



# ALABAMA 911 BOARD

The webinar will begin shortly.

A copy of this recording will be available on our [website](http://al911board.com) later today.

**August 16, 2022**  
**Talk About It Tuesday!**



@alabama911board



Alabama 9-1-1 Board



@al911board



<http://al911board.com>



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**August 16, 2022**  
**Talk About It Tuesday!**



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Alabama 9-1-1 Board



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# Introduction & Contact Information

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(334) 440-7911

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Senior Strategic Account Manager for Voiance

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**Dana Nation**

Program Coordinator for the Alabama 9-1-1 Board

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**Michelle Peel**

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**Anderson Brooms**

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

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



# Agenda

August 16, 2022

- Voiance
- Announcements
- Upcoming Training



# 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](mailto:amurphree@indigital.net), INdigital
- Bill Martin [bmartin@cyracom.com](mailto:bmartin@cyracom.com), Senior Strategic Account Manager, Office: (520)573-2367



As of July 1, 2022



# Language Translation Services Update

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- 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)

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### KEY METRICS

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

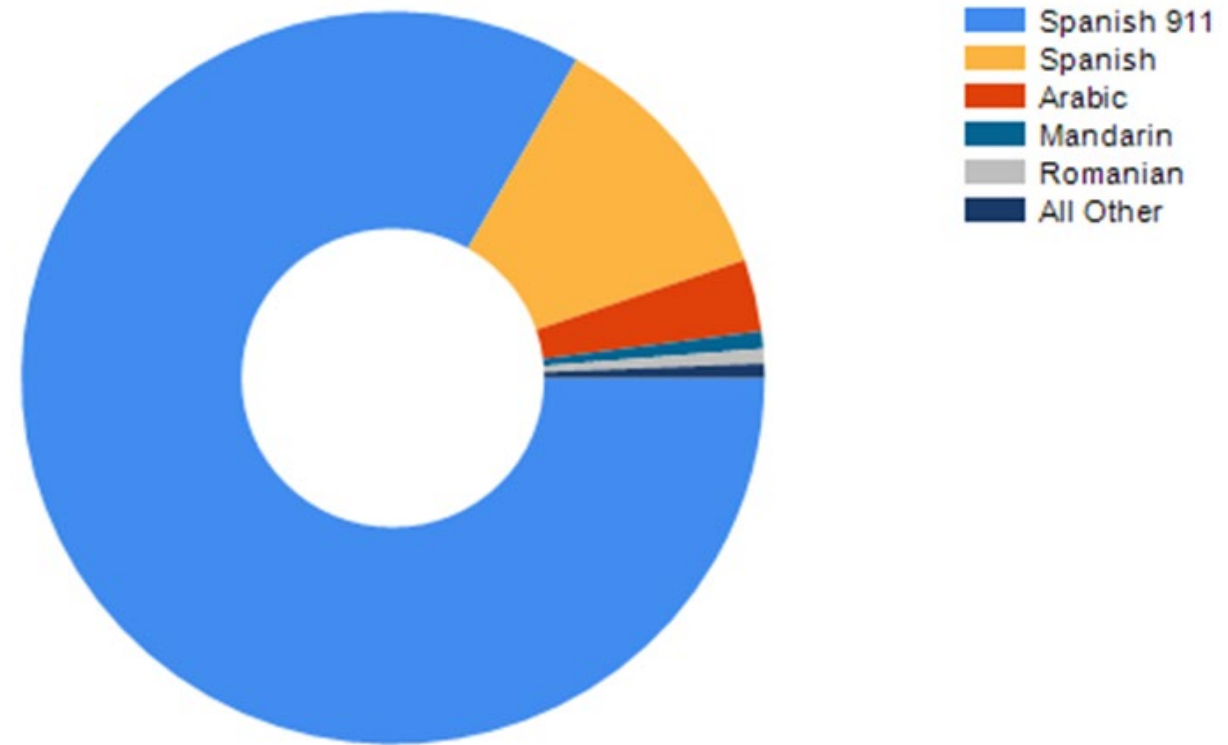
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# Language Translation Services Update

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

TOP 5 LANGUAGES VS ALL OTHER





# Voiance Contact

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## **Bill Martin**

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[bmartin@cyracom.com](mailto:bmartin@cyracom.com)

[www.voiance.com/blog](http://www.voiance.com/blog)



and its parent company  
**CYRACOM.**  
How Interpretation Should Be



# GIS Workshop

Following the ALNENA  
Gulf Coast Conference in  
Orange Beach

## GIS Workshop

This GIS workshop is for 9-1-1 professionals whose job duties include address assignment, GIS database tasks, and/or CAD mapping responsibilities. The Wednesday afternoon session is focused on addressing best practices. The Thursday morning session is focused on the VEP suite of products. We will cover VEP training as well as implanting VEP products in your daily workflows.



### WHEN

October 12, 2022  
1:00 PM – 5:00 PM  
October 13, 2022  
8:00 AM – 12:00 PM

### WHERE

Perdido Beach Resort  
27200 Perdido Beach Blvd  
Orange Beach, AL 36561

### WHO SHOULD ATTEND

Addressing Authority Personnel  
GIS Data Personnel  
CAD/MSAG Personnel

[CLICK HERE TO REGISTER](#)



# Upcoming Training

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Dates	Training	Location	Organization	Status	
August 16, 2022	INdigital Regional Training	Alexander City, AL	Alabama 9-1-1 Board and INdigital	In progress	
August 17, 2022	INdigital Regional Training	Troy, AL	Alabama 9-1-1 Board and INdigital	Open	<a href="#">More Info</a>
August 22-26, 2022	Fire and Emergency Services Instructor I	Montgomery, AL	Alabama 9-1-1 Board	Open	<a href="#">More Info</a>
September 13, 2022	INdigital Regional Training	Mobile, AL	Alabama 9-1-1 Board and INdigital	Open	<a href="#">More Info</a>
September 29, 2022	INdigital Regional Training	Homewood, AL	Alabama 9-1-1 Board and INdigital	Open	<a href="#">More Info</a>
October 12-13, 2022	GIS Workshop	Orange Beach, AL	Alabama 9-1-1 Board	Open	<a href="#">More Info</a>



# Fire and Emergency Services Instructor I

August 22-26, 2022

1 Commerce Street, Suite 620  
Montgomery, Alabama

[Download Flyer](#)

[StayBridge Suites Reservations](#)

## Fire and Emergency Services Instructor I

### WHAT

This is a 40-hour course sponsored by the Alabama 9-1-1 Board and taught through the Alabama Fire College. This course is based on NFPA 1041: Standard for Fire Service Instructor Professional Qualifications, 2019 Edition. The course is designed for individuals who want to develop the knowledge and ability to deliver instruction effectively from a prepared lesson plan, including instructional aids and evaluation instruments; adapt lesson plans to the unique requirements of the students and the authority having jurisdiction; organize the learning environment so that learning is maximized; and meet the record-keeping requirements of the authority having jurisdiction.

To fully participate in the required course activities, all students should bring a laptop with Microsoft Office with PowerPoint or equivalent and appropriate attire for a final presentation.



### WHEN

August 22-26, 2022  
8:00 AM – 4:30 PM

### WHERE

Alabama 9-1-1 Board  
1 Commerce St, Ste 620  
Montgomery, AL 36104

### WHO SHOULD ATTEND

FTO/CTOs, Training officers, and  
9-1-1 personnel interested in  
instructor roles

### PREREQUISITES

High School Diploma/GED

### RESOURCES

[Certification Course Syllabus](#)  
[Practical Exam Materials](#)

[CLICK HERE TO REGISTER](#)



# Questions

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