

# Alabama NENA 2022

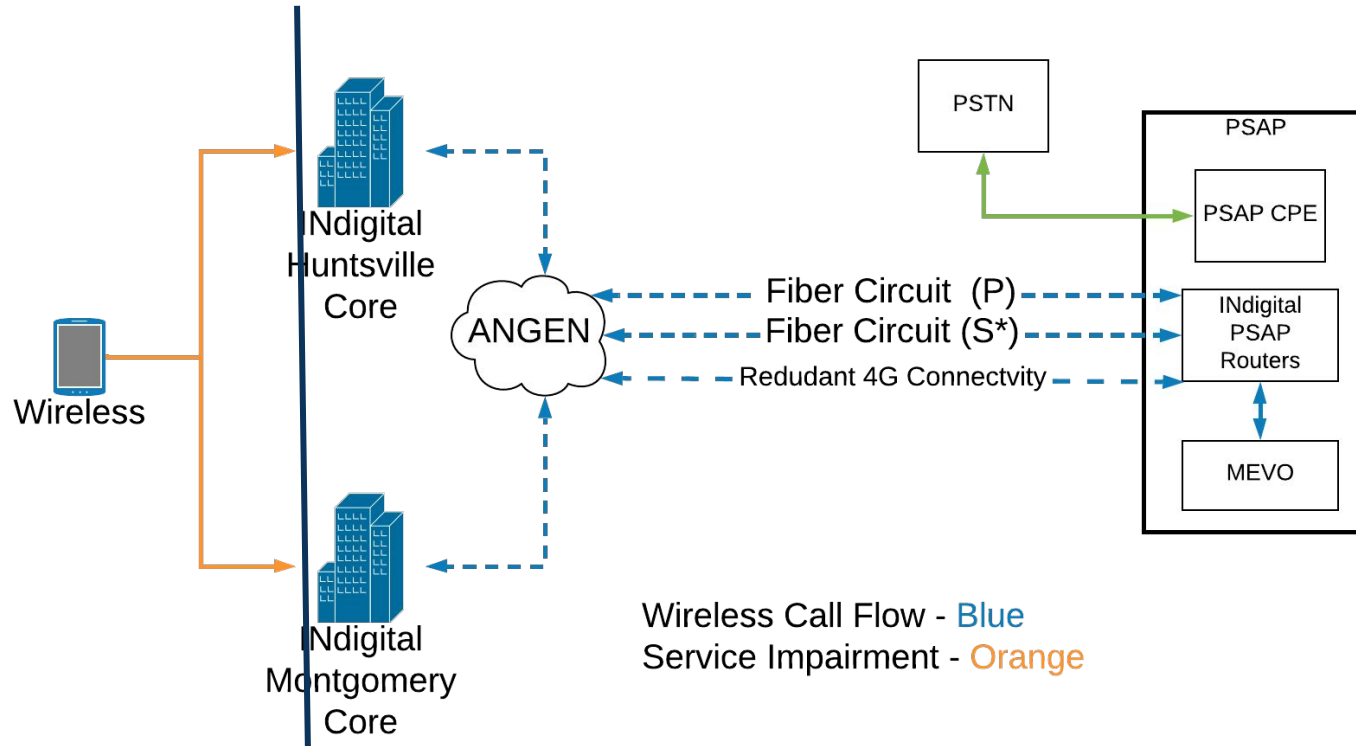


# Topics

1. Verizon Wireless Update
2. Permanent and Special Event  
Geo-Routing
3. Upgrades and Changes
4. INdigital ALI
5. Policy Routing
6. Database
7. Texty
8. Network Reporting Update
9. BREAK
10. Cybersecurity Awareness with Bob
11. Cybersecurity Roundtable

# Verizon Call Delivery Issue

# Verizon Issue 10-04-22



# Verizon Issue 10-04-22

We began receiving notifications around 08:30 a.m. that some 911 calls were not being delivered. It was determined there was a delay in delivering some calls and some calls were dropping before reaching the PSAP. Some calls delivered were met with one way audio issues.

INdigital worked throughout the day with Verizon and offered the alternate delivery of an 800 number delivery.

The trouble continued throughout the day affecting not only Alabama but other states as well.

Verizon reported the issue temporarily resolved just after 6:00 p.m.



# MEVO - ONE CALL NOW

All Mevo phones have been added to the One Call Now Notification Platform

This allows front line personnel to receive special notifications directly.

They will also receive one monthly test call.



# Geo-Spatial Call Routing

# Goal of NG 911

- Build a redundant, reliable, NG9-1-1 ESInet
- Next Generation 911 services provided:
  - Geo based routing
  - Location services
  - Legacy E9-1-1
  - Interoperability
  - Text for 9-1-1
  - Service visibility/monitoring/compliance
  - Provide a backup safety net for 9-1-1 services



## The Simplified Current (Transitional) Method of Geo-Routing

1. The call comes into the network and is held for 8 seconds.
2. The database is dipped.
3. Call is then routed to the appropriate PSAP based on the coordinates that are presented in the database dip.

## The Simplified End-State Method of Geo-Routing

1. Call comes into the network with an attached PIDF-LO (Presence Information Data Location Object) XML document.
2. The PIDF-LO is crossed-referenced with the Location Verification Function (LVF).
3. The call is routed to the correct PSAP based on the verified coordinates during the cross-reference.

- Work needs to be done with the carriers and location providers to establish PIDF-LO handoff between carrier and network
- A spatial interface needs to be established to verify location data against the state GIS set.
- Call-Handling Systems must be upgraded to receive this new type of PIDF-LO based ALI.

**How to get to the End State of Geo-Routing (Simplified)**

# Event Geo-Routing

# INdigital Process for Event Geo-Routing Testing and Turn Up

**Planned Event Call Routing**  
All requests for planned event call routing within the Alabama Next Generation Emergency Network (NGEN) must be submitted 45 days in advance for approval.

**ALABAMA 911 BOARD**

Contact Information

Name	Title
Victor Kennedy	Director

Agency/EED  
Tallapoosa County Emergency Management Communications District

Email Address  
vkennedy@taladog911.org

Primary Phone Number  
256-223-0968

Secondary Phone Number

Event Information

Event Name  
Tallapoosa Superspeedway Fall Race

Start Date  
09/28/2022

Start Time  
08:00

End Date  
10/03/2022

End Time  
08:00

Location  
Area of 3366 Speedway Blvd, Lincoln, AL 35096

The preferred 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 (Location field) below and the Alabama 911 Board GIS staff will contact you.

Attach Geofence Polygon Area  
File (Maximum: 16,384)

The geofence area for the planned event call routing must be a minimum of 1 square mile. Referenced file type is either a #shapefile or file geodatabase in ZIP file format.

Do you need assistance from Board GIS staff to create geo-routing boundary?  
 Yes  No

Will you need a MEVD Anywhere Kit for this event from the Board?  
 Yes  No

Testing Requirements

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

- Agency representative(s) must attend all job used event call routing meetings.
- Testing will be conducted in advance of the event.
- It will be necessary to conduct wireless tests in both a vehicle 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 secured in the location and will be reported (personnel handling, location, MEVD Anywhere Kit, etc.)
- All emergency and non-emergency transfer lines shall be up and ready and properly programmed into all equipment for the testing position profiles, MEVD Anywhere Kit, etc.)

I agree to the above testing requirements.

Date  
08/31/2022

1. A request is filed with the State Board at least 45 days in advance of an event.
2. Build the boundary and upload it to the ESRP.
3. Have someone inside the boundary to do test calls with AT&T, or T-Mobile. Verizon doesn't test correctly.
4. Route calls to the special event PSAP.
5. Test transfer ability to primary PSAP.
6. Test transfer ability from primary PSAP.
7. Test admin dialing and transfers
8. Turn off the boundary.



# 2021 Elkhart County Fair

In 2021 INdigital set up a geofence around the area of the county fair to push 9-1-1 calls to a centralized command and control center.

During the 10 days of events, the fair hosted performers such as ZZ Top, We are Messengers, Tracy Byrd, Chris Lane, and Darci Lynne. The Incident Command Center managed 157 9-1-1 calls.



# Geo-routing Using MEVO Anywhere

Rock the South

Rock the South, an outdoor country music event, occurred on August 13<sup>th</sup> and 14<sup>th</sup>.

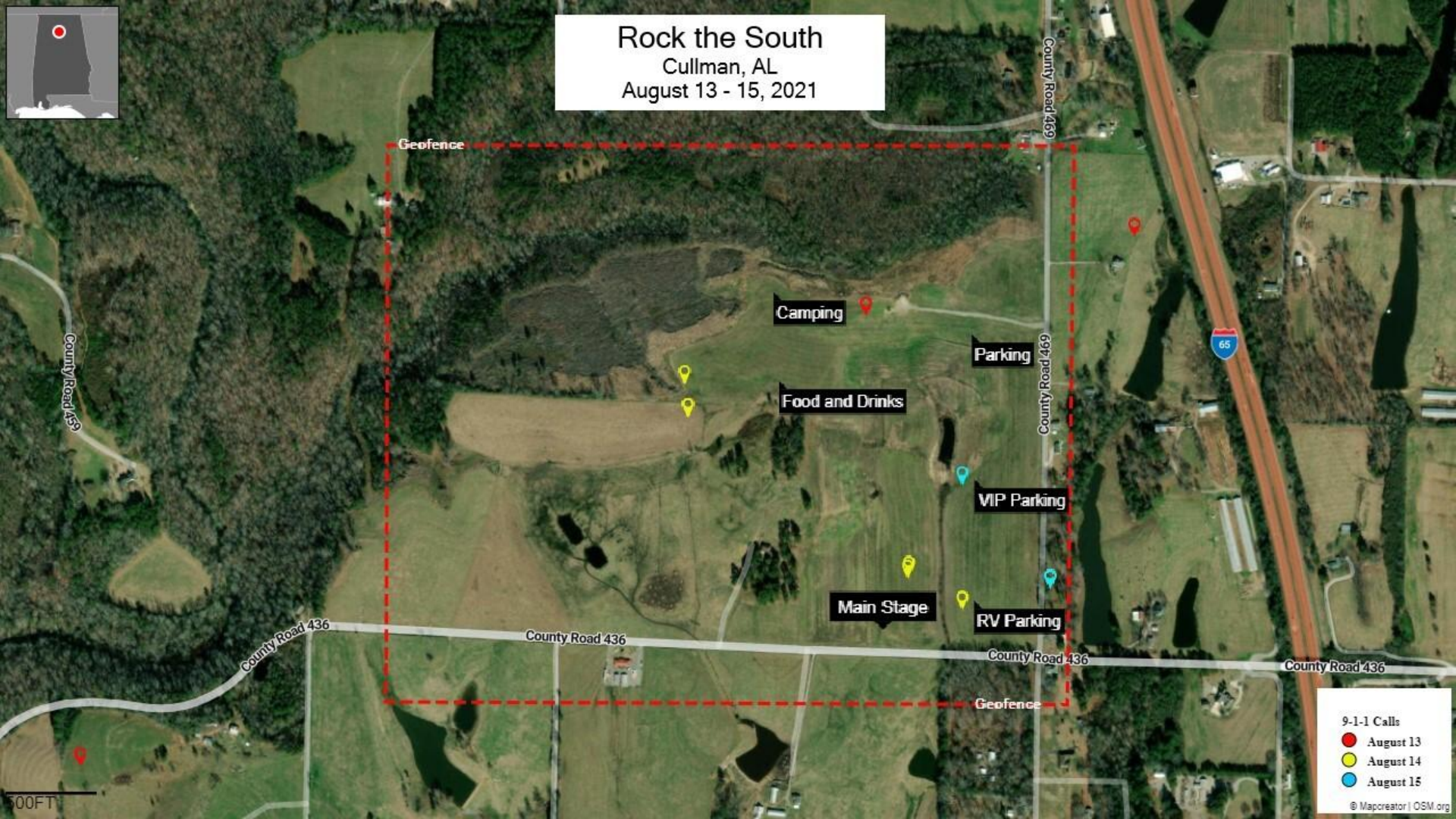
During this event, calls within the geofence were routed to a MEVO Anywhere Kit that was on site.

The boundary was activated and deactivated each day via a call to the NSOC from the personnel on-site.



# Rock the South

Cullman, AL  
August 13 - 15, 2021



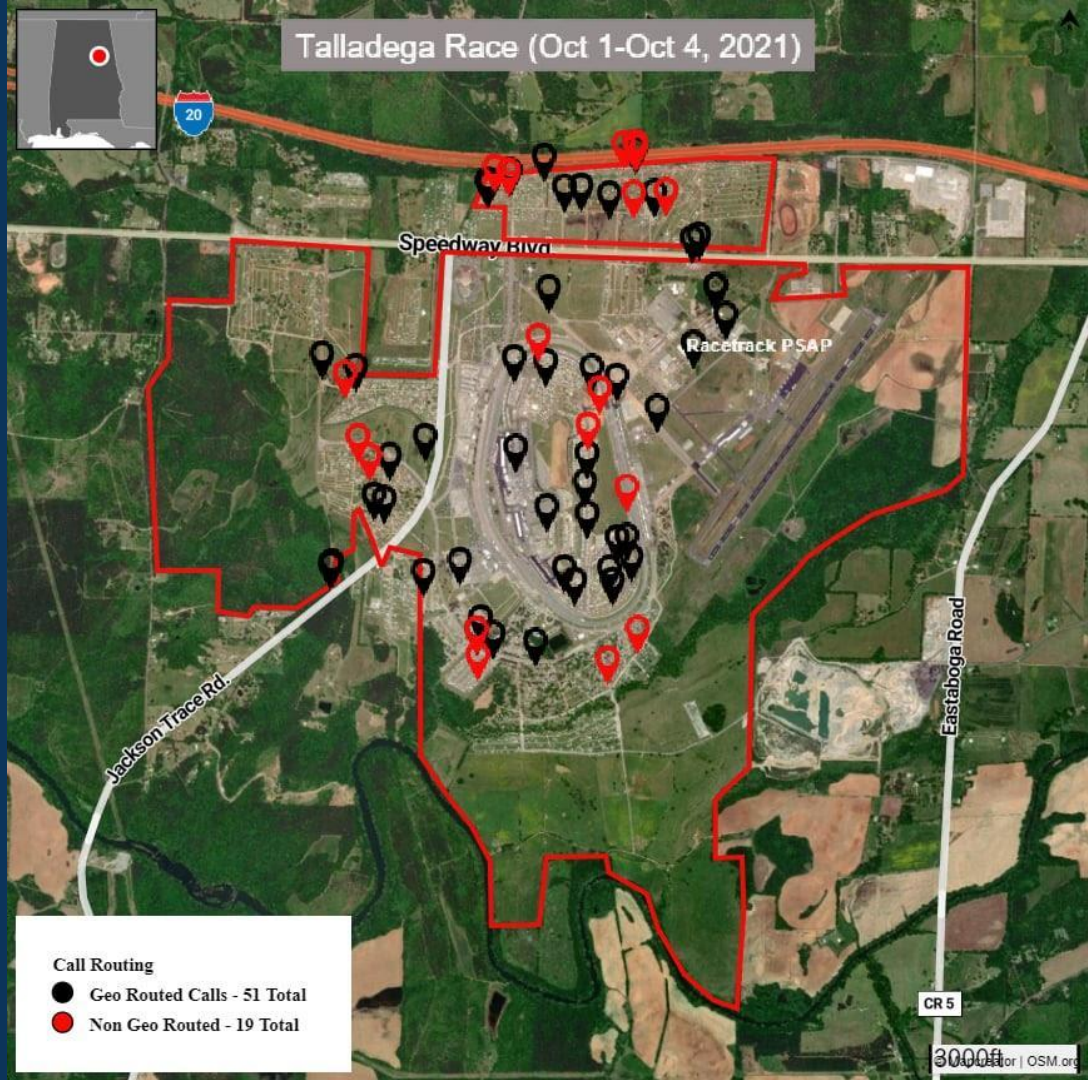
- 9-1-1 Calls
- August 13
  - August 14
  - August 15



# Geo-routing to other PSAPs

Yellawood 500

A total of 73% of the calls were geo-routed during the event



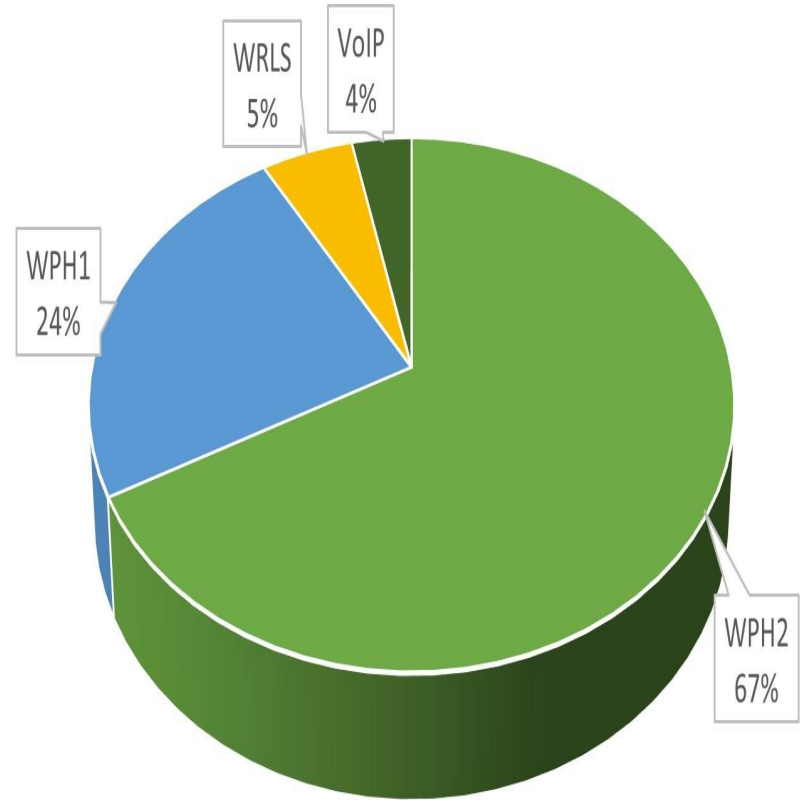
# Permanent Geo-Routing

# Permanent Geo-Routing

## Oakland County

### May and June 22 Data

Oakland - Class of Service



# Permanent Geo-Routing

## Oakland County

100% of calls over the 8 second threshold were from Verizon

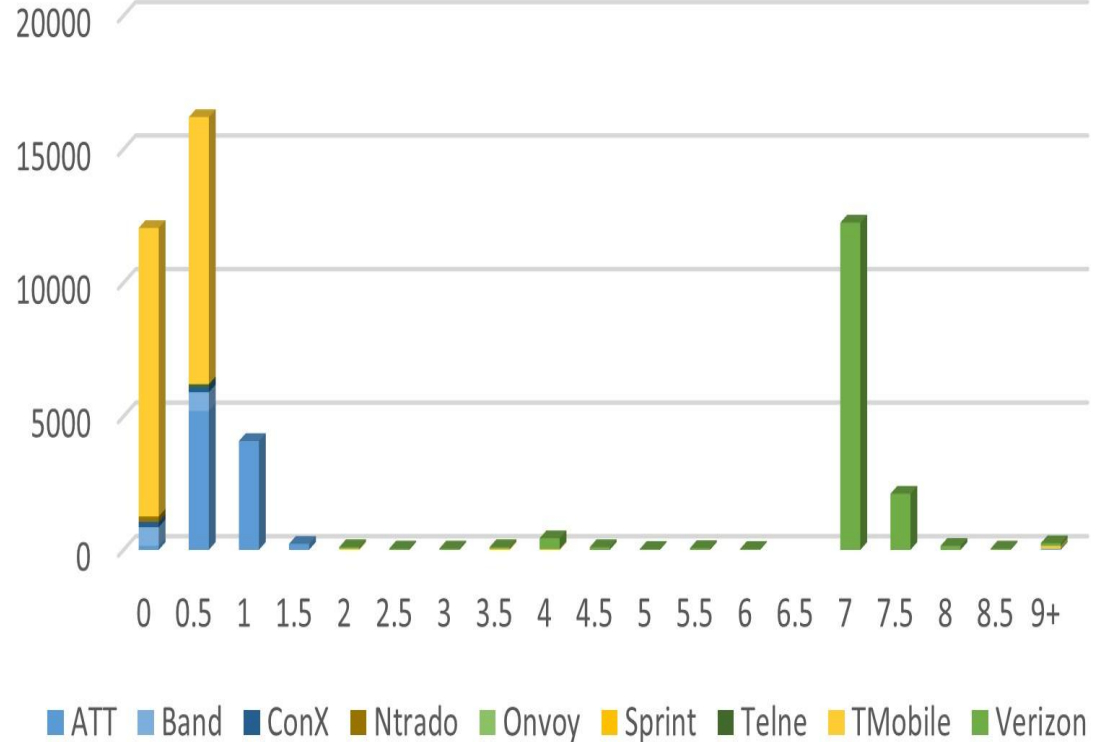
Geo Routed Calls(Under 8 seconds response time from location services):	50,792
Calls Falling back to tabular ( over 8 seconds):	141
Calls not able to process to location services(landline ect...)	4,706
Total Calls in sample	55,639

# Oakland

## Carrier Comparison

Majority of Verizon calls are over 5 seconds for ALI response

### Carrier Comparison Oakland





# Permanent Geo-Routing

## Oakland County

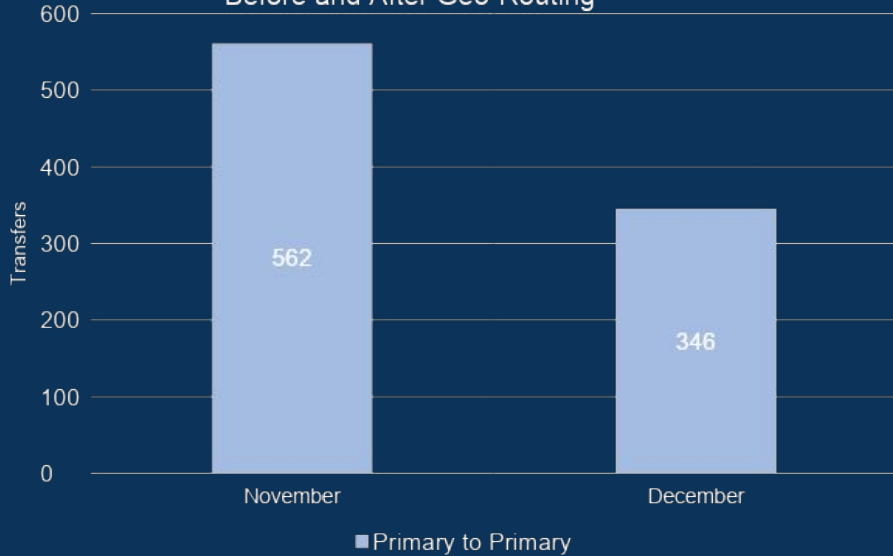
<b>Pre-Georouting</b>		
	<b>Total</b>	<b>Percentage</b>
Calls	163783	100.00%
Transfers	1354	0.83%
<b>Post-Georouting</b>		
	<b>Total</b>	<b>Percentage</b>
Calls	146781	100.00%
Transfers	952	0.65%

A .17% decrease in transfer volume

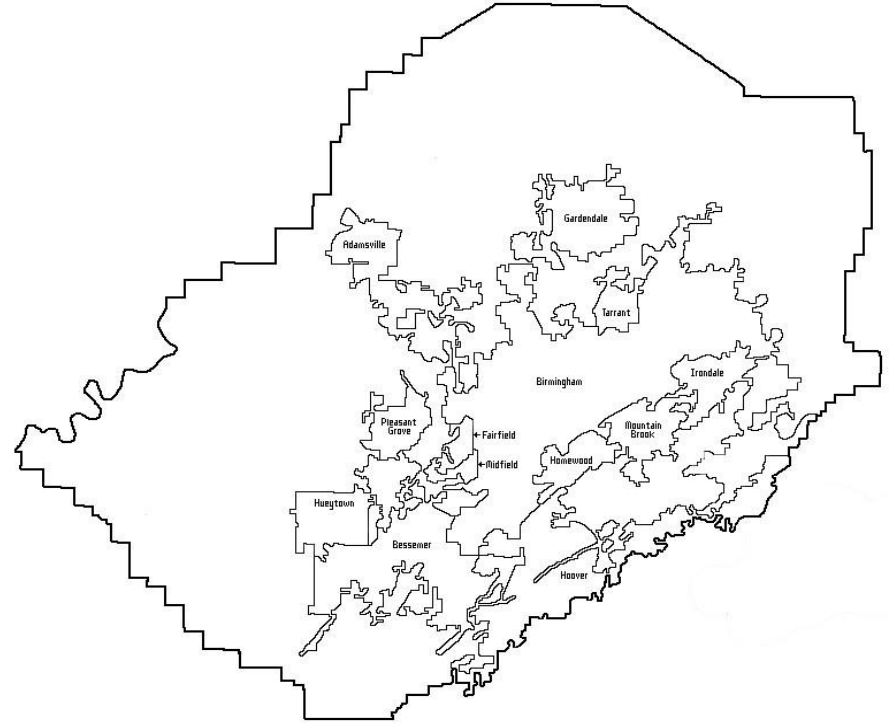


# Permanent Geo-Routing

Jefferson County Transfers  
Before and After Geo-Routing



A 38% decrease in transfer volume





# WiFi Calling: Lessons Learned

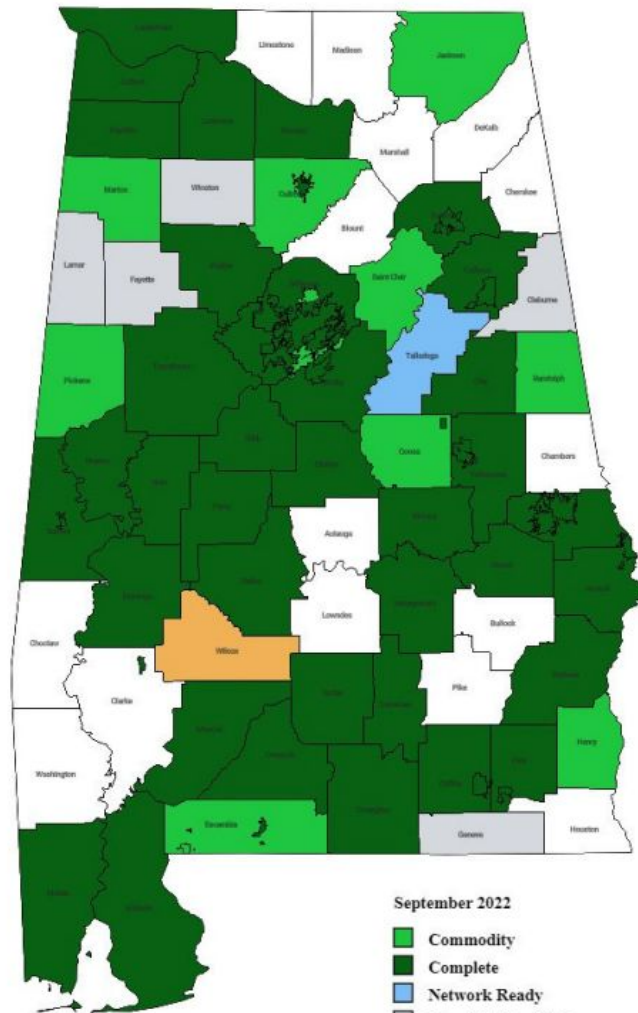
# Knowledge Based on Testing of WiFi Calling

1. Even if airplane mode is on, a 9-1-1 call attempts routing over the cell network (Normal routing to PSAP, Normal ALI).
2. If no cell network is available, call routes based on network IP and displays pre-programmed address from phone. (Normal routing to PSAP, Customer-programmed location).
3. If no location data is available via local network, call routes based on customer-programmed location (Customer-programmed routing and location).

# Core Services Upgrades and Changes

# Lumen Circuit Replacement

as of September 1, 2022



September 2022

- Commodity
- Complete
- Network Ready
- None Yet Identified
- Ordered

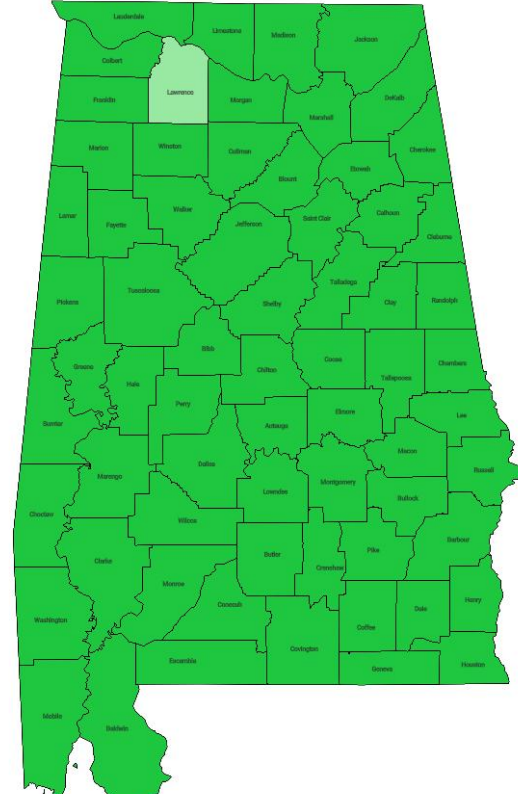




# FirstNet Conversion

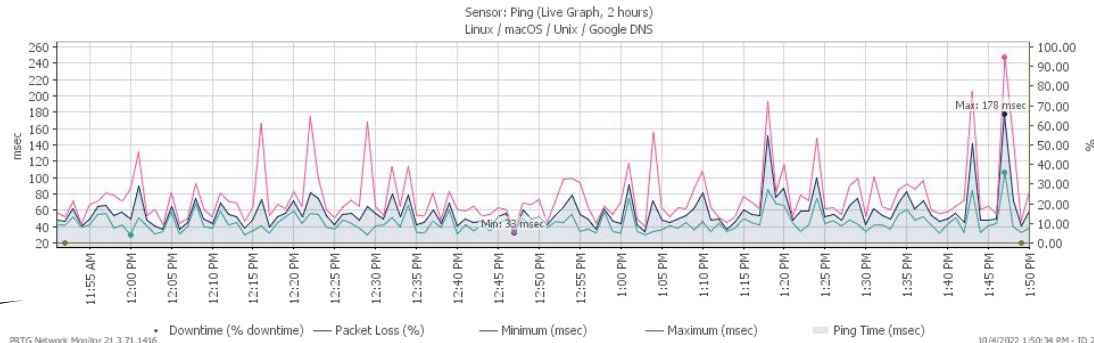
as of October 6, 2022

## FirstNet Conversion



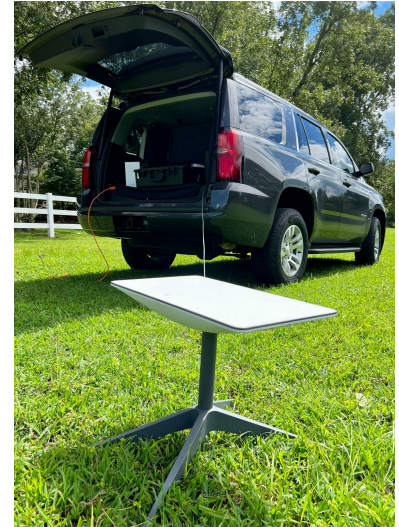
# Starlink

- Starlink testing for call delivery
- INdigital has been testing independently
  - We have been able to test and route 911 calls over Starlink



PRTG Network Monitor 21.3.71.1416

10/4/2022 1:50:34 PM - ID 2151



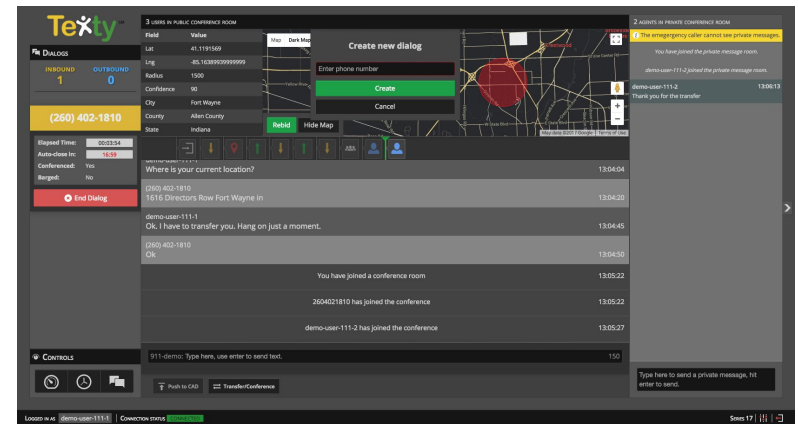
# Texty and TAG

## Texty/Tag Pre-Release 17.6

- Default routing update by area code - expected in October

## Texty Release 17.6 - Expected Q4 2022

- Bug fixes
- W3W identification and display
- Alarm message formatting
- Browser status check
- Graceful logout





# ALI Formats and Alternate Routing

# Information About ALI Formats

- All ALI Information comes from the carrier.
- As technology has changed, more information has been provided from carriers than what can be contained in standard ALI format configuration - 528 characters.
- INdigital provides a format that is roughly equivalent to double the character count of previous formats - 1010 versus 528.
- Vesta is character limited to 800 characters, and INdigital also has a format that can accommodate this limitation.

# Legacy ALI Format

## Wireless

(205) 511-2256 11:17 10/20  
WIRELESS 911 CAL  
LER  
WALKER COUNTY AL 134 WPH2  
AT&T MOBILITY  
2055223923 P# 511-2256  
ALT# 205-522-3923 LEC:ATTMO  
  
-087.307878 +33.851945

# INdigital ALI Format

## Wireless

- Routing ESN
- Tower information
- Position Certainty
- Z (altitude) info
- Shows original call destination

```
205-394-8646 CBN 601-678-2280 VZW
10/20/2020 09:15:34.0CDT WPH2
VERIZON ESN A121
909 W Puhmataha ST

Township:
Butler AL
Comments:
SE SECTOR

Updated Position
X=-088.222446 90% sure caller
Y=+032.089359 within 45.6 meters
Z=22+/-17.032997018360

LAW:
FIR: Responding agencies do not
EMS: populate for wireless calls.

LocTechn:Unknown
NOW: 10/20/2020 09:16:12.9
Originally routed to CHOCTAW CO
```

# Legacy ALI Format

## Wireline

ANI	Call	Trunk Status	Emergency Calls Waiting
(320) 235-9088	091101	Phone in	<input type="checkbox"/>
	ES6	ADD Type	Emergency Calls in Hold <input type="checkbox"/>
	0422	Waiting with Cause	Admin Calls Waiting <input type="checkbox"/>

Request ALI   Release Call           

(320) 235-9088   09/15/10   09:37

KANDIYOHI CO OFFICES

2201

NE 23 ST

WILLMAR   MI

BUSH 0

TEL# 6596

0422

WILLMAR PD <KNDI>

WILLMAR PD

WILLMAR AMB

Info:

# INdigital ALI Format

## Wireline

- Physical Address and name of business (if applicable)
- Responding ESN
- Responding agencies

```
251-847-2911    CBN 251-847-2911    MILRY
10/20          12:42              BUSN
WASHINGTON CO E911 SERVICE      ESN 266
435           HEARN DR

Township:
CHATOM                      AL
Comments:

X=   No lat/longs are given
Y=   for wireline calls
Z=

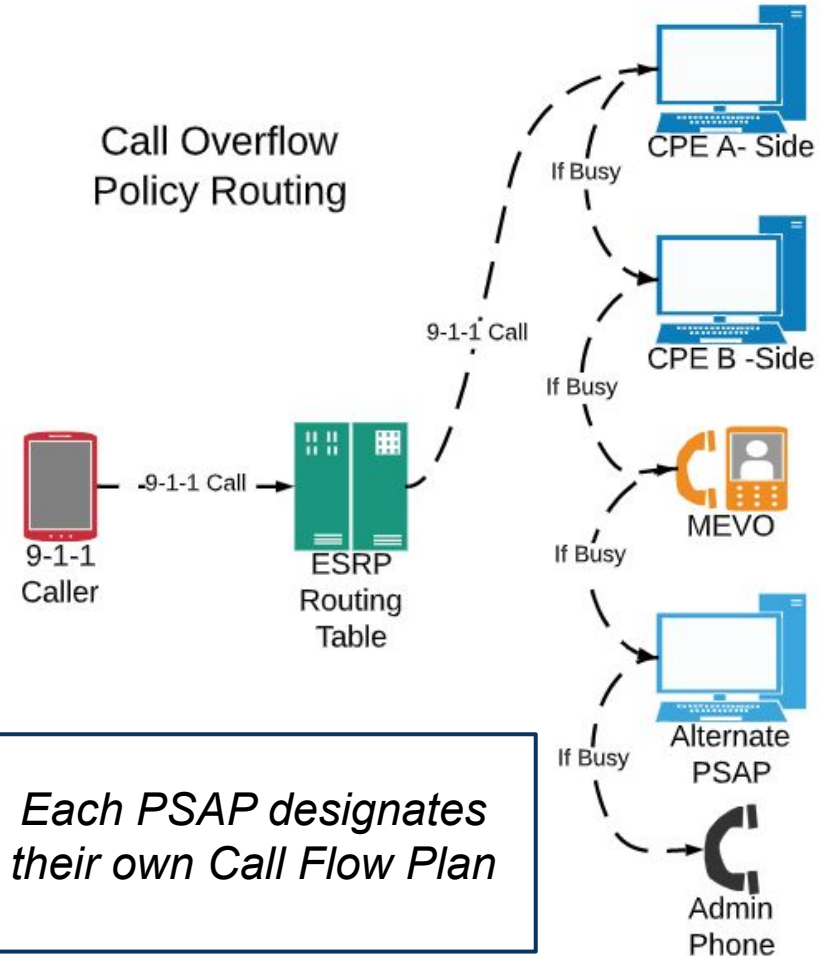
LAW: CHATOM
FIR: CHATOM
EMS: AMSTAR
LocTechn:
NOW: 10/20/2020 12:42:27.442
Originally routed to
```

# Policy Routing

# Policy routing (Basic PRF)

(PRF = policy routing function)

- Failover routing between CPE Controllers
- Failover routing options
  - MEVO
  - Admin lines
  - Neighbors
- 800# Failover routing





# INdigital Regional Training

Conducted in coordination with the Alabama 911 Board

- Free one day training offered in various regions of the state - lunch provided
- Open to all employees - New Employee Training, Managers, GIS Staff or as Refresher Training
- AL911.net/Toolkit, MEVO, Logix, Texty

### Terms

- Legacy 9-1-1 - refers to the traditional analog regional selective routers and delivered to a PSAP over an analog CAMA trunk.



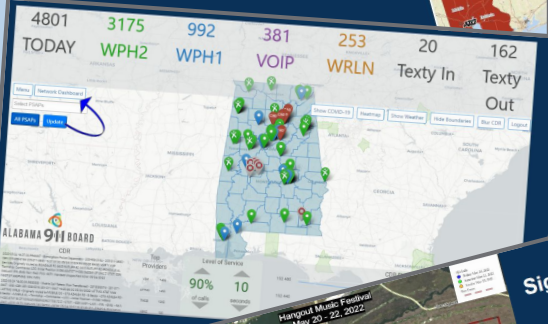
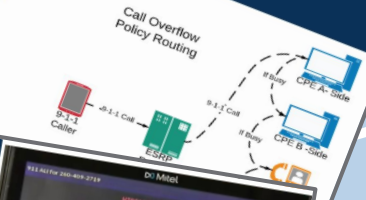
### Benefits of NG 9-1-1

- Resiliency and Redundancy
  - Redundant data centers with multiple (four) paths of connectivity between the two.
  - are located in Montgomery and Huntsville.
  - Multiple paths of connectivity to the PSAP.
    - IP Circuit and 4G (at minimum)
  - Multiple ways to answer a call at the PSAP
    - Call Handling Equipment (CPE/CHE)
    - MEVO
  - Multiple ways to receive emergency calls
    - Voice
    - Text
    - A more

### Policy Routing - (Basic PRF)

(PRF = policy routing function)

- Failover routing between CPE Controllers
- Failover routing options
  - MEVO
  - Admin lines
  - Neighbors
- 800# Failover routing



PSAP Toolkit requires a 2nd authentication. Remember, IF you get a new cellular phone, this application must be redownloaded and the Token ID submitted to a Service Manager to update the system.

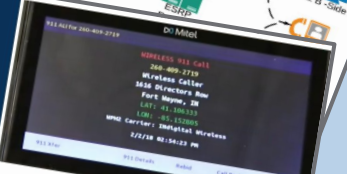
### Submit a Ticket

Clicking on "submit a ticket" will bring up a fillable form that will immediately submit to our NSOC once you hit the "submit" button. \*\* Please make sure you enter your county and state on the "Title (Subject)" line along with a brief description of the primary issue of the ticket.

Additional details

Upload files associated with ticket here

- MEVO has the ability to present ANI/ALI for wireline and wireless calls
- 9-1-1 Details displays designated ESN for that location and any additional data related to the call such as elevation of the caller (multi-story building)
- Rebid softkey is used to obtain a better location on a wireless call, rebid is allowed every 10-20 seconds



During live 911 calls, the ability to transfer, show call details, rebid and call back will be displayed on the screen.

- NSI or Non-service Initialized (911-002-1234), phone numbers display; however they are unable to ring back using the call back feature.

### Significant Event Analysis

#### Gulf Coast Hangout Music Fest



### MSAG Search

Search MSAG by low and high range or just by street name. Click on edit (✎) to make changes.

Low Range	High Range	Address	ESN
33500-33505	33500-33505	33500 WOOD AVE	100
33505-33510	33505-33510	33505 WOOD AVE	100
33510-33515	33510-33515	33510 WOOD AVE	100
33515-33520	33515-33520	33515 WOOD AVE	100
33520-33525	33520-33525	33520 WOOD AVE	100

### AI Translation

During both an inbound and outbound text session, when a message arrives that is not in English, the Telecommunicator can hit the "AI Translation" button located in the bottom toolbar of the screen (L). The message in the dialog area will then be translated and the drop down in the chat window (Q) will be set to the selected language.

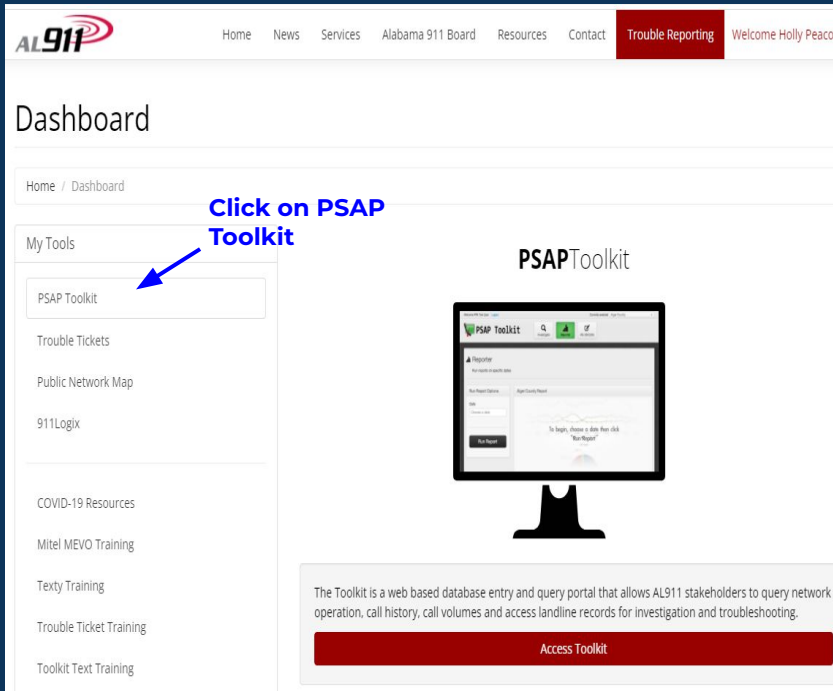
Once the AI Translation button is activated, all messages to and from the public will be transcribed to this language. The public will only see the translated message.

### Texty by Direction

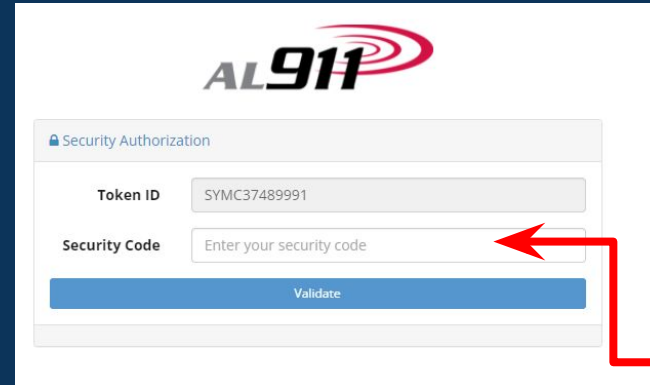


PSAP Toolkit requires a 2nd authentication. Remember, IF you get a new cellular phone, this application must be redownloaded and the Token ID submitted to a Service Manager to update the system.

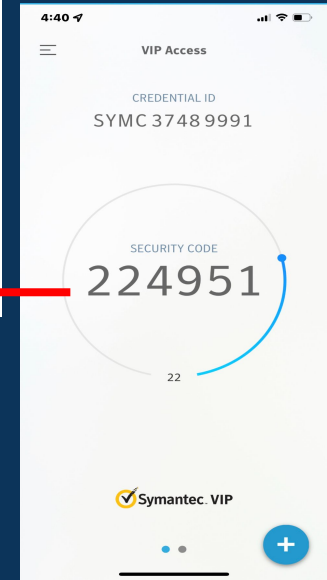
Otherwise, you will not be able to gain access to PSAP Toolkit.



The screenshot shows the AL911 website dashboard. The top navigation bar includes links for Home, News, Services, Alabama 911 Board, Resources, Contact, and Trouble Reporting. The main content area is titled 'Dashboard' and features a 'My Tools' sidebar on the left. A blue arrow points to the 'PSAP Toolkit' link in the sidebar. The main content area displays the 'PSAP Toolkit' logo and a monitor icon showing the toolkit interface. A red button labeled 'Access Toolkit' is visible at the bottom of the main content area.



The screenshot shows the 'Security Authorization' form. It includes the AL911 logo at the top. The form has two input fields: 'Token ID' with the value 'SYMC37489991' and 'Security Code' with the placeholder text 'Enter your security code'. A red arrow points from the 'Security Code' field to the right. Below the input fields is a blue 'Validate' button.



The screenshot shows the 'VIP Access' mobile application interface. It displays the 'CREDENTIAL ID' as 'SYMC 37489991' and the 'SECURITY CODE' as '224951'. The interface includes a Symantec VIP logo and a plus sign button at the bottom right.


Click on **“Access Toolkit”** and a second login will appear. This is where you will enter your VIP Access Security Code or dongle.



# Trouble Tickets

- Click on trouble tickets under the dashboard.

- Access Trouble Tickets in red bar will appear then 2nd authentication



Email \*

Password \*

[Sign In](#)

[Forgot my password](#)



## Dashboard

Home / Dashboard

### My Tools

PSAP Toolkit

Trouble Tickets

Public Network Map

911Logix

COVID-19 Resources

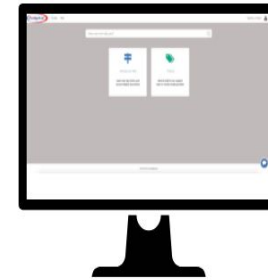
Mitel MEVO Training

Texty Training

Trouble Ticket Training

Toolkit Text Training

## TroubleTickets



From here you can access the customer interface for Trouble Tickets. You will have the ability to manage, enter and delete tickets.

[Access Trouble Tickets](#)





Clicking on “Tickets” top left will display tickets that have been opened by you. You have the option to see open, closed and organization tickets if you have that permission. You can also search the tickets by clicking on the ticket number or inserting in the search window.






The screenshot shows the INdigital Tickets dashboard. At the top left is the INdigital logo and the word "Tickets". To the right is a search box and a "Submit a Ticket" button with a user profile icon. Below the header is a breadcrumb "Dashboard / Tickets". A navigation bar contains five buttons: "My Open Tickets" (highlighted in blue), "My Closed Tickets", "Organization Open Tickets", "Organization Closed Tickets", and "All Tickets". To the right of these buttons is a search box labeled "Search Visible Tickets Below" and an "Export CSV" link. The main content area is a table with three columns: "Ticket Name", "Ticket Number", and "Date Created".

Ticket Name	Ticket Number	Date Created
Mobile County Communications District, AL - MEVOs in Command Vehicle	163859	03/08/2022 11:01 AM
Shelby County AL - Remove unused ANGEN equipment from old A side location	162730	02/23/2022 1:30 PM
Pike County Communications District - Pike County, AL	151218	10/08/2021 9:49 AM
Marengo County 911 Alabama	145448	08/13/2021 1:25 PM



# MSAG Search

Search MSAG by low and high range or just by street name.  
Click on edit (  ) to make changes.

ALI	MSAG	NAME	PANI	CBN	ELT	TEXT
Investigate > MSAG > Search						
<input type="text" value="Low Range"/>		<input type="text" value="High Range"/>		<input type="text" value="beasley"/>		<input type="button" value="ESN"/> ▼ <input type="button" value="Reset"/>
Edit	Street Range	Address				ESN
	<a href="#">15000-15459</a>	BEASLEY RD , FOLEY , AL				144
	<a href="#">15460-15478</a>	BEASLEY RD , FOLEY , AL				188
	<a href="#">15461-15479</a>	BEASLEY RD , FOLEY , AL				144
	<a href="#">15480-16950</a>	BEASLEY RD , FOLEY , AL				188
	<a href="#">49300-49530</a>	BEASLEY LN , BAY MINETTE , AL				111

# Edit Record

If a question arises from a submission, database will follow up with a team support ticket and the agency will be notified.

Our Database Team will also generate tickets to your PSAP occasionally when an outside request is made to change your MSAG, such as from a carrier or contractor.

*Please respond as soon as possible.*

*Accurate routing of 911 calls is dependent upon accurate data.*

MSAG > Edit Record

### Edit MSAG Record

Range  
15000 - 15459

Address  
none BEASLEY RD none

Community Name, State  
FOLEY, AL

Side, ESN, Exchange  
B 144 Exchange

General Use  
General Use

Note  
Add a note here...

Cancel Submit Ticket

# Screen Displays

911 Xfers button: Pre-programmed PSAP's for transferring of 911 calls. Local resources can also be programmed unique to each agency.

911 History button: Allows the ability to view call history on that MEVO. History of other calls in the PSAP can be found by pressing the All Calls button. By pressing the selected call, you may listen to the IRR or the instant recall recording, by pressing the Playback button.

- Copies of calls may be requested by submitting a trouble ticket indicating date/time/phone number of caller.

Reroute 911 button: Gives the PSAP the ability to move 911 calls from CPE to MEVO or the ability to “abandon PSAP” and move calls to another agency.





# Bi-Monthly INdigital MEVO Testing

Bi-monthly MEVO testing is completed by one of the Alabama Service Managers. This test is completed to verify that connectivity to our network is stable and connectivity is good. Other periodic testing should be established in house at each PSAP. A Service Manager will call into the MEVO phone by using the 10 digit administrative number assigned. \*\* Remember, this is also a 9-1-1 phone and should be treated as such.

**You represent the agency you work for!**



# MEVO Anywhere (MAK)



MEVO Anywhere is a 911 call handling system available to public safety agencies that works whenever and wherever necessary to dispatch remotely.

The system provides 911 and traditional telephone service for full-service 911 call handling.



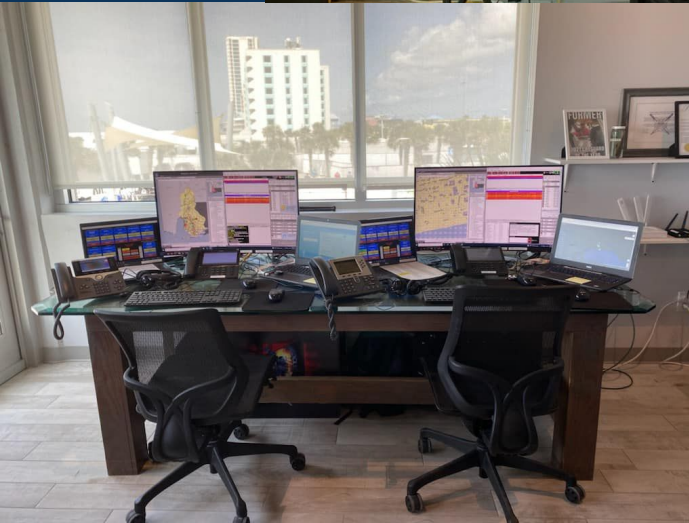
# With a MEVO Anywhere Kit you have the ability to....

- Process 9-1-1 and administrative calls
  - Reroute call delivery systems
- 9-1-1 call back from the push of a single button
  - Formatted ALI display
  - ALI data spills to CAD and MAP
  - 9-1-1 and administrative call history
- The ability to conference, transfer, barge, park active calls
  - Call logging and recording
    - Mapping interface



# Gulf Coast Hangout Music Fest

Baldwin County utilized a MEVO Anywhere Kit during the Hangout Music Fest to deploy dispatchers to work the Music Fest.



Gulf Shores, May 2022

# Inbound vs Outbound

## Outbound - Calls generated to a citizen by the Telecommunicator

- If voice call is lost and unable to make contact a 2nd time by voice
- Allows for better use of a time by giving 9-1-1 the ability to text a caller who might have inadvertently dialed 9-1-1. This frees up the Telecommunicator to continue other operations.
- Does not tie up a 9-1-1 line.



# Features in Release 17.5

## AI Translation:

When communicating with texters of another language, the AI Translation feature can be turned on for the conversation. This function will attempt to identify the speaker's language and translate all incoming and outgoing messages.

There are over 100 different languages available on the AI Translation.

The screenshot displays a dispatch console interface with a top toolbar containing icons for location, translation, and other functions. The main area shows a list of messages with timestamps and status indicators. A specific message is highlighted in green, and a text input field at the bottom is set to Spanish.

Location Event Received - View marker on map 07:39:26

Latitude: 41.772035 | Longitude: -88.473291  
Approximate location at center: Kane County, Illinois, United States

(630) 681-0001  
hay un accidente en la 1ra y principal [Spanish --> English] there is an accident on the 1st and main 07:40:30

AI Translation Enabled - See translated message(s) above 07:40:34

118-003-5011  
911-demo: is anyone hurt? [English --> Spanish] 911-demo: ¿alguien está herido? 07:40:59

(630) 681-0001  
si, manda una ambulancia [Spanish --> English] yes, send an ambulance 07:42:04

Spanish 911-demo: Type here, use enter to send text. 1014

Transfer/Conference Exigent Circumstances AI Translation Rebid Network Location Enhanced Location Hide Map

# AI Translation

During both an inbound and outbound text session, when a message arrives that is not in English, the Telecommunicator can hit the “AI Translation” button located in the bottom toolbar of the screen (L). The message in the dialog area will then be translated and the drop down in the chat window (Q) will be set to the selected language.

The screenshot displays the TeXty 9-1-1 interface. On the left, a sidebar shows '0 Inbound Calls' and '9-1-1' with 'MY DIALOGS' for 'INBOUND 1' and 'OUTBOUND 0'. A dialog for '(720) 934-1028' is active, showing a Spanish message: 'hay un accidente en la carretera' (translated to 'there is an accident on the road'). Below this, a message from '118-800-5011' asks 'Where is your current location?' (translated to 'Prueba 911: ¿Dónde está tu ubicación actual?'). The bottom toolbar includes buttons for 'AI Translation', 'Rebid Network Location', 'Enhanced Location', and 'Hide Map'. A red arrow points to the 'AI Translation' button. A search bar (Q) is set to 'Spanish'. A map on the right shows a location event with coordinates (41.119130, -85.1629961) and a 1000-meter radius.

Once the AI Translation button is activated, all messages to and from the public will be transcribed to this language. The public will only see the translated message.

4801

3175

992

381

253

20

162

TODAY

WPH2

WPH1

VOIP

WRLN

Texty In

Texty Out

Menu Network Dashboard

Select PSAPs

All PSAPs Update

Show COVID-19

Heatmap

Show Weather

Hide Boundaries

Blur CDR

Logout



CDR

2022-05-24 16:27:26.9966667 - Birmingham Police Department - 205-956-2184 - 205-211-8860 - CBN 205-956-2184 205-211-9881 16:27:27.00 05/24/2022:RORWOOD BANK VOIP V Jsp Services Originally routed to IRONDALE PD 2605 RATLUFF RD 2605 RATLUFF RD IRONDALE AL Township; Comments:LOC:Initial Position X:06.634707 Y:038.542569 CF UNC Z GTXT:ESN 066LAW: FIR: EMS: RA1: RA2: FOC: GLTY: Handset Unspecified NOW: 05/24/2022 16:27:27.496FMAS: MIN: IMIN:

2022-05-24 16:30:24.9833333 - Mobile Call-Takers (Non Transferred) - 251-508-5016 - 251-511-0647 - 203 - CBN 251-508-5016 251-511-0647 16:30:26.00 05/24/2022--ATTMO AT&T Mob --ATTMO WRLN --Originally routed to MOBILE CO -273 AZALEA RD - S Sector -273 AZALEA RD - S Sector --MOBILE AL --Township --Comments --LOC --Initial Position --X:088.143843 Y:420.674118 CF105NUMISSINGJNC1708.72 Z --GTXT --ESN 4491-LAW --FIR --EMS --RA1: --RA2: --FOC: GLTY: Network Cell Sector --NOW:05/24/2022.16:30:29.301--EMAS:Authorization

Top Providers

VZW	1499
ATTMO	1450
TMOB	1242
VERIZ	130

Level of Service

90%

of calls

10

seconds

CDR Flow

192 480

192 440

16:31:00

Activity

Leaflet | © OpenStreetMap © CartoDB





# Options:

**Menu** Menu will bring you to reports

**Live CDR** Live CDR will toggle to previous map

**Show Radar** Show Radar will display weather overlay

**Blur ANI** Blur ANI will blur the phone number

Menu Live CDR Show Radar

Blur ANI **Show COVID-19**

## Alabama ANGEN Network Statistics

8145

Calls Today

631

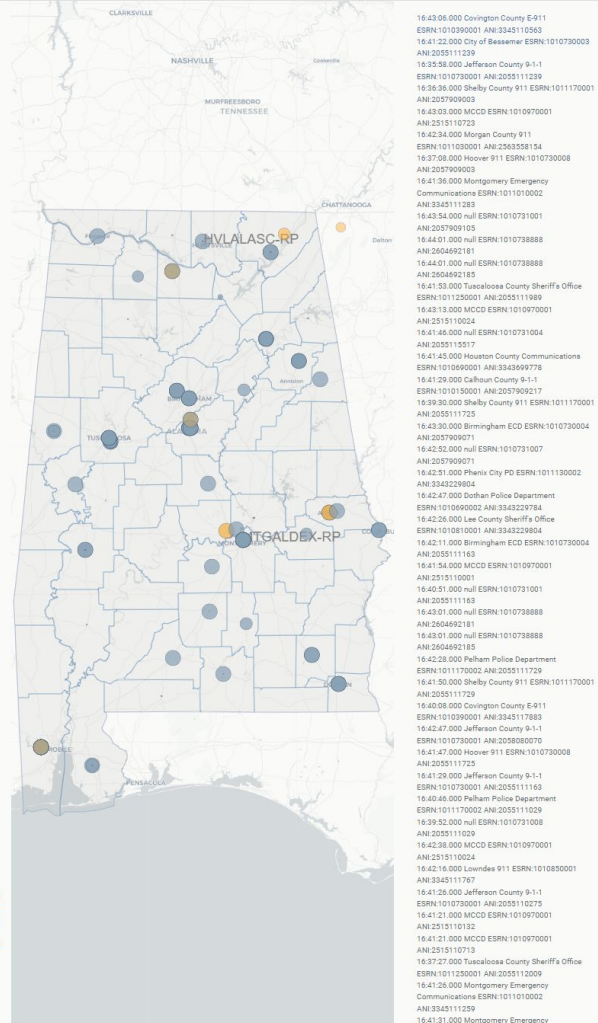
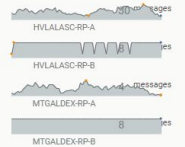
Past Hour

152

ESRNs Active 1hr

299

ESRNs Active 24hr

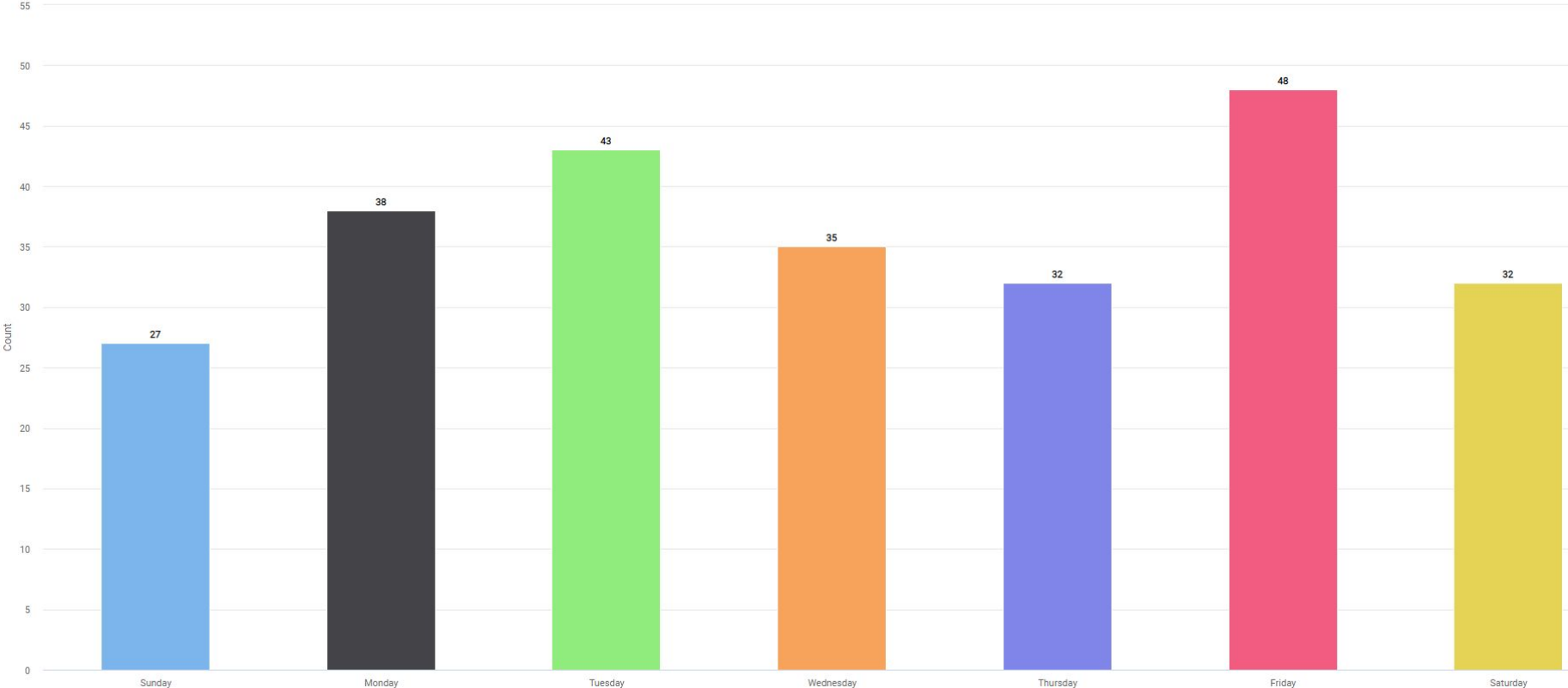


# Various Reports Available



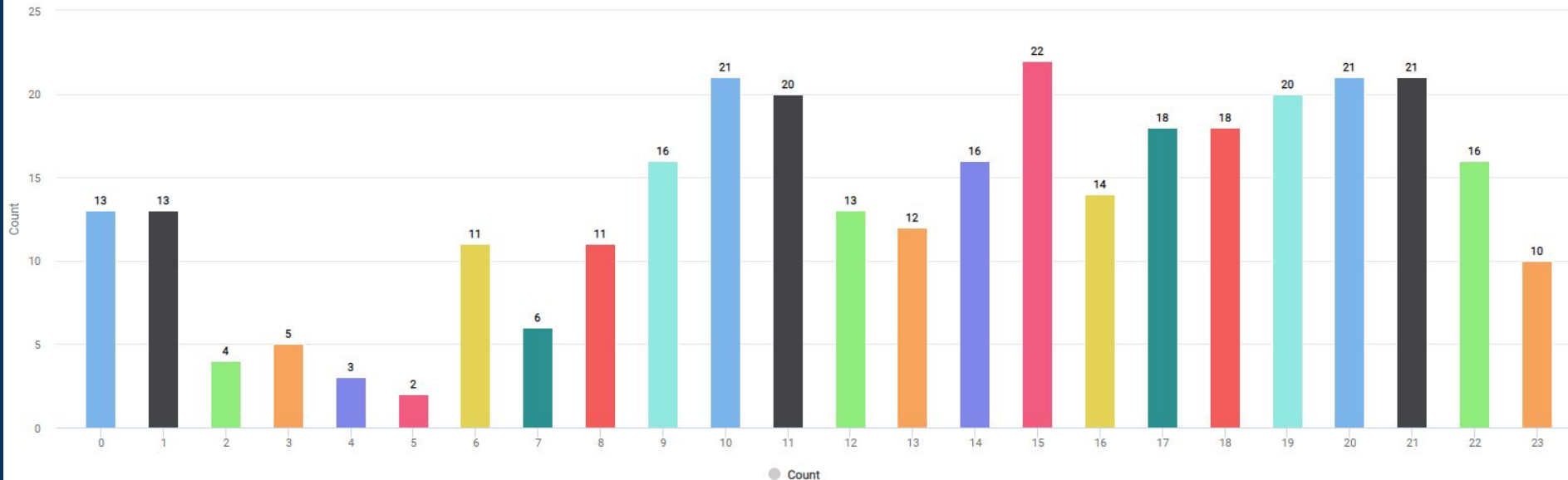
# Calls by Day of Week

Calls by Day of Week 2022-03-20 00:00:00 to 2022-03-26 23:59:59



# Calls by Hour

Calls by Hour 2022-03-06 00:00:00 to 2022-03-12 23:59:59

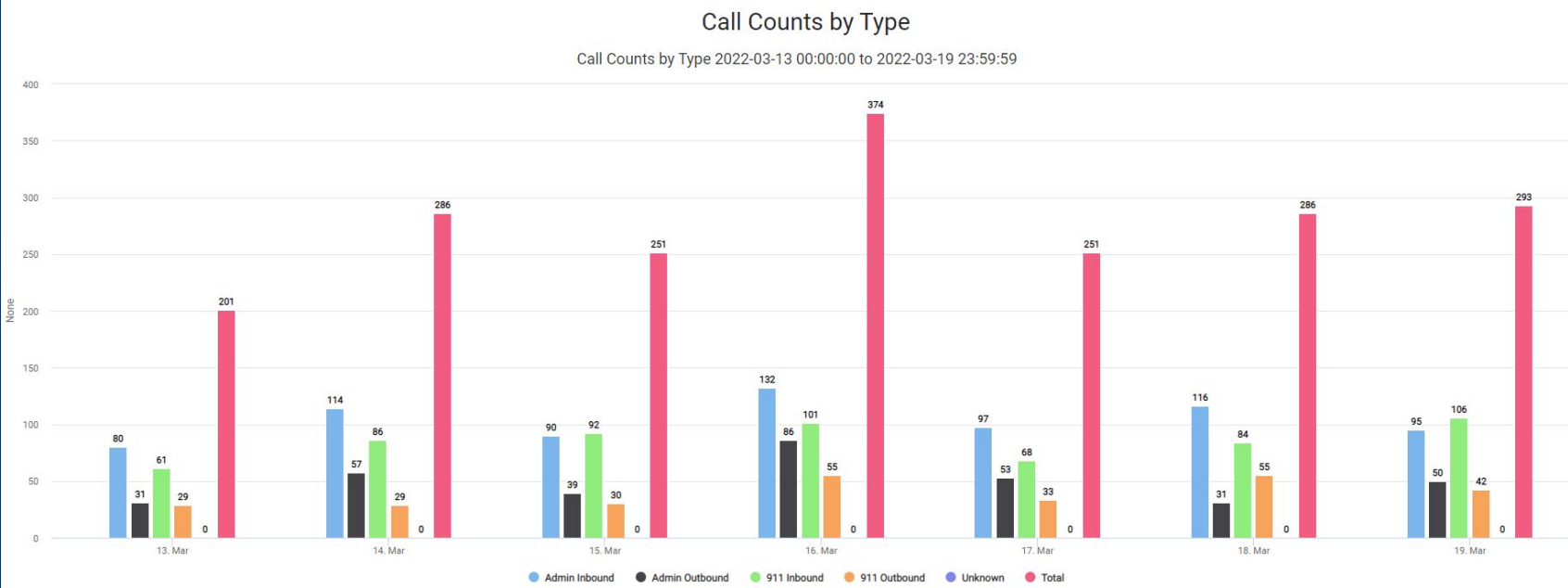


Copy CSV PDF

Search:

Average	1.86	1.86	0.57	0.71	0.43	0.29	1.57	0.86	1.57	2.29	3.00	2.86	1.86	1.71	2.29	3.14	2.00	2.57	2.57	2.86	3.00	3.00	2.29	1.43
Totals	13	13	4	5	3	2	11	6	11	16	21	20	13	12	16	22	14	18	18	20	21	21	16	10

# Call Counts by Type



Copy CSV PDF

Search:

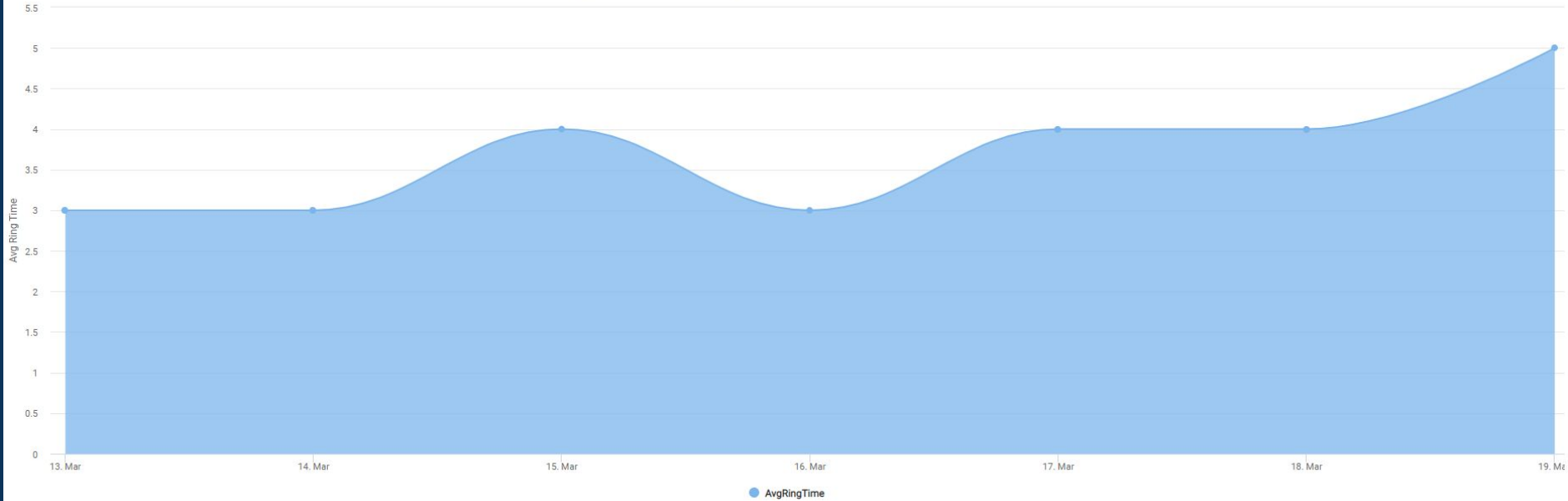
Average	103.43	49.57	85.43	39.00	0.00	277.43
Totals	724 (18.6%)	347 (8.9%)	598 (15.4%)	273 (7.0%)	0 (0.0%)	1942 (50.0%)
Date	↑ Admin Inbound	↑ Admin Outbound	↑ 911 Inbound	↑ 911 Outbound	↑ Unknown	↑ Total



# Average Ring Time

## Average Ring Time (Seconds)

Average Ring Time (Seconds) 2022-03-13 00:00:00 to 2022-03-19 23:59:59



Copy CSV PDF

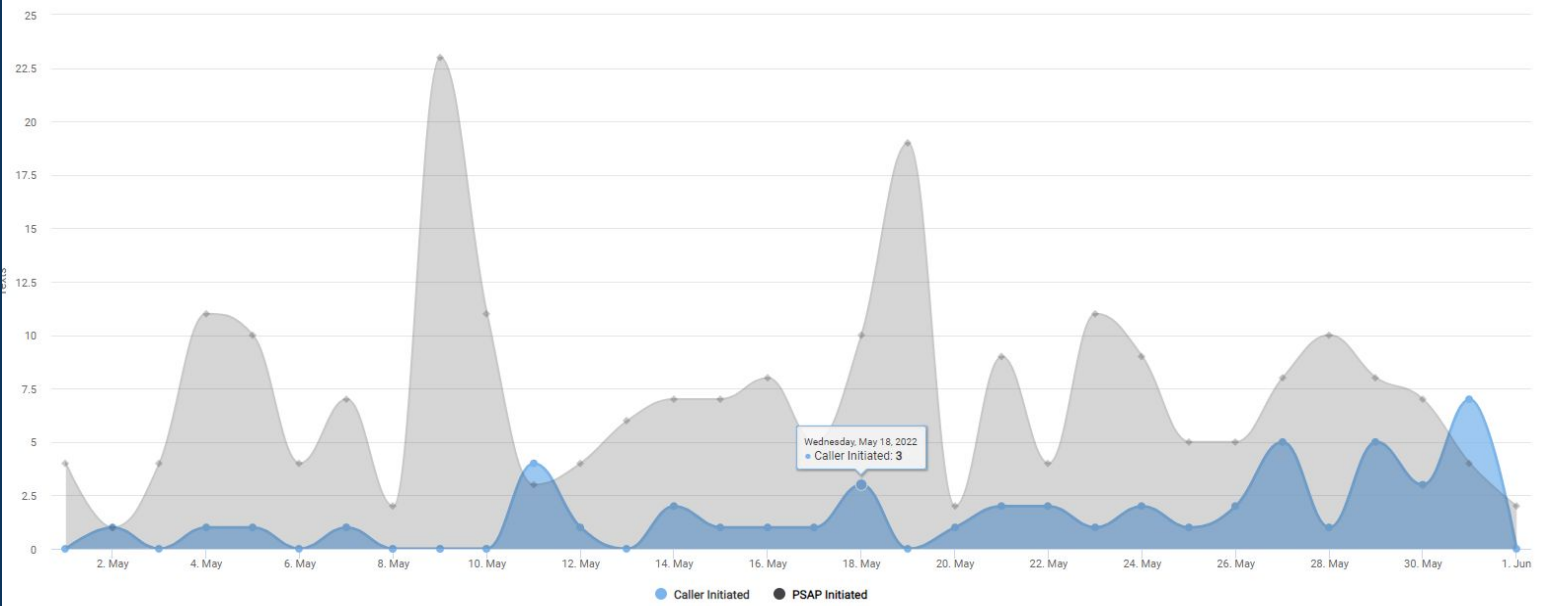
Search:

Average

3.71



# Texty by Direction



Copy CSV PDF Search:

Average	1.53	7.19
Totals	49	230
Date	↑ 1. Caller Initiated	↑ 1. PSAP Initiated

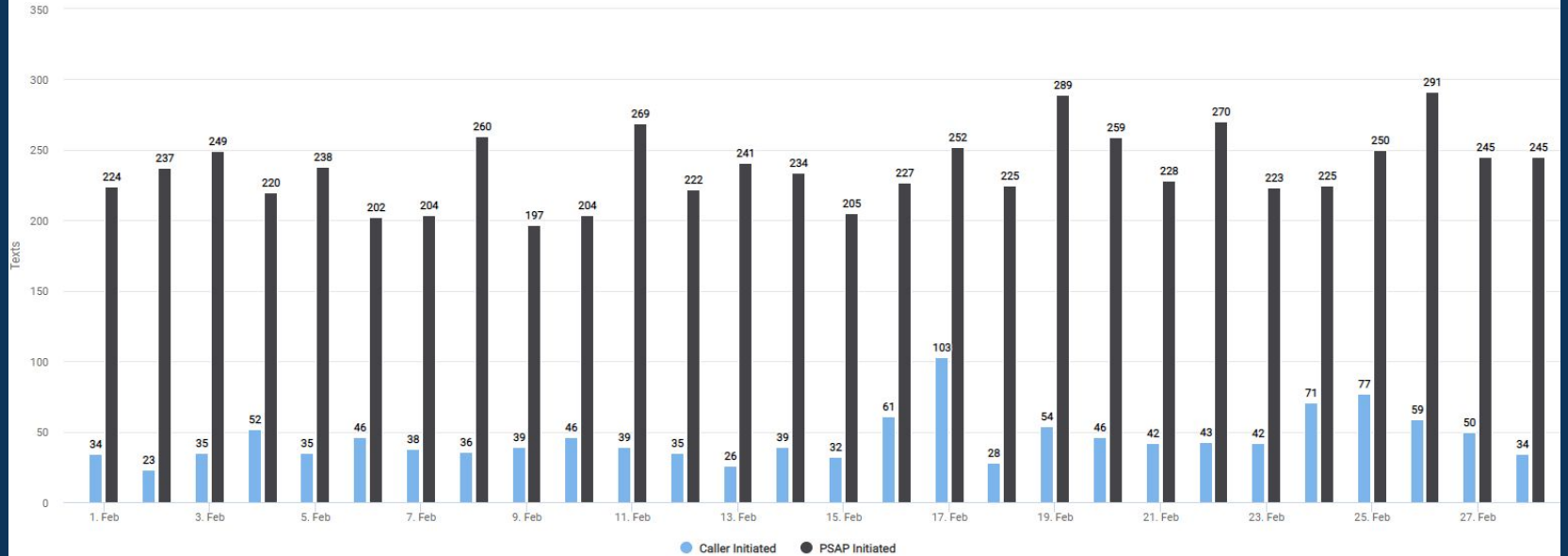
**Annual Report Count**



# Texty by Direction

## Text by Direction

Text by Direction 2022-02-01 00:00:00 to 2022-02-28 23:59:59



Copy CSV PDF

Search:

Average	45.18	236.96
Totals	1265 (16.0%)	6635 (84.0%)





# Questions?

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