December 6, 2022
Talk About It Tuesday!

Board Staff Contact Information

Leah Missildine
Executive Director for the Alabama 9-1-1 Board
Email: leah@al911board.com

Adam Brown
Deputy Director for the Alabama 9-1-1 Board
Email: adam@al911board.com

Ron Cooley
Financial Manager for the Alabama 9-1-1 Board
Email: ron@al911board.com

Michelle Peel
Program Coordinator for the Alabama 9-1-1 Board
Email: michelle@al911board.com

Dana Nation
Program Coordinator for the Alabama 9-1-1 Board
Email: dana@al911board.com

Anderson Brooms
GIS Program Manager for the Alabama 9-1-1 Board
Email: anderson@al911board.com

Nida Jackson
Senior GIS Specialist for the Alabama 9-1-1 Board
Email: nida@al911board.com

(334) 440-7911

Agenda

December 6, 2022

- INdigital Update

- Reminders & Upcoming Training

Talk About It Tuesday

December 6, 2022

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Topics

1. New Classes of Service

2. Texty Upgrade 17.6

3. Policy Routing

4. Upcoming Regional Training

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Coming Early 2023

New Classes of Service:

Some Examples - ALI Display Description

- WCVC - Wireless E911 Civic Address

- WDL1 - Wireless E911 Dispatchable Location 1

- WDL2 - Wireless E911 Dispatchable Location 2

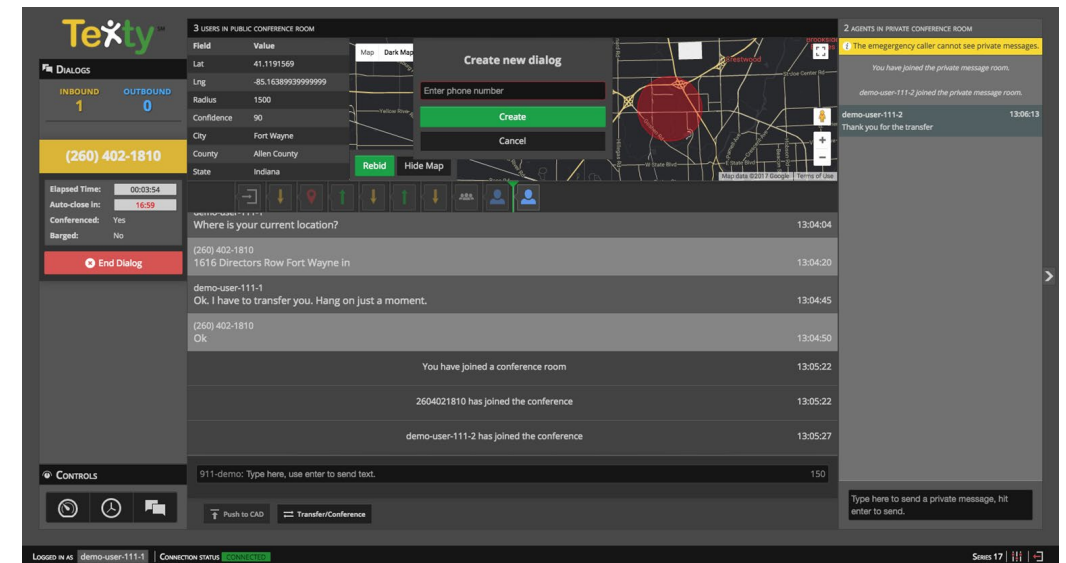*Baldwin County will be the test site*

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Texty

Texty Improvements
- Default routing update by area code - Complete

Texty Release 17.6 - Expected Q4 2022
- Bug fixes
- W3W identification and display
- Alarm message formatting
- Browser status check
- PSAP Messaging

Field	Value
Location Type	Network
Latitude	41.119493
Longitude	-85.163880
Elevation	212 meters
Radius	52 meters
What3Words	meant.fades.flat

What3Words display as well as Location Name

Longitude	-74.006102
Address	City Hall Park Greenway
City	New York
County	New York County
State	New York

118-800-5011
Test 911: Click on this link, allow location services and read or reply the 3 words on the screen to the dispatcher. https://us.findme.w3w.co/   11:39:02

(720) 934-1028
Clip.apples.leap   11:39:22

Location Event Received - View marker on map   11:39:23

Latitude: 40.712875 | Longitude: -74.006102

Approximate location at center: The Bridewell, City Hall Park Greenway, Lower Manhattan, Manhattan Community Board 1, Manhattan, New York County, New York, 10000, United States

Test 911: Type here, use enter to send text.   1015

We now have the ability to send messages to all Texty Users

When logging in the tab will be highlighted in red. An administrator can open a support ticket with INdigital to have a message created and sent.

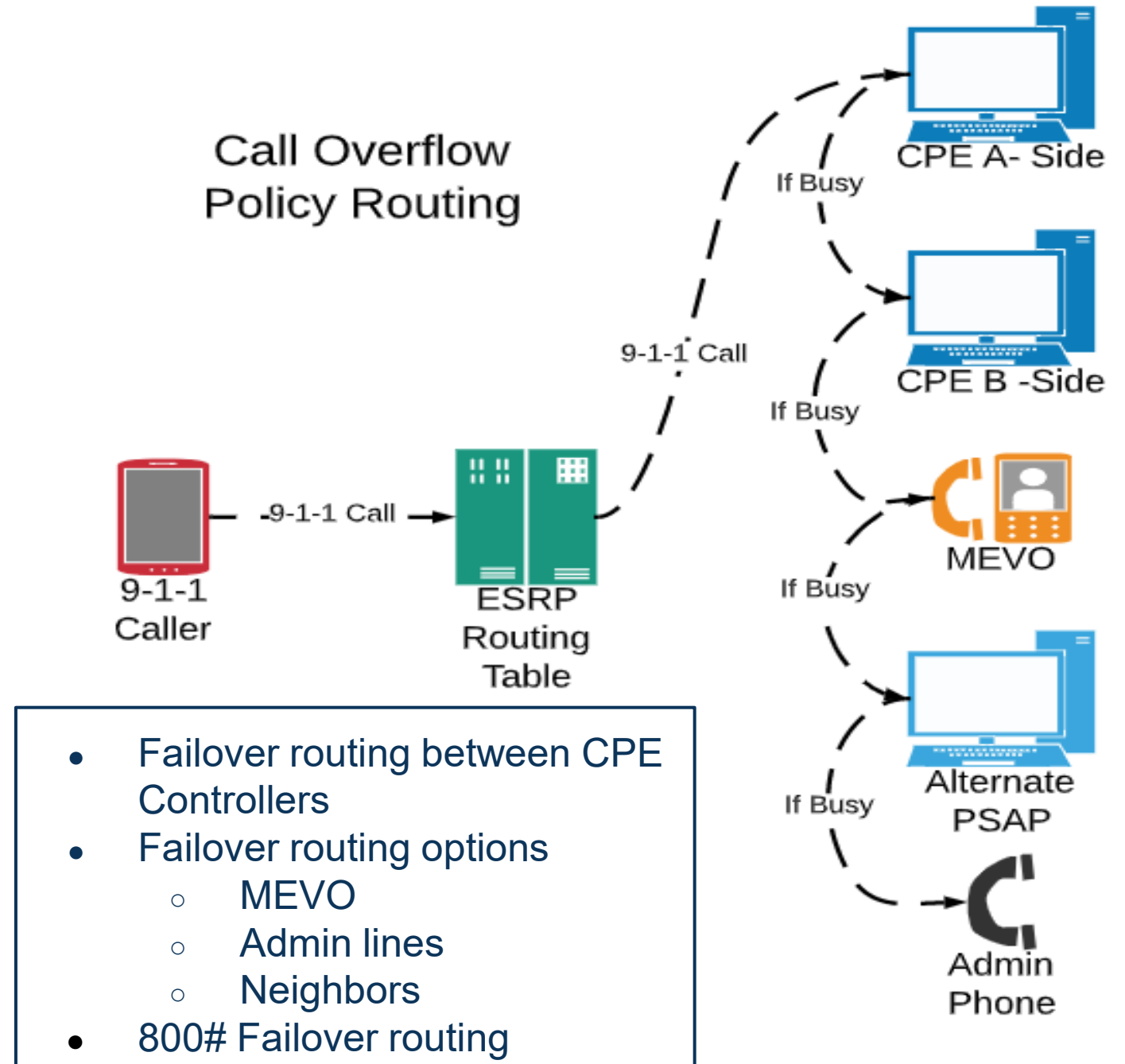| Date	Subject	Message
2022-10-31 17:26:04	Franklin County Calls Diverted	Franklin County is offline for maintenance. All traffic has been directed here.
2022-10-26 06:36:15	NWS Warning	NWS issued a tornado warning starting at 10am.
2022-09-27 17:54:15	System maintenance	Statewide maintenance will be performed on 10/15 at 2am. Some systems may be offline.

Showing 1 to 3 of 3 entries

Previous   1   Next

Time to review and update call routing decisions made in the past

Each PSAP designates their own Call Flow Plan and ring timers

Call Overflow Policy Routing

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

Not to Be Confused with Default Routing

○ Default Routed - The routing condition that occurs when a 9-1-1 call arrives at a switching or routing point with insufficient data to allow normal routing to the correct PSAP (2020 NENA Definition).

○ A Default PSAP is a place where a 9-1-1 call is delivered when the accompanying ANI fails. This creates an ALI failure as well.

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Default Call Routing

Alabama has selected to do a round-robin, which is an equal distribution to the group of Default PSAPs.
This will allow calls to rotate between centers, not to cause any influx of calls to any one center.

Calhoun County 911

Montgomery County 911

Mobile County Communications District

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However, recent events have indicated that more than 3 default PSAP's in Alabama would be helpful to avoid any of these default PSAPs being overwhelmed when a statewide issue occurs.

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Upcoming INdigital Regional Training
Beginning 2023

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

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Terms

- Legacy 9-1-1 - refers to the traditional means of call delivery, aggregated at analog regional selective routers and delivered to a PSAP over an analog CAMA trunk.

Selective Router Service Areas

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 com...
   - Voice
    - Text
  - A more...

Policy Routing - (Basic PRF)
(PRF = policy routing function)

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

Call Overflow Policy Routing
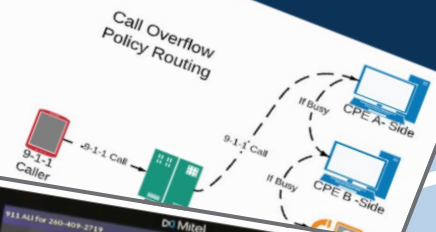
- MEVO has the ability to present ANI/ALI for wireline and wireless calls
- 9-1-1 Details displays designated ESN for that location and any additional data related to the call such as elevation of the caller (multi-story building)
- Rebid softkey is used to obtain a better location on a wireless call, rebid is allowed every 10-20 seconds
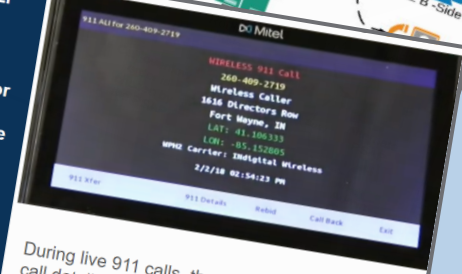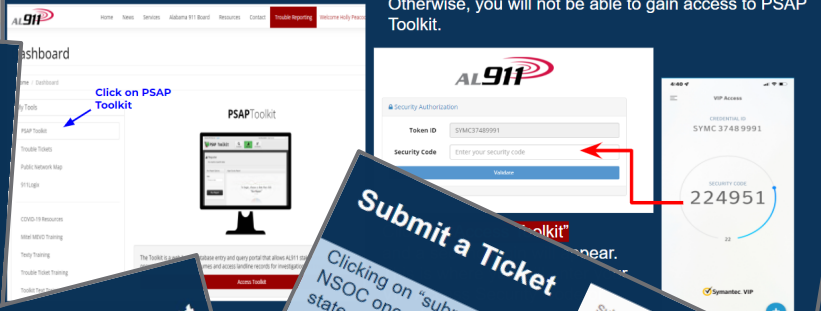
During live 911 calls, the ability to transfer, show call details, rebid and call back will be displayed on the screen.

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

4801 TODAY   3175 WPH2   992 WPH1   381 VOIP   253 WRLN   20 Texty In   162 Texty Out

90% of calls   10 seconds

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.

Click on PSAP Toolkit

PSAPToolkit

Token ID SYMC37489991
Security Code Enter your security code
224951
VIP Access CREDENTIAL ID SYMC 3748 9991
Symantec VIP

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

Submit a Ticket

Title (Subject)
Description
Additional details
Upload files associated with ticket here.
Drop files here

Significant Event Analysis
Gulf Coast Hangout Music Fest

Hangout Music Festival May 20 - 22, 2022

MSAG Search

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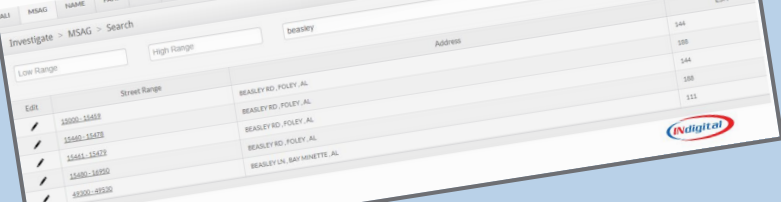
AI Translation

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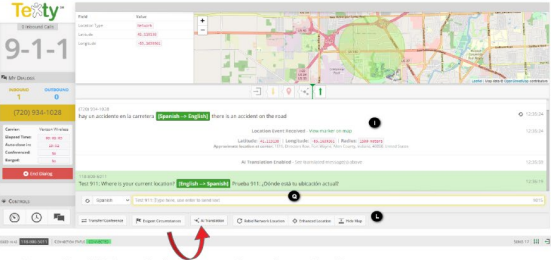
Once the AI Translation button is activated, all messages to and from the public will be transcribed to this language. The public will only see the translated message.

9-1-1

Texty by Direction

Annual Report Count

Questions?

INdigital
877.469.2010
support@indigital.net

Caleb Branch
VP of Market Management
cbranch@indigital.net
256.276.6854

Melissa Carpenter
Alabama Service Manager
mcarpenter@indigital.net
334.531.9152

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Reminders and Upcoming Training

Legacy 9-1-1 Cost Reimbursement last day for submission is **December 10, 2022**. You can access the form here.

Dates	Training	Location	Organization	Status
December 14-15	ALEMD Phase 1 Instructor Course	Montgomery, AL	Alabama 9-1-1 Board	Open

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

Don't forget to enroll your new telecommunicators in Virtual Academy!!

VIRTUAL ACADEMY

Questions

Phone: 334.440.7911

Michelle Peel
Program Coordinator for the Alabama 9-1-1 Board
Email: michelle@al911board.com

Anderson Brooms
GIS Program Manager for the Alabama 9-1-1 Board
Email: anderson@al911board.com

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