



ALABAMA 911 BOARD

Update
ALNENA Gulf Coast Conference
2022

Introduction & Contact Information

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@alabama911board



Alabama 9-1-1 Board



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<http://al911board.com>



Ask us a
question!



Staff Updates

Anderson



Leah



Nida



Dana



Ron

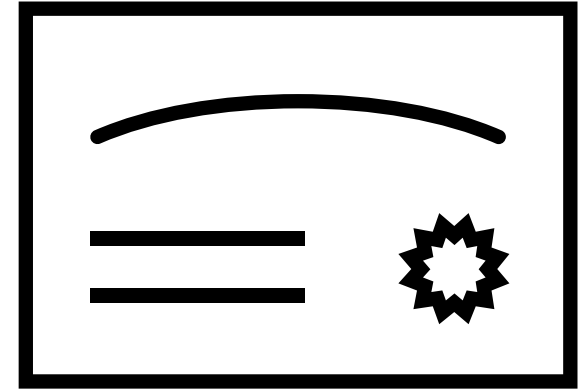
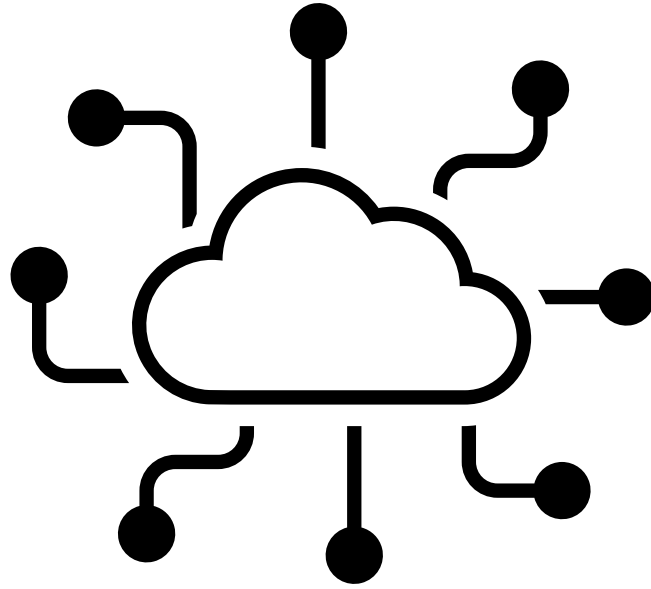
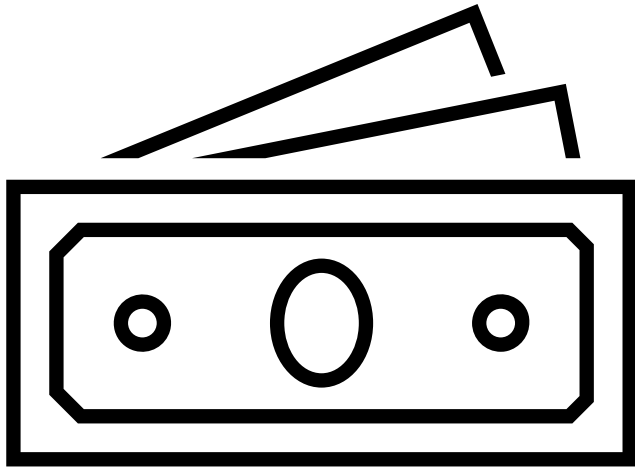


Adam

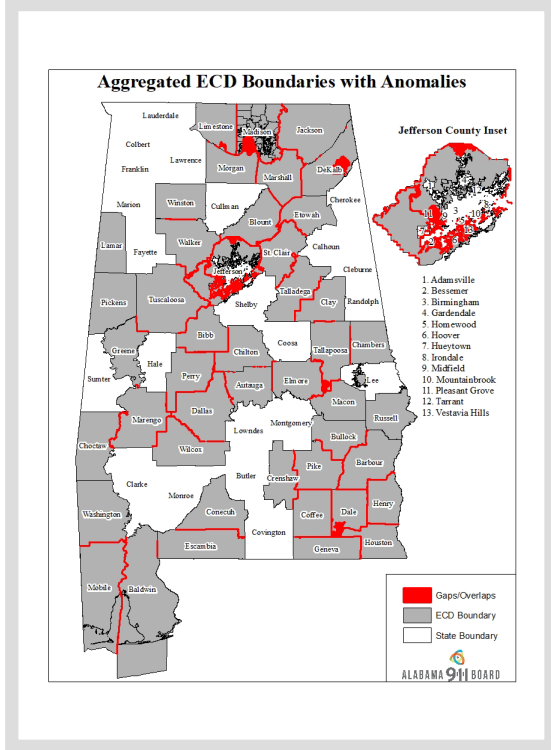
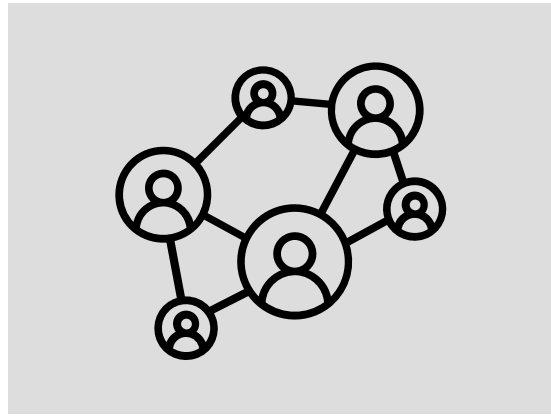
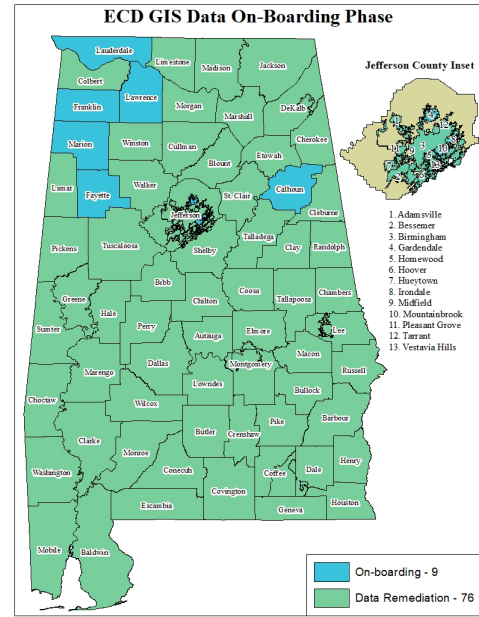


Michelle



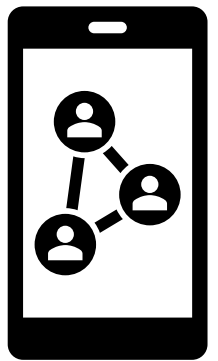


Board Programs



Technology-based Programs

- Alabama Next Generation Emergency Network (ANGEN)
- NG911 GIS Program



Technology-based Programs

ALABAMA NEXT GENERATION EMERGENCY NETWORK (ANGEN)

- Enhanced call-routing to the correct PSAP or 9-1-1 center.
- Increased access to 9-1-1 for communities that have previously experienced difficulty in communicating their emergency needs.
- Text-for-911 (inbound as well as outbound)
- Significantly improved disaster recovery options for centers dealing with natural or human-made disasters.
- 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.

NG911 GIS PROGRAM

The overarching goal of the GIS Project is to:

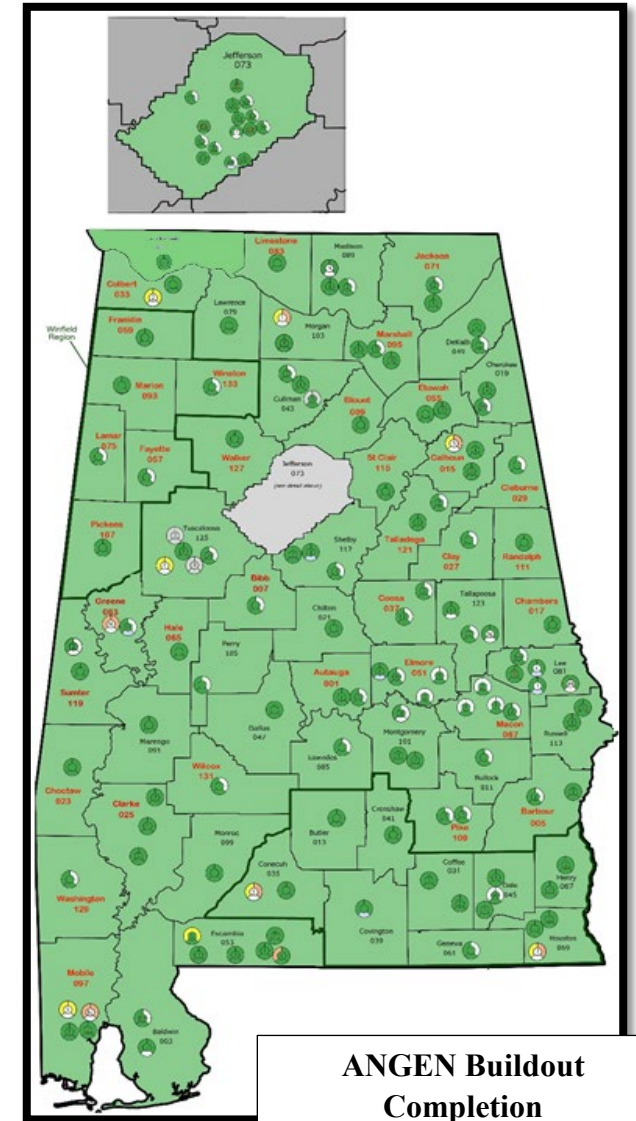
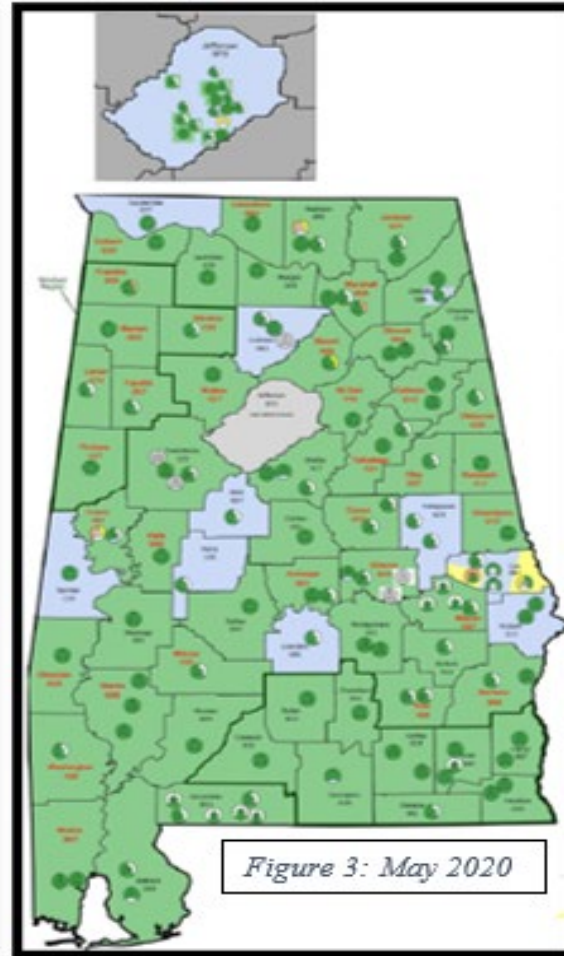
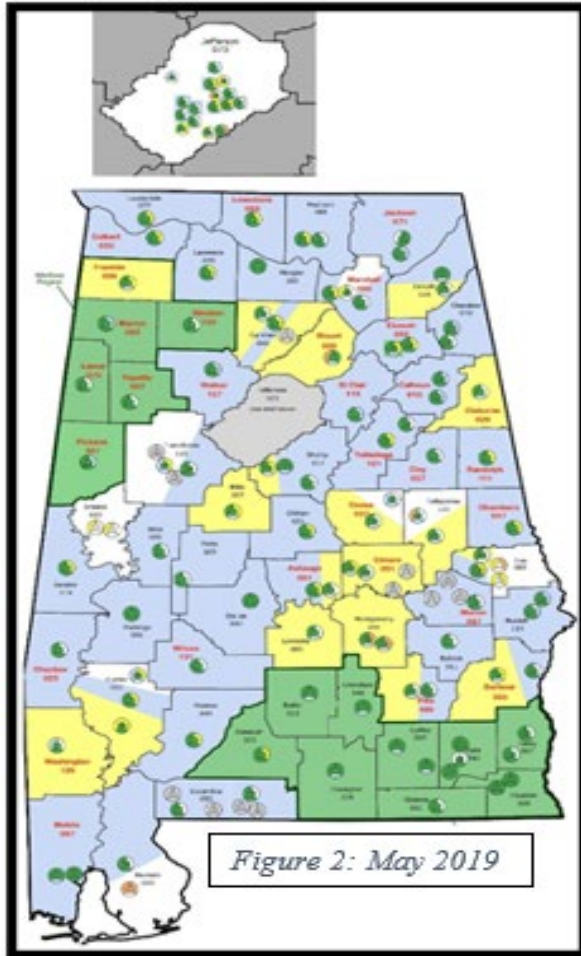
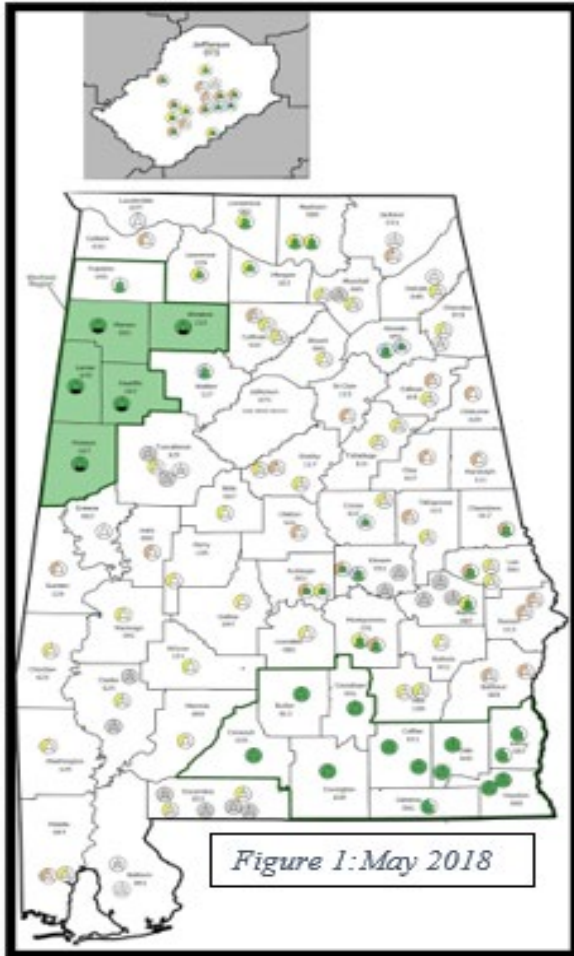
- collect GIS datasets from every Emergency Communication District (ECD),
- translate them using the NENA standards, and
- provision them to the Alabama Next Generation Emergency Network (ANGEN).

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.



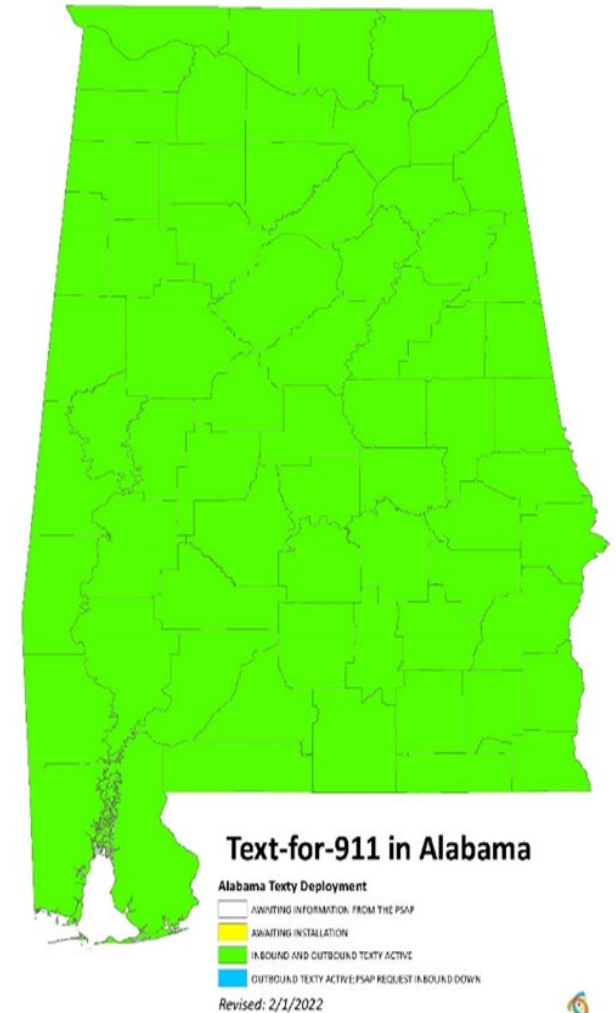
Progress of ANGEN 2.0



Technology-based Programs

TEXTY

- Call takers have one easy-to-use web interface for all text messaging
- Get texts from all wireless carriers on one platform
- Having control over outbound (text-FROM-911) makes it easy to gain text experience in your PSAP
- Text is a great tool for unsafe circumstances when voice isn't an option
- Cloud based service – saves capital costs; never needs a forklift upgrade
- Supports industry standards: ATIS JSTD-110 and NENA i3
- TEXTY can integrate into almost any PSAP using any available screen space



ALABAMA 911 BOARD



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Alabama 9-1-1 Board



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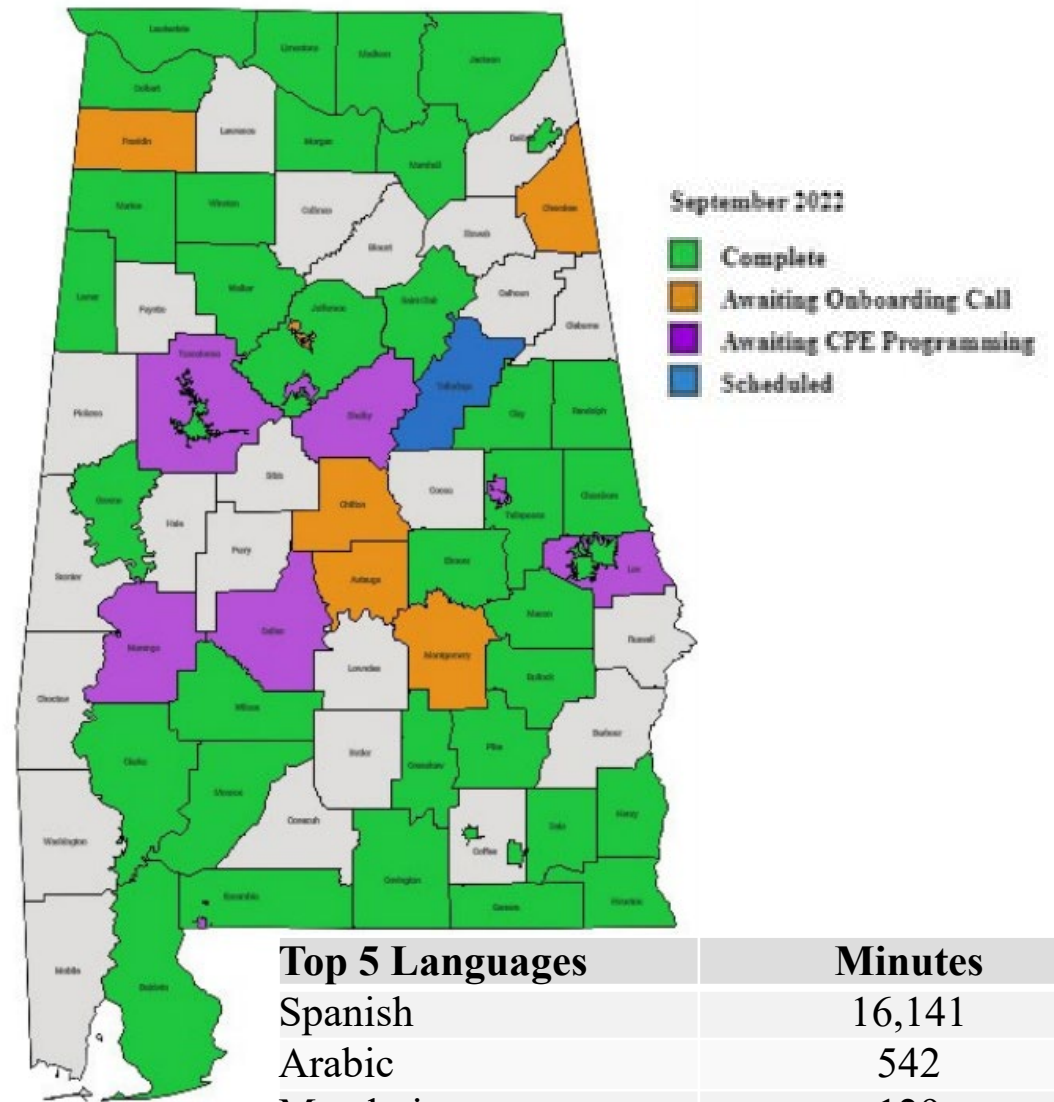


<http://al911board.com>

Technology-based Programs

LANGUAGE TRANSLATION

- 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.

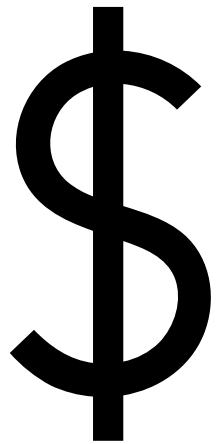
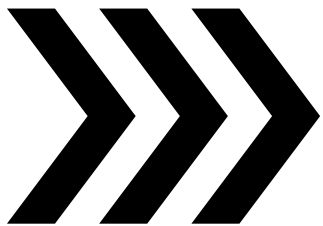
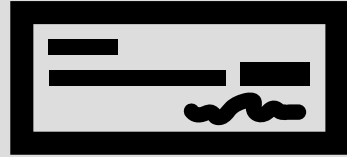
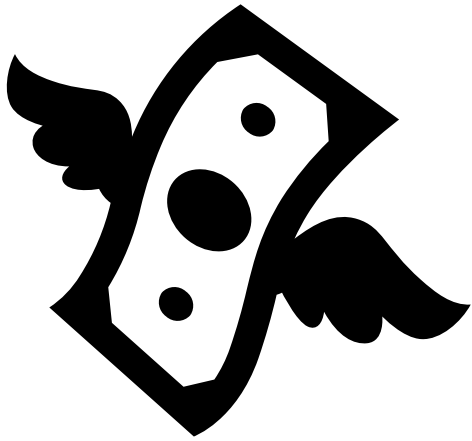


Top 5 Languages	Minutes
Spanish	16,141
Arabic	542
Mandarin	129
Romanian	110
All Other	107
Total	17,029



Ask us a
question!



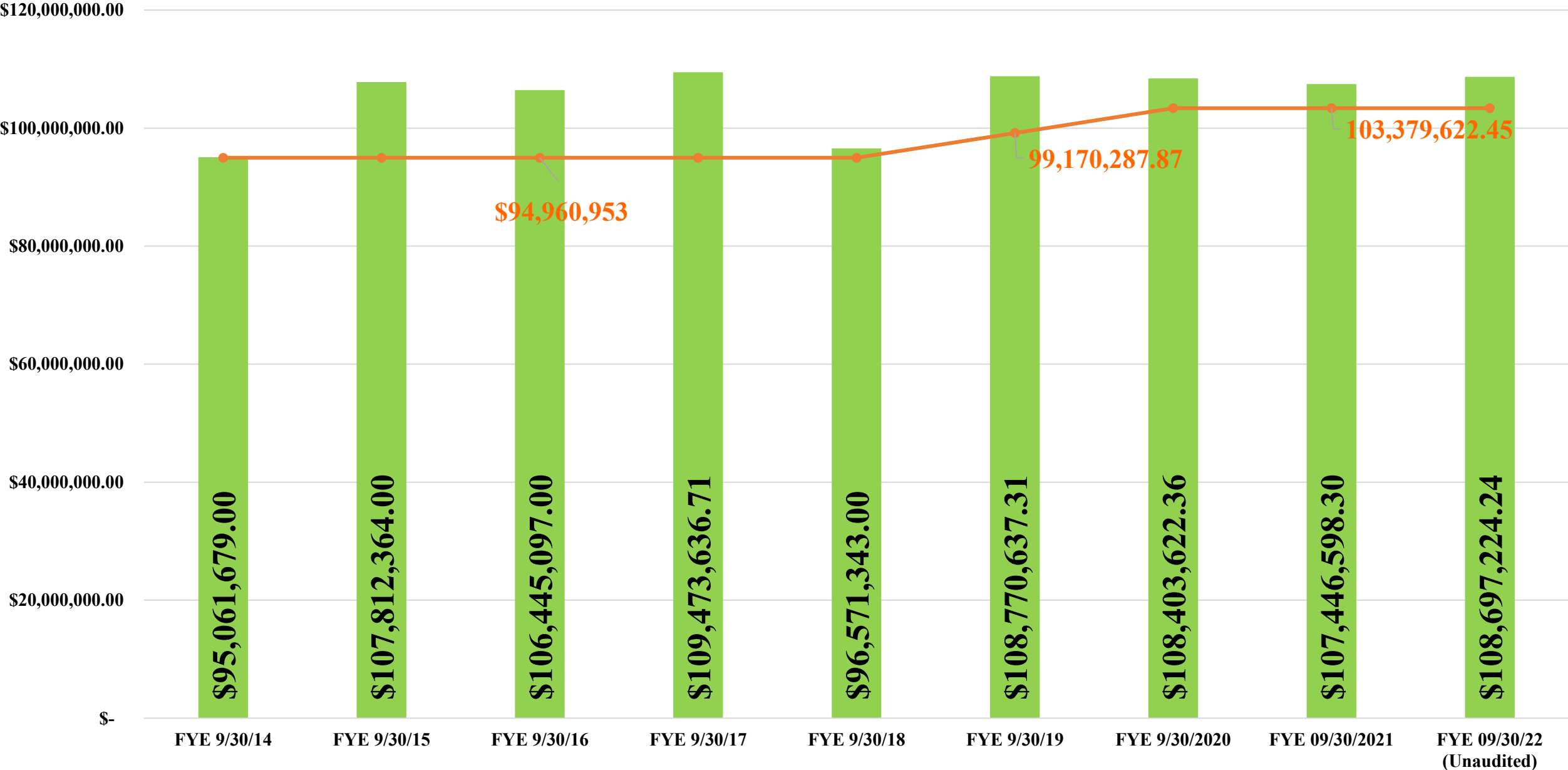


Fiscally- based Programs

- Monthly Distributions
- Declarations, Refunds, Etc.
- Legacy 9-1-1 Cost Reimbursements
- Grant Program



Payments to ECDs



Legacy 9-1-1 Cost Reimbursement

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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Alabama 9-1-1 Board



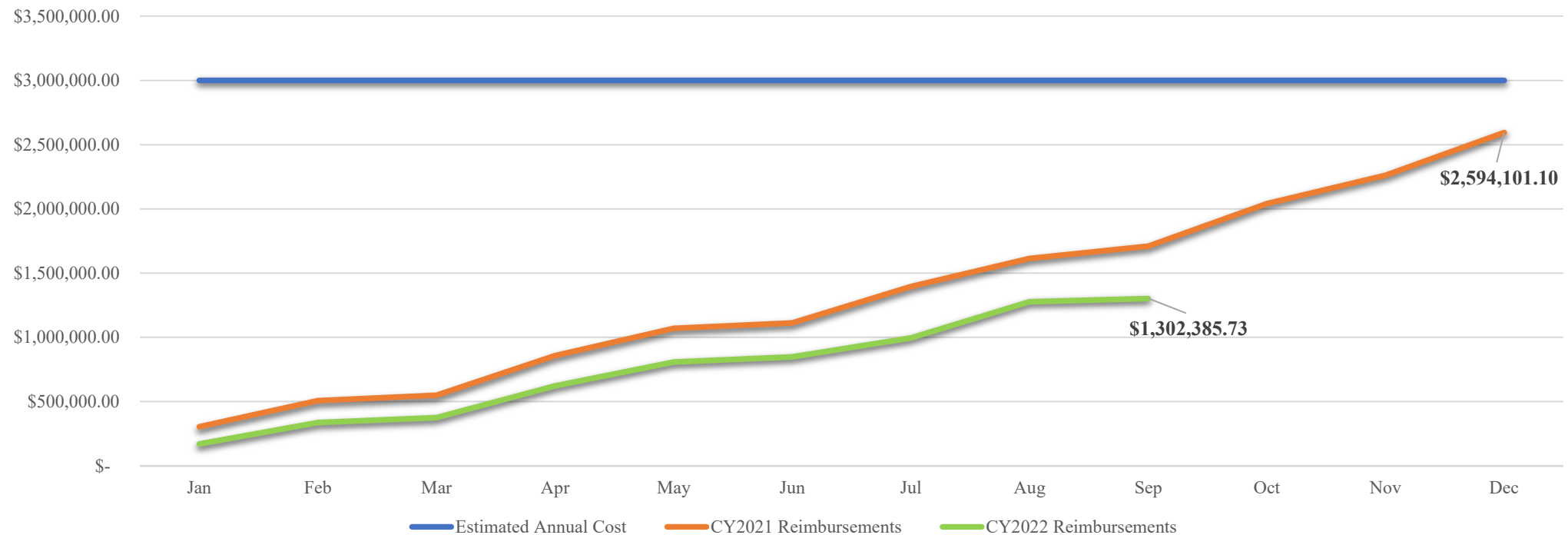
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Legacy Reimbursement by the Numbers

Legacy Cost Reimbursement: Estimated vs Actual



➤ The final deadline for FY2022 Legacy 9-1-1 Cost Reimbursement will be **December 10, 2022**



Grant Program

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.

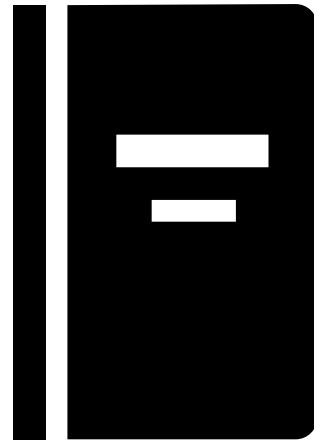
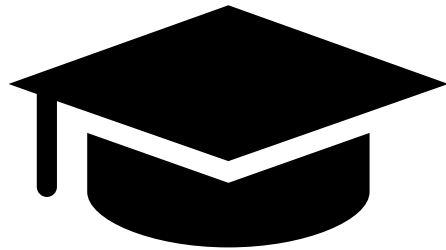
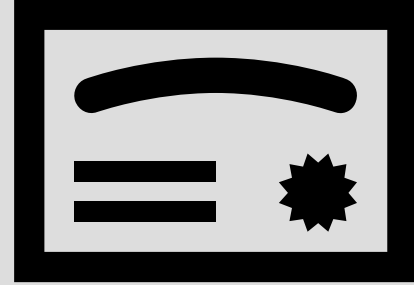
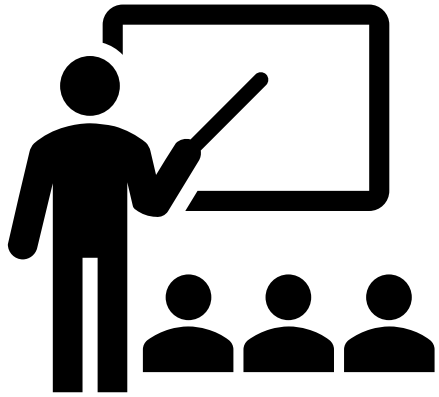
The Alabama 9-1-1 Board has awarded \$4,488,778.37 in grants to ECDs since the Grant Program began!

Grant Cycle 1 2015	Grant Cycle 2 2016	Grant Cycle 3 2016	Grant Cycle 4 2018	Grant Cycle 5 2020	Grant Cycle 6 2021	Grant Cycle 7 2022
\$110,800.00	\$320,352.81	\$378,796.94	\$848,341.31	\$783,392.00	\$1,124,953.75	\$922,141.56



Ask us a
question!





Education- based Programs

- Virtual Academy
- Alabama Public Safety Telecommunicator Certification Program
- Alabama Emergency Medical Dispatch (ALEMD) Program
- Training

Virtual Academy

- The Board has partnered with Virtual Academy to provide online training as well as training records management. **Every telecommunicator will need to be 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](#).



<https://al.virtualacademy.com/login.aspx>



Education-based Programs

Training

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

Alabama Emergency Medical Dispatch (ALEMD) Program

- partnership with the Alabama Department of Public Health's Office of EMS
- based on the National Highway Traffic Safety Administration National Standard Curriculum for EMD
- prerequisites include CPR and basic telecommunicator certifications
- participation in the program is voluntary and available to all agencies within the State of Alabama
- 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.

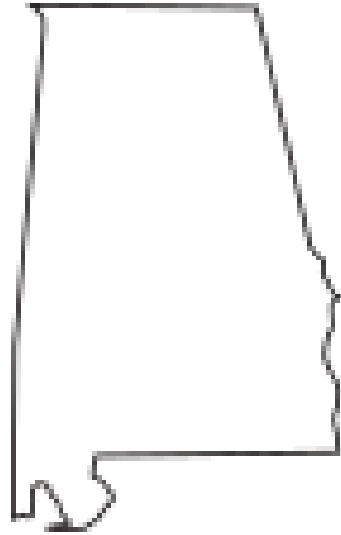
Alabama Public Safety Telecommunicator Certification Program

- Come to our 3 o'clock session!



Ask us a
question!





State & Federal Initiatives

- Act 2022-387
- 9-8-8

Act 2022-387

- to define first responder inclusive of a public safety telecommunicator;
- to require a public safety telecommunicator at a Public Safety Answering Point (PSAP) to remain on an emergency call until the person is connected with the appropriate provider of emergency services;
- to amend the requirement on a communications district to provide reasonable alternative method(s) for responding to emergency calls; and
- to provide certification requirements for public safety telecommunicators and to authorize the board to provide for the certification.



“Reclassification” by Definition

11-98-1 (a)

(12) FIRST RESPONDER.

An individual who rapidly receives and responds to emergency situations to protect life and property. The term includes law enforcement officers, fire fighters, rescue squads, emergency medical service providers, public safety telecommunicators, and any other emergency management providers responding to an emergency situation.

(17) PUBLIC SAFETY TELECOMMUNICATOR.

A person employed by a public safety answering point or emergency service provider as a public safety dispatcher or 911 operator whose duties and responsibilities include both of the following:

- a. Answering, receiving, transferring, and dispatching functions related to 911 calls and texts.
- b. Dispatching first responders to the scene of an emergency.

Declaration of Emergency Call Response [§11-98-11]

"§11-98-11.

"(a) The ~~emergency telephone~~ enhanced 911 system shall be designed to have the capability of utilizing at least one of the following ~~four~~ methods in response to emergency calls:

"(1) Direct dispatch method, which is a ~~telephone~~ service to a centralized dispatch center providing for the dispatch of an appropriate emergency service unit upon receipt of a ~~telephone~~ request for ~~such~~ services and a decision as to the proper action to be taken.



Declaration of Emergency Call Response [§11-98-11]

"(2) Relay method, which is a ~~telephone~~ service whereby pertinent information is noted by the recipient of a ~~telephone~~ request for emergency services, and is relayed to the appropriate public safety agencies emergency service providers or other providers of emergency services for dispatch of an emergency service unit.

"(3) Transfer method, which is a ~~telephone~~ service which receives ~~telephone~~ requests for emergency services and directly transfers ~~such~~ the requests to an appropriate ~~public safety agency~~ emergency service provider or other provider of emergency services.



Declaration of Emergency Call Response [§11-98-11]

"(4) Referral method, which is a telephone service which, upon the receipt of a ~~telephone~~ request for emergency services, provides the requesting party with the telephone number or other contact information of the appropriate ~~public safety agency~~ emergency service provider or other provider of emergency services.

"(b) (1) The board of commissioners of ~~the~~ each district shall select the method or methods which it determines to be the most feasible for the county or municipality.



Declaration of Emergency Call Response [§11-98-11]

"(2) In addition to the method selected under subdivision (1), the board of commissioners of each district shall select one or more reasonable alternative methods to respond to emergency calls in the district in the event the primary method under subdivision (1) fails or is otherwise rendered temporarily unavailable. The reasonable alternative method authorized under this subdivision may include a method not specifically enumerated under subsection (a).



Resolution for Consideration on July 21, 2022

Resolution for the Selection of the Methods of Response to Emergency Calls

WHEREAS, The Pike County Communications District was formed for the purpose of operating an emergency communications system within the district;

WHEREAS, The Pike County Communications District Board of Commissioners was appointed to govern the affairs of the district;

WHEREAS, The Code of Alabama Section 11-98-11 requires all emergency communications districts, of which the Pike County Communications District is one, to be designed to have the capability of utilizing one of four methods to respond to emergency calls as provided in the code;

WHEREAS, The Code of Alabama Section 11-98-11 requires that the board of commissioners of each emergency communications districts, of which the Pike County Communications District is one, to select the method or methods which it determines to be the most feasible for the county or municipality;

WHEREAS, The Code of Alabama Section 11-98-11 requires that the board of commissioners of each emergency communications districts, of which the Pike County Communications District is one, to, in addition to the primary method selected, select one or more reasonable alternative methods to respond to emergency calls in the district in the event the primary method fails or is otherwise rendered temporarily unavailable, which may include a method not specifically enumerated under the law.

WHEREAS, The Pike County Communications District Board of Commissioners both recognizes a specific duty under the law to respond to each and every emergency call or request for public safety assistance that the district is equipped to receive;

WHEREAS, The Code of Alabama Section 11-98-1 defines public safety telecommunications as both emergency service provider and first responders "who rapidly receives and responds to emergency situations to protect life and property";

WHEREAS, The Code of Alabama Section 11-98-11 defines the following primary response methods: 1) direct dispatch method, 2) relay method, 3) transfer method, and 4) referral method;

WHEREAS, The Code of Alabama Section 11-98-11 (c) requires that the district shall require the receipt of a request for emergency services, that the emergency communication center is equipped to receive, to remain on the call with the person until the call has connected the requestor with the appropriate provider of emergency services;

WHEREAS, It is the intent of the board to comply with state law;

NOW, THEREFORE, BE IT RESOLVED, That the Pike County Communications District Board of Commissioners hereby selects the direct dispatch method as the primary method of response for all emergency service providers with a current and valid contract to be dispatched by the district executed between the emergency service provider and the Pike County Communications District;

Pike County Communications District

RESOLVED, The Pike County Communications District Board of Commissioners selects the relay method as the primary method of response for all emergency service providers within the district's jurisdiction that are volunteer fire departments recognized as having fire coverage jurisdiction by the Pike County Fire Association that do not have a current and valid dispatch contract executed between the emergency service provider and the Pike County Communications District;

RESOLVED, That the Pike County Communications District Board of Commissioners hereby selects the relay method as the primary method of response for all emergency service providers which are private ambulance services without a current and valid contract to be dispatched by the district executed between the emergency service provider and the Pike County Communications District;

RESOLVED, That the Pike County Communications District Board of Commissioners hereby selects the transfer method as the primary method of response for all emergency service providers dispatched by entities outside of the jurisdiction of the district and provide that the transfer of the requestor or information be to the entity dispatching the emergency service provider;

RESOLVED, The Pike County Communications District Board of Commissioners selects alternative methods to respond to emergency calls in the district in the event the primary method fails or is otherwise rendered temporarily unavailable;

RESOLVED, The Executive Director of the Pike County Communications District shall determine from among the below selected alternative methods the appropriate alternative method as is appropriate to the emergency service provider, the nature of the failure of the primary method of response, and the availability of alternative methods;

RESOLVED, The Pike County Communications District Board of Commissioners selects the alternative methods of direct communication with an emergency service unit, emergency service provider, or emergency service dispatch by in person oral or written communication, radio communication, telephone communication, wireless push to talk service, internet protocol(s), short message service, mass messaging service, integrated public alert system, wireless emergency alerts, or any other electronic means;

RESOLVED, The Pike County Communications District Board of Commissioners selects alternative methods of indirect communication with an emergency service unit, emergency service provider, or emergency service dispatch by messenger, courier, social media, or third party relay;

RESOLVED, The Pike County Communications District Board of Commissioners selects the alternative method of direct response where required and the matter can be handled by telecommunication, no other emergency service provider is needed, there is no more appropriate emergency service provider, or an emergency service provider requests assistance from the communications district;

RESOLVED, The Pike County Communications District Board of Commissioners defines the direct dispatch method, in accordance with the Code of Alabama Section 11-98-11, as a service of the emergency communications center providing for the dispatch of specific emergency service units by no particular technological means and a decision by district emergency communications center employees as to the proper action to be taken;

RESOLVED, The Pike County Communications District Board of Commissioners defines the relay method, in accordance with the Code of Alabama Section 11-98-11, as a service of the emergency communications center whereby pertinent information is noted by the district emergency communications center employee receiving the

Pike County Communications District

request and relayed by no particular technological means to the appropriate emergency service provider(s) and with no decision by district communications center employees as to the proper action to be taken or emergency service unit to respond;

RESOLVED, The Pike County Communications District Board of Commissioners defines the transfer method, in accordance with the Code of Alabama Section 11-98-11, as a service of the emergency communications center which receives requests for emergency services and directly transfers the request or telecommunications connection with the requestor by no particular technological means to the appropriate emergency service provider(s) and with no decision by district communications center employees as to the proper action to be taken or emergency service unit to respond;

RESOLVED, The Pike County Communications District Board of Commissioners defines the referral method, in accordance with the Code of Alabama Section 11-98-11, as a service of the emergency communications center which upon the receipt of a request for emergency services provides the requesting party with the telephone number or other contact information of the appropriate emergency service provider or other provider of emergency services by no particular technological means to the appropriate emergency service provider(s) and with no decision by district communications center employees as to the proper action to be taken or emergency service unit to respond;

RESOLVED, The Pike County Communications District Board of Commissioners directs the Executive Director to require of all employees working in the Emergency Communications Center in a capacity to receive requests for emergency services to remain on the call with the person until the person has been connected with the appropriate emergency service provider;

RESOLVED, The Pike County Communications District Board of Commissioners defines "connected with the appropriate emergency service provider" to mean connected with the entity, including the Pike County Communications Center, responsible for dispatching the primary emergency services provider as determined by the district;

RESOLVED, Nothing in this resolution shall be deemed or construed to restrain, limit, or waive the employees of the district the authority to place a requestor of emergency services on telephone hold as necessary to fulfill the duties of the district including receiving additional calls, prioritizing calls, facilitating the request for emergency services by the caller or other callers and, especially, to protect life and property;

RESOLVED, Nothing in this resolution shall be deemed or construed to restrain, limit, or waive the district's duty, as provided by law, as to the determination of the appropriate emergency service provider, if any, or the order of response and notification.

Resolution Example



Transfers [§11-98-11]

"(c) Notwithstanding any other law to the contrary, regardless of the method of response selected by the board of commissioners pursuant to subsection (b), the 911 operator at a Public Safety Answering Point (PSAP) who answers an emergency call of 911 shall remain on the call with the person commissioners pursuant to subsection (b), a PSAP shall require 911 operator who answers a 911 call at the PSAP to remaining on the call with the person until the PSAP has connected the person with the appropriate provider of emergency services."



Transfers [§11-98-11]

"(d) Nothing in this chapter shall expand the obligations of any CMRS, voice communications, or other originating service provider to transmit, convey, or route a voice call, video call, text call, data-only call, or any other request for assistance to an emergency service provider beyond the requirements set forth under federal law and valid regulations of the Federal Communications Commission."

NENA Standard for 9-1-1 Call Processing

Excerpt

2.2.6 Transferring emergency calls When calls need to be transferred to another PSAP, the telecommunicator SHALL advise the caller which PSAP they are being transferred to, in addition to advising the caller to stay on the line while the call is being transferred, such as “Please do not hang up; I am connecting you with (name of the agency).” The telecommunicator SHALL then initiate the transfer without delay. The telecommunicator SHALL stay on the line to announce the call to the transfer PSAP call taker/telecommunicator (a.k.a., “warm transfer” or “attended transfer”), and SHOULD relay the pertinent information, including, but not limited to:

- *Location*
- *Callback number*
- *Nature of the call*
- *Known safety information*

A local or regional policy MAY exist between primary and secondary PSAPs, or agencies that participate in a regional system, that addresses unattended call transfers; however NENA recommends against unattended transfers.

Source: NENA-STA-020.1-2020



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9-8-8 in Alabama | Our Crisis Care System

“Someone to talk to, Someone to respond, and Somewhere to go”

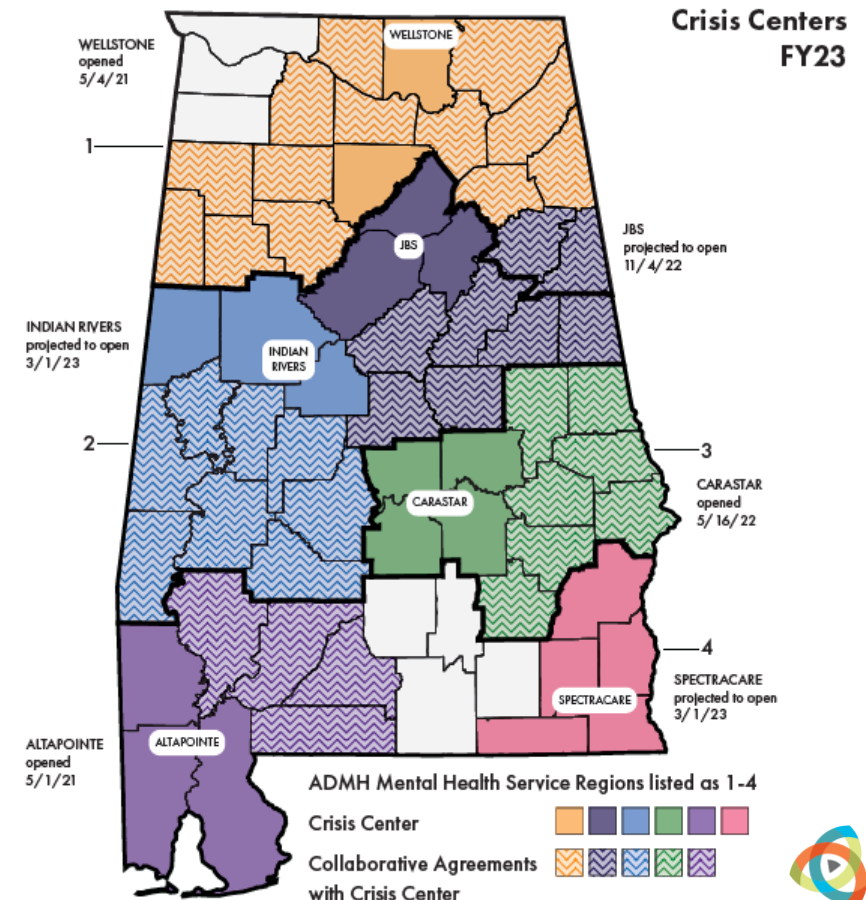
9-8-8 Crisis Call Centers in Alabama

- Mobile – AltaPointe Mental Health
- Birmingham – The Crisis Center Birmingham
- Montgomery – Carastar Health (will come online at the beginning of 2023)
- Huntsville – WellStone and Crisis Services of North Alabama

Crisis System: Alignment of services toward a common goal



Balfour ME, Hahn Stephenson A, Winsky J, & Goldman ML (2020). *Cops, Clinicians, or Both? Collaborative Approaches to Responding to Behavioral Health Emergencies*. Alexandria, VA: National Association of State Mental Health Program Directors. <https://www.nasmhpd.org/sites/default/files/2020paper11.pdf>



Questions

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