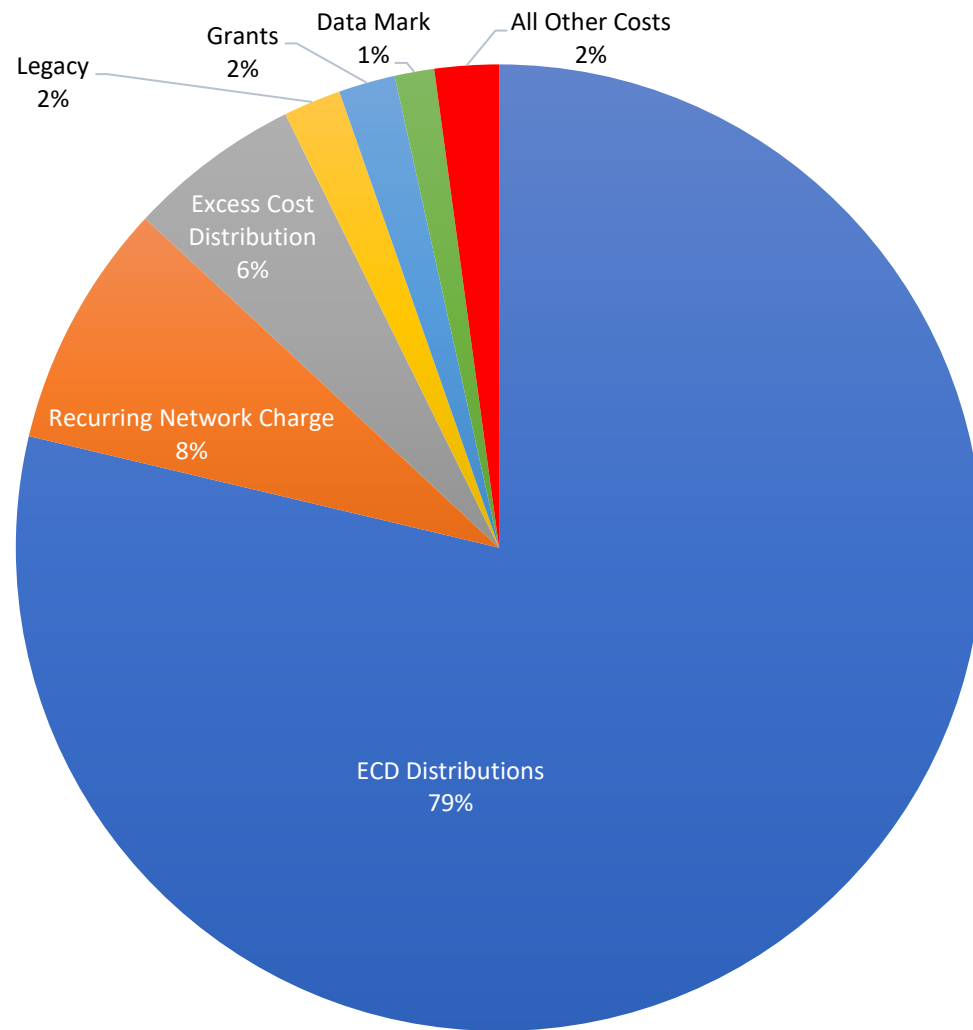
Total Expenses

Legend: ECD Distributions | Recurring Network Charge | Excess Cost Distribution | Legacy | Grants | Data Mark | All Other Costs

Fund Balances							
	Revenue	Cost Recovery	Operations	Examiners	Grants & Education	Federal Grant	Total Funds
Revenue	$ 44,238,368.80	$ 8,211,112.43	$ 533,730.33	$ 416,498.41	$ 196.54	$ 260,045.68	$ 53,659,952.19
Expense	$ 43,074,842.70	$ 9,255,810.60	$ 487,713.15	$ 122,952.00	$ 1,060,050.02	$ 725,199.55	$ 54,726,997.94
Net Position	$ 1,163,526.10	$ (1,044,698.17)	$ 46,017.18	$ 293,546.41	$ (1,059,853.48)	$ (465,153.87)	$ (1,067,045.75)
Prior Year Net Position	$ 600,565.67	$ 610,248.80	$ 94,761.73	$ 311,885.82	$ (909,996.68)	$ (851,576.08)	$ (149,518.66)
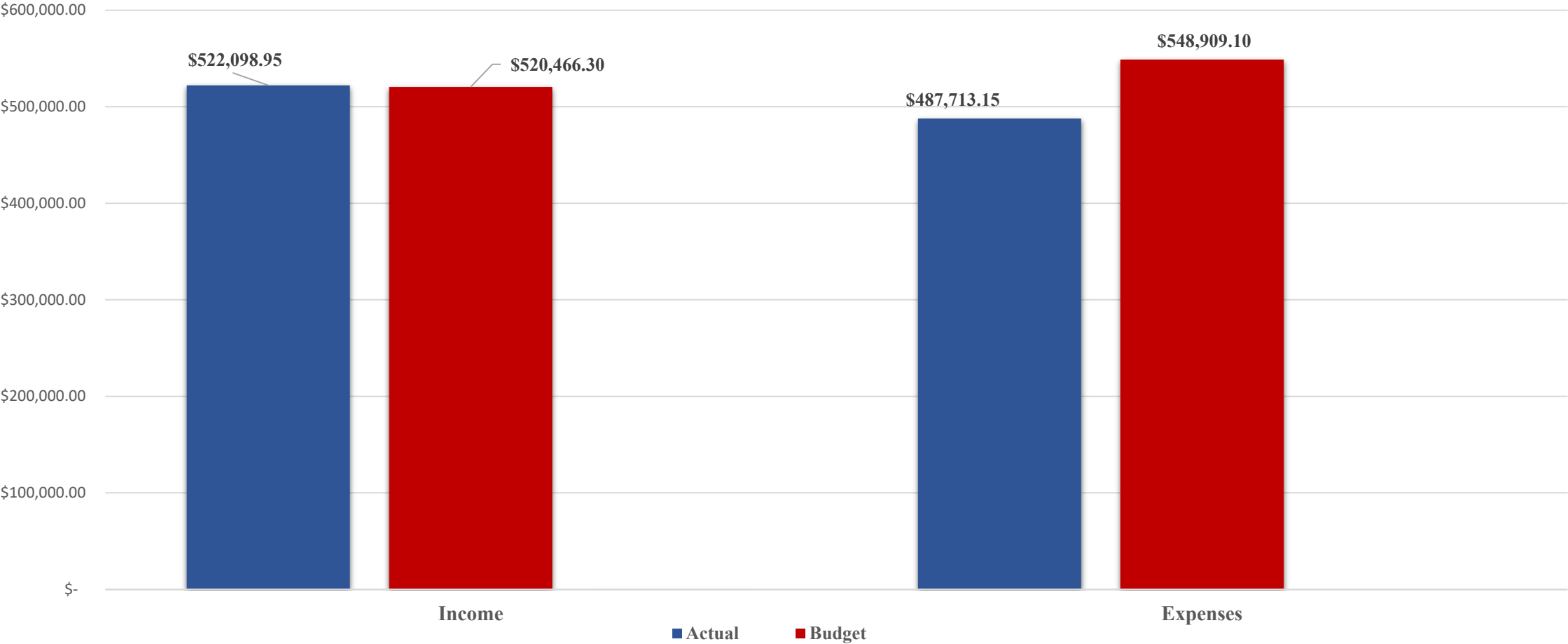
Legal Report

(Tab 10)

BRUNSON, BARNETT, & SHERRER, P.C.

Legal Report

1) Meeting Support

   a. Technical and Finance

2) Statement of Economic Interest Requirements

3) Legislative Review

   a. SB240

   b. HB414

Old Business

BOARD MEMBERS

New Business

BOARD MEMBERS

Public Comments

OPEN FORUM

Next Board Meeting

MAY 18, 2022

10:00AM

MONTGOMERY, AL

Adjournment