



# ALABAMA 911 BOARD

September 13, 2022  
Talk About It Tuesday!

# Introduction & Contact Information

Phone: 334.440.7911

**Michelle Peel**

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

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

**Dana Nation**

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

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

**Nida Jackson**

**Senior GIS Specialist for the Alabama 9-1-1 Board**

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

**Adam Brown**

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

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

**Leah Missildine**

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

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



# Agenda

September 13, 2022

- Board Programs
- Upcoming Training
- Announcements



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# ANGEN

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ANGEN is the Alabama Next Generation Emergency Network. It is Alabama's response to private sector communications migration to Internet Protocol (IP)-based systems, which over the past decade has been faster than the movement for public safety communications systems. Simply put, ANGEN is the modernization of a 9-1-1 system utilized since the 1960s. ANGEN is a standards-based resilient, redundant, and more capable system than we have operated with for the last half-century.

Next Generation or NG9-1-1 is an IP-based system which is a system of managed Emergency Services IP networks (ESInets), functional elements (applications), and databases that replicate traditional 9-1-1 features and functions and provides additional capabilities. NG9-1-1 is designed to provide access to emergency services from all connected communications sources and provide multimedia data capabilities for Public Safety Answering Points (PSAPs), 9-1-1 centers, and other emergency service organizations. (Source: National Emergency Number Association)

The initial services offered to PSAPs or 9-1-1 centers as well as citizens include:

- Increased access to 9-1-1 for communities that have previously experienced difficulty in communicating their emergency needs
- Significantly improved disaster recovery options for centers dealing with natural or human-made disasters
- Text-for-911 (inbound as well as outbound)
- Enhanced call-routing to the correct PSAP or 9-1-1 center
- Eventually, multimedia messages, telematics, and the Internet of Things data like pictures and videos from callers, crash data from wrecked vehicles, alarms from wearable personal health monitors, activations of gunfire detection systems, etc.

Our network's design is scalable and can be capable of handling data shared among Public Safety entities across jurisdictional lines. This data may include: Computer Aided Dispatch data, Be On the Lookout bulletins, National Crime Information Center traffic, FirstNet/Land Mobile Radio interfacing, etc. (i.e. mission critical data from all the other systems used in as well as outside of 9-1-1 centers by citizens and visitors, field responders, and other professionals associated with a Public Safety event.)

The goal is to tie developing networks and emerging technologies into one system that creates an end-to-end solution for citizens and public safety during an emergency event, regardless of severity.

Funding for the implementation and operation of ANGEN is currently provided by the collection of revenues derived from the statewide service charge levied on voice communications service providers and all prepaid wireless 9-1-1 charges under §11-98 of the Code of Alabama, 1975, as amended. Additional funding for other programs that power ANGEN comes from federal grant opportunities meant to "fill the gaps" in implementing NG9-1-1.



# GIS Program

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The overarching goal of the GIS Project is to collect GIS datasets from every Emergency Communication District (ECD), translate them using the NENA standards, and provision them to the Alabama Next Generation Emergency Network (ANGEN). The purpose of this GIS database is to geospatially call route incoming 9-1-1 calls to the correct PSAP, validate the location against the database, and assist in the 9-1-1 call response.



# TEXTY

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## Why text-for-9-1-1?

It provides text TO & FROM 9-1-1 services. Today's population has grown accustomed to the smartphone and texting. According to the CTIA website, "326.4 million U.S. wireless subscribers were connected in December of 2012." This includes active devices such as smartphones, tablets, hotspots, etc. Out of those subscribers there were "171.3 billion monthly text messages." Field proven technology and ease of use means quick results. Also, Texty 17.5 provides language translation for the 911 caller. 108 languages are automatically recognized and translated into English for the 911 center call taker to respond to. Texty gives you an easy-to-use workstation that meets all of your non-voice (text) needs. Start using Next Generation service in your agency and improve service for your community. When voice isn't enough, INdigital has the solution.

## Benefits of Texty

### Operations

- Call takers have one easy-to-use web interface for all text messaging
- Get text from all wireless carriers on one platform. No platform is easier to use
- Having control over outbound (text-FROM-911) makes it easy to gain text experience in your PSAP
- Text is a great tool for domestic disputes when voice isn't an option
- Text isn't a distraction in a PSAP, it is another powerful tool and method of communication
- Audible and visual alerts for new text segments create a smooth workflow

### Technical

- Cloud based service – saves capital costs
- Never needs a forklift upgrade
- Always the first of its kind, it's never out-of-date
- Supports all industry standards ATIS JSTD-110 and NENA i3
- Seamless upgrade path to a full ESiNet
- Texty can integrate into almost any PSAP using any available screen space



# Language Translation Services through Voiance

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In 2020, Board staff conducted a survey on the use of language translation services by Districts. Roughly 45% of Districts answered the survey. Questions posed included what service you use and how much you spend annually. The last question asked if the Districts would be in favor of the Board absorbing the cost of language translation services. Overwhelmingly, the answer was yes. In July 2021, the Board voted to approve spending Board monies on language translation services for primary PSAPs. Voiance is currently on state contract. The Board staff signed a contract with Voiance for language translation services and began offering those in August of 2021. Each year there is an open enrollment period to sign your PSAPs up for these services. That enrollment period runs from August 1 to August 31.

For more information: [Voiance Brochure](#).



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# Legacy 9-1-1 Cost Reimbursement

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During 2020, the Board staff reviewed ECD-submitted phone bills in an effort to understand what legacy 9-1-1 services were being utilized statewide and how much they were costing ECDs. Based on the information gathered, options for legacy 9-1-1 costs were presented to the Board at the September 2020 Board meeting. The Board voted to reimburse ECDs for legacy 9-1-1 costs for FY2021. The Board staff worked to establish the reimbursement process. There are two requirements that must be met before an ECD can ask for reimbursement: the ECD must be migrated onto the ANGEN network and must be validly formed. Once those two requirements are met, ECDs shall request reimbursement via the Legacy 9-1-1 Costs Reimbursement Form. Requests are to be submitted on a quarterly basis. Requests for less than one quarter will not be accepted. You may submit for more than one quarter but any request for more than one quarter must include phone bills for all months of each quarter.

## **Board voted to continue program through FY2022.**

At the September 2021 Board Meeting, the Board voted to continue this program for FY2022. In addition to the requirements set forth for FY2021, the board voted to require that, if eligible, all reimbursements are subject to any legacy 9-1-1 service discontinuation requirements.

For more information, visit our [website](#).



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# Grant Program

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The grant program was established by the Board to provide financial assistance to ECDs based on needs. The purpose is to fund non-recurring costs or capital expenditures to enhance 9-1-1 services assuring that every location in Alabama has equitable access to 9-1-1 service. Grant cycles generally open in late Spring and close during the summer. Announcement of the opening of a grant cycle is sent via email, posted to our website, and pushed on our social media platforms.



# Training

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The Board offers a variety of training opportunities across the state throughout the year. Announcements of these classes are posted on our website and our social media accounts. They are also sent out via our email lists. You can find all the training we have currently scheduled on our [website](https://www.al911board.com/professionals/training).

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# Virtual Academy

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The Board has partnered with Virtual Academy to provide online training as well as training records management. It is the Board's goal to have every telecommunicator enrolled in Virtual Academy as part of the PST Certification Program. If you are a district director, training officer, or supervisor and your agency is not enrolled in Virtual Academy, contact [Dana](#). If you are a telecommunicator and are unsure if you are enrolled, contact your director, training officer, or supervisor. You can access your Virtual Academy account [here](#).



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# Alabama Public Safety Telecommunicator Certification Program

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The Alabama Public Safety Telecommunicator (PST) Certification Program is still in its infancy. On April 14, 2022, Governor Ivey signed Act 22-387. This act mandates the Board certify the telecommunicators in primary PSAPs in Alabama. Since that day (and even before), we have been working to fulfill this mandate. The Board has written and adopted Rule 585-X-5, Public Safety Telecommunicator Certification Program. This rule should take effect on October 15, 2022. We have done an outreach to the Districts to determine how many telecommunicators work in primary PSAPs and what their certification level is. We have provided IAED ETC classes here in our office at no cost to Districts. (Districts are responsible for food and lodging.) Our next steps are certifying those telecommunicators that were on staff on June 30, 2022 and establishing a procedure for onboarding new telecommunicators.



# Alabama Emergency Medical Dispatch (ALEMD) Program

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In partnership with the Alabama Department of Public Health's Office of EMS, the Alabama 9-1-1 Board adopted the Alabama Emergency Medical Dispatch (ALEMD) Program. Like most other EMD programs, the ALEMD protocol is based on the National Highway Traffic Safety Administration National Standard Curriculum for EMD. The program has been reviewed and approved by the Alabama EMS Medical Director and subsequently adopted by the Alabama 9-1-1 Board. Also similar to other EMD programs, prerequisites include CPR and basic telecommunicator certifications. Participation in the program is voluntary and available to all agencies within the State of Alabama. There are no registration fees for the courses, and course materials are offered in both printed or electronic formats. The main goal of this program is to make available an EMD program that is effective but also efficient in both use and cost. The Alabama 9-1-1 Board along with the ADPH Office of EMS strive to ensure that the best possible services are being provided to those who live in, travel through, and visit the State of Alabama. We intend to achieve this by working together to offer a consistent level of service throughout the entire State. To find out more about the ALEMD program, contact Dana Nation by [email](#) or (334) 440-7911.



# Upcoming Training

<i>Dates</i>	<i>Training</i>	<i>Location</i>	<i>Organization</i>
September 29, 2022	INdigital Regional Training	Homewood, AL	Alabama 9-1-1 Board and INdigital
October 9, 2022	NG911 is More Than Just the Technology	Orange Beach, AL	Alabama 9-1-1 Board and Alabama NENA
October 10-12, 2022	ALNENA Gulf Coast Conference	Orange Beach, AL	Alabama NENA
October 12-13, 2022	GIS Workshop	Orange Beach, AL	Alabama 9-1-1 Board
October 26-28, 2022	Alabama APCO Workshop	Orange Beach, AL	Alabama APCO
October 24-28, 2022	Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board

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# Announcements

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- The Planned Event Call Routing Form is live. You can access it [here](#).
- Change of Contact Information Form (under construction). You can access it [here](#).
- There will not be a TAIT webinar next week due to board meeting.
- The September 27 TAIT will be Recruitment and Retention with Melinda Shonk, City of Montgomery ECD Director and Kelly Armor, Morgan County ECD Deputy Director.



# Questions

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