



# ALABAMA 911 BOARD

**April 19, 2022**  
**Talk About It Tuesday!**

# Introduction & Contact Information

**Leah Missildine**

**Executive Director for the Alabama 9-1-1 Board**

Email: [leah@al911board.com](mailto:leah@al911board.com)

**Adam Brown**

**Deputy Director for the Alabama 9-1-1 Board**

Email: [adam@al911board.com](mailto:adam@al911board.com)

**Dana Nation**

**Program Coordinator for the Alabama 9-1-1 Board**

Email: [dana@al911board.com](mailto:dana@al911board.com)

**Michelle Peel**

**Program Coordinator for the Alabama 9-1-1 Board**

Email: [michelle@al911board.com](mailto:michelle@al911board.com)

**Anderson Brooms**

**GIS Program Manager for the Alabama 9-1-1 Board**

Email: [anderson@al911board.com](mailto:anderson@al911board.com)



# Agenda

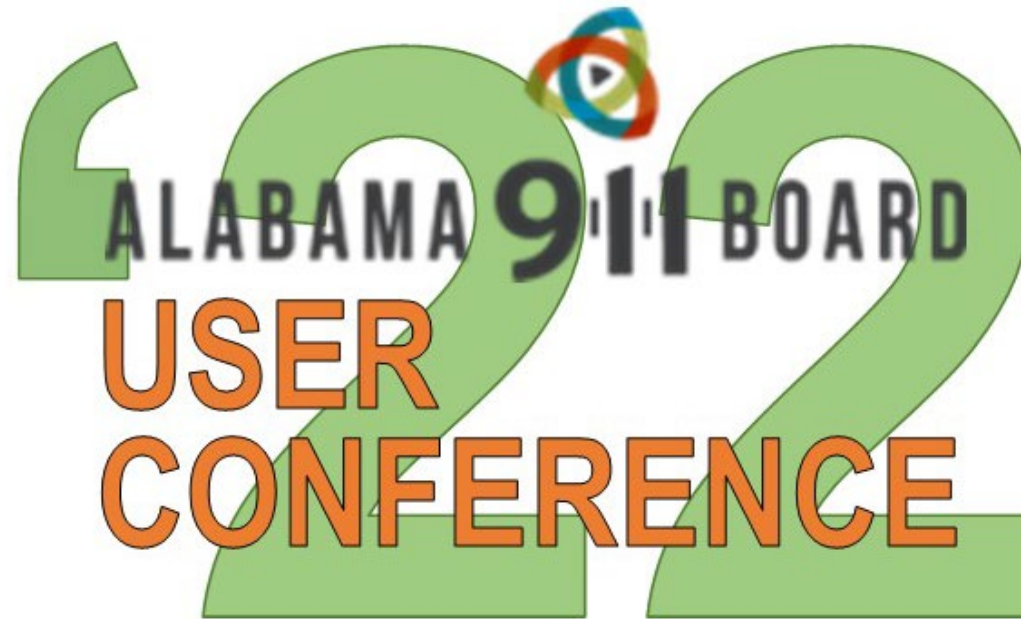
April 19, 2022

## ➤ User Conference Recap



# Thanks to our Sponsors

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# Speakers

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## ➤ Director's and Administrative Staff Track

- Scott Barnett
- Johnny Brunson
- Jeff Sherrer
- Leah Missildine
- Adam Brown
- Dana Nation
- Michelle Peel
- Anderson Brooms

## ➤ Telecommunicator and End-User Track

- Dana Nation
- Leah Missildine
- Caleb Branch
- Holly Peacock
- Melissa Carpenter

## ➤ GIS and Addressing Personnel Track

- Annie Cahill
- Becca Mangin
- Jason Bivens
- Anderson Brooms



# Attendance

- Director's Track – 39 Users
- Telecommunicator Track – 46 Users
- GIS Track – 42 Users
- Total – 127 Users

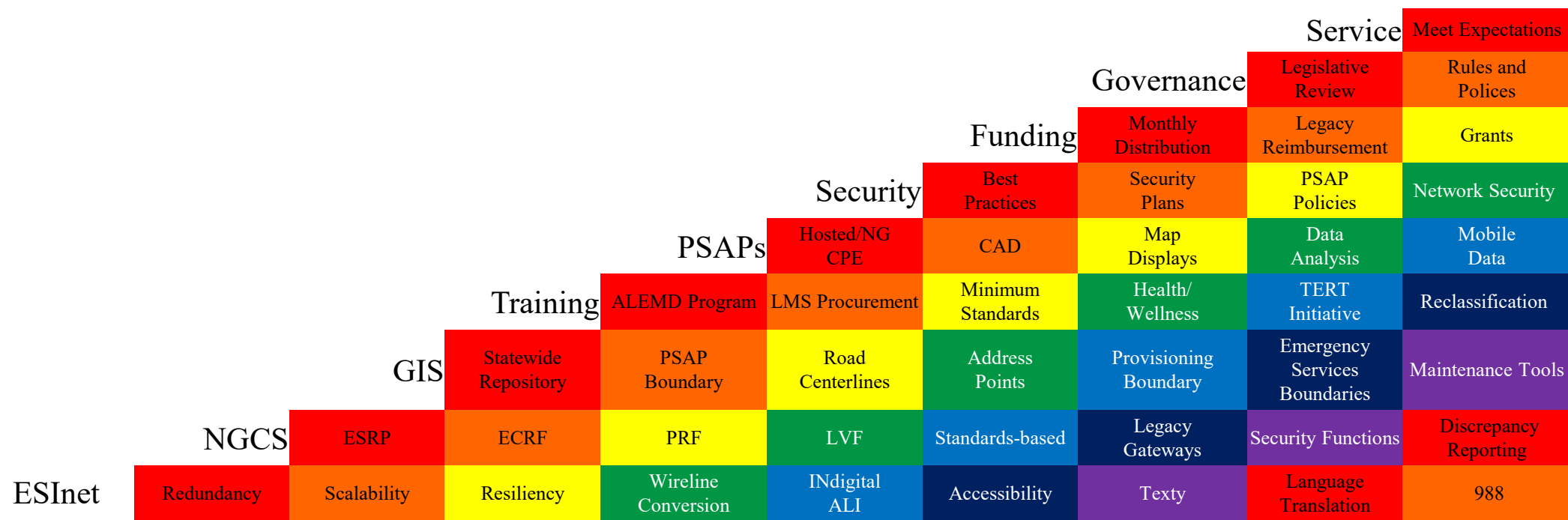




# 2022 PSAP Employee of the Year

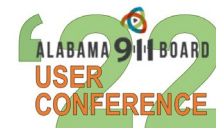
Marisa Myers was voted the 2022 PSAP Employee of the Year. INdigital and Board staff presented her with the award at the conference. Marisa works with Hueytown 9-1-1.





# 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.*



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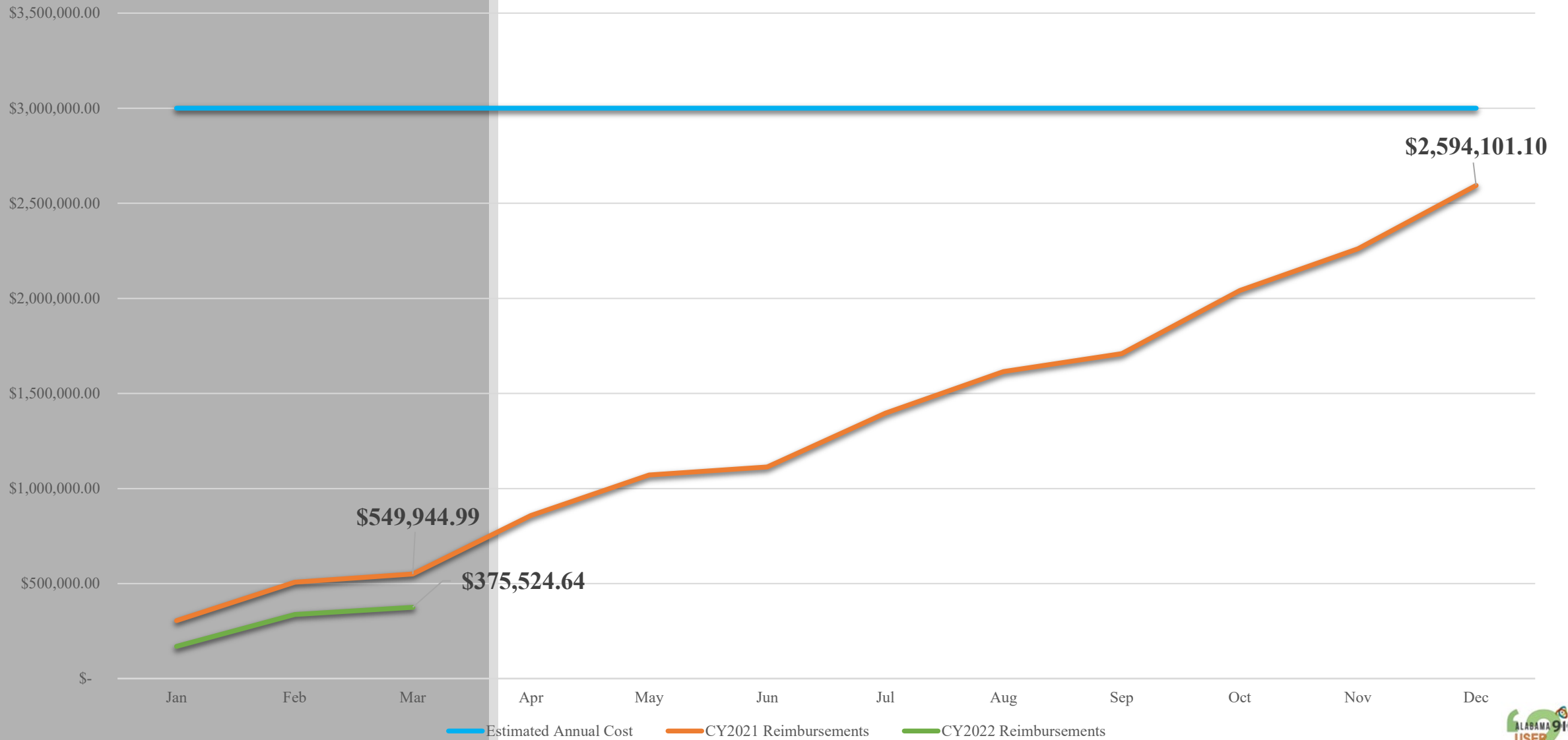
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## Legacy Cost Reimbursement: Estimated vs Actual



# Minimum Training Guidelines

## Recommended Minimum Training Guidelines for the Telecommunicator Section I –

### Introduction

Society and communications are becoming increasingly more mobile and accessible. With that mobility, the ability to access 9-1-1 services at any time and in any place has become a constant, and the need for consistent minimum training for the telecommunicator has been recognized by the 9-1-1 community. Developed by all members of the Working Group—which includes the Association of Public Safety Communications Officials International (APCO), Denise Amber Lee Foundation, International Academies of Emergency Dispatch (IAED), National Association of State 9-1-1 Administrators (NASNA), National Emergency Number Association (NENA), National Fire Protection Association (NFPA), PowerPhone, and industry professionals—the recommended minimum training topics described in this document were agreed upon in principle with input from 9-1-1 professionals working within the Public Safety Answering Point (PSAP) environment throughout the U.S.

It should be noted that, while the National 9-1-1 Program has facilitated this project by providing a forum for discussion and development, the Guidelines are not federally owned or mandated—rather, they are the joint product of members of the Working Group listed above.

These recommended topics are suggested for inclusion in minimum training for those who aspire to the role of telecommunicator (call-taker and/or dispatcher) as defined by the authority having jurisdiction. It is important to note the basic telecommunicator training topics described herein provide minimum-level understanding. In order to field and manage emergency calls in a live environment, telecommunicators must receive supplemental training that will enable them to process the emergency calls that are specific to their respective PSAP or Emergency Services Provider. We recognize that the authorities having jurisdiction will establish the qualifications for their PSAPs and telecommunicators at the state and/or local levels.

Classroom training is one of the key elements for providing the baseline level of knowledge for any profession. This document provides the elements of that baseline knowledge. Training regarding policies, procedures, and discipline-specific protocols, as well as on-the-job training and continuing education, are vital and should be considered. The length of time devoted to each topic shall directly correlate to the needs and services rendered within each authority having jurisdiction (AHJ). It is understood that some agencies or AHJ might not have direct involvement in every area (such as telematics, military operations, or private security services); however, it is important that every telecommunicator be familiar with industry terms, technologies, and resources. The intent is that every telecommunicator will receive nationally recognized minimum training that will be the foundation for ongoing professional development.

Section II provides discussion regarding the broad training categories and a list of recommended training topics for each category. It is intended to provide general guidance regarding topics that might be included in the specific sections of the document. Similar to Section I, the recommended training topics contained herein are not all-inclusive.

Appendix A provides a listing of the recommended training topics for ease of reference.

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Version Date: 5/19/2016

- Roles and Responsibilities
- Legal Concepts
- Interpersonal Communications
- Emergency Communications Technology
- Call Processing
- Emergency Management
- Radio Communication
- Stress Management
- Quality Assurance
- On-the-job Training

[https://www.911.gov/pdf/Minimum\\_Training\\_Guidelines\\_for\\_911\\_Telecommunicator\\_2016.pdf](https://www.911.gov/pdf/Minimum_Training_Guidelines_for_911_Telecommunicator_2016.pdf)



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# Upcoming Training

**INdigital  
Regional  
Training**

**WHAT**

Training Course designed to review the tools and features available to support your role in the 9-1-1 center. Topics will include ANGEN, Texty, MEVO, Toolkits/MSAG, and Logix.

**INdigital**

**ALABAMA 911 BOARD**

**WHEN**

Tuesday, June 7, 2022  
9:00 AM – 2:00 PM

**WHERE**

Cullman County Sheriff's Office  
Training Room  
1910 Beech Ave SE  
Cullman, AL 35055

**WHO SHOULD ATTEND**

If you work in, supervise, or manage the operations of a PSAP, this training is for you.

**CLICK HERE TO REGISTER**

- June 7, 2022 – Cullman County Sheriff's Office
- June 8, 2022 – Tuscaloosa County 9-1-1
- August 16, 2022 – Alexander City
- August 17, 2022 – Pike County Lake
- September 13, 2022 – Mobile County Communications District
- September 29, 2022 – Homewood Police Department



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So what?

I get there's a difference  
between the two but why does  
Next Generation 9-1-1 benefit  
my PSAP?

## Quiz Time

- Addressing is a function of the US Postal Service. ✗ **False**
- An address can be assigned without a “structure” present. ✓ **True**
- Addressing is mission critical to all government functions. ✓ **True**
- Subaddressing isn’t that important to maintain. ✗ **False**



# NENA Definitions

## Dispatchable Location

“Statue of  
Liberty”


“A location determined by a telecommunicator that is derived from an ALI Response (in E9-1-1) or derived from a PIDF-LO (in NG9-1-1) represented as a civic location or geodetic location and sometimes modified after communication with a caller that contains enough detail for accurately dispatching emergency ”

-- *NENA Master Glossary of 9-1-1 Terminology [NENA-ADM-000.21-2017]*

PIDF-LO stands for Presence Information Data Format Location Object, and is an IETF standard that is used to represent an address/location in XML format.

# Satisfaction Survey

The link was emailed to participants this morning. Please fill it out before Friday.

 **2022 User Conference Attendee Survey**

\* 1. Please select the conference track(s) you attended.

☐ Directors & Administrative Personnel | April 11-12

☐ Telecommunicators & End-Users | April 12-13

☐ GIS & Addressing Personnel | April 12-13

\* 2. Please rate the following as it pertains to the 2022 User Conference track that you attended.

	Poor	Below Average	Average	Above Average	Superior
Facility and overall organization of the sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation and effectiveness by the instructors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content of the presentation material and relevance to your job duties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity to network and meet your peers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness and availability of Alabama 9-1-1 Board representatives leading up to and during the conference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall benefit you received from this course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. What did you **most** like about the 2022 User Conference?

4. What did you **least** like about the 2022 User Conference?

5. What changes would you suggest to improve the conference?

6. Please provide any additional comments or feedback.

Done



# Certificates

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# Questions

**Leah Missildine**

Executive Director for the Alabama 9-1-1 Board

Email: [leah@al911board.com](mailto:leah@al911board.com)

**Adam Brown**

Deputy Director for the Alabama 9-1-1 Board

Email: [adam@al911board.com](mailto:adam@al911board.com)

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Program Coordinator for the Alabama 9-1-1 Board

Email: [michelle@al911board.com](mailto:michelle@al911board.com)

**Anderson Brooms**

GIS Program Manager for the Alabama 9-1-1 Board

Email: [anderson@al911board.com](mailto:anderson@al911board.com)

**Ron Cooley**

Financial Manager for the Alabama 9-1-1 Board

Email: [ron@al911board.com](mailto:ron@al911board.com)

Phone: 334.440.7911

