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

July 27, 2022
Public Hearing & Board Meeting
Montgomery, AL

Board Meeting Agenda

Introduction

❖ Call to Order

❖ Roll Call

❖ Public Hearing

❖ Agenda Approval (Tab 2)

❖ Minutes Approval (Tab 3)

❖ 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

Public Hearing Agenda

❖Proposed Rule 585-X-5, Alabama 9-1-1 Board's Public Safety Telecommunicator Program

http://www.alabamaadministrativecode.state.al.us/UpdatedMonthly/AAM-MAY-22/585-X-5.pdf

Proposed Rule 585-X-5, Alabama 9-1-1 Public Safety Telecommunicator Program

The Alabama 9-1-1 Board proposes to adopt new Rule No. 585-x-5, Public Safety Telecommunicator Certification Program.

Administrative Rules Amendment – Next Steps

- ✓ Publish in Administrative Monthly, 05/31/2022
- ❑ Public Hearing, 07/27/2022
- ❑ Final draft rules adoption, 07/27/2022
- ❑ Certification following final adoption, on or before 08/11/2022
- ❑ Rule goes into effect, 10/15/2022

Contributions from Stakeholder Groups

Written Comments
- ❑ 06/11/2022 Alabama Fire College
- ❑ 06/11/2022 Randolph County 911
- ❑ 06/21/2022 American Heart Association
- ❑ 07/20/2022 Alabama Association of 911 Districts

Comment Review
- ❑ 07/26/2022 ALNENA 911 Education Committee

Public Comments

- ❑ Line up at the podium.
- ❑ State your name(with spelling) and affiliation for the record.
- ❑ Keep your comments to less than two minutes, please.

Recommended Changes – Definitions 585-X-5-.01

(e)   **District** means a communications district as defined by Ala. Code §11-98-1(a)(8~~7~~) 1975, as amended.

(f)   **Emergency Service Provider** means an agency of the State of Alabama, or a ~~functional division of a~~ political subdivision thereof, that provides firefighting, rescue, natural or man-caused disaster, or major emergency response, public safety telecommunication and dispatch, law enforcement, ambulance, or emergency medical services. The term also includes private ambulance services.

Recommended Changes – Definitions 585-X-5-.01

(p)   **Non-affiliated Public Safety Telecommunicator or PST** means a person ~~authorized~~ certified as a public safety telecommunicator by the Board but not currently employed by a public safety answering point or emergency service provider to act as a public safety dispatcher or 911 operator whose duties and responsibilities include both of the following:

1. Answering, receiving, transferring, and dispatching functions related to 911 calls and texts.

2. Dispatching first responders to the scene of an emergency.

(q)   **Non-affiliated PST Trainee** means a person not currently employed by a public safety answering point or emergency service provider to act as a telecommunicator but is enrolled in a public safety telecommunicator certification program approved by the Board.~~either of the following:~~

~~1.   A person authorized by the Board but not currently employed by a public safety answering point or emergency service provider to act as a telecommunicator not more than 12 months before the effective date of these rules.~~

~~2.   A person authorized by the Board but not currently employed by a public safety answering point or emergency service provider to act hired after the effective date of these rules who has not completed the requirements of these rules.~~

Recommended Changes -- 585-X-5-.02

(3)   Enrollment Requirements.

(a)   Prior to enrolling in a certification course, the Trainee shall meet the Enrollment Requirements as adopted by the affiliated agency or the Board.

(b)   The Board reserves the right to reject any application or reapplication ~~for enrollment.~~of persons who do not meet the requirements of the Board.

Recommended Changes -- 585-X-5-.02

(d)   Penalties.

1.   Notice of noncompliance shall be provided to the District and, upon receipt of the notice, the following timeframes shall begin. The following penalties shall be imposed for ~~ECDs~~ Districts that fail to maintain a status ~~of "~~ "of "good standing" for non-participating Primary PSAPs as determined by the Board.

Non-compliance Timeframes following notification	Percent ~~ECD~~ District Withholding
3 months	25% of monthly distribution
6 months	50% of monthly distribution
9 months	75% of monthly distribution
12 months	100% of monthly distribution

2.   District withholdings due to noncompliance will be held in escrow until the District becomes compliant. When a District becomes compliant, the monthly distribution will be restored along with any withheld funds on the Board's next monthly distribution.

~~2.~~3.   For good cause shown, the Board reserves the right to waive any requirement imposed by these rules.

Recommended Changes -- 585-X-5-.04

585-X-5-.04 **Certified Alabama Public Safety Telecommunicator-1.**

(1) General Purposes.

(a) This rule identifies the ~~minimum standards, training, and performance requirements~~certification requirements necessary or applicable ~~to the~~for the Alabama Public Safety Telecommunicator-1 (or ALPST-1) certification.

(b) The purpose of this rule is to specify the minimum training requirements to perform the duties of a public safety telecommunicator. It is not the intent of these rules and standards to restrict any ~~ECD~~ District or jurisdiction from exceeding these requirements.

Recommended Changes -- 585-X-5-.04

(2)   Enrollment.

(a)   Prior to enrolling in ~~PST-1~~ public safety telecommunicator certification courses, ~~PST-1~~ PST Trainees shall meet the Enrollment Requirements as adopted by the certification program, affiliated agency, ~~or~~and the Board.~~, from time to time, which shall include the following minimum standards:~~
~~1.   The ability to read, write and communicate the English language.~~
~~2.   A minimum age of eighteen (18) years.~~
~~3.   Citizen of the United States.~~
~~4.   High school graduate or possesses an GED.~~
~~5.   Full criminal background check free from felony charges.~~
~~6.   Not have been dishonorably released from any of the armed forces of the United States .~~
~~7.   Fingerprints on file with Alabama Law Enforcement Agency.~~
~~8.   Clear 10-panel drug screening.~~
~~9.   Hearing and vision test.~~

Board Meeting Agenda

Introduction

* Call to Order
* Roll Call
* Public Hearing
* Agenda Approval (Tab 2)
* Minutes Approval (Tab 3)
* 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 4 - 6)

Governance Committee Meeting* Agenda (Tab 4)

June 1, 2022 Montgomery, AL

*Worksession due to no quorum present

Discussion Item(s):

- ❑ Administrative Rules
  - 585-X-5 PST Certification Rule
  - Prospective technically centered administrative rule chapter to govern the deployment and operation of the statewide 911 voice and data system

- ❑ Legislative Outlook
  - Virtual Meeting policy
  - Sample policy/resolution for Districts to proclaim methods of transfer/dispatch
  - Automated notifications and §11-98-10 (c)

- ❑ Annual Report to Congress

Technical Committee Meeting Agenda (Tab 5)

June 24, 2022 Montgomery, AL

Discussion Item(s):

- ☐ Technical focused administrative rules
- ☐ GIS Program
- ☐ ANGEN legacy connections
- ☐ Automatic notifications to 911

Next Step(s) out of Committee:

- ☐ Consider the initiation of a rules-making process for an administrative rules chapter that would provide NG911 network and system requirements/guidance
- ☐ Engage Public Service Commission, when appropriate
- ☐ Research and report any emerging technologies involving automatic notification of 911

Finance Committee Meeting Agenda (Tab 6)

July 20, 2022
Montgomery, AL

Discussion Item(s):

❑ Monthly Financial Statements

❑ 911 Fund Outlook

Director's Recommendation(s) to the Committee:

❑ Approval of the Financial Statements as presented

❑ Authorization of staff to create additional funds for ANGEN & the Certification Program

Committee's Recommendation(s) to the Board:

❑ Acceptance of the Committee's report inclusive of the recommendations contained within

Staff Reports

(Tabs 7 - 12)

Director's Report

(Tab 7)

MS. LEAH MISSILDINE & MR. ADAM BROWN

Updates and Considerations

❖ **Mileage Rate Change | Board Member Travel Reimbursement**

❖ **Legacy Reimbursements**

❖ **Language Translation Services**

❖ **Planned Event Call Routing Form**

❖ **ALI Circuit Disconnection**

❖ **Gateway versus SIP Conversions**

❖ **PST Certification Program**

❖ **Building Blocks & Next Steps**

- **Interoperability Discussions with AL EMA, ALEA, and 911 Board Staff**
- **9-8-8**
- **Aerial Imagery**
- **Grant Cycle 7**
- **PST Certification**
- **Budget Preparation**

Mileage Rate Change | Board Member Travel Reimbursement

> Effective July 1, 2022, the mileage rate paid to persons traveling in privately owned vehicles on official business for the State will increase to 62.5 cents per mile. The mileage rate, which is paid in lieu of actual expenses for transportation, is in accordance with Code of Alabama 1975, 36-722, as amended, which became effective October 1, 1999. This code section sets the mileage rate at the amount allowed by the Internal Revenue Code for income tax deductions. Therefore, mileage reimbursement for travel on or after July 1, 2022, will be calculated at the new rate of 62.5 cents per mile.

ALABAMA 911 BOARD
IN-STATE TRAVEL FORM
2022 Mileage Rate: $0.625
Please return to invoices@al911board.com

Name of Traveler | Make check payable to:
Official Address of Traveler | Purpose of Travel
Mark the box to the left to refuse per diem.
City | State | Zip

Month And Date	POINTS OF TRAVEL		Private Car Miles	Hour of Departure From Base		Hour of Return to Base		Amount Per Diem Claimed
	From City	To City		AM	PM	AM	PM	

Total Number of Miles Traveled
Provide any miscellaneous details here and attach receipts when required.

TOTAL PER DIEM CLAIMED
MILEAGE (# of miles x mileage rate)
MISCELLANEOUS EXPENSE
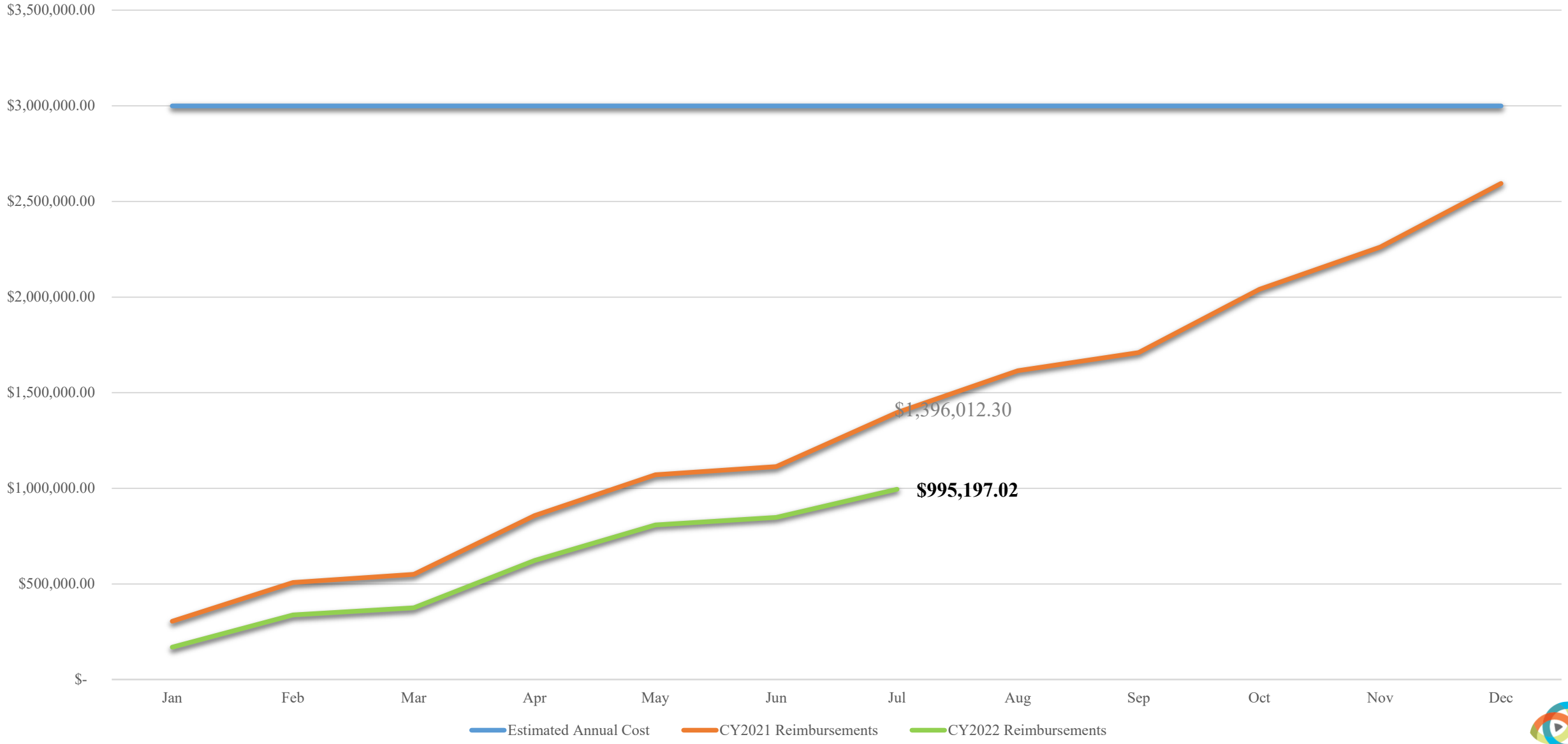TOTAL THIS EXPENSE ACCOUNT $
I HEREBY CERTIFY that the travel and expense indicated hereon was accomplished in the performance of official duties pursuant to travel granted me.

Signature of Traveler

Signature of Approver

Travel time	Entitlement
6 hours or less	No per diem (per day) allowance
6 to 12 Hours	$12.75 (1 meal allowance at 15% of the regular per diem allowance of $85)
More than 12 hours but not overnight	$34 (1 meal allowance + ¼ of the regular per diem rate of $85)
Overnight	$85 or $100 per day, depending on the length of trip; one overnight stay = $85/day, 2+ nights stay = $100/day

Please return to invoices@al911board.com

Legacy Cost Reimbursement: Estimated vs Actual

$3,500,000.00

$3,000,000.00

$2,500,000.00

$2,000,000.00

$1,500,000.00

$1,000,000.00

$500,000.00

$-

$1,396,012.30

$995,197.02

Jan   Feb   Mar   Apr   May   Jun   Jul   Aug   Sep   Oct   Nov   Dec

Estimated Annual Cost   CY2021 Reimbursements   CY2022 Reimbursements

Language Translation Services Update

➤Deadline to enroll for this year—03/31/2022

➤Annual Open Enrollment Period will open in August for the next fiscal year

➤2021/22 Enrollment: 60 PSAPs; 39 that programming and testing have been confirmed. The remainder do their own programming and have not given confirmation. INdigital cycling back through list for testing and confirmation.

Overview
917703 - Alabama 911 Board

Start Date: January 01, 2022
*End Date: June 30, 2022*
Time Zone: Arizona -7:00 GMT (No DST)

KEY METRICS

CALLS	MINUTES	LANGUAGES	CHARGES	AHT
2,346	17,029	12	$11,750.01	7

Language Translation Services Update

Top 5 Languages	Minutes
Spanish 911	14,175
Spanish	1,966
Arabic	542
Mandarin	129
Romanian	110
All Other	107
Total	**17,029**

TOP 5 LANGUAGES VS ALL OTHER

- Spanish 911
- Spanish
- Arabic
- Mandarin
- Romanian
- All Other
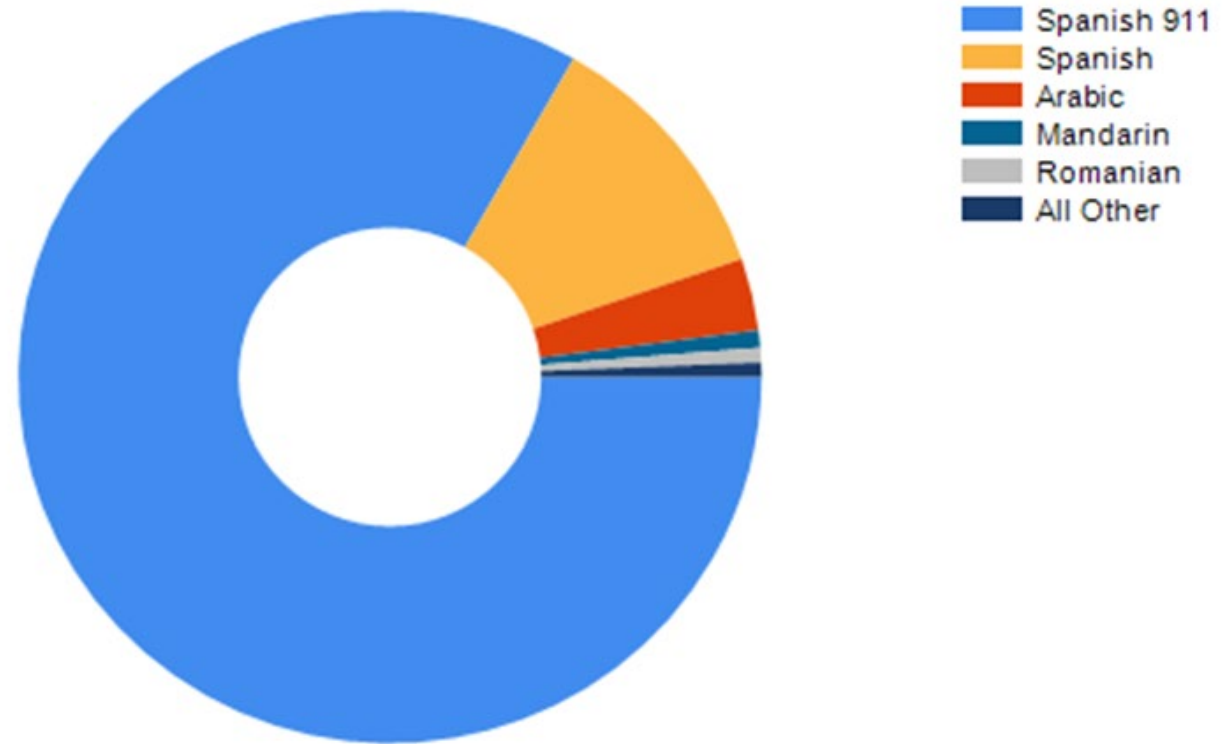
Planned Event Call Routing Form

All requests for planned event call routing within the Alabama Next Generation Emergency Network (ANGEN) must be submitted 45 days in advance for approval.

Contact Information

Name*

Title*

Agency/ECD*

Email Address*

myEmail@gmail.com

Primary Phone Number*

(123) 123-1234

Secondary Phone Number

(123) 123-1234

Planned Event Call Routing Form

Event Information

Event Name*

Start Date *   **Start Time***

End Date *   **End Time***

Location*

Planned Event Call Routing Form

Attach Shapefile

Click to browse
or drag a file here

The geofenced area for the planned event call routing must be a minimum of 1 square mile. If you need assistance with creation of a geo-routing boundary for your event, please indicate in the (checkbox/field) below and the Alabama 9-1-1 Board GIS staff will contact you.

Do you need assistance from Board GIS staff to create geo-routing boundary?

☐ Yes ☐ No

Will you need a MEVO Anywhere Kit for this event from the Board?

☐ Yes ☐ No

Planned Event Call Routing Form

Testing Requirements

You must be able to fulfill the testing requirements below for approval of alternate call routing for a planned event.

-Agency representative(s) must attend all planned event call routing meetings

-Testing will be conducted ten days prior to the event

-It will be necessary to conduct wireless test calls from both outside and within the geofenced boundary with devices from multiple wireless providers

-All equipment that will be utilized for call delivery during the planned event must be properly installed in the location calls will be received (remote call handling positions, MEVO Anywhere Kit, etc.)

-All emergency and non-emergency transfer lists shall be up to date and properly programmed into all equipment (call handling positions/profiles, MEVO Anywhere Kits, etc.)
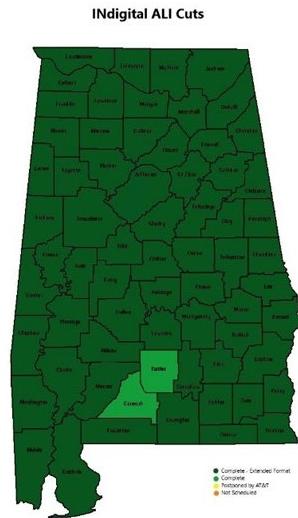
*

☐　I agree to the above testing requirements.

Submit

Legacy to NG911 Transition Update

ALI DISCONNECTION PROCESS & PROGRESS

➢As of 07/21/2022, confirmed with AT&T that all ALI disconnect orders that we submitted have been processed.

INdigital ALI Cuts

Complete - Extended Format
Complete
Postponed by AT&T
Not Scheduled

GATEWAY VERSUS SIP CALL DELIVERY

➢Dekalb County 911

➢Tallapoosa County 911

➢Irondale 911

➢Lee County 911

➢Dallas County 911

➢Midfield 911

✓Adamsville 911

AL PST Certification Program

Stakeholder Input

- Define process for course approval/Committee role for approval

- Regular meetings for Committee

- Advisory panel for education to the Board

- Quarterly review for Program overall (currently meeting monthly)

Alabama NENA Appointed – Alabama 9-1-1 Education Committee			
NENA	**APCO**	**AAND**	**AL 911 Board Staff**
Scott Stricklin	Marcy Ledbetter	Bubba Blue	Leah Missildine
Robbie Young	Ryan Whisenhunt	Rod Coleman	Adam Brown
Donnie West	**Seeking volunteers!**	**Seeking volunteers!**	Dana Nation
David Morgan	**Seeking volunteers!**	**Seeking volunteers!**	Michelle Peel

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.

Page 1 of 11
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

Outreach

➢Written Letter

➢Phone Calls

➢Emails (Mailchimp)

➢Distribution Lists

➢TAITs

➢Webinars (June 28th & July 19th)

➢Social Media Posts

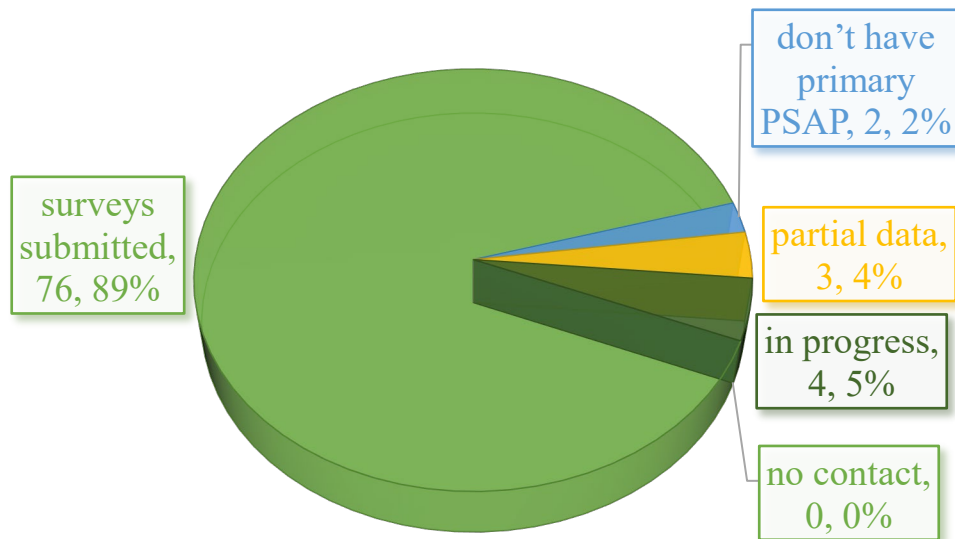# Data Collection

ECD PUBLIC SAFETY TELE- COMMUNICATOR (PST) SURVEY

RESULTS AS OF 07/25/2022

surveys submitted, 76, 89%

don't have primary PSAP, 2, 2%

partial data, 3, 4%

in progress, 4, 5%

no contact, 0, 0%

➢ **1,464 telecommunicator**

➢ **96 primary PSAPs represented in those submissions**

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 & Next Steps**
- **Interoperability Discussions with AL EMA, ALEA, and 911 Board Staff**
- **9-8-8**
- **Aerial Imagery**
- **Grant Cycle 7**
- **PST Certification Program**
- **Budget Preparation**

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

Recent and Ongoing Deadlines/Activities

1) **Recent**
   a. GIS Executive Council
   b. NASNA
   c. National NENA
   d. ESRI UC
   e. Federal Grant Closeout
   f. Microsoft 365 Migration
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/AL Dept. of Mental Health Strategic Planning Focus Group

Upcoming Deadlines/Activities

3) **Upcoming**
   a. Meetings (Committees & Board) Scheduled through December 2022
      i. Board (3rd Wednesday of odd months)
         - July 27-29 -- 911 Summit, Prattville, AL (shifted two weeks later due to World games July 7-17 and hotel availability per ACCA)
         - September 21, 2022
         - November 16, 2022
      ii. Tentative Education & Outreach (1st Tuesday afternoon of even months)
         - August 2, 2022 – need to reschedule at committee member's availability
         - October 4, 2022
         - December 6, 2022
      iii. Tentative Finance (1st Wednesday morning of even months)
         - August 3, 2022 – need to reschedule at committee member's availability
         - October 5, 2022
         - December 7, 2022
      iv. Tentative Governance (1st Wednesday afternoon of even months)
         - August 3, 2022 – need to reschedule at committee member's availability
         - October 5, 2022
         - December 7, 2022
      v. Tentative Technical (1st Tuesday morning of even months)
         - August 2, 2022 – need to reschedule at committee member's availability
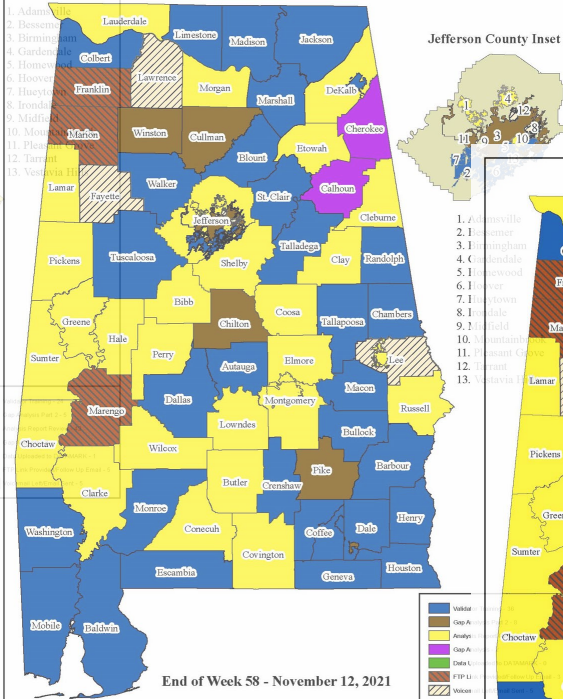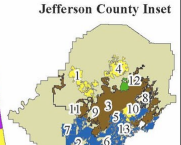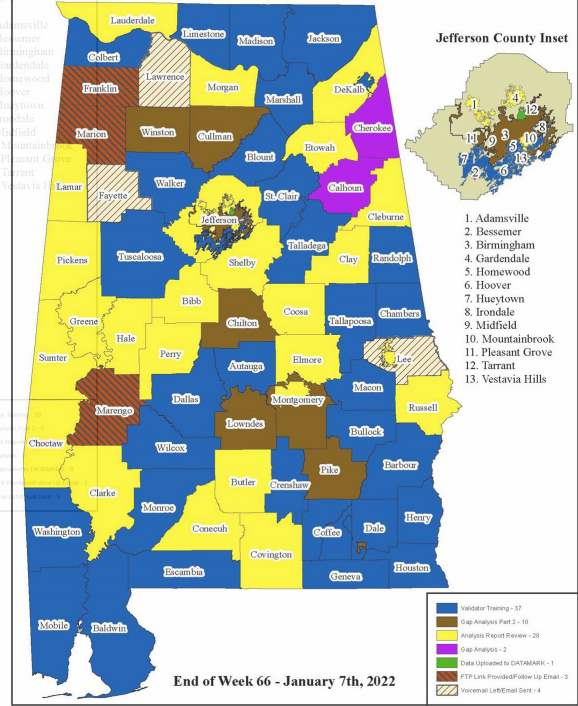   - October 4, 2022
         - December 6, 2022

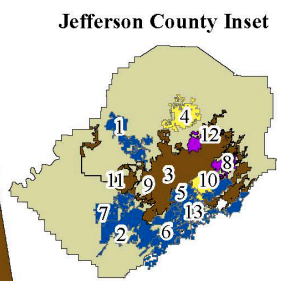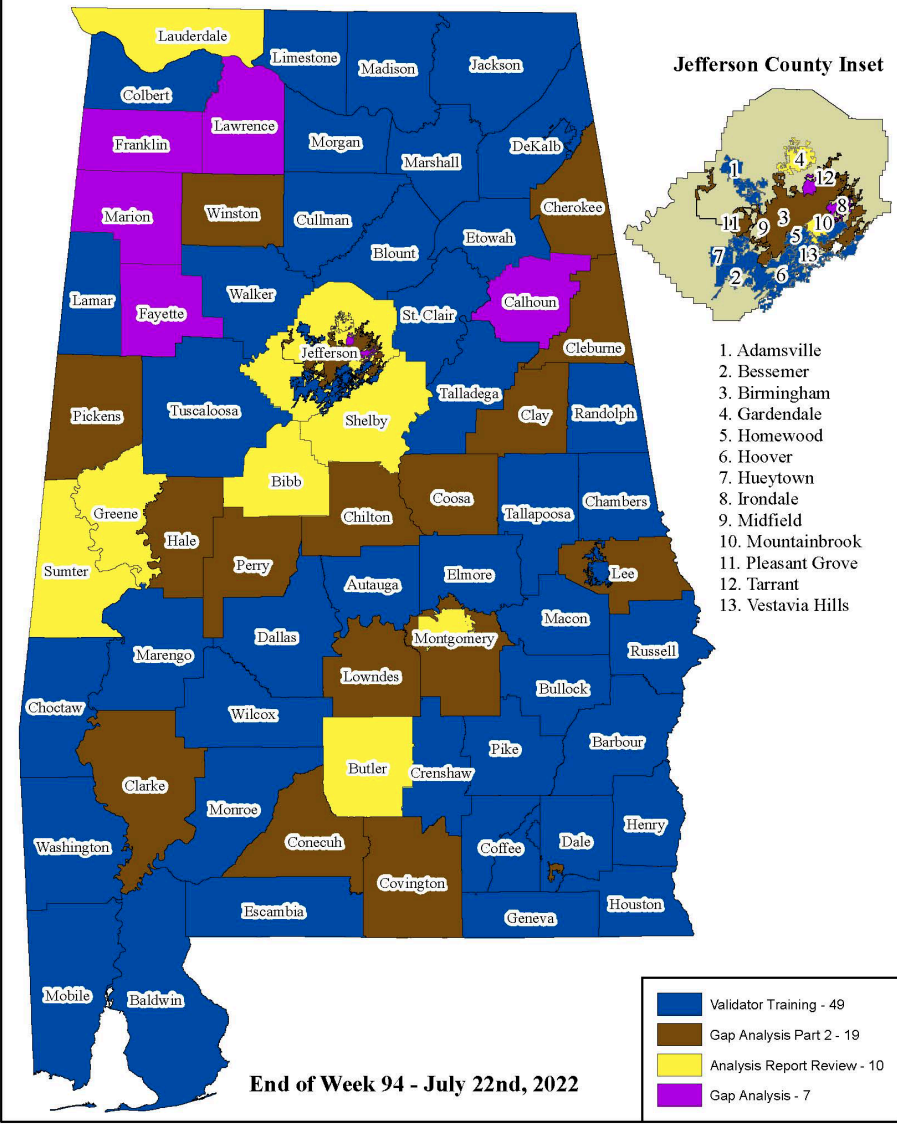# GIS Report

(Tab 8)

MR. ANDERSON BROOMS

ECD GIS Data On-Boarding Status

Map 1 — End of Week 49 - September 10th 2021
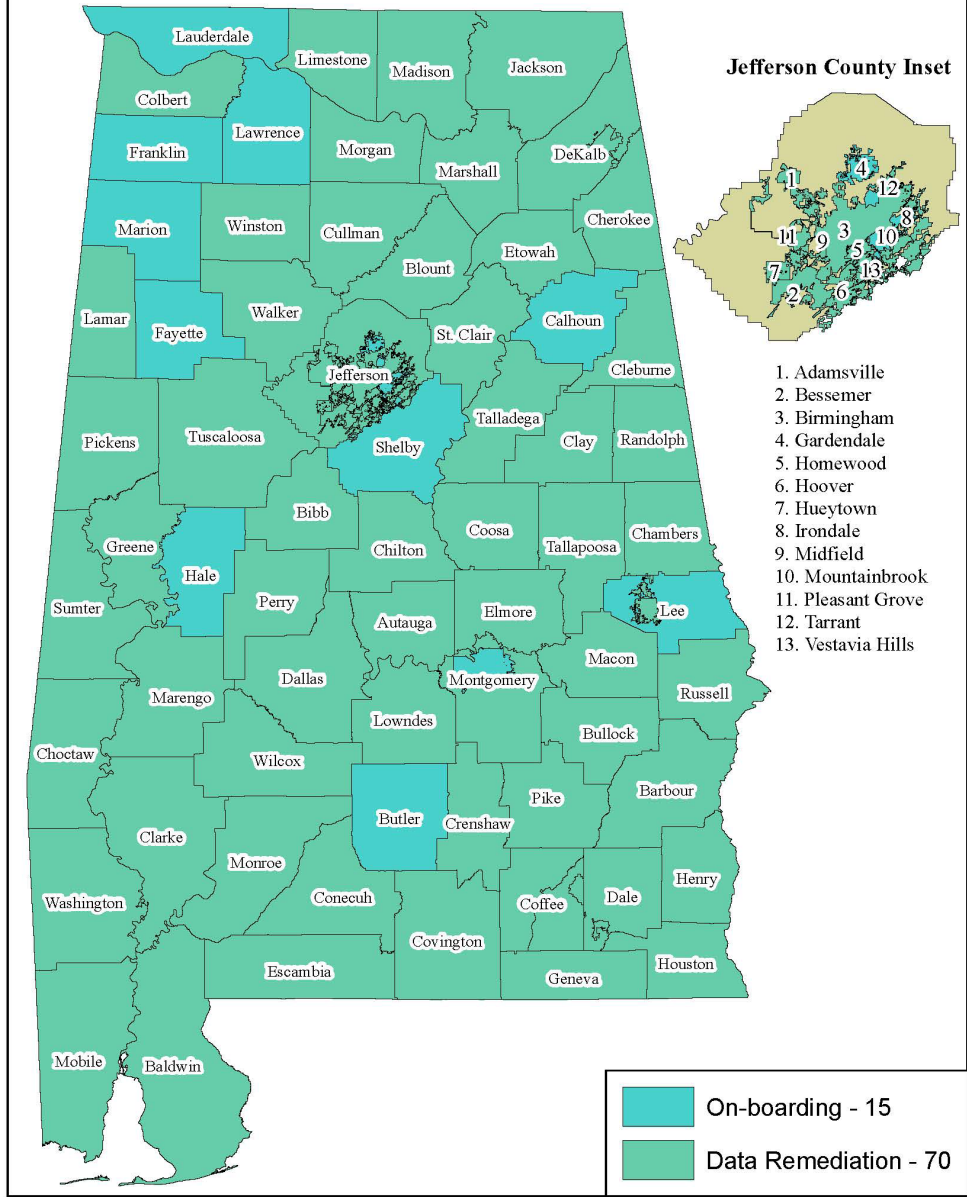
Map 2 — End of Week 58 - November 12, 2021

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

Map 3 — End of Week 66 - January 7th, 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

Legend:
- Validator Training - 37
- Gap Analysis Part 2 - 10
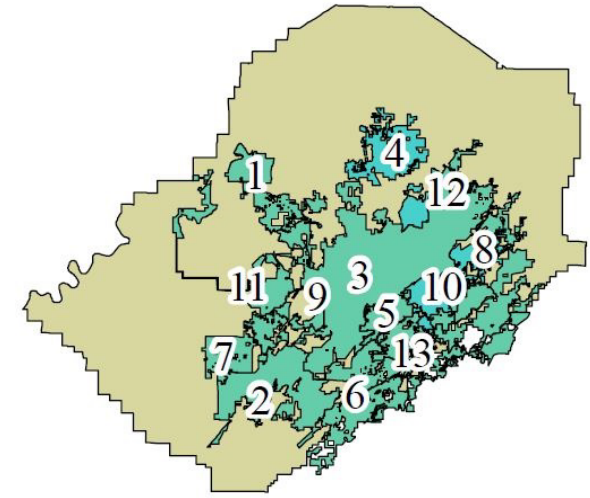- Analysis Report Review - 28
- Gap Analysis - 2
- Data Uploaded to DATAMARK - 1
- FTP Link Provided/Follow Up Email - 3
- Voicemail Left/Email Sent - 4

Map 4 — ECD GIS Data On-Boarding Status — End of Week 94 - July 22nd, 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

Legend:
- Validator Training - 49
- Gap Analysis Part 2 - 19
- Analysis Report Review - 10
- Gap Analysis - 7

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

	Legacy State	On-boarding	Intra-jurisdictional Data Remediation	Cross-jurisdictional Data Remediation	Provision 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 standards change
# of ECDs in this Phase	**0**	**15**	**70**	**15**	**-**	**-**

On-boarding (15)
1. Butler
2. Calhoun
3. Fayette
4. Franklin
5. Gardendale
6. Hale
7. Irondale
8. Lauderdale
9. Lawrence
10. Lee
11. Marion
12. Montgomery City
13. Mountain Brook
14. Shelby
15. Tarrant

Intra-jurisdictional Data Remediation (70)
1. Adamsville
2. Auburn
3. Autauga
4. Baldwin
5. Barbour
6. Bessemer
7. Bibb
8. Birmingham
9. Blount
10. Bullock
11. Chambers
12. Cherokee
13. Chilton
14. Choctaw
15. Clarke
16. Clay
17. Cleburne
18. Coffee
19. Cullman
20. Colbert
21. Conecuh
22. Coosa
23. Covington
24. Crenshaw
25. Dale
26. Daleville
27. Dallas
28. Dekalb
29. Elmore
30. Enterprise
31. Escambia
32. Etowah
33. Ft Payne
34. Geneva
35. Greene
36. Henry
37. Hoover
38. Homewood
39. Houston
40. Hueytown
41. Jackson
42. Jefferson
43. Lamar
44. Limestone
45. Lowndes
46. Macon
47. Madison
48. Marengo
49. Marshall
50. Midfield
51. Mobile
52. Monroe
53. Montgomery County
54. Morgan
55. Perry
56. Pickens
57. Pike
58. Pleasant Grove
59. Randolph
60. Russell
61. St Claire
62. Sumter
63. Talladega
64. Tallapoosa
65. Tuscaloosa
66. Vestavia Hills
67. Walker
68. Washington
69. Wilcox
70. Winston

Cross-jurisdictional Data Remediation (15)
1. Adamsville
2. Baldwin
3. Bessemer
4. Birmingham
5. Blount
6. Homewood
7. Hoover
8. Hueytown
9. Jefferson
10. Midfield
11. Mobile
12. Shelby
13. St. Clair
14. Vestavia
15. Walker

ECD GIS Data On-Boarding Phase

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

On-boarding - 15

Data Remediation - 70

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

GIS User Status Check

➢ 95 credentialed users over 57 Districts.

➢ 1908 logins with a median value of 5. 34 users have double digit log-ins. 30 have logged in in the last 2 months. 4 have never logged in.

➢ 25 Districts have uploaded data outside the on-boarding process. 5 have uploaded data in the last 2 months.

➢ 32 Districts have validated data outside the on-boarding process. 12 have run validations in the last 2 months.

➢ 32 Districts have downloaded data outside the on-boarding process. 14 have downloaded data in the last 2 months.

➢ 19 Districts have not aggregated data. 4 have aggregated in the last 2 months.

Education Report

(Tab 9)

MS. DANA NATION

Virtual Academy

May 1 – June 30, 2022

➢ 515 Course Completions

➢ 658 Hours of Continuing Education

➢ 55 Different Course Titles

External Training added by agencies

➢ 319 Course Completions

➢ 584 Hours of Continuing Education

Virtual Academy Completed Courses
May 1 - June 30, 2022
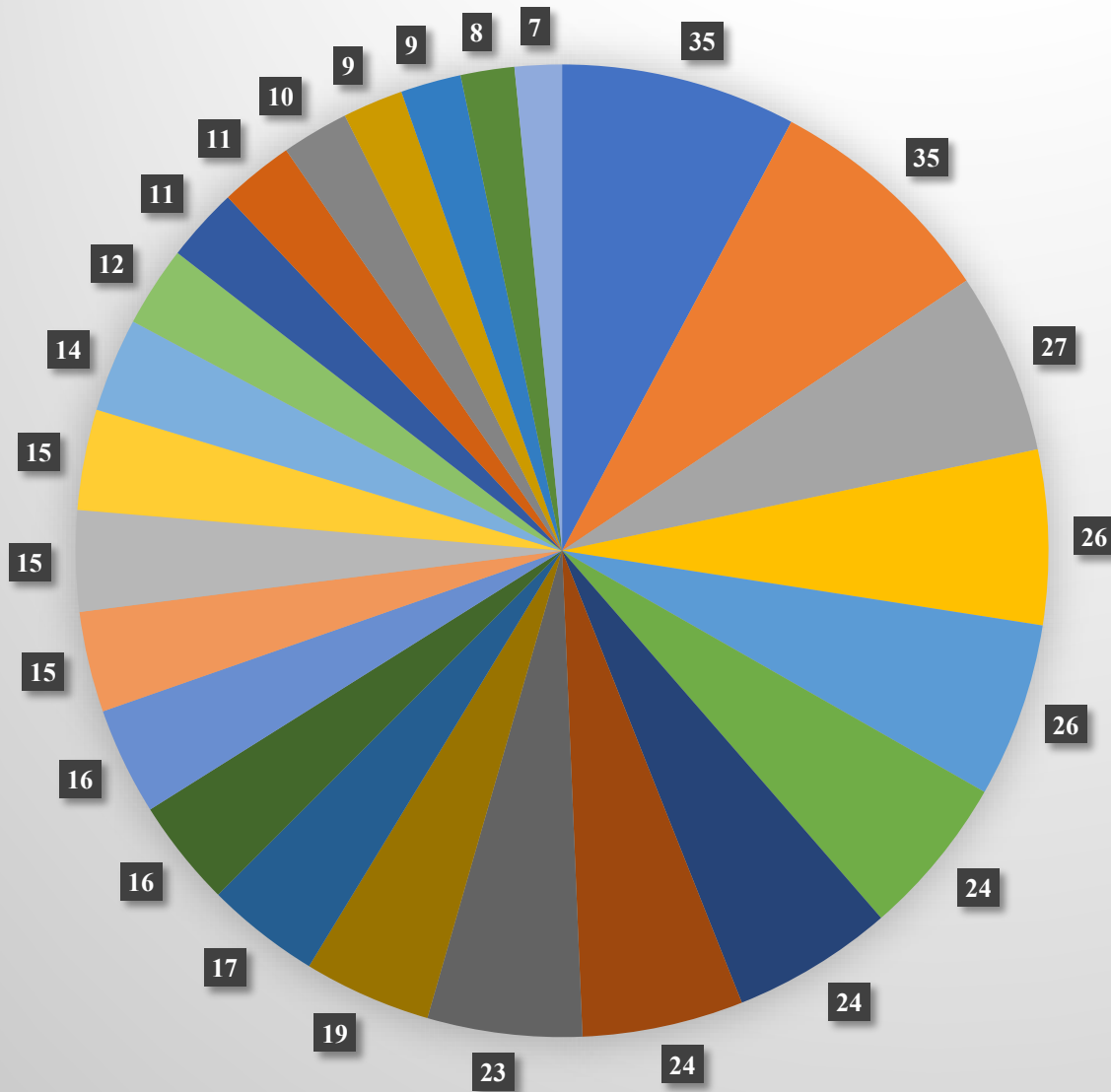
Legend:
- Modern Fire Dispatch
- Human Trafficking for Telecommunications
- De-escalation for Telecommunicators
- Interpersonal Communication Strategies for PSAPs
- Understanding Stress for the Telecommunicator
- Autism Awareness for 9-1-1 Telecommunicators
- Call Handling for the Telecommunications Center
- Foundations of Emergency Mental Health Dispatching - An Introduction
- Responding to an Active Violence Event
- AMBER and Silver Alerts for Telecommunicators
- Counseling & Discipline for the Telecommunications Center
- Supervision 101 for the Telecommunications Center
- Telecommunicator CPR (TCPR)
- 9-1-1 Cape Building
- Effective Communication for Telecommunicators
- HR Practices for the Telecommunications Center
- Building 9-1-1 Lifebridges to Suicide Callers: An Introduction
- Personnel Issues
- Interpersonal Communication
- Survive and Thrive: Core Stress Resilience - A Primer
- Wellness and Resiliency in 9-1-1
- Advanced Harassment and Discrimination Training
- The Power of Peer Support: A Primer
- Utilizing Peer Support to Improve PSAPs
- Ethical Leadership for Telecommunicators

Pie chart values: 35, 35, 27, 26, 26, 24, 24, 24, 23, 19, 17, 16, 16, 15, 15, 15, 14, 12, 11, 11, 10, 9, 9, 8, 7

Virtual Academy Hours by Agency
May 1 - June 30, 2022

Agency	Hours
1CULL	76
2CLAY	73
5LEE	64
5BARB	64
2ETOW	59
3STCL	46.5
6BALD	42.5
5ELMO	41
2TLPS	35
3HUEY	22
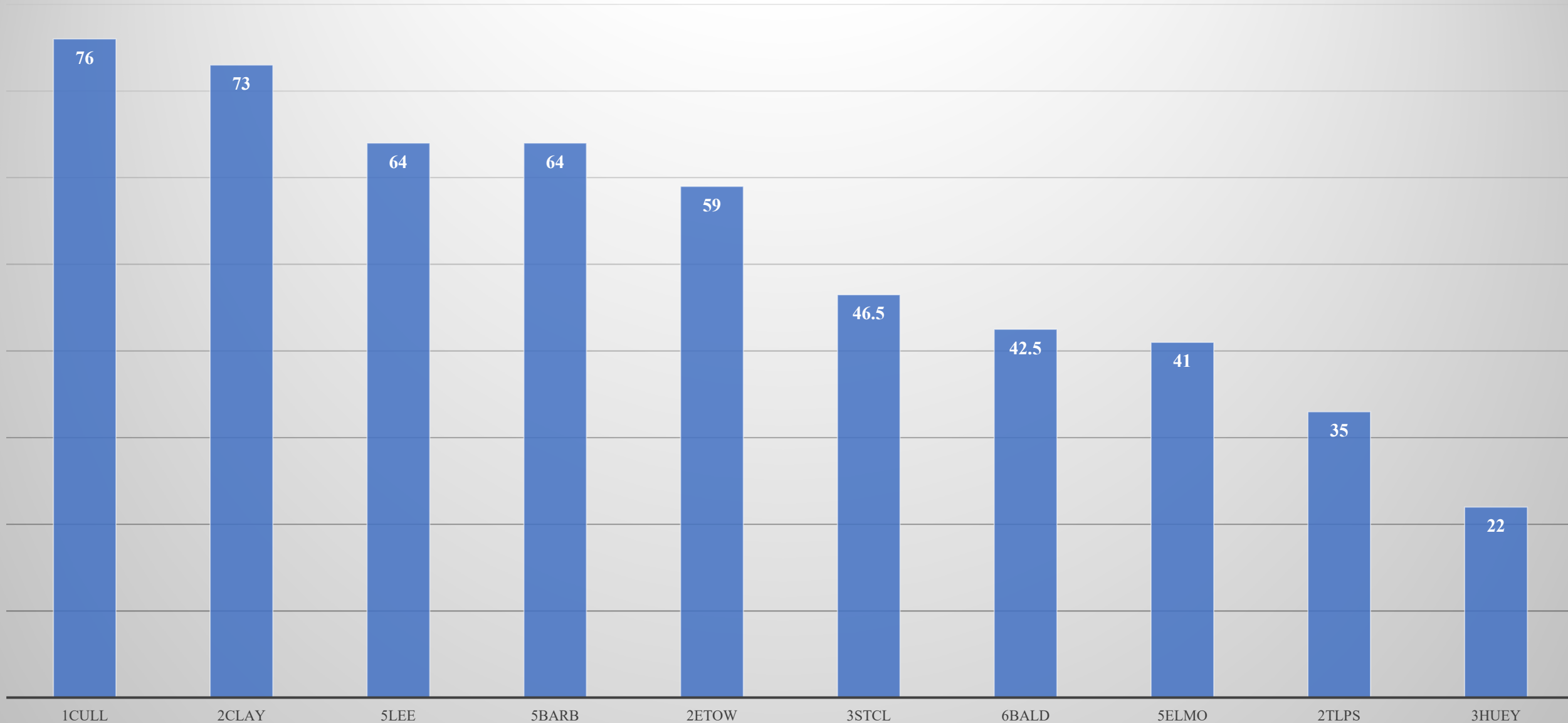
Completed ALEMD Courses

When	What	Where	# of attendees	Hours
May 2-4, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-012	Ozark Dale County	1	24
May 11-12/16-17, 2022	ALEMD Phase 1 Practitioner Course – 22-P1-EMD-002	Winston County	5	16
May 23-26, 2022	ALEMD Phase 1 Practitioner Course – 22-P1-EMD-003	Marion County	12	16
May 25-27, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-013	Tallapoosa County	3	24
June 1-2, & 6, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-014	Pike County	6	24
June 6-10, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-018	Birmingham	1	24
June 8-9, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-015	Athens Limestone EMS	10	24
June 14-16, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-017	St. Clair County	7	24
June 15-17, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-019	Randolph County	1	24
June 28-30, 2022	ALEMD Phase 2 Practitioner Course – 22-P2-EMD-016	RPS	4	24

Completed Training Courses

When	What	Where	# of attendees	Hours
June 7, 2022	INdigital Regional Training	Cullman	10	4
June 8, 2022	INdigital Regional Training	Tuscaloosa	24	4
June 20-24, 2022	IAED Emergency Telecommunicator (ETC)	Montgomery	2	40

Talk About It Tuesday Webinars

Date	Topics
May 3	Attending National Conferences
May 10	ALDOT Traffic Management Center
May 24	Alabama Chapter of APCO
May 31	Public Safety Telecommunicator Certification Program
June 7	Grant Cycle 7
June 21	INdigital Update on RapidSOS Integrations
June 28	Public Safety Telecommunicator Certification Program

Upcoming Training

INdigital Regional Training

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.

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.

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CLICK HERE TO REGISTER

Date	Location
August 2	Dothan
August 3	Dothan
August 16	Alexander City
August 17	Troy
September 13	Mobile
September 29	Homewood

Upcoming Training

When	What	Where	Who
August 01	Face That Fire; The Journey After Traumatic Incidents	Columbiana	Denise Amber Lee Foundation
August 02	INdigital Regional Training	Dothan	Alabama 9-1-1 Board and INdigital
August 02	Victim's Plea: Meeting Expectations	Columbiana	Denise Amber Lee Foundation
August 03	INdigital Regional Training	Dothan	Alabama 9-1-1 Board and INdigital
August 04	Victim's Plea: Meeting Expectations	Spanish Fort	Denise Amber Lee Foundation
August 08	NENA Recruit, Hire, Retain & Promote for Success	Greenville	Alabama 9-1-1 Board
August 08-10	Alabama EMD Phase 2 Practitioner Course	Cullman	Cullman City and Alabama 9-1-1 Board
August 08-12	Emergency Telecommunicator (ETC)	Montgomery	Alabama 9-1-1 Board
August 09*	NENA Recruit, Hire, Retain & Promote for Success	Cullman	Alabama 9-1-1 Board
August 16	INdigital Regional Training	Alexander City	Alabama 9-1-1 Board and INdigital
August 17	INdigital Regional Training	Troy	Alabama 9-1-1 Board and INdigital
August 22-26	Fire and Emergency Services Instructor I	Montgomery	Alabama 9-1-1 Board
September 13	INdigital Regional Training	Mobile	Alabama 9-1-1 Board and INdigital
September 29	INdigital Regional Training	Homewood	Alabama 9-1-1 Board and INdigital

*date changed by venue

ANGEN Report

(Tab 10)

ANGEN TEAM

Alabama Next Generation Emergency Network

ANGEN 2.0
Report for May 1 - June 30, 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

Stage 2 – Deliver all calls over ANGEN to the PSAP

    ✓   Completed in May of 2021

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

Stage 3.b – Turn up INdigital ALI to all PSAPs

✓ Completed in September of 2021

Wireline carrier conversion is now 70% Complete

*green = complete
*dark green = complete
with extended format

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

STAGE 4
Install and enable Texty in the PSAP

PSAP	STATUS	Inbound Text Availability
Irondale	No response to correspondence	Answered by Jefferson 911
Lee	The 9-1-1 board voted to not go forward with text-for-911 implementation	Answered by Auburn
Midfield	No response to correspondence	Answered by Jefferson 911
Tarrant	No response to correspondence	Answered by Jefferson 911

100% of the population is currently served by inbound Texty

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 9-1-1 BOARD
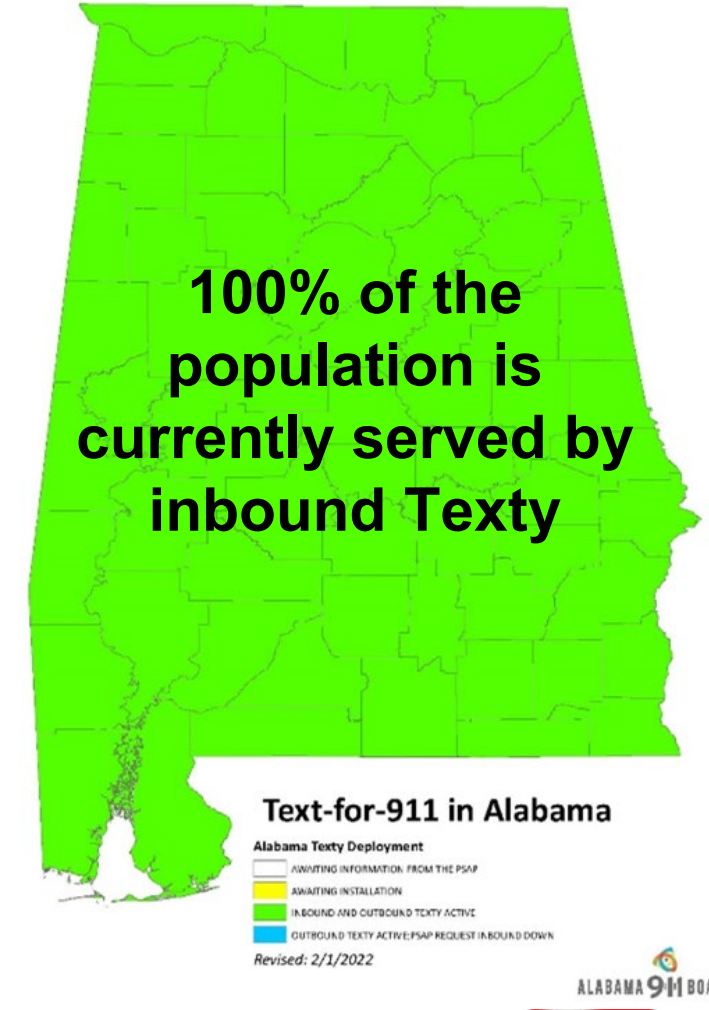
Top Five Text for 911 PSAPs
May 1 - June 30, 2022

	Baldwin	Madison	Mobile	Walker	Morgan
▇ Outbound	4929	4741	699	829	733
▇ Inbound	58	93	205	40	31
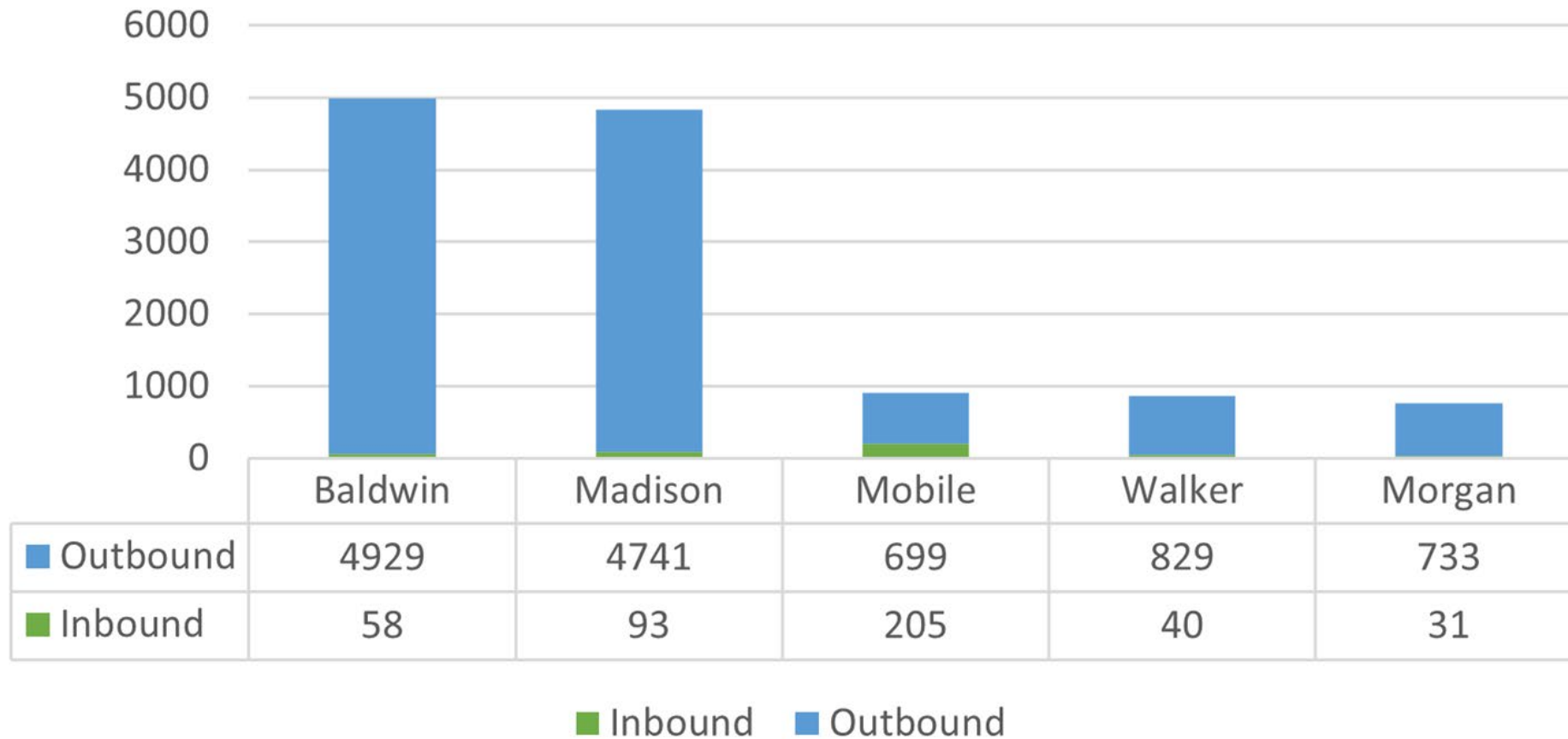
Total of 2,524 inbound and 17,188 outbound text sessions reported.
87% of all text messages were PSAP initiated.

Board Report Page 11

Core Services Upgrades and Changes

Lumen Circuit Replacement
as of July 1, 2022
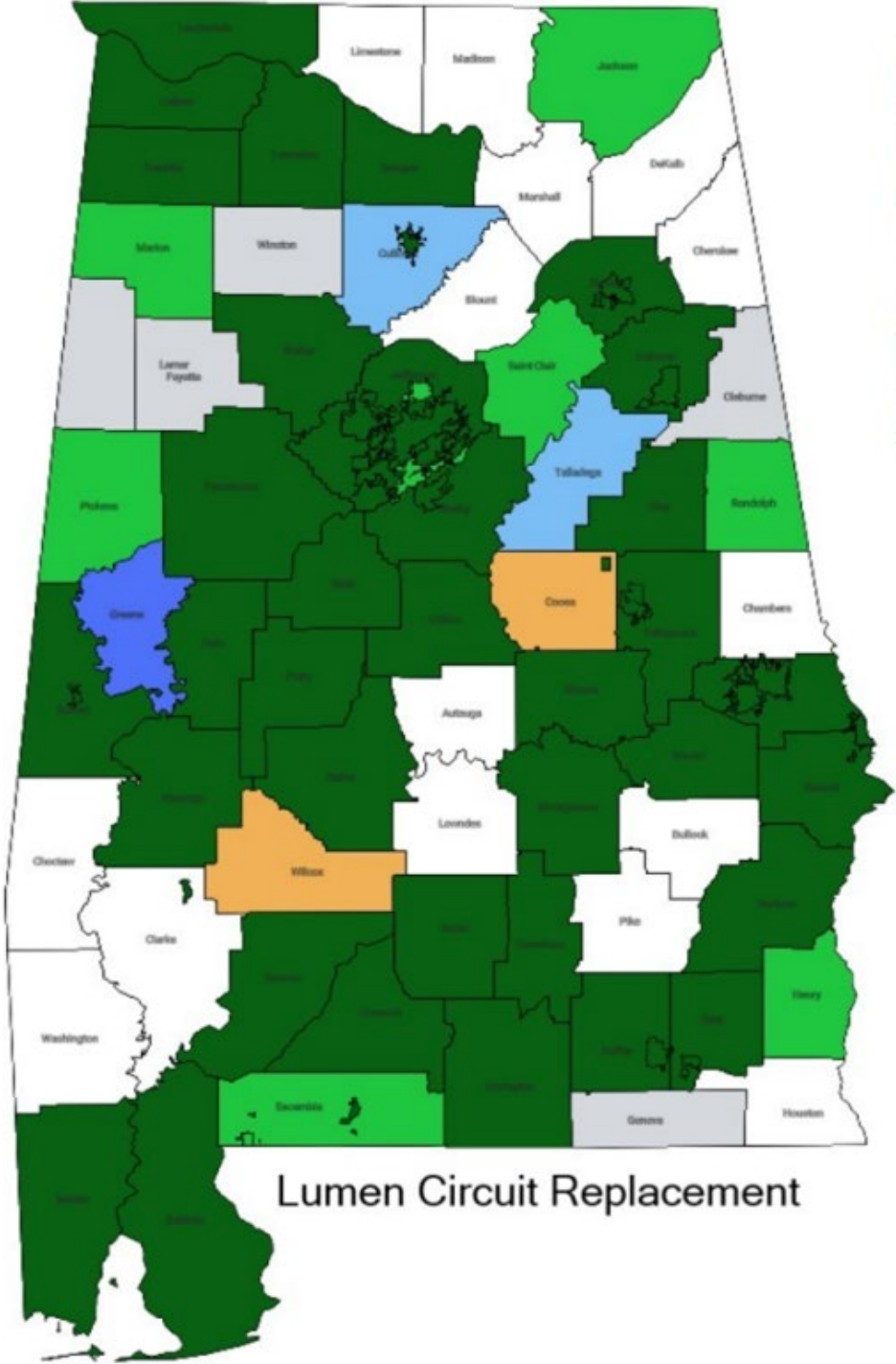
Lumen Circuit Replacement

Commodity
Complete
Network Ready
None Yet Identified
Ordered
Ready to Install

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Voiance Language Services Deployment
as of July 1, 2022

Admin Accounts have been assigned

FirstNet Conversion
as of July 1, 2022
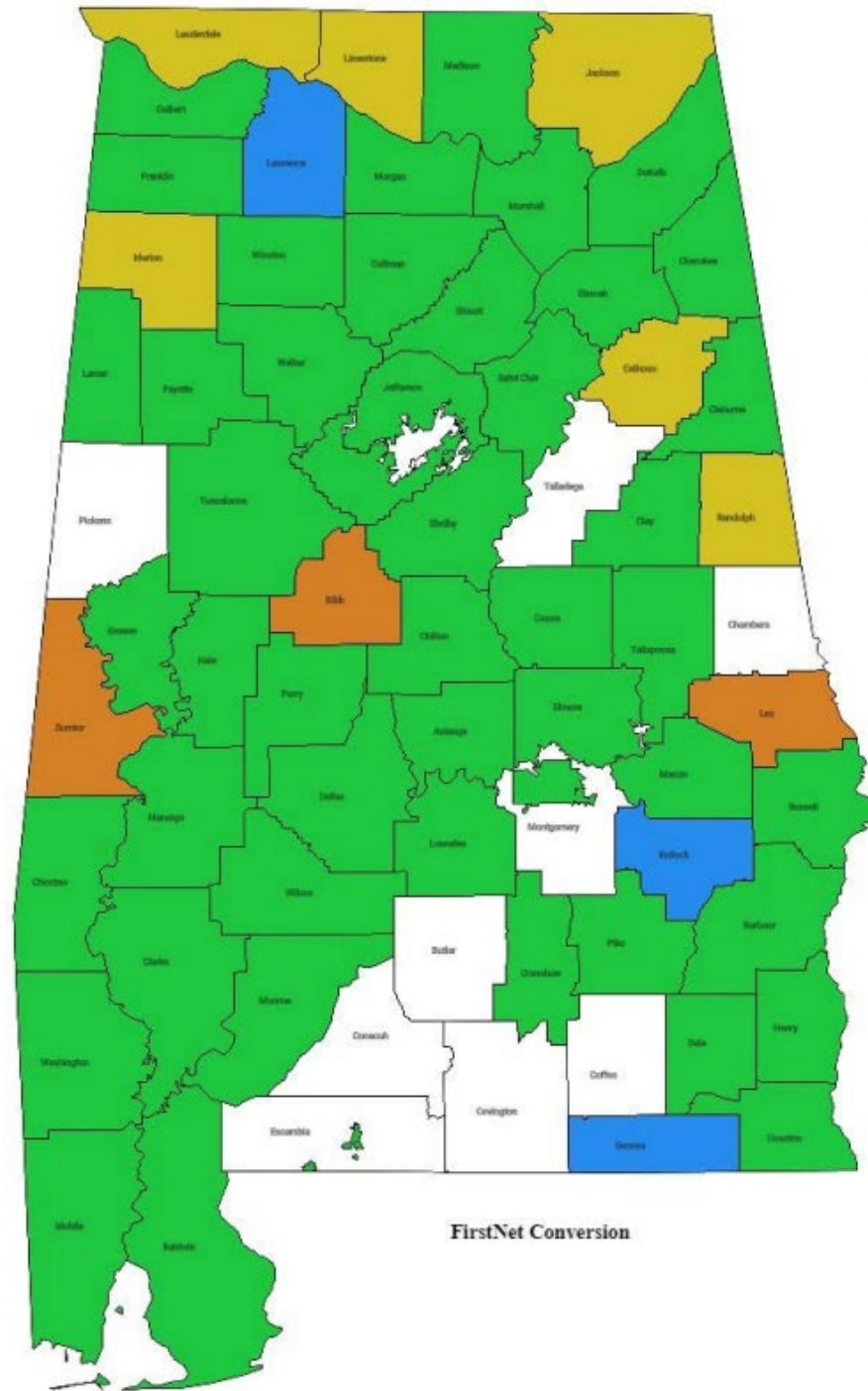
FirstNet Conversion

- 🟩 Complete
- 🟧 On Hold
- 🟨 Scheduled
- 🟦 Unavailable

FirstNet Conversion

INdigital

ANGEN Statistics

ESiNet Trends

Call Counts
May 1 - June 30, 2022
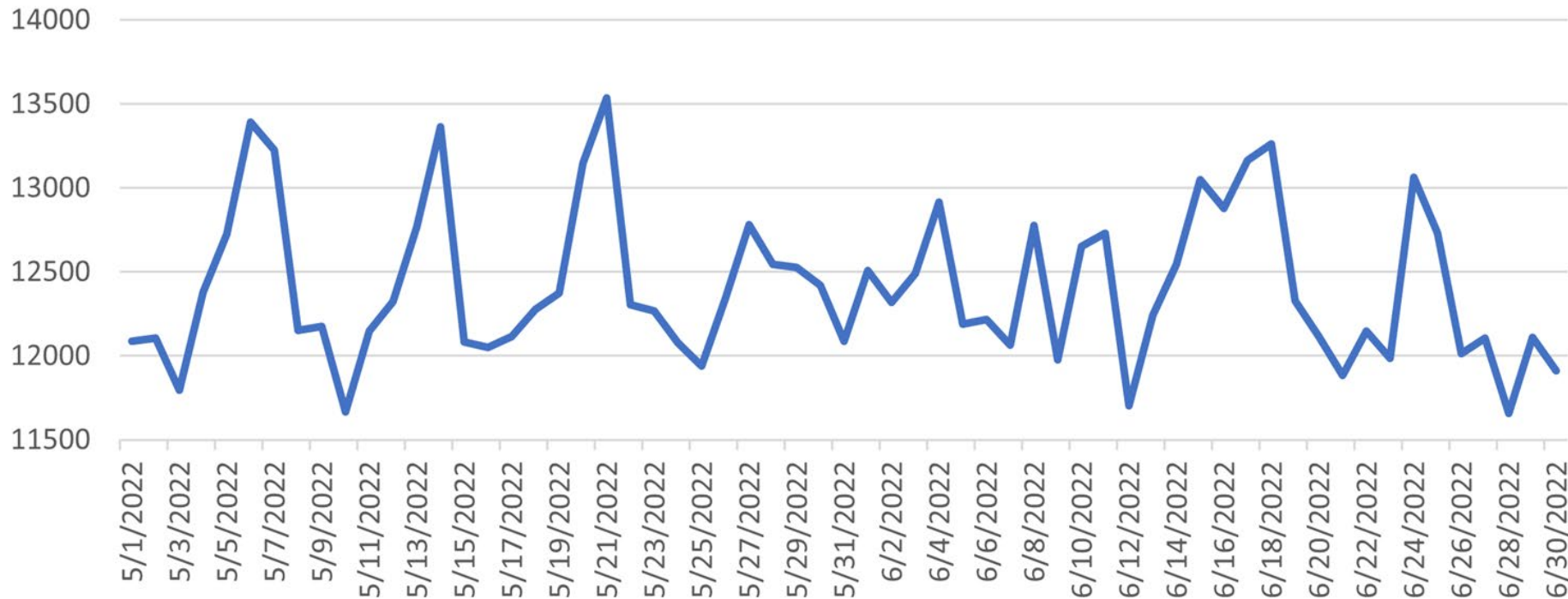
The busiest day during the reporting period was May 21st – 13,537 calls were processed.

The second busiest day was May 6th – 13,390 calls were processed.

The average call volume per day was 12,409 which is up from 12,169 the previous reporting period – total calls since last report was 756,945.

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Average Calls by Hour
May 1 - June 30, 2022
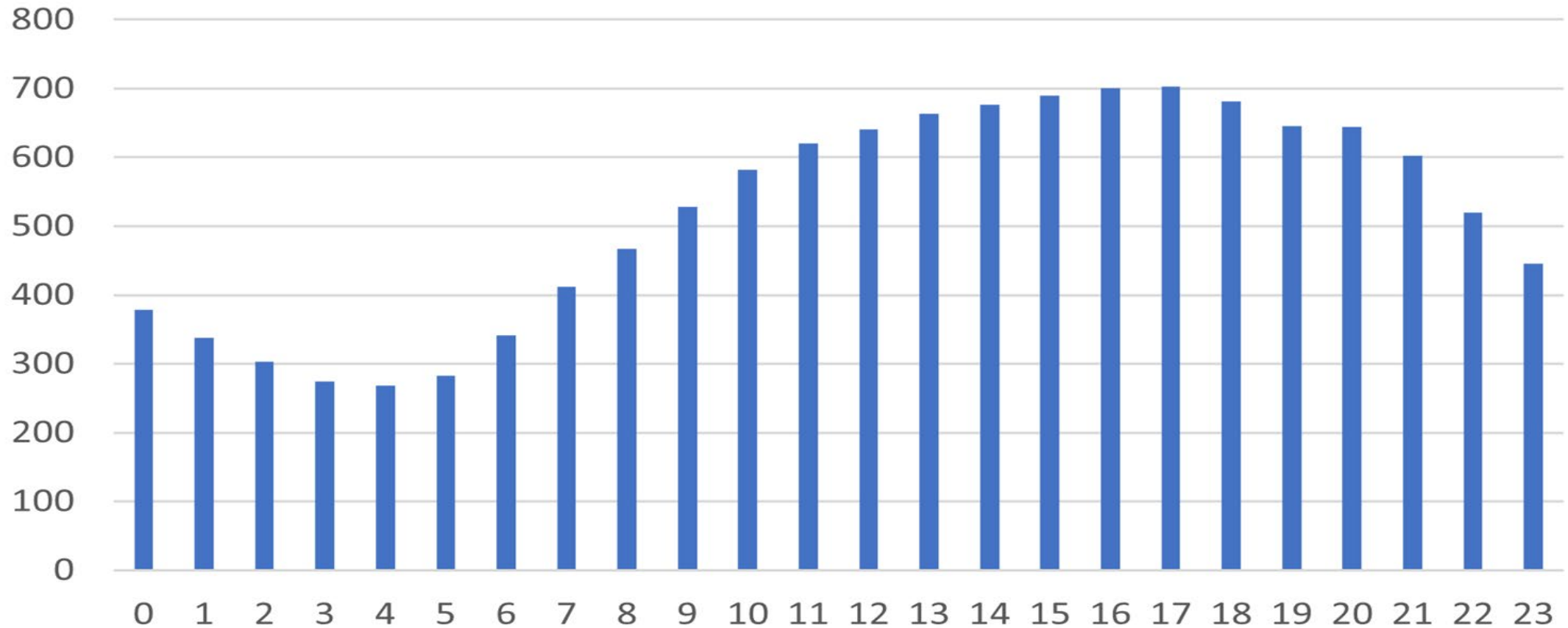
The 4:00 a.m. hour was the least busy and the 5:00 p.m. hour was the most active for the reporting period.

Average Daily Call Volume
May 1 - June 30, 2022
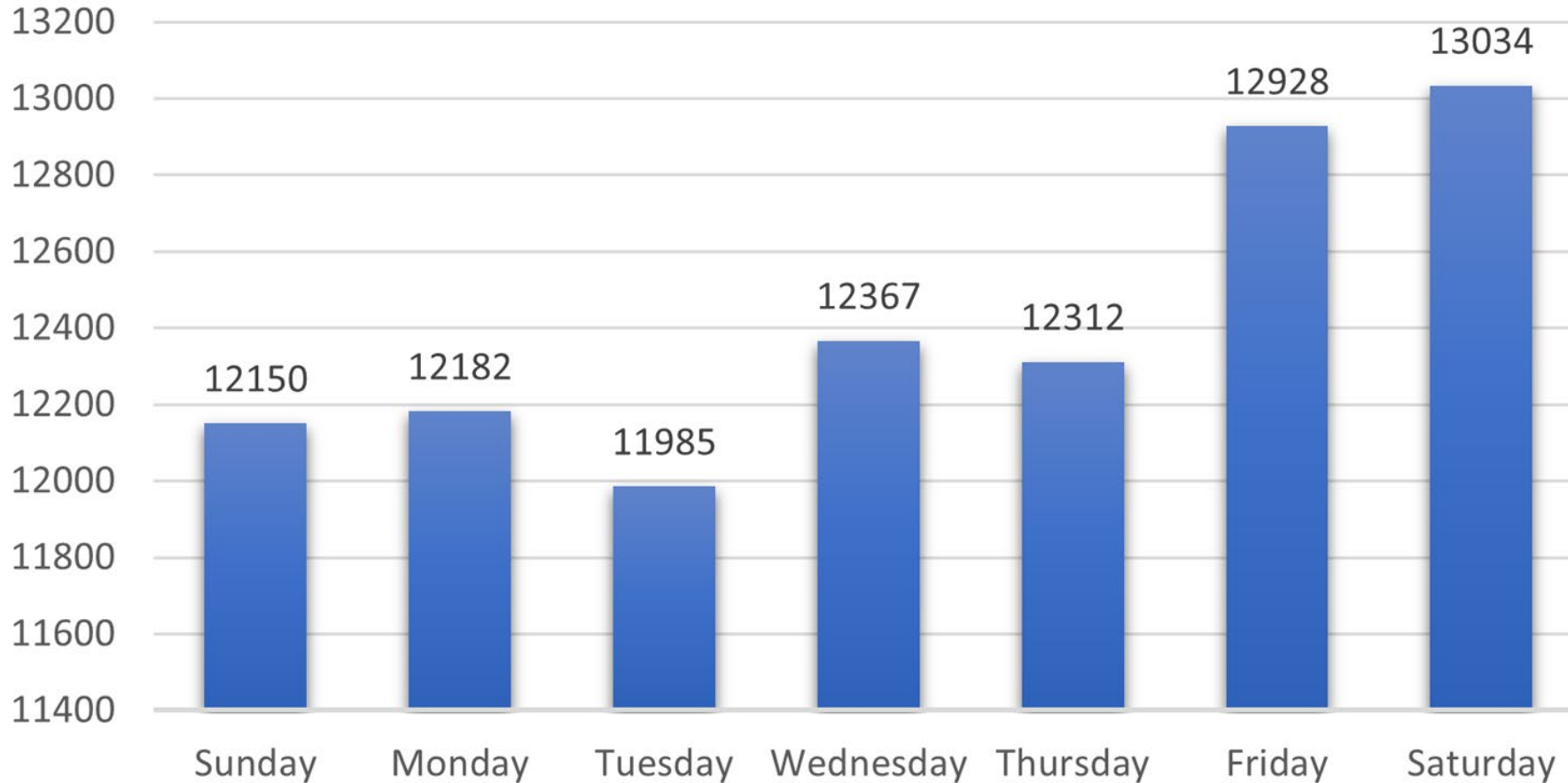
Saturdays proved to have the heaviest call volume with Tuesdays showing the least for the reporting period.

Primary PSAP to Primary PSAP Transfers
May 1 - June 30, 2022
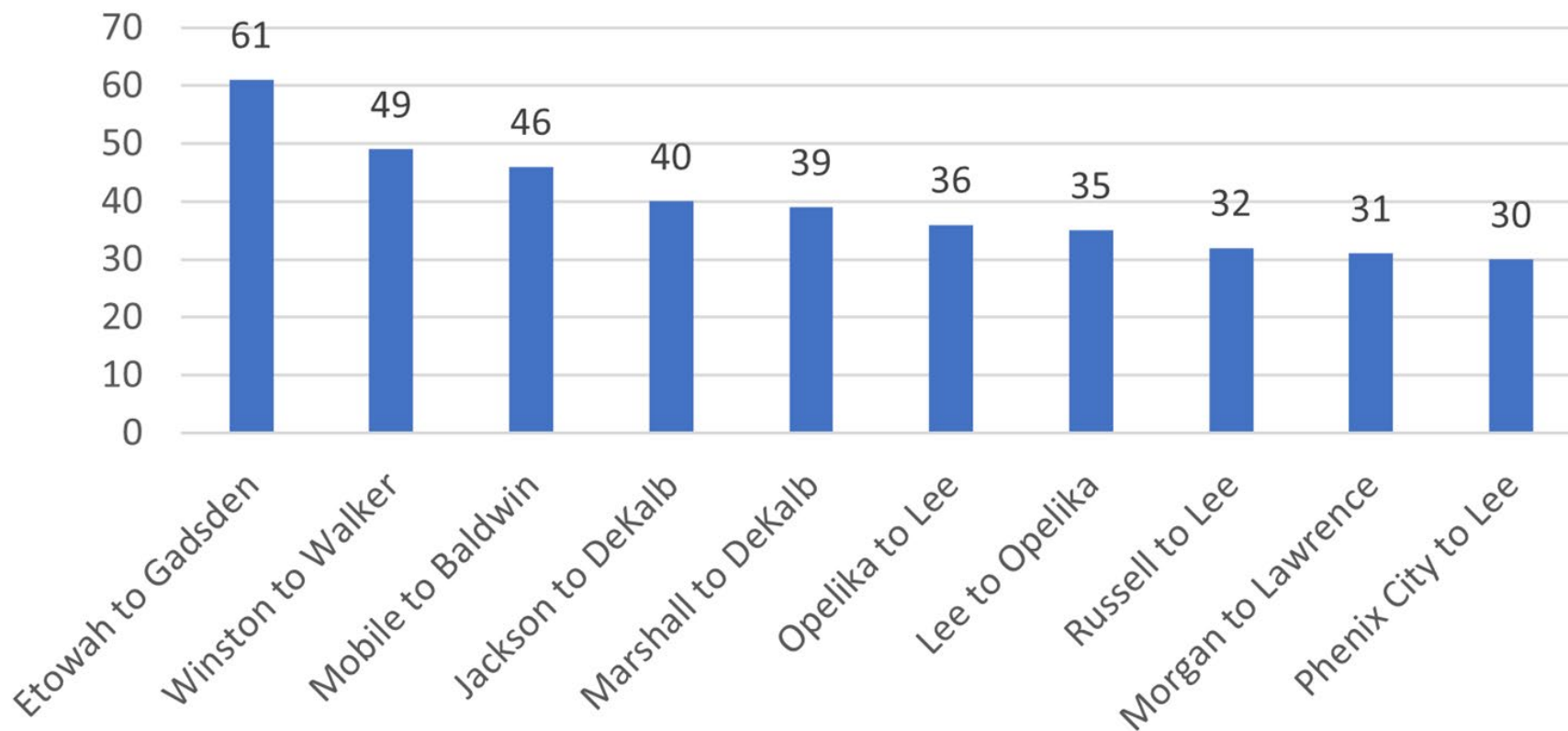
There was a total of 2,635 Primary to Primary PSAP transfers for the reporting period.
3% increase from last reporting period.

Out of State Transfers (TopTen)
May 1 - June 30, 2022

PSAP	Transfers
Escambia County EMS	~108
West Point PD/Troup Co.	~84
Troup Co. Marshall's Office	~84
Chattooga County 911	~80
Escambia County SO	~78
Carroll County SO	~72
Giles County 911	~56
Floyd County 911	~48
Quitman County SO	~39
Lawrence County ECD	~32
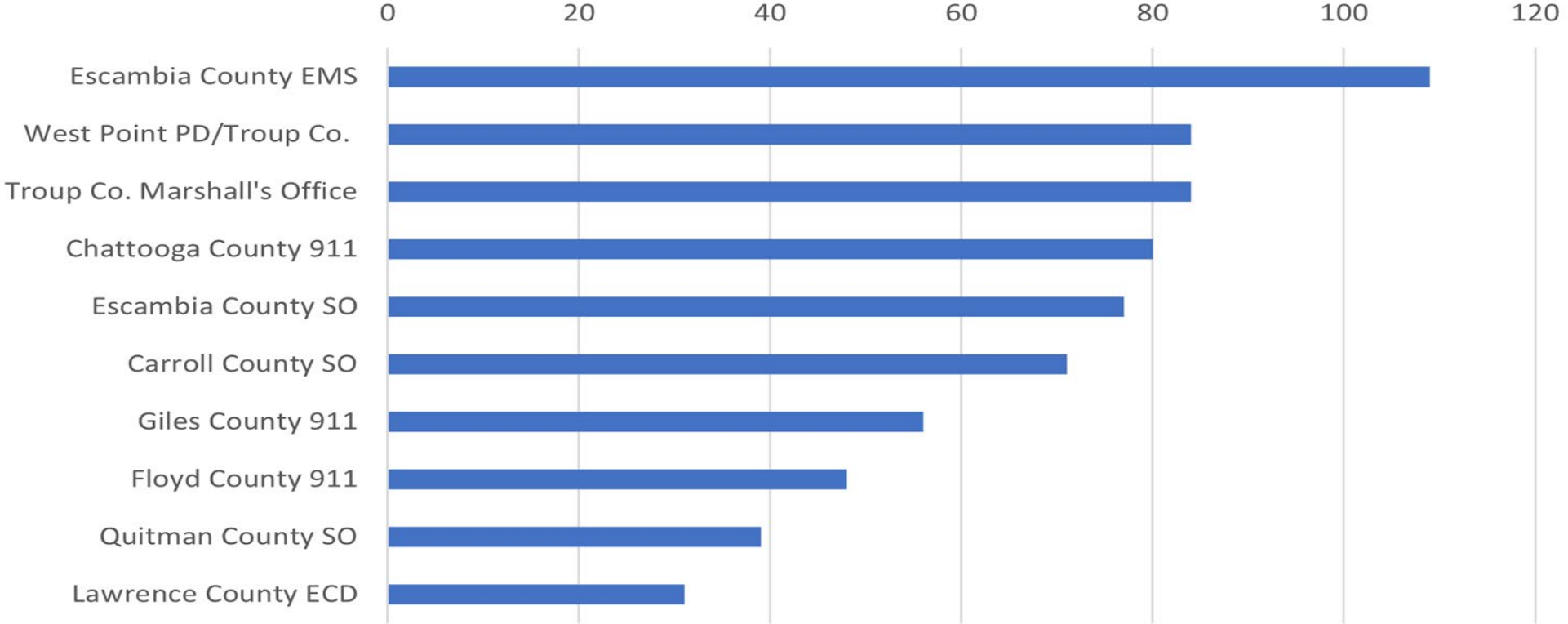
There was a total of 886 Out of State PSAP transfers for the reporting period, up 165 from last reporting period.

*These are a combination of on-network (through border connectivity) and off-network (through PSTN connectivity) transfers.

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Except for the State Troopers, these are off-network transfers.

ANGEN has now processed over <u>14.9 million</u> calls!

Total Call Volume for February 12, 2018 – June 30, 2022: 14,979,803
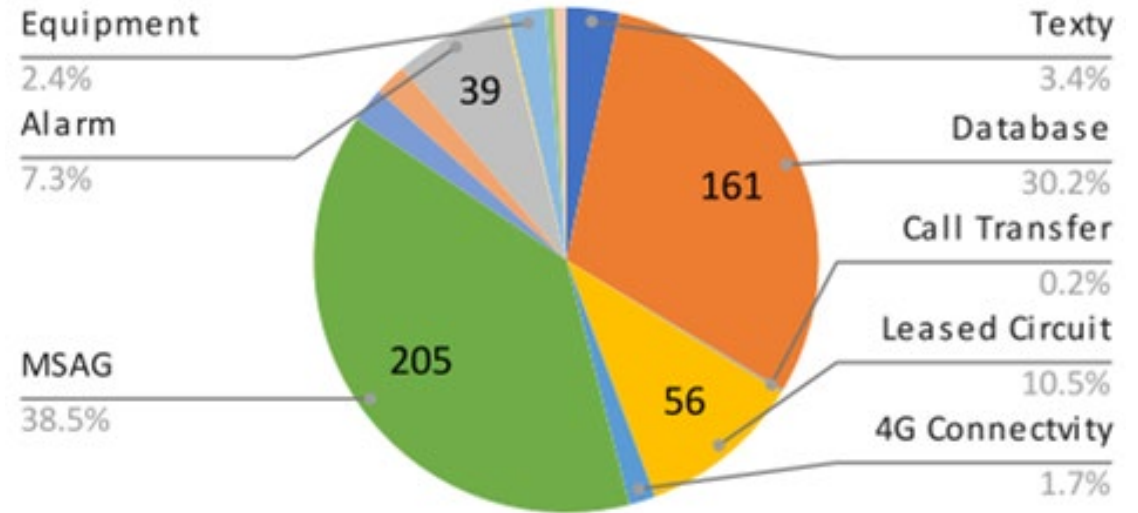
MEVO Call Count
May 1 - June 30, 2022
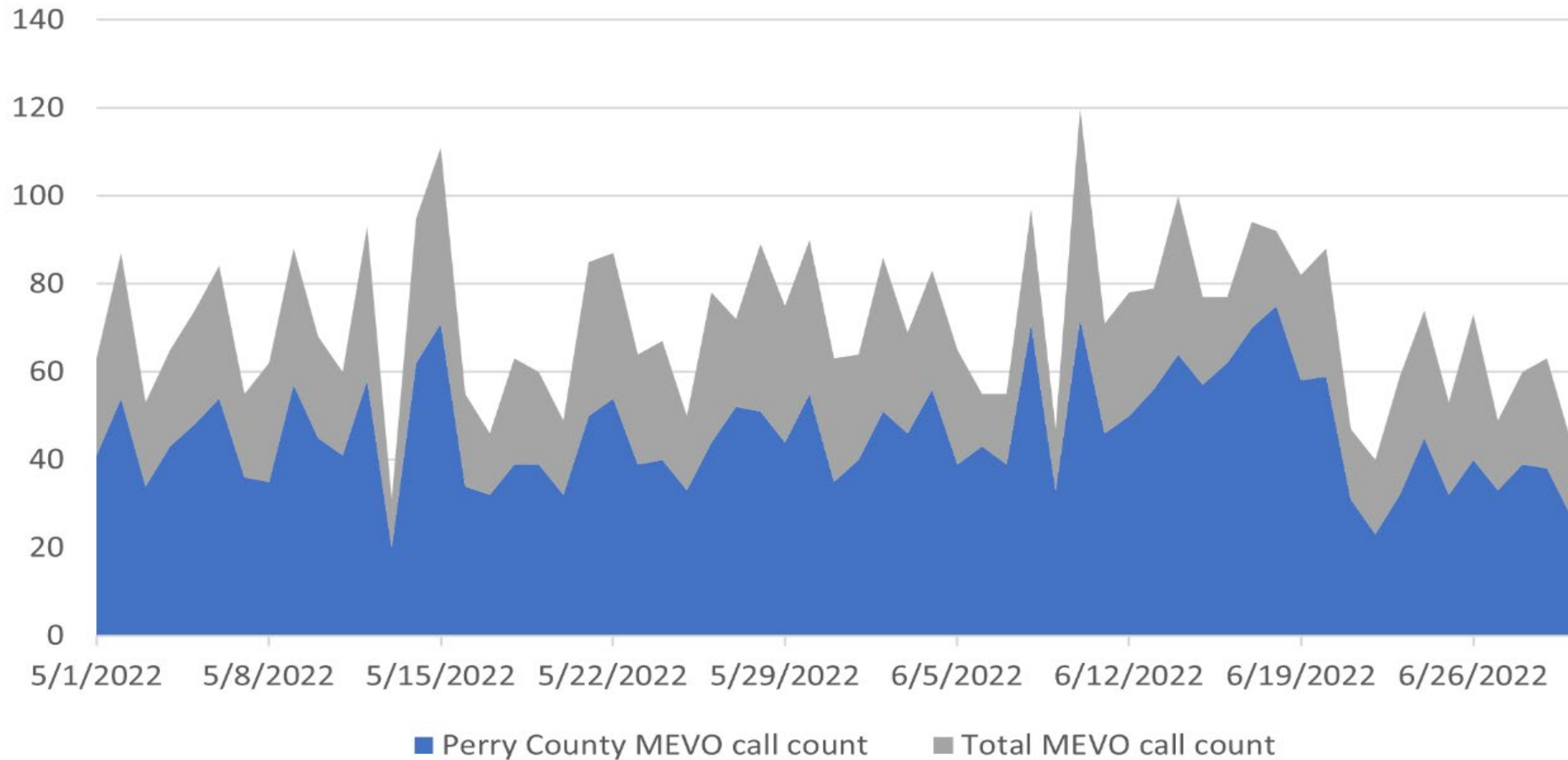
2,799 total MEVO call count with an average of 46 per day.
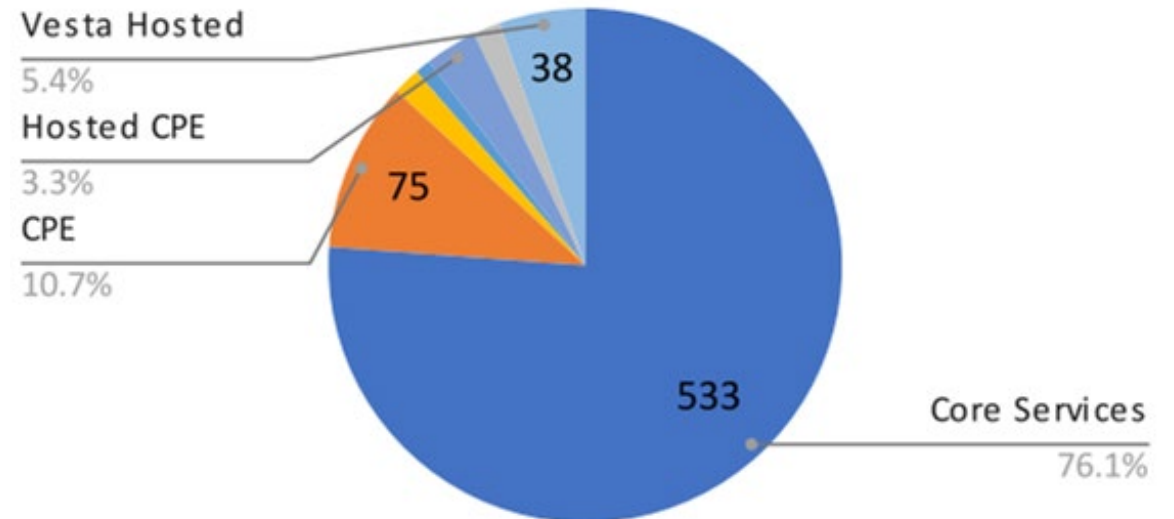Perry County operates solely on MEVO.

Trouble Ticket Analysis

A total of 703 tickets have been created since the last report.

76.1% of those tickets were core services related.

Core Services Tickets

- Equipment 2.4% — 39
- Alarm 7.3%
- MSAG 38.5% — 205
- Texty 3.4%
- Database 30.2% — 161
- Call Transfer 0.2%
- Leased Circuit 10.5% — 56
- 4G Connectvity 1.7%

All Tickets

- Vesta Hosted 5.4% — 38
- Hosted CPE 3.3% — 75
- CPE 10.7%
- Core Services 76.1% — 533

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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.

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Significant Event Analysis
Hangout Music Fest May 20-22, 2022

Hangout Music Festival
May 20 - 22, 2022

911 Calls
- Friday May 20, 2022 (blue)
- Saturday May 21, 2022 (green)
- Sunday May 22, 2022 (orange)

Geo-Fence

Above is the call plot map and to the right is Baldwin's remote PSAP set up for the Hangout Music Festival that that took place May 20 – 22, 2022.

The MEVO Anywhere Kit was deployed for the geo routing of calls to this remote PSAP during the festival.
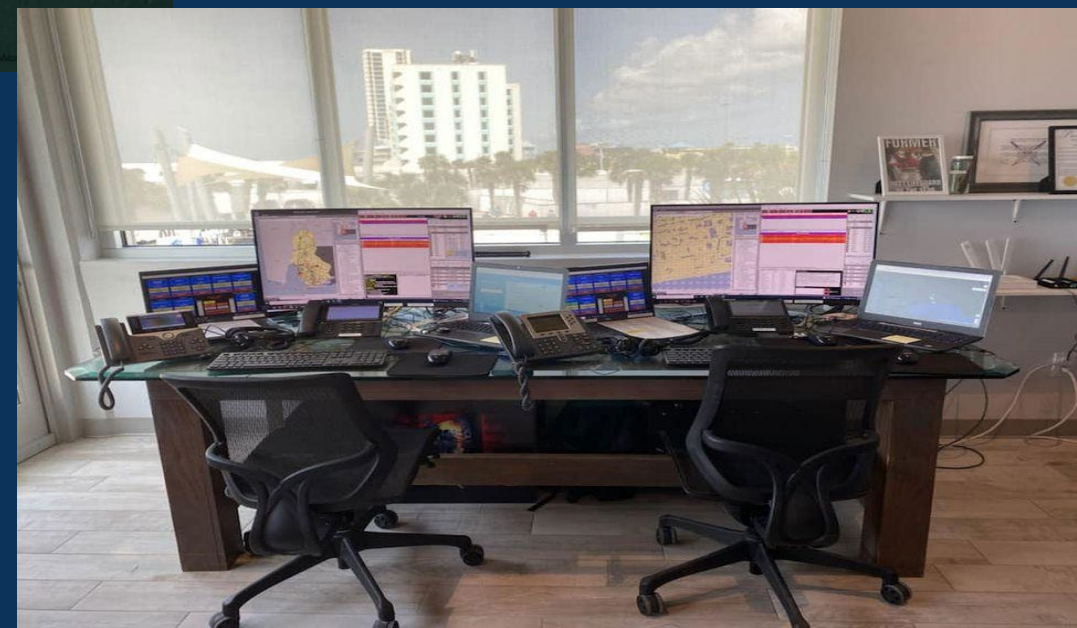
PSAP Route-to-Number Robodial Mitigation
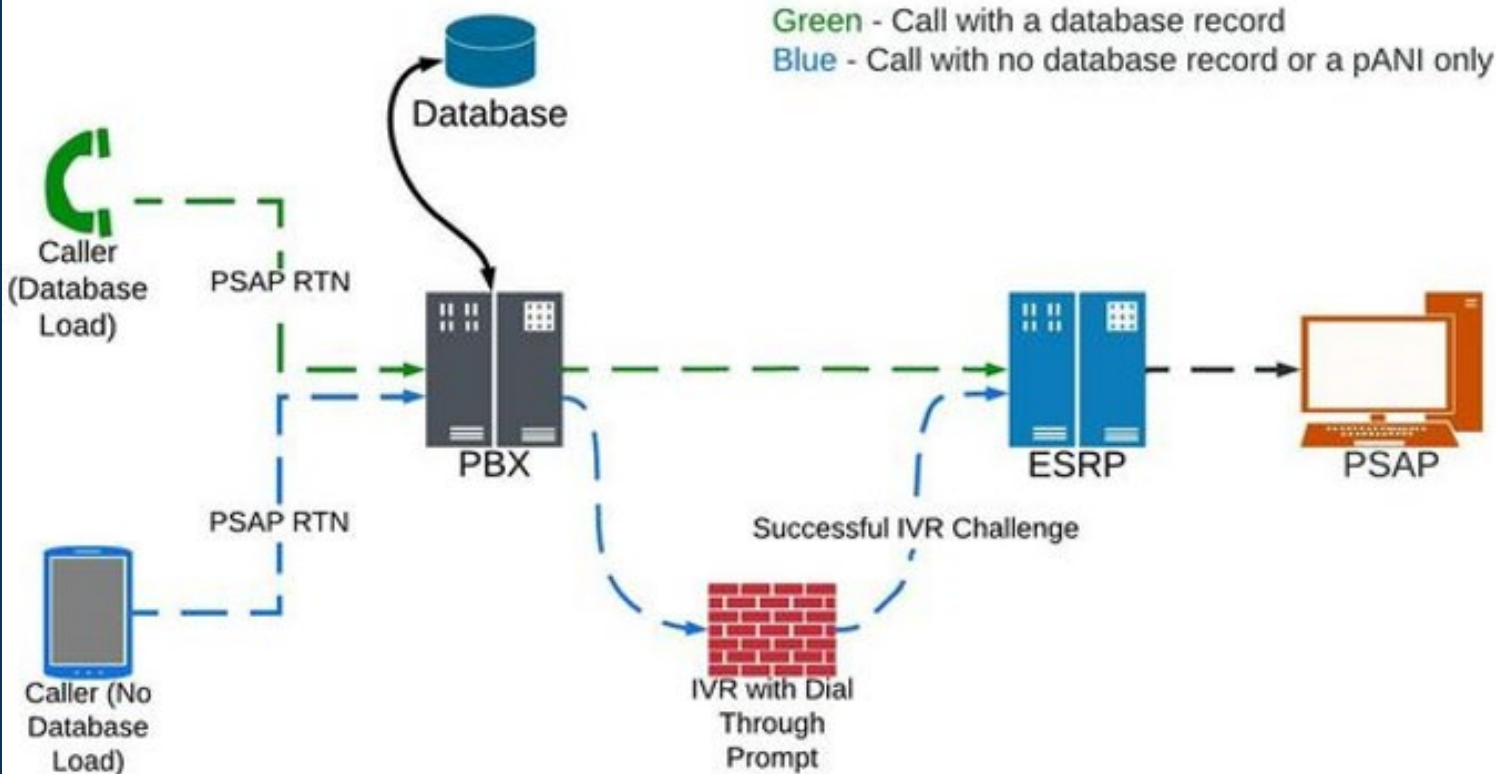
Testing and implementation of a robodial mitigator was completed in early April. If a call without an ALI record rings into one of our PSAP Route to Numbers (RTN), an Interactive Voice Response (IVR) is triggered, requiring the caller to "press one" if they have an emergency.

This should cut down on the number of telemarketers reaching the PSAP via the ten-digit RTNs.

Questions?

Holly Peacock
hpeacock@indigital.net
334.796.3686

Melissa Carpenter
mcarpenter@indigital.net
334.531.9152

INdigital
877.469.2010
1616 Directors Row,
Fort Wayne, IN 46808

INdigital

Financial Report

(Tab 11)

MR. RON COOLEY, CPA

Legal Report

(Tab 12)

BRUNSON, BARNETT, & SHERRER, P.C.

Legal Report

1) Legal Meeting with Staff
    a. Policy Discussion regarding recent legislation
        i. Virtual Meeting Participation
        ii. Methods of Handling 911 Calls Resolution
    b. Remittance Question raised by Carrier
    c. Bonding Advice for current Contractor
    d. ECD litigation Review
        i. Walker County
2) Meeting Support
    a. Governance Committee
    b. Technical Committee
    c. Finance Committee
3) Administrative Rule Support

Old Business

BOARD MEMBERS

Old Business

➢Executive Director's Annual Evaluation

New Business

BOARD MEMBERS

New Business

Public Comments

OPEN FORUM

Next Board Meeting

SEPTEMBER 21, 2022

10:00AM

MONTGOMERY, AL

Adjournment