



ALABAMA 911 BOARD

The webinar will begin shortly.

A copy of this recording will be available on our [website](#) later today.

August 2, 2022
Talk About It Tuesday!



ALABAMA 911 BOARD

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@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>

Introduction & Contact Information

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Frontline Public Safety Solutions

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Agenda

August 2, 2022

- **Frontline Public Safety Solutions**
- **Board Announcements**





FRONTLINE

PUBLIC SAFETY SOLUTIONS



“Building Blocks to a Strong Future”

The Power of Documentation in Retention, Training, and Mental Health

RYAN CHAMBERS : ACCOUNT EXECUTIVE



Ryan Chambers

Account Executive

1st VP North Carolina NENA

2018 National NENA Presidential Award

2018 Texas APCO Presidents Award

16 Years of Public Safety Experience

Frontline Product Lines



QA TRACKER



***TRAINING
TRACKER***



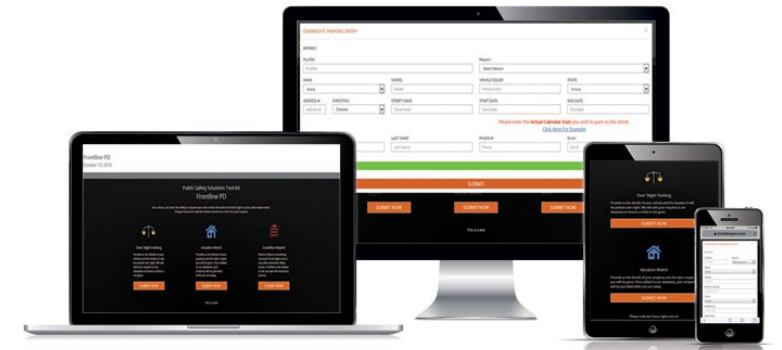
BWC
—AUDITS—

Frontline Product Lines

Professional
Standards Tracker



Mobile Tool Kit



Frontline Product Lines

NEW Product Release!

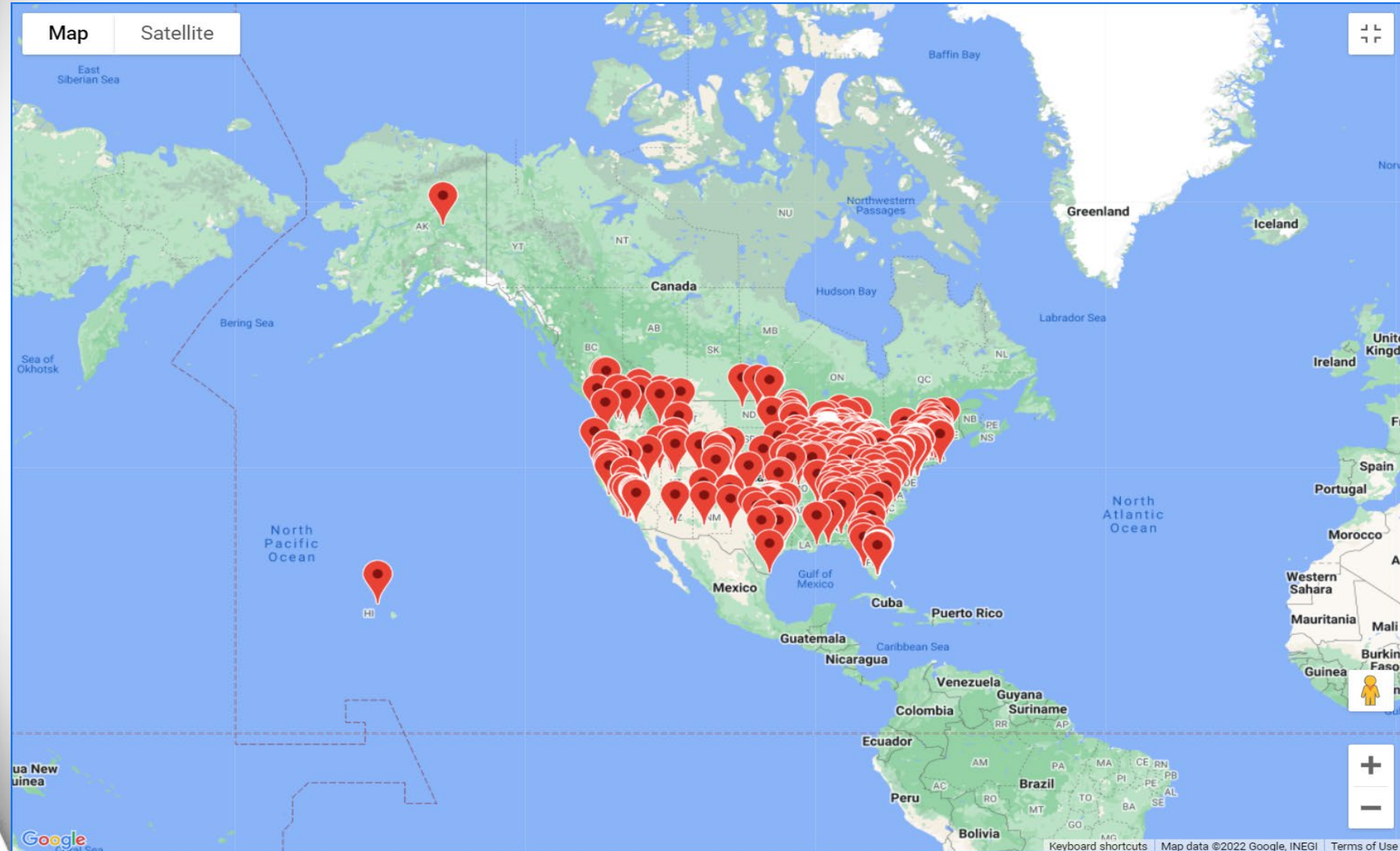
DAILY OBSERVATION REPORTS

NOW
LIVE!



*Manage DOR's and QA's
all from a single platform!*

The Frontline Footprint



We are people FIRST!

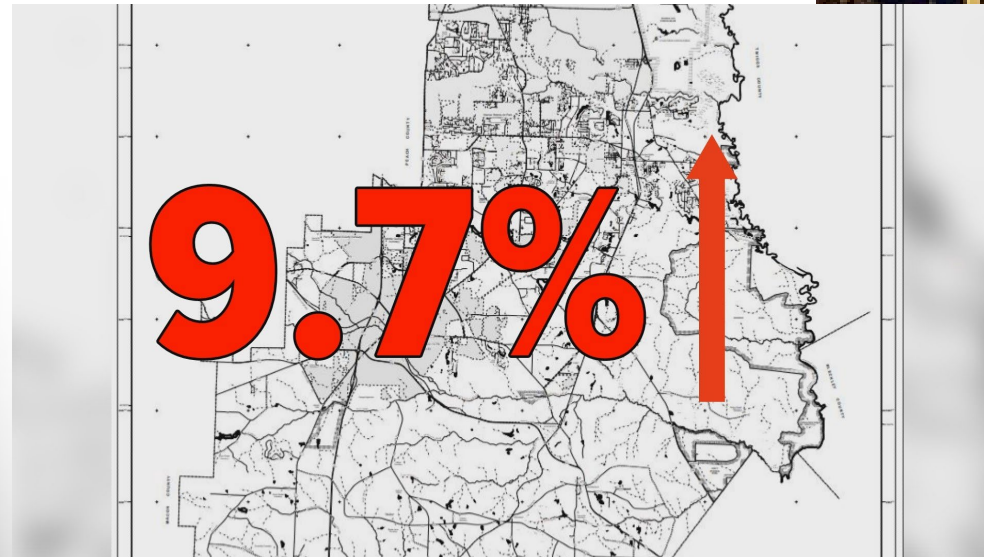
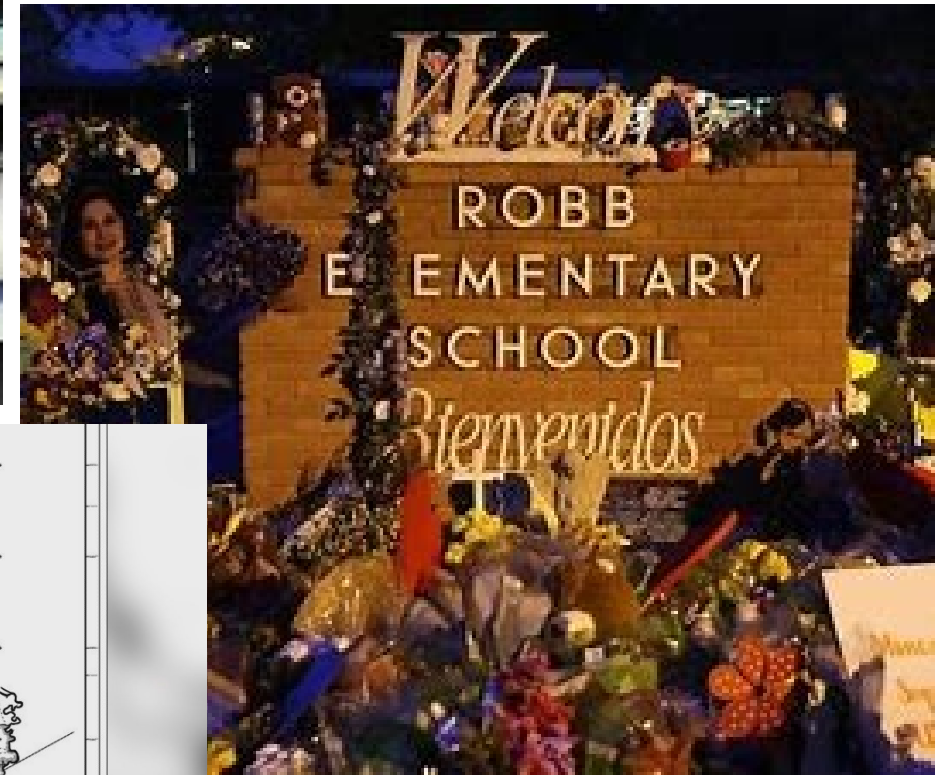
Today's current events have been more difficult and detrimental to dispatch centers than ever before.

- 18-24% of **911 dispatchers** experience **PTSD** when psychologically evaluated.
- Call result often hit the news before the end of the shift
- 911 agencies are often the place of initial blame during "Breaking News Events"



**BREAKING
NEWS
ALERT**

What is different now?



Impacts

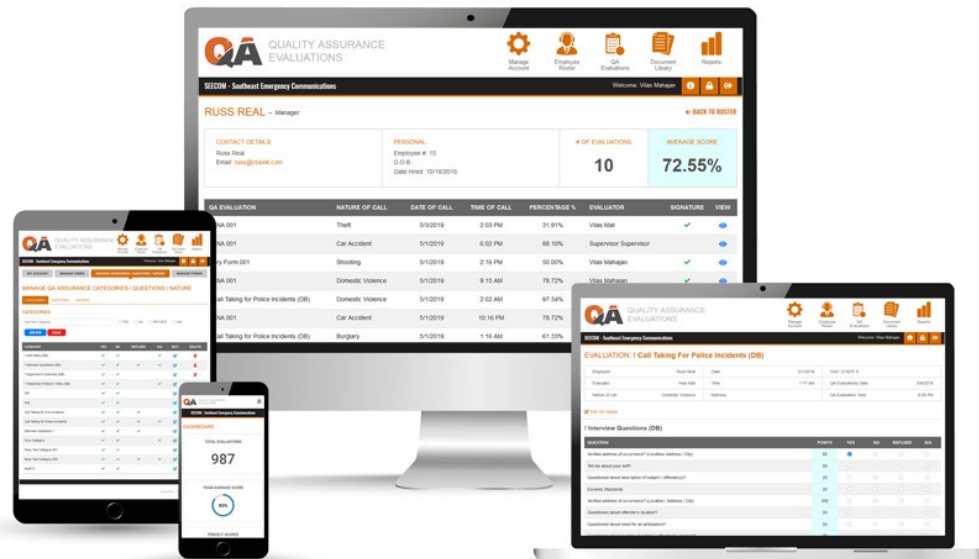
- “I can earn more and work when I want”
- “I am tired”
- “Why do we always get the blame?”
- “We are unprepared for this”





What have we learned, and how do we apply it?

- Review, document, review, document, review, document
- Acknowledge our successes
- Learn from the past



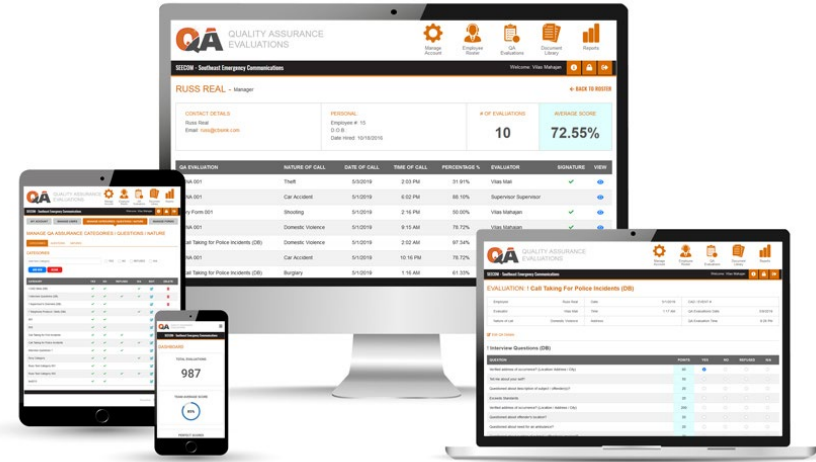


QA + DORs = Culture





How can Frontline Help?



CONDUCT / WELLNESS





FRONTLINE
PUBLIC SAFETY SOLUTIONS



**To get a quote for your agency
please email or call**

Rchambers@frontlinepss.com

336-669-4475

Or place your email in the chat for a follow up

Board Announcements

- Language Translation Services Open Enrollment Period
- Upcoming Training
- Staying Informed



Language Translation Services Open Enrollment started August 1

Open enrollment for language translation services offered by the Board with Voiance will run August 1 through August 31. This is only for those PSAPs that are not already enrolled in the language translation services (Voiance) offered by the Board.

- **Why Voiance?** Because it is already recognized by state Purchasing under NASPO ValuePoint Master Service Agreement 90-000-18-00003AG.
- **What does this mean?** If a primary PSAP with ANGEN connectivity decides that they want the Board to pay for Voiance Language Translation Services as an on-network transfer/feature, they will need to complete this [survey](#). Each individual PSAP will need to complete separate surveys.
- **The “deployment” will be handled by:**
 - Andi Murphree amurphree@indigital.net, INdigital
 - Bill Martin bmartin@cyra.com, Senior Strategic Account Manager, Office: (520)573-2367



Upcoming Training

Dates	Training	Location	Organization	Status	
August 03, 2022	INdigital Regional Training	Dothan, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
August 04, 2022	Victim's Plea: Meeting Expectations	Spanish Fort AL	Denise Amber Lee Foundation	Open	More Info
August 08-12, 2022	Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info
August 08, 2022	NENA Recruit, Hire, Retain & Promote for Success	Greenville, AL	Alabama 9-1-1 Board	Open	More Info
August 08-10, 2022	Alabama EMD Phase 2 Practitioner Course	Cullman, AL	Cullman City Communications and Alabama 9-1-1 Board	Open	More Info
August 09, 2022	NENA Recruit, Hire, Retain & Promote for Success	Cullman, AL	Alabama 9-1-1 Board	Open	More Info
August 16, 2022	INdigital Regional Training	Alexander City, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
August 17, 2022	INdigital Regional Training	Troy, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
August 22-26, 2022	Fire and Emergency Services Instructor I	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info
September 13, 2022	INdigital Regional Training	Mobile, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
September 29, 2022	INdigital Regional Training	Homewood, AL	Alabama 9-1-1 Board and INdigital	Open	More Info



Staying informed

TRAINING PAGE

<https://www.al911board.com/professionals/training>

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WEBINARS AND PRESENTATIONS

<https://www.al911board.com/professionals/webinars>

Emails are sent at least weekly about our programs, upcoming training, etc. If you are not receiving them, check your spam/junk folder. If they are not there, email [Michelle](#). If they are there, make sure you mark them “safe” or have your IT department whitelist our domain al911board.com.



Questions

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