




ALABAMA 911 BOARD

**January 18, 2023
Board Meeting
Montgomery, AL**

 @alabama911board

 Alabama 9-1-1 Board

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 <http://al911board.com>

Board Meeting Agenda

Introduction

- ❖ Call to Order
- ❖ Roll Call
- ❖ Agenda Approval (Tab 1)
- ❖ Minutes Approval (Tab 2)
- ❖ Guest Introductions

Programmatic Reports

- ❖ Finance (Tab 3)
- ❖ Education & Outreach (Tab 4)
- ❖ Technology (Tab 5)
- ❖ Governance (Tab 6)

Closing

- ❖ Old Business (Tab 7)
- ❖ New Business (Tab 8)
- ❖ Public Comments
- ❖ Next Meeting
- ❖ Adjournment



Finance

TAB 3

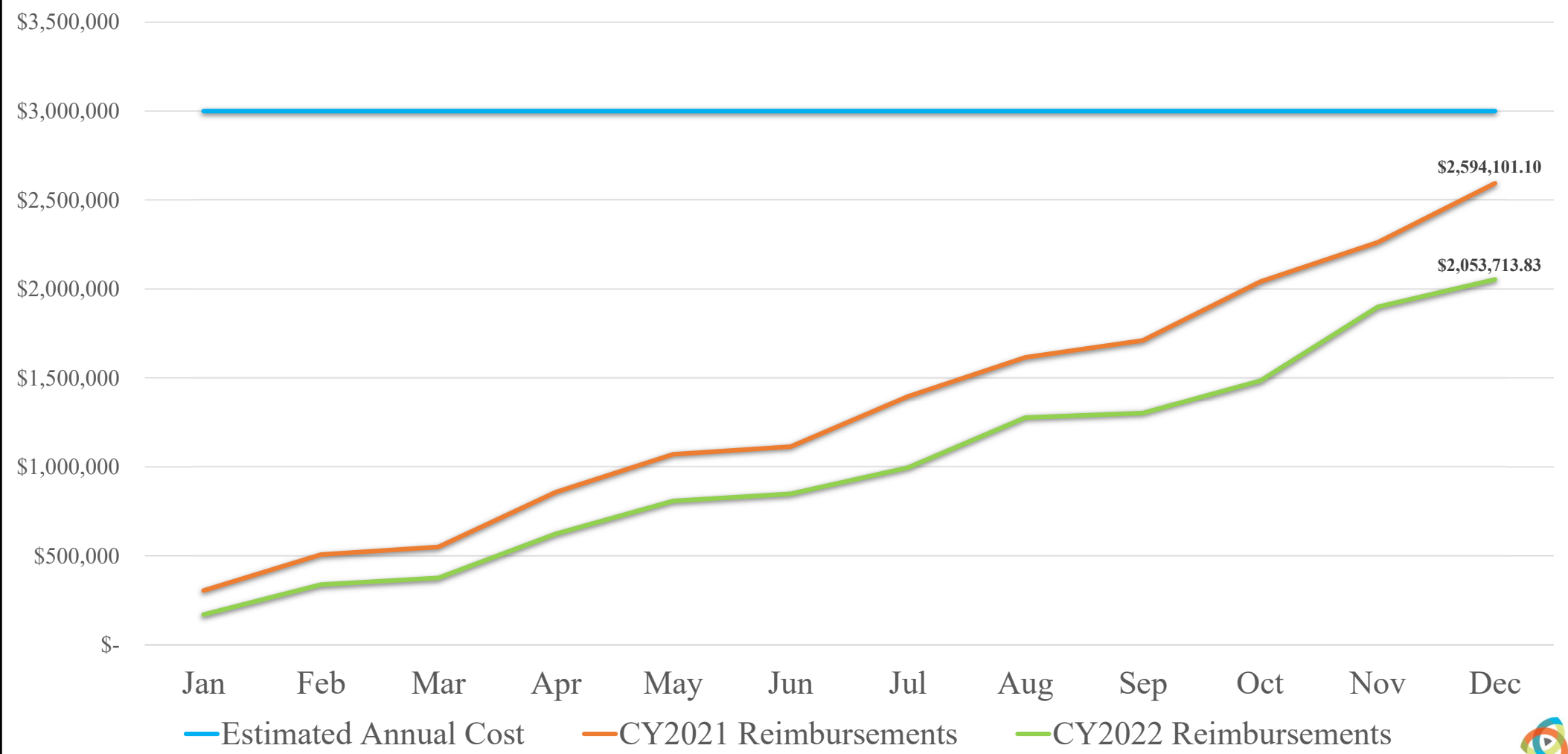


Finance

- ❖ **Accounting Agreement**
- ❖ **Financial Statements**
- ❖ **Legacy Reimbursements**
- ❖ **Grants**
- ❖ **Cost Recovery**



Legacy Cost Reimbursement: Estimated vs Actual



— Estimated Annual Cost

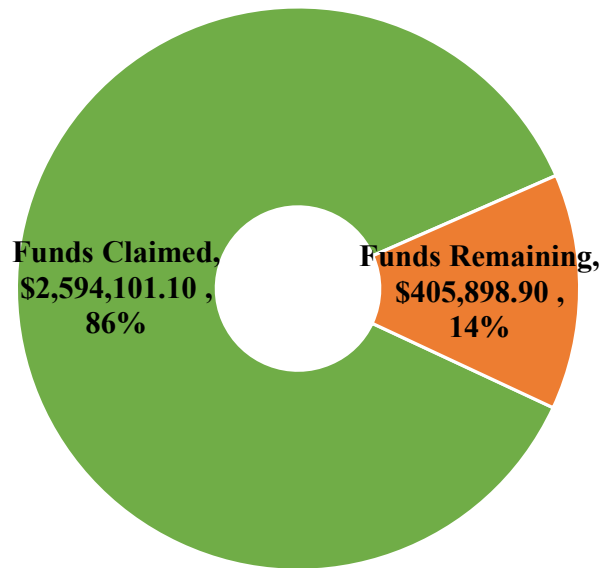
— CY2021 Reimbursements

— CY2022 Reimbursements

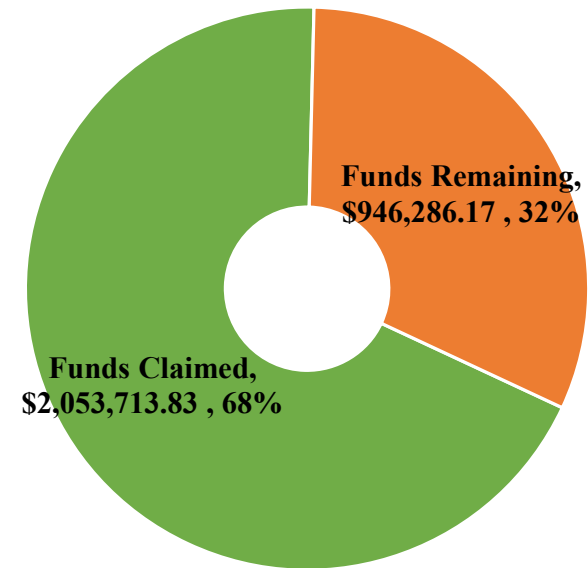


FY2021 versus FY2022 Legacy Costs Fund Usage Summary

FY2021 Funds Usage of the Estimated \$3M

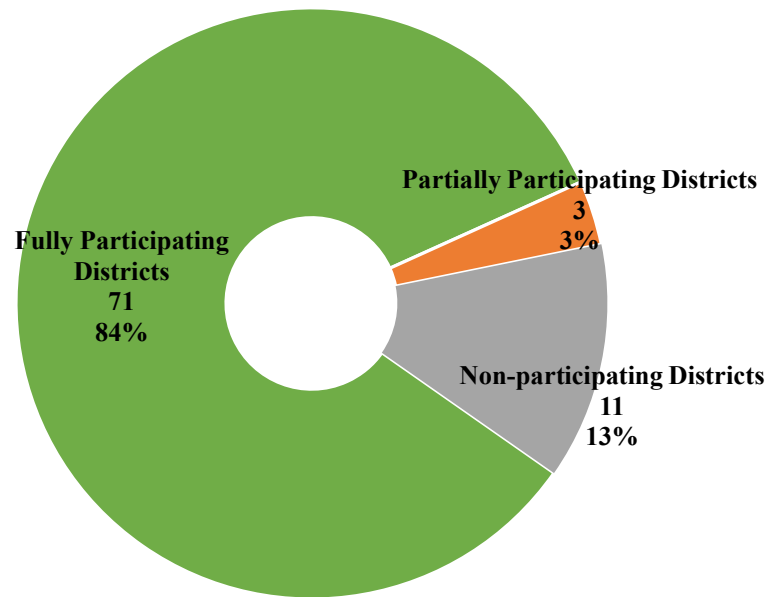


FY22 Funds Usage of the Estimated \$3M

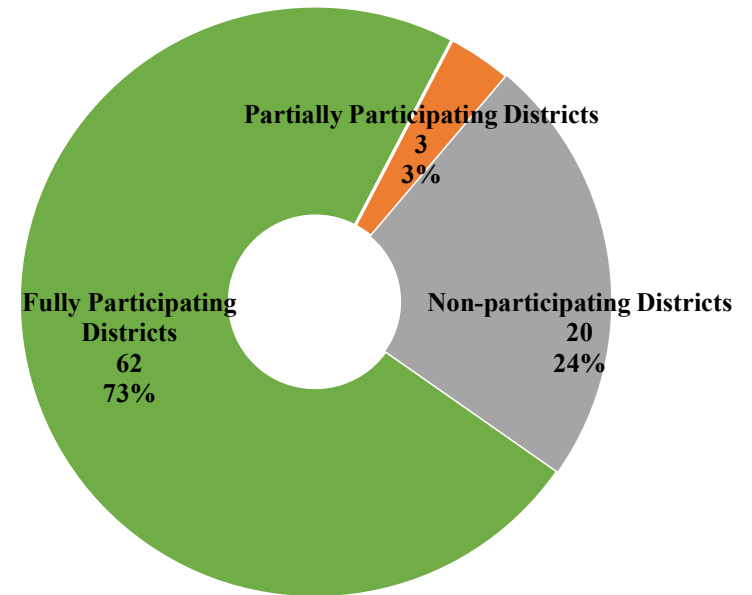


FY2021 versus FY2022 Legacy Costs Participation Summary

FY2021



FY2022



Grant Cycle 7 Awards

Application Number	Emergency Communication District	Project Type	Award Amount	Agreement Returned	Funds Sent to Grantee	Project Completed and Closed out
GC7-2022-001	Henry County	NG9-1-1 Recorder	\$ 20,045.00	10/03/2022	10/24/2022	1/11/2023
GC7-2022-002	Autauga County	NG9-1-1 CPE	\$ 85,193.96	11/09/2022	11/25/2022	
GC7-2022-003	Tallapoosa County	Direct IP Call Delivery	\$ 36,339.00	10/28/2022	11/25/2022	
GC7-2022-004	Marengo County	NG9-1-1 CPE	\$ 125,358.75	11/03/2022	11/25/2022	
GC7-2022-007	Marion County	NG9-1-1 CPE	\$ 103,983.75	9/30/2022	10/24/2022	
GC7-2022-008	Winston County	NG9-1-1 Recorder	\$ 25,000.00	10/31/2022	11/25/2022	1/11/2023
GC7-2022-012	Randolph County	NG9-1-1 Recorder	\$ 25,000.00	10/20/2022	10/24/2022	
		GIS-related	\$ 7,219.88			
GC7-2022-013	Colbert County	CAD	\$ 106,698.60	11/08/2022	11/25/2022	
GC7-2022-014	Bullock County	NG9-1-1 Recorder	\$ 24,485.00	10/04/2022	10/24/2022	
GC7-2022-015	Morgan County	NG9-1-1 CPE	\$ 21,261.37	11/16/2022	11/25/2022	
GC7-2022-016	Choctaw County	CAD	\$ 4,500.00	11/01/2022	11/25/2022	
GC7-2022-018	Jefferson County	NG9-1-1 Recorder	\$ 25,000.00	10/03/2022	10/24/2022	
GC7-2022-020	Jackson County	NG9-1-1 CPE	\$ 138,750.00	11/16/2022	11/25/2022	
GC7-2022-024	DeKalb County	NG9-1-1 CPE	\$ 173,306.25	11/17/2022	11/25/2022	
TOTAL			\$ 922,141.56			



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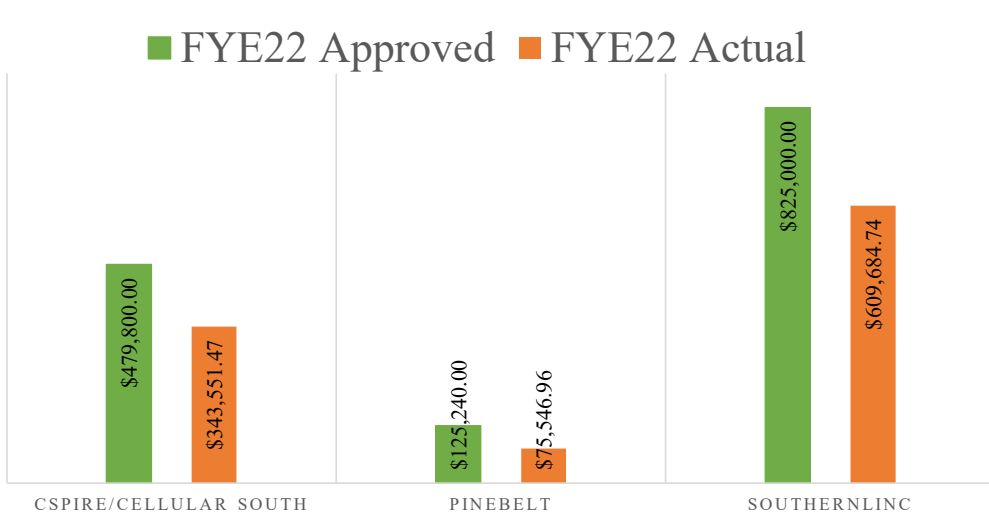


<http://al911board.com>

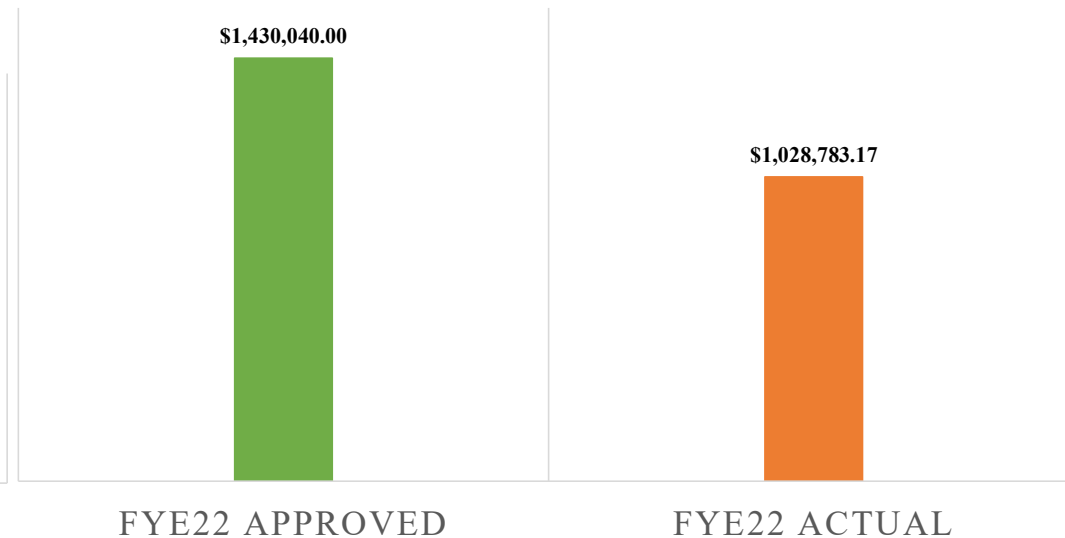
FY22 Cost Recovery Summary

COST RECOVERY - BY CARRIER

■ FYE22 Approved ■ FYE22 Actual



COST RECOVERY - ALL

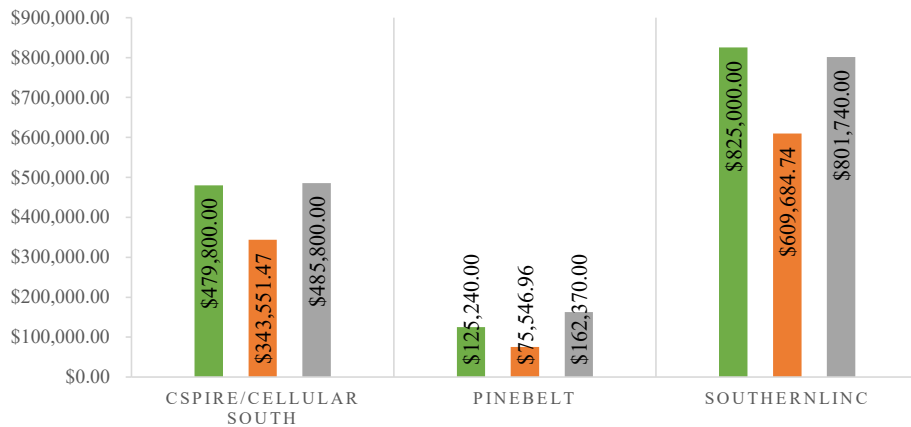


FY22 & FY23 Cost Recovery Plans Comparison

COST RECOVERY - BY CARRIER

PREVIOUS YEAR'S PLAN VERSUS ACTUAL VERSUS CURRENT YEAR'S PLAN

■ FYE22 Approved Plan ■ FYE22 Actual ■ FYE23 Plan



COST RECOVERY - ALL

PREVIOUS YEAR'S PLAN VERSUS ACTUAL VERSUS CURRENT YEAR'S PLAN



Education & Outreach

TAB 4



Education & Outreach

- ❖ **Certification Program**
- ❖ **Annual Training Report**
- ❖ **User Conference**
- ❖ **Outreach/Interaction**



Alabama Public Safety Telecommunicator Certification Program

#	Category	Initial Count	10.6.22	11.16.22	01.03.23	01.09.23	01.16.23
1	Reciprocal	480	656	656	758	807	824
2	Current (<40 or no recert/renewal requirement)	158	145	145	137	118	118
3	Expired (prior to July 1)	68	66	66	71	67	57
4	No certification/never certified	200	200	209	189	187	187
5	Needs additional documentation or clarification	609	478	478	395	369	362
	Total	1515	1545	1554	1550	1548	1548



01.03.2023 Welcome Letter Summary

- Compliance Report
- Reciprocal Certifications
 - Complete the Virtual Academy Course by January 31, 2022
- Next Steps
 - Submit documentation
 - Enroll in Board-approved course
 - Plan to take Competency Exam in February 2023
- Update Personnel Information



Who still
needs to enroll
in Virtual
Academy?

PSAP	Notes	Count
Albertville Police Department		0
Atmore Police Department		0
Brewton Police Department		0
East Brewton Police Department		0
Flomaton Police Department		0
Macon County		3
Midfield Police Department		0
Poarch Creek Indian Tribal Police Department		0



Virtual Academy

REPORTING PERIOD

NOVEMBER 1-DECEMBER 31, 2022

- 1,228 Course Completions
- 1,675.5 Hours of CEUs
- 121 Different Course Titles

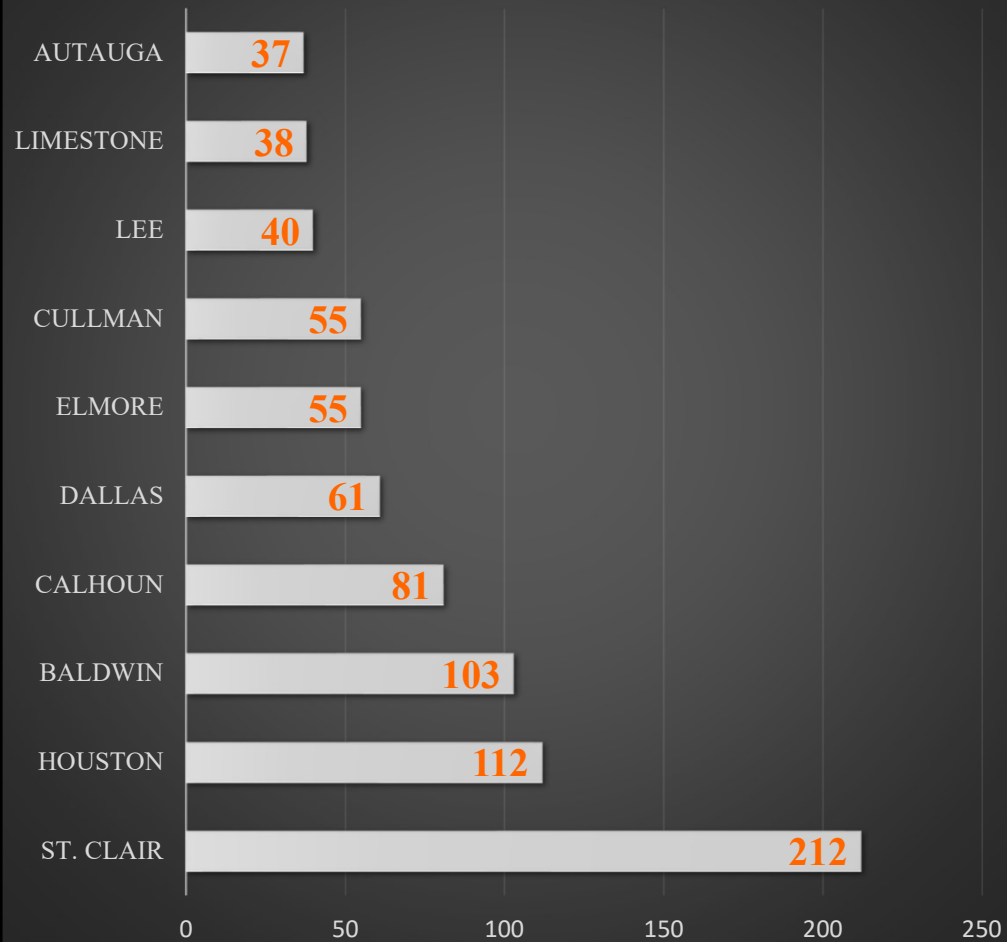
ANNUAL PERIOD

JANUARY 1-DECEMBER 31, 2022

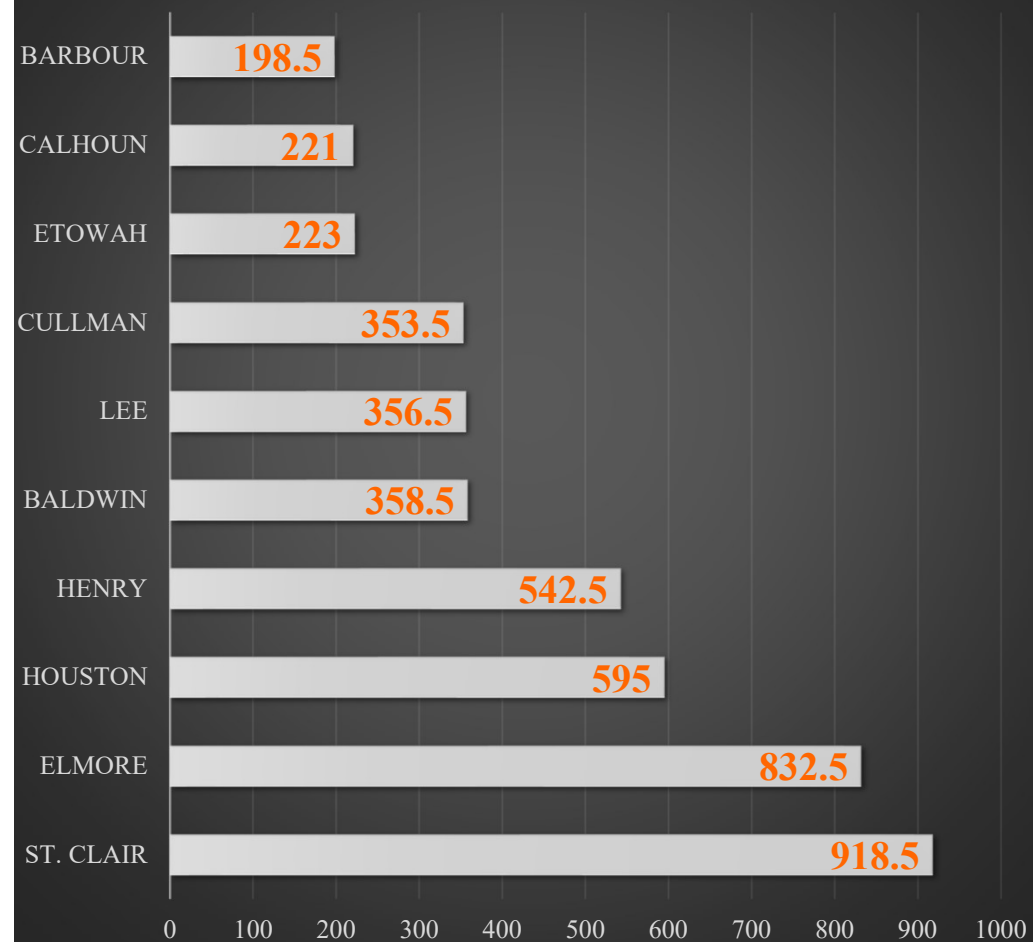
- 5,906 Course Completions
- 7,578.5 Hours of CEUs
- 205 Different Course Titles



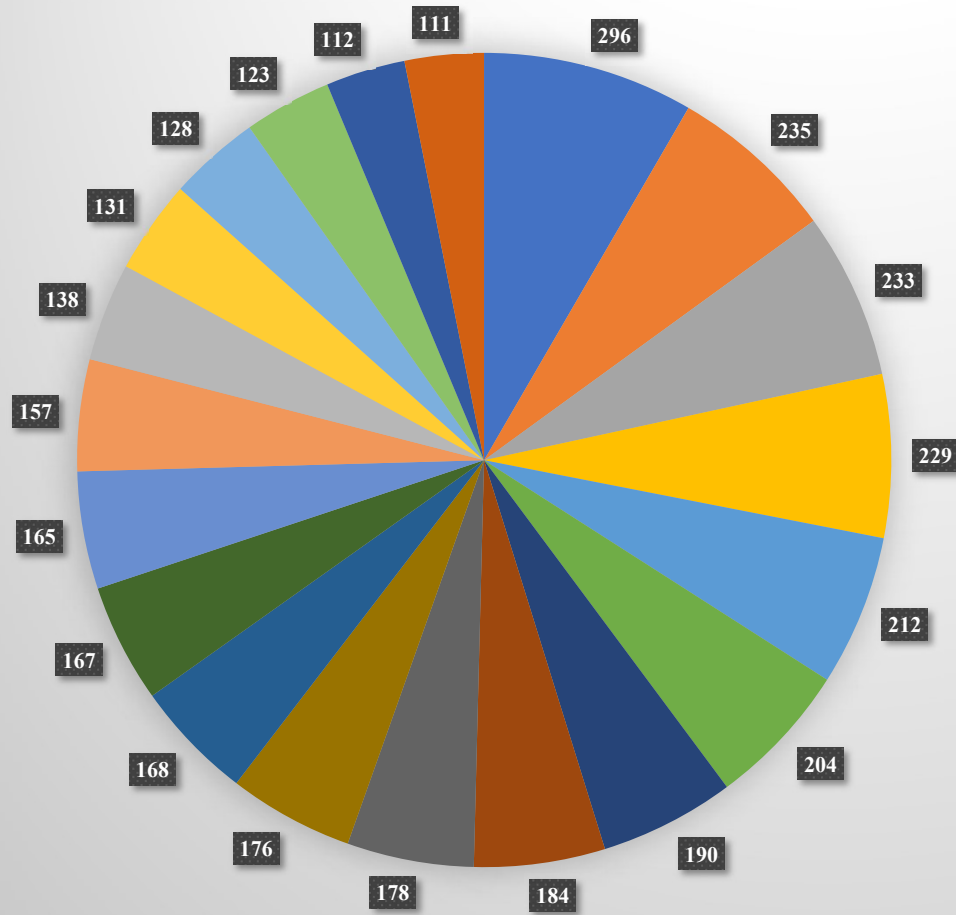
Virtual Academy Hours by District November 1 - December 31, 2022



Virtual Academy Hours by District Top 10 for CY2022



Virtual Academy Top 20 Courses for 2022



- Call Handling for the Telecommunications Center
- Telecommunicator CPR (TCPR)
- Who Moved My Headset?
- Modern Fire Dispatch
- 9-1-1 Cape Building
- Understanding Stress for the Telecommunicator
- Advanced Harassment and Discrimination Training
- Building Trust on Both Sides of the Console
- AMBER and Silver Alerts for Telecommunicators
- Foundations of Emergency Mental Health Dispatching - An Introduction
- Building 9-1-1 Lifebridges to Suicide Callers: An Introduction
- Autism Awareness for 9-1-1 Telecommunicators
- Effective Communication for Telecommunicators
- De-escalation for Telecommunicators
- Introduction to Harassment and Discrimination
- Human Trafficking for Telecommunications
- Responding to an Active Violence Event
- Texty_17.5
- Interpersonal Communication
- The Power of Peer Support: A Primer

Completed Training 2022

<u>When</u>	<u>What</u>	<u>Where</u>	<u># of attendees</u>	<u>Hours</u>
June 20-24, 2022	IAED Emergency Telecommunicator (ETC)	Montgomery	2	40
August 8, 2022	NENA Recruit, Hire, Retain and Promote	Greenville	13	8
August 8-12, 2022	IAED Emergency Telecommunicator (ETC)	Montgomery	8	40
August 10, 2022	NENA Recruit, Hire, Retain and Promote	Cullman	8	40
August 22-26, 2022	Fire and Emergency Services Instructor I	Montgomery	9	40
October 9, 2022	NG911 is More Than Just the Technology	Orange Beach	52	8
October 12-13, 2022	GIS Workshop	Orange Beach	42	8
October 24-28, 2022	IAED Emergency Telecommunicator (ETC)	Montgomery	4	40



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Completed Training 2022

<u>When</u>	<u>What</u>	<u>Where</u>	<u># of attendees</u>	<u>Hours</u>
June 7, 2022	INdigital Regional Training	Cullman	9	4
June 8, 2022	INdigital Regional Training	Tuscaloosa	24	4
August 2-3, 2022	INdigital Regional Training	Dothan	30	4
August 16, 2022	INdigital Regional Training	Alexander City	18	4
August 17, 2022	INdigital Regional Training	Troy	14	4
September 13, 2022	INdigital Regional Training	Mobile	24	4
September 29, 2022	INdigital Regional Training	Homewood	16	4



Talk About It Tuesday Webinars

Date	Topics
November 1	Alabama APCO Fall Workshop Review
November 8	Alabama 9-1-1 Board Announcements
November 22	Alabama 9-1-1 Board Meeting Recap
November 29	988 in Alabama
December 6	Alternate Call Routing Policy; Texty 17.6 Update
December 13	MSAG Generator
December 27	ECD Annual Certification; Geospatial Call Routing Plan



Completed ALEMD Courses 2022

Reporting Period November 1 – December 31, 2022			
What	# of courses	# of attendees	Hours
ALEMD Phase 1 Practitioner Course 16 Hour Course	0	0	0
ALEMD Phase 2 Practitioner Course 24 Hour Course (Held in Birmingham, Bessemer, Marshall, Talladega, and Walker)	5	20	120
ALEMD Phase 1 Instructor Course 16 Hour Course (Held in Montgomery)	1	6	16
Totals	6	26	136

Annual Period January 1 – December 31, 2022			
What	# of courses	# of attendees	Hours
ALEMD Phase 1 Practitioner Course 16 Hour Course	5	46	736
ALEMD Phase 2 Practitioner Course 24 Hour Course	40	180	4,320
ALEMD Phase 1 Instructor Course 16 Hour Course	2	9	144
Totals	47	235	5,200



Upcoming Training

Dates	Training	Location	Organization
January 26, 2023	Introduction to Cybersecurity for 9-1-1	Albertville, AL	Alabama 9-1-1 Board, INdigital, & OTMCyber
January 27, 2023	INdigital Regional Training	Arab, AL	Alabama 9-1-1 Board and INdigital
Jan 30-Feb 03, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board
April 25-27, 2023	Alabama 9-1-1 Board User Conference	Montgomery, AL	Alabama 9-1-1 Board



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Education & Outreach

- ❖ **Certification Program**
- ❖ **Annual Training Report**
- ❖ **User Conference**
- ❖ **Outreach/Interaction**



Technology

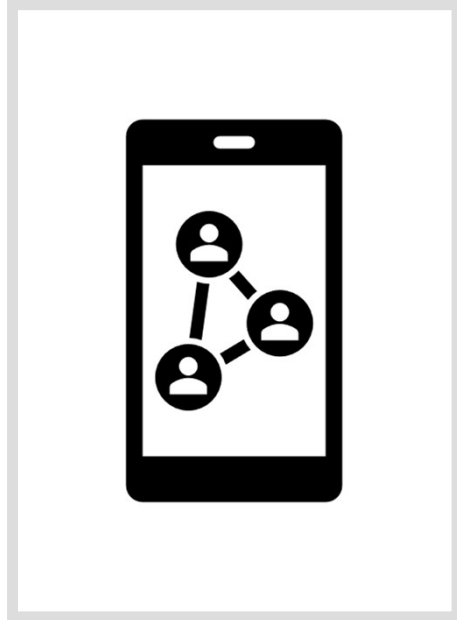
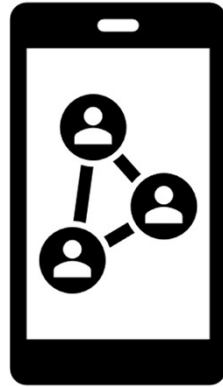
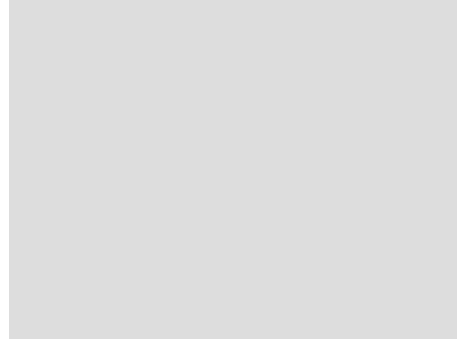
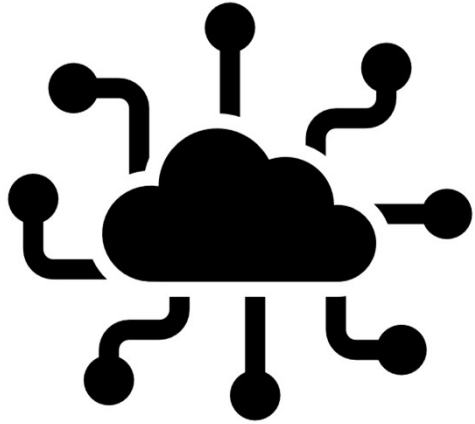
TAB 5



Technology

- ❖ **PSAP-specific**
- ❖ **ANGEN**
- ❖ **Language Translation**
- ❖ **GIS**





Technology

❖ PSAP-specific Technology Items

- Gateway versus SIP
- Planned PSAP Moves
- Equipment/Platform Upgrades
- Building Block/Next Steps



Alabama Next Generation Emergency Network

ANGEN 2.0
Report for November 1 - December 31, 2022



Core Services Upgrades and Changes



Starlink Connectivity Project

Starlink is a satellite internet constellation operated by SpaceX, providing satellite Internet access coverage to 45 countries. It also aims for global mobile phone service after 2023. SpaceX started launching Starlink satellites in 2019.



On January 4, 2023, around 2:30pm, Starlink was leveraged to deliver the first 911 call using non-terrestrial connectivity in Alabama. Geneva County 911 is INdigital's first site that has successfully used Starlink as an alternate transport medium for call transport. The 911 call was delivered to MEVO.

The benefit of using this commercially available connectivity method is that it gives PSAPs without sufficient network diversity due to location or provider offerings the ability to lessen the likelihood that the PSAP goes without 911 service.

Because of the latency issues associated with any satellite-based network, traditional hosted CHE will not work when using Starlink. Still, call delivery and delivery to MEVO experiences no interruption in service when using satellite internet.



What3Words Integration with TEXTY

What is what3words?

What3words divided the world into 10-foot squares and gave each square a unique combination of three words. It's the easiest way to find and share exact locations.

Test 911: Click on this link, then allow location services and read the 3 words on the screen to the 9-1-1 dispatcher. <https://us.findme.w3w.co/>

pasties.coaching.buzzer



Baldwin County 9-1-1 ✓



2h · 🌐

Not to take anything away from the field responders who rescued the pilots, but the quick thinking by our skilled FIRST first responders, our Baldwin County 9-1-1 HEROES behind the headset who were utilizing their training and technology to pinpoint the location of the pilots cell phone by using [RapidSOS](#) and then assisting responders actually travel to their location by using [what3words](#) helped make this rescue successful. Hats off to the ENTIRE response system that saves so many lives each and every day in our great county!!!



mynbc15.com

Pilots ejected safely in Baldwin Co plane crash



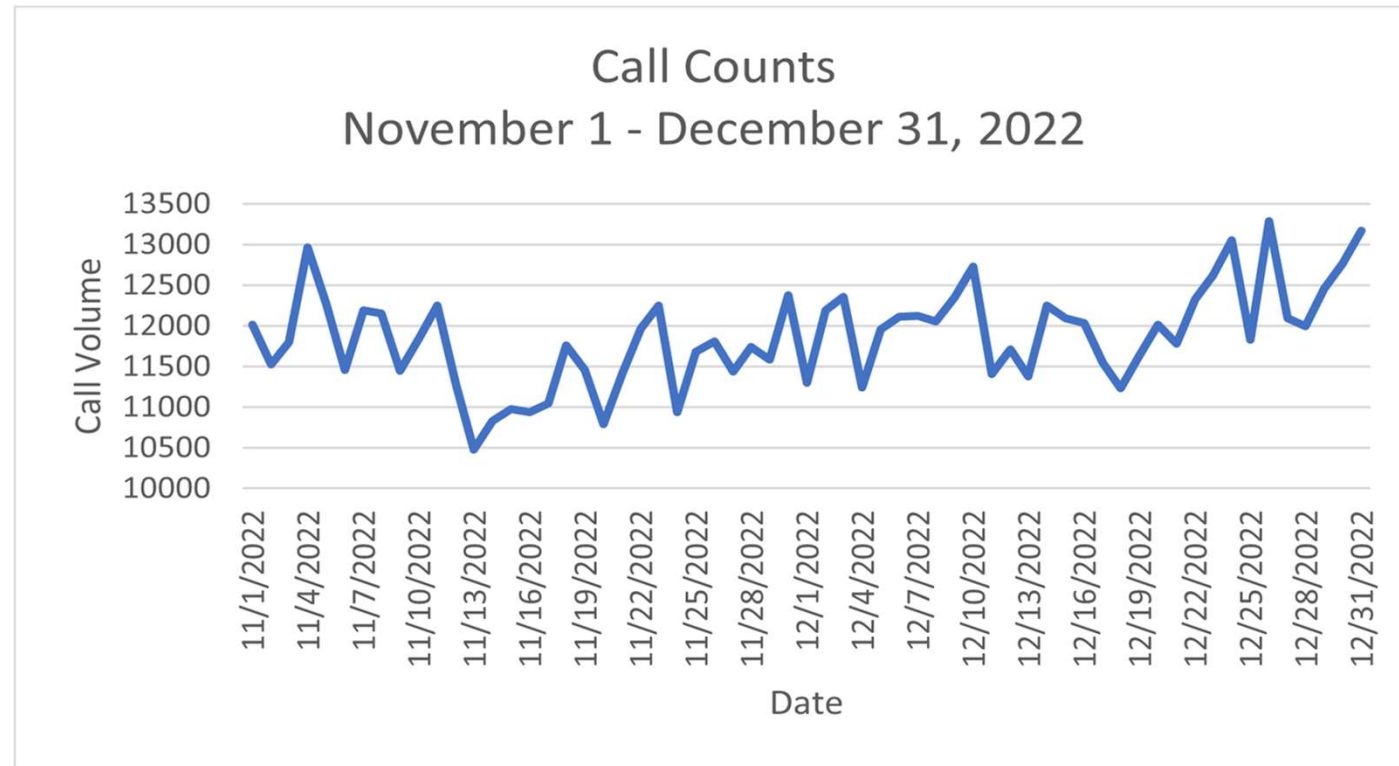
ANGEN Statistics



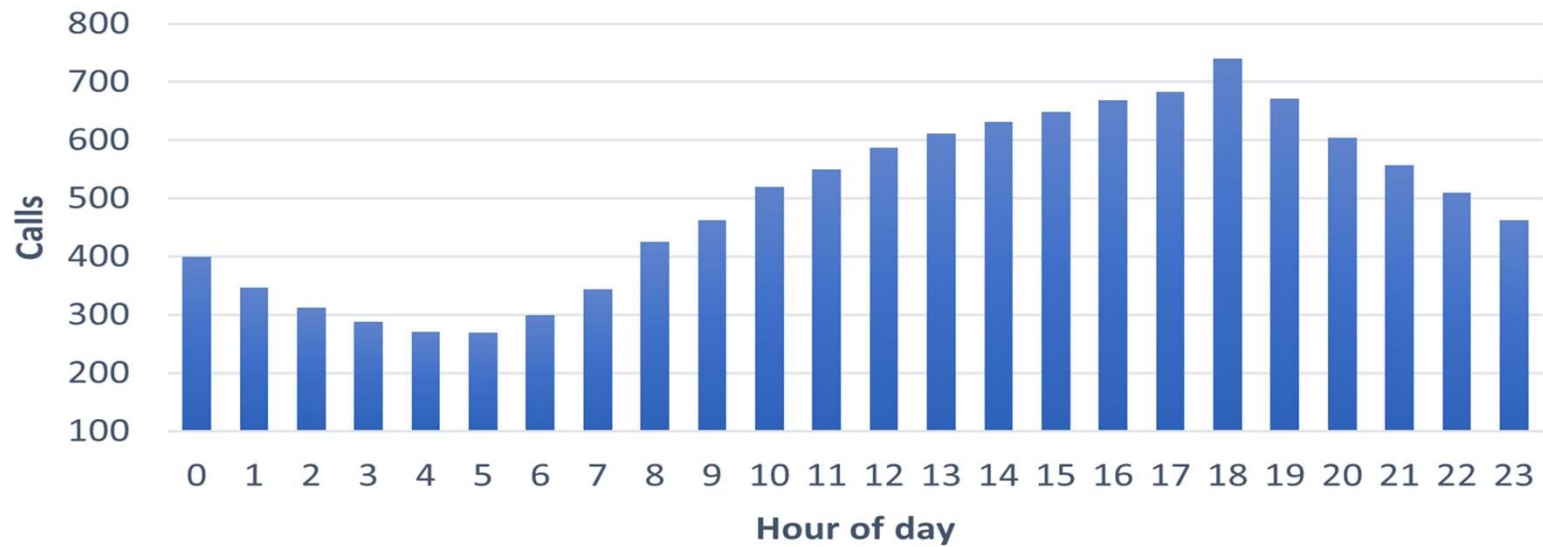
ESiNet Trends

The busiest day during the reporting period was December 26th – 13,291 calls were processed. The second busiest day was December 31st – 13,176 calls were processed.

The average call volume per day was 11,866, down from 11,979 the previous reporting period – total calls since the last report was 723,809.

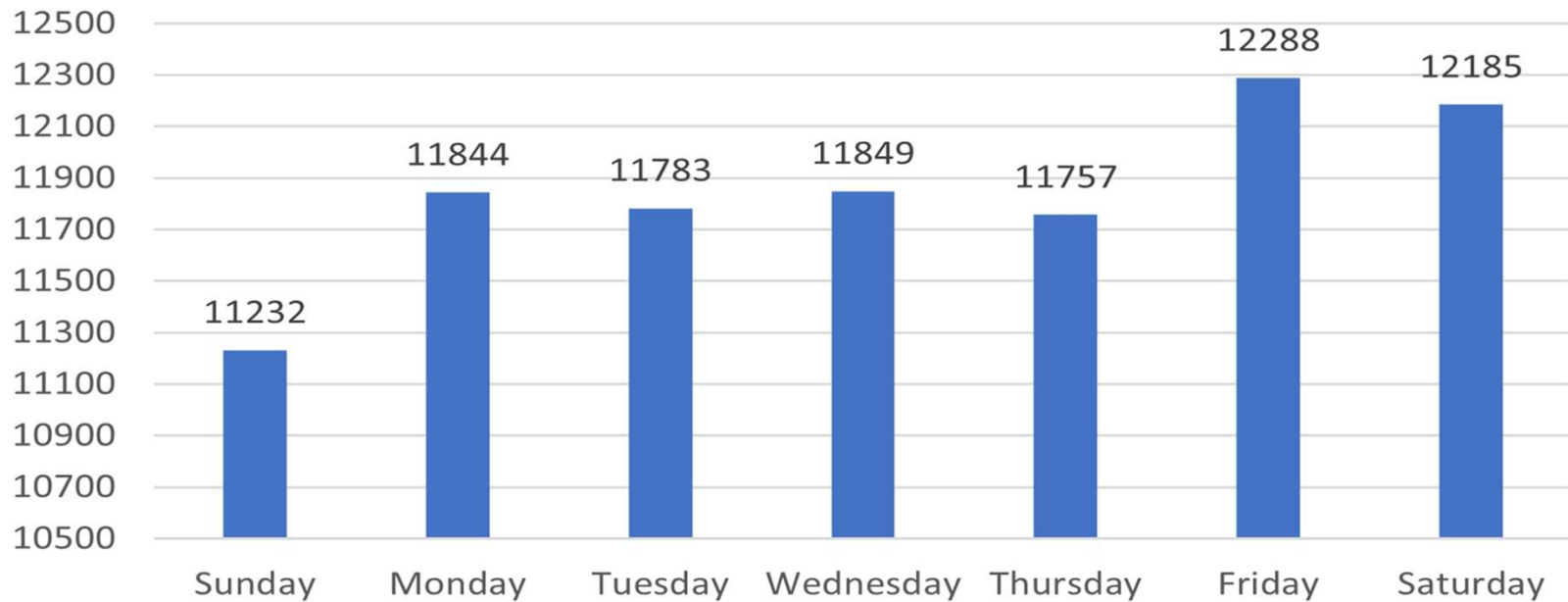


Average Calls by Hour November 1 - December 31, 2022



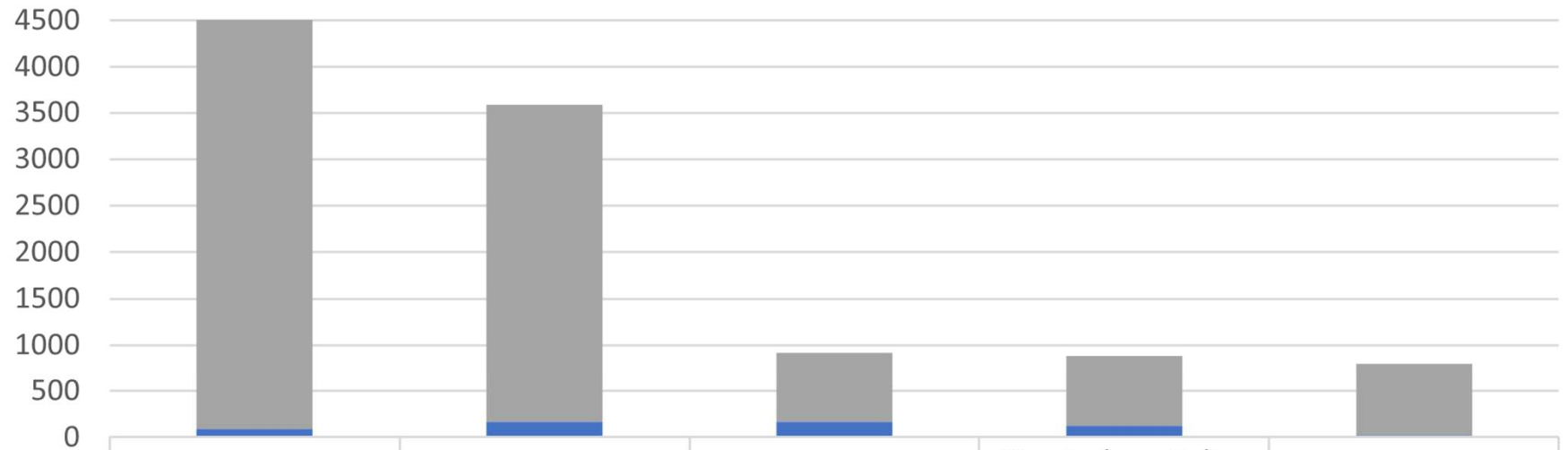
The 5:00 a.m. hour was the least busy
The 6:00 p.m. hour was the most active

Average Daily Call Volume November 1 - December 31, 2022



Friday proved to have the heaviest call volume
Sunday showing the least

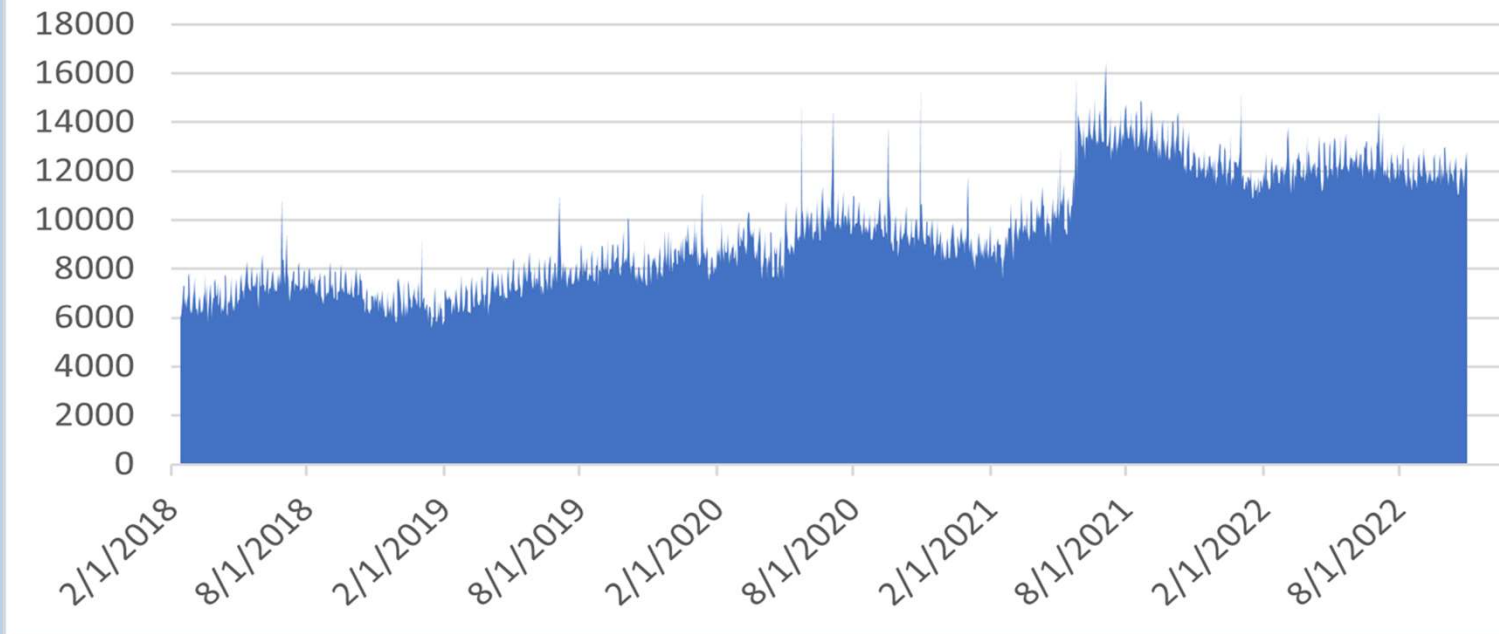
Top Five Text for 9-1-1 PSAPs November 1 - December 31, 2022



	Huntsville - Madison	Baldwin	Mobile	Birmingham Police Department	Morgan
■ Outbound	4428	3420	750	754	781
■ Inbound	96	165	170	130	22

There were 2,917 inbound and 16,044 outbound text sessions
85% of all text sessions were PSAP initiated

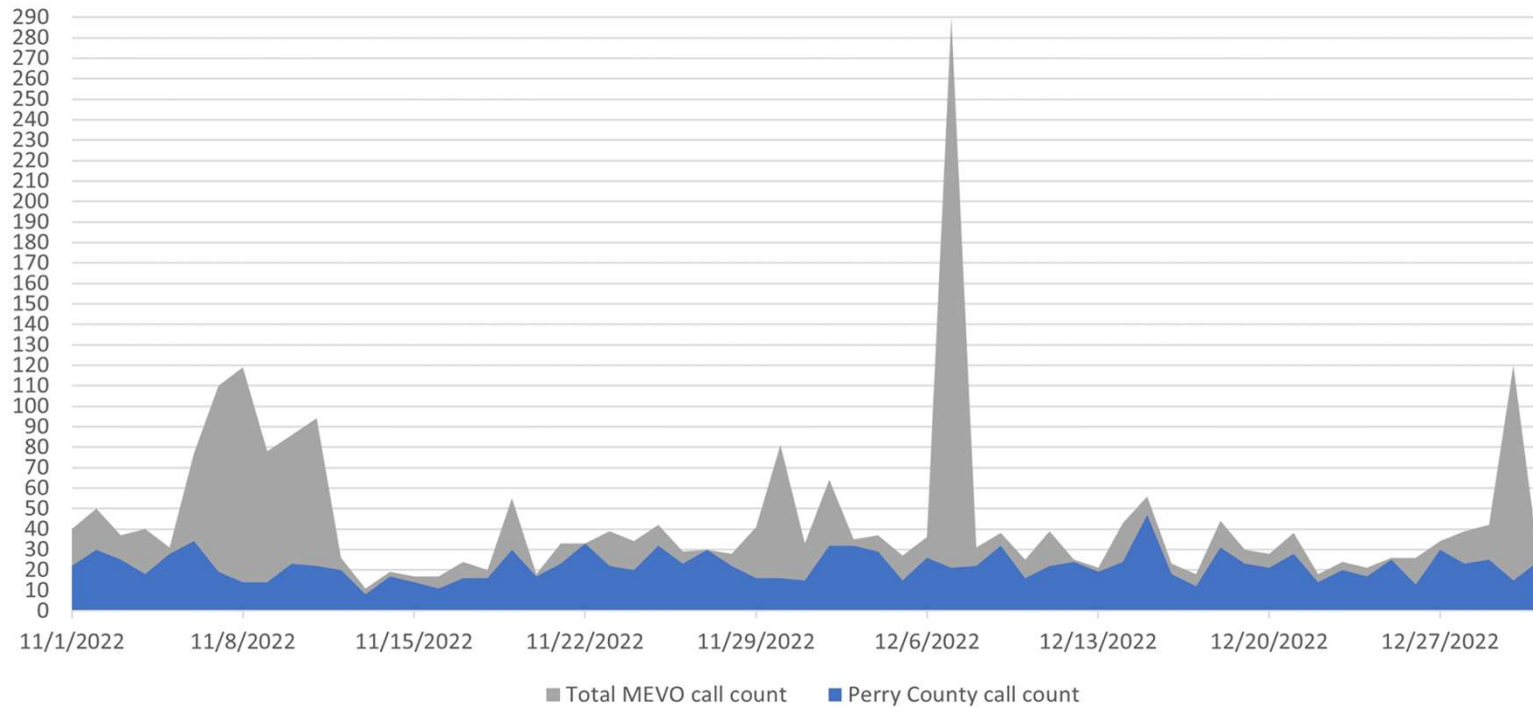
ANGEN Total Call Count February 12, 2018 - December 31, 2022



ANGEN has now processed over 17.1 million calls!

Total Call Volume for February 12, 2018 – December 31, 2022: 17,186,790.

MEVO Call Count November 1 - December 31, 2022



2,719 total MEVO call count, with an average of 45 per day.

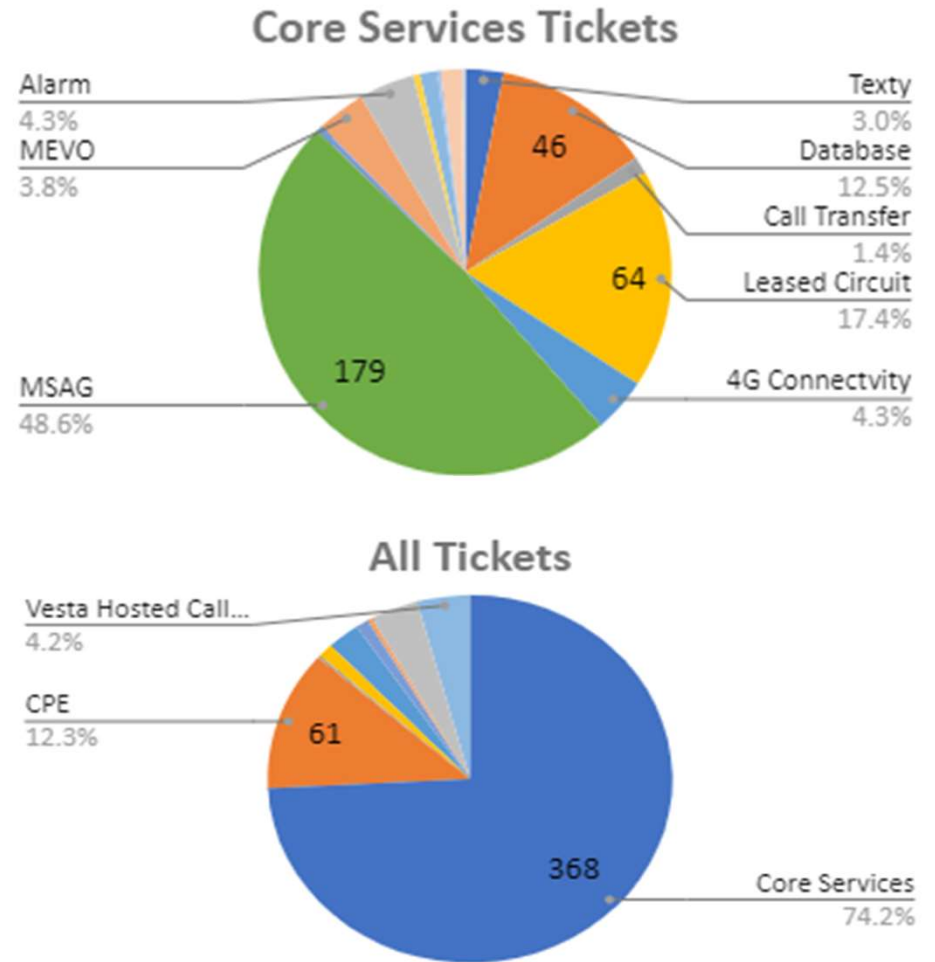
The spike in MEVO calls on December 7th was due to an ECW upgrade at Tuscaloosa.

**Perry County operates solely on MEVO.*

Trouble Ticket Analysis

A total of 496 tickets have been created since the last report.

74.2% of those tickets were core services related.

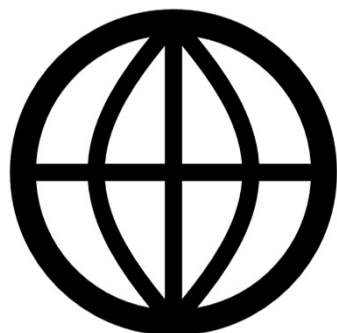


Questions?

Caleb Branch
cbranch@indigital.net
256.276.6854

INdigital
877.469.2010
1616 Directors Row,
Fort Wayne, IN 46808

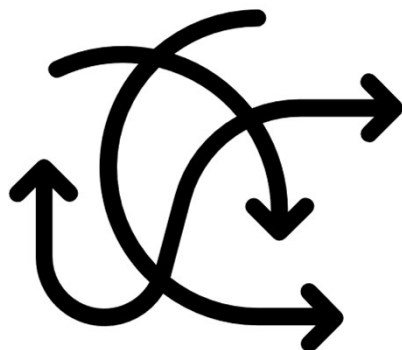




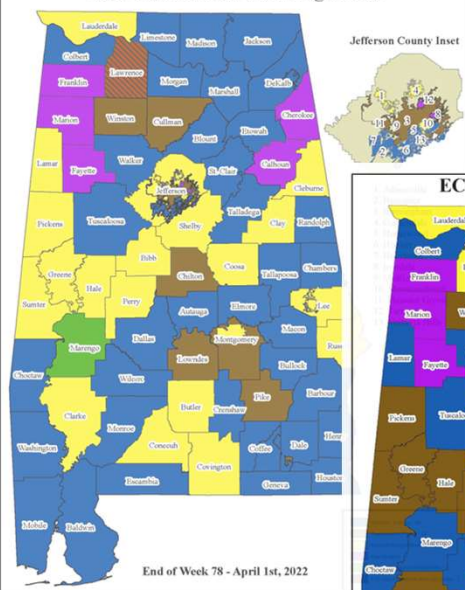
Technology

❖ GIS

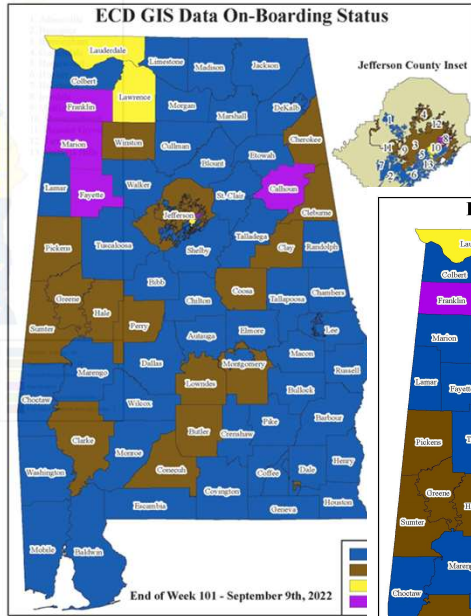
- **On-boarding Status**
- **Boundary Facilitation**
- **Aggregated ECD Boundaries with Anomalies**



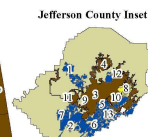
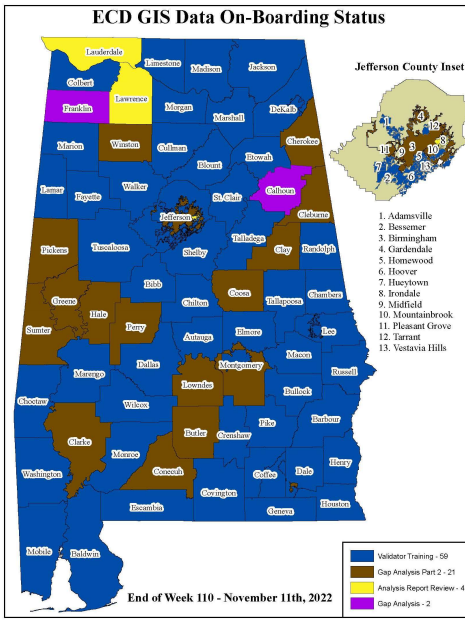
ECD GIS Data On-Boarding Status



ECD GIS Data On-Boarding Status

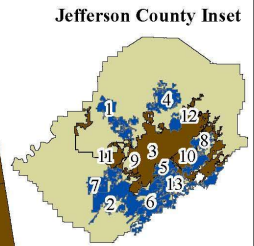
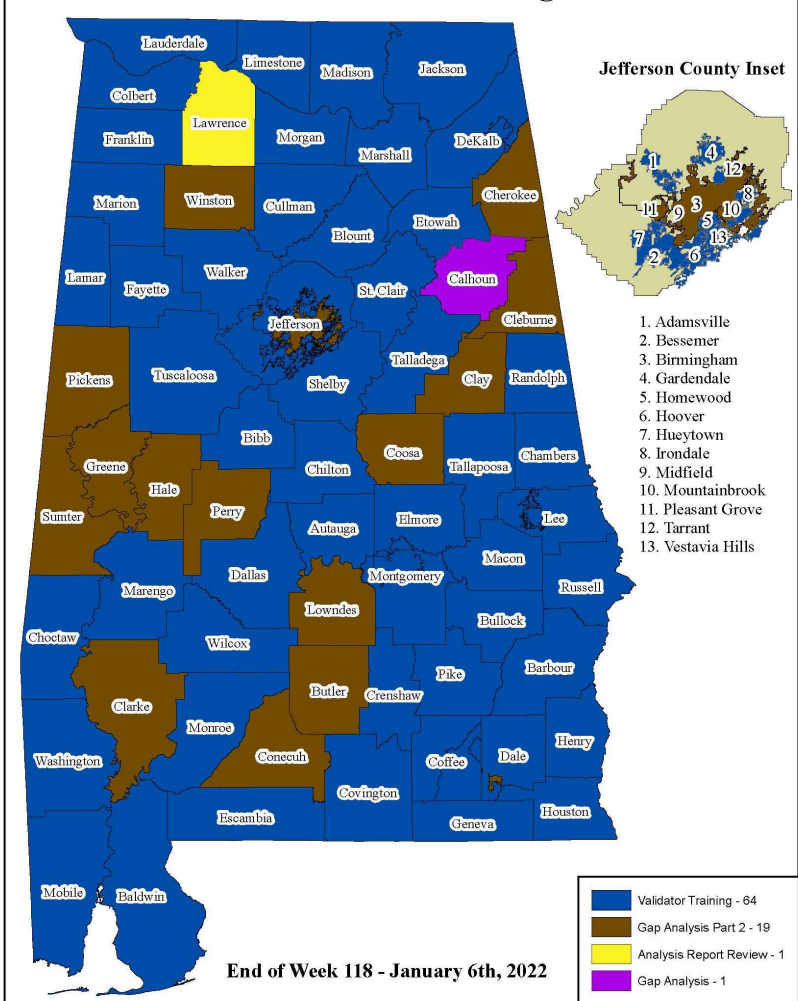


ECD GIS Data On-Boarding Status



1. Adamsville
2. Bessemer
3. Birmingham
4. Gardendale
5. Homewood
6. Hoover
7. Hueytown
8. Irondale
9. Midfield
10. Mountainbrook
11. Pleasant Grove
12. Tarrant
13. Vestavia Hills

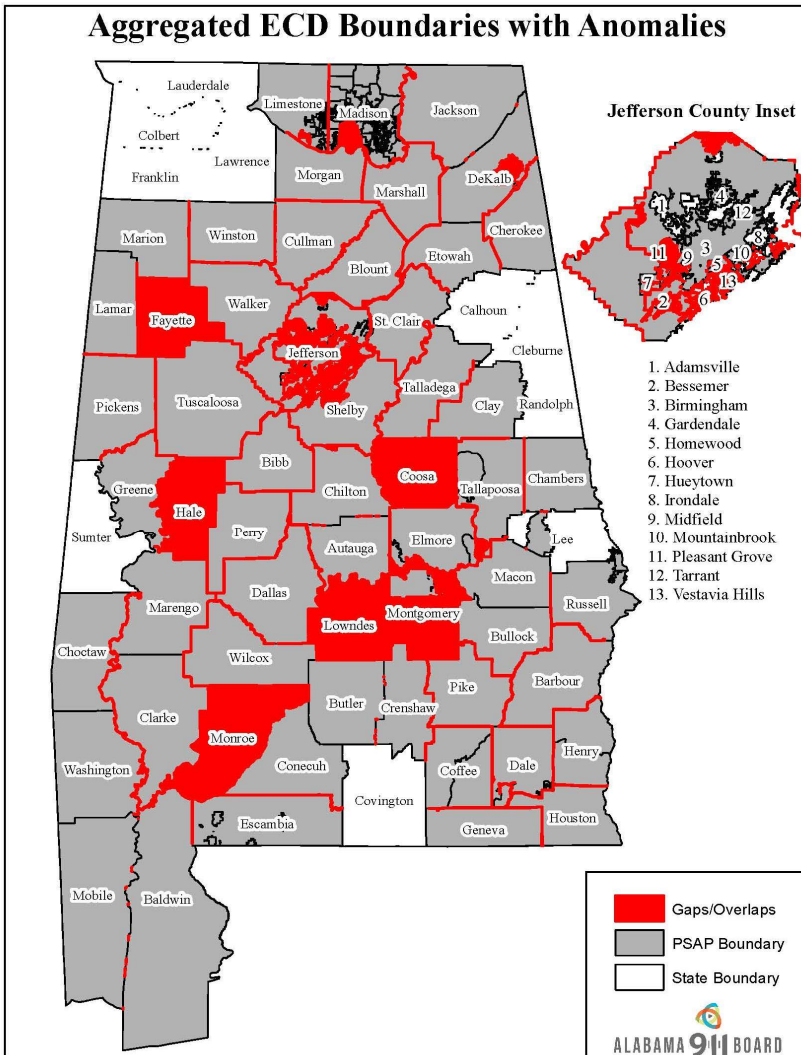
ECD GIS Data On-Boarding Status



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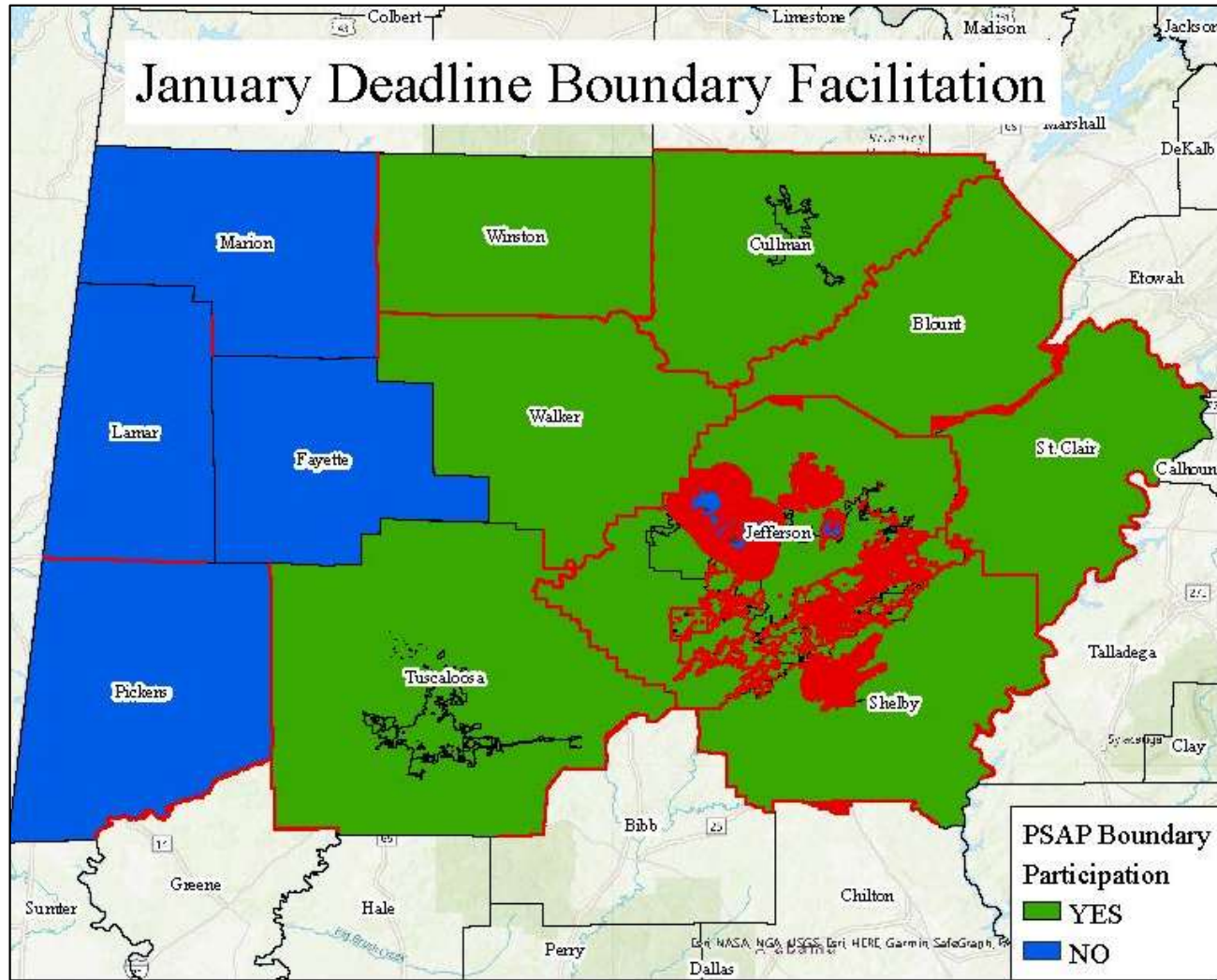
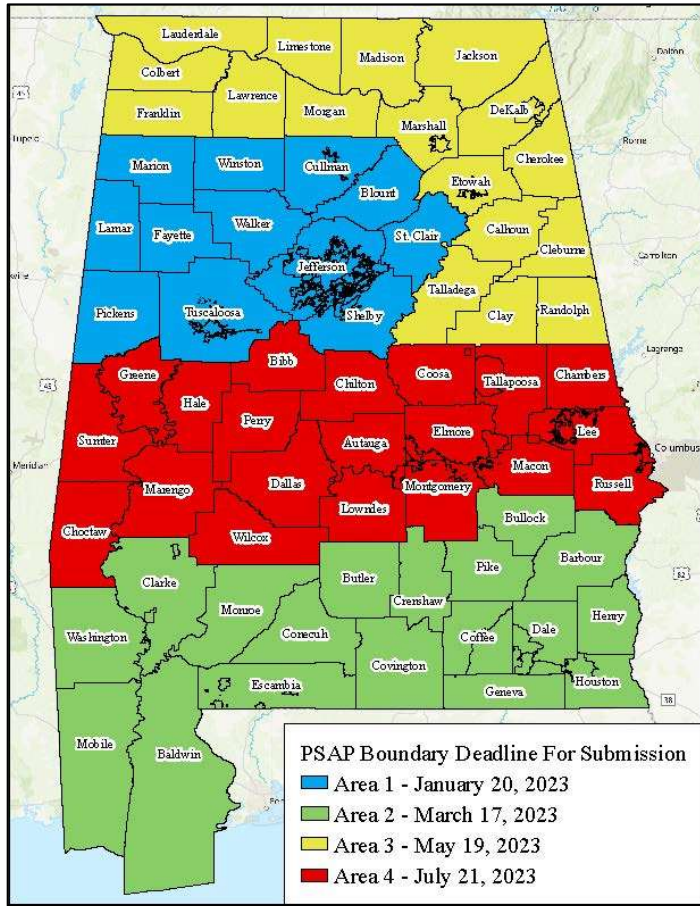


Aggregated ECD Boundaries with Anomalies



Boundary Facilitation Project

- 91 PSAP boundaries aggregated
- 5,112 individual gap and overlap anomalies
- PSAP layer only
- 4 other polygon layers to resolve



Governance

TAB 6



Governance

- ❖ **ECD Certification**
- ❖ **CPI Adjustment**
- ❖ **AAND Membership**
- ❖ **AG's Opinion**
- ❖ **Litigation**



Historical Consumer Price Index (CPI-U) Data												
YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2018	247.867	248.991	249.554	250.546	251.588	251.989	252.006	252.146	252.439	252.885	252.038	251.233
2019	251.712	252.776	254.202	255.548	256.092	256.143	256.571	256.558	256.759	257.346	257.208	256.974
2020	257.971	258.678	258.115	256.389	256.394	257.797	259.101	259.918	260.280	260.388	260.229	260.474
2021	261.582	263.014	264.877	267.054	269.195	271.696	273.003	273.567	274.310	276.589	277.948	278.802
2022	281.148	283.716	287.504	289.109	292.296	296.311	296.276	296.171	296.808	298.012	297.711	296.797

Source: Bureau of Labor Statistics as of 01/13/2023.

CPI Inflation Calculator

\$

in

has the same buying power as

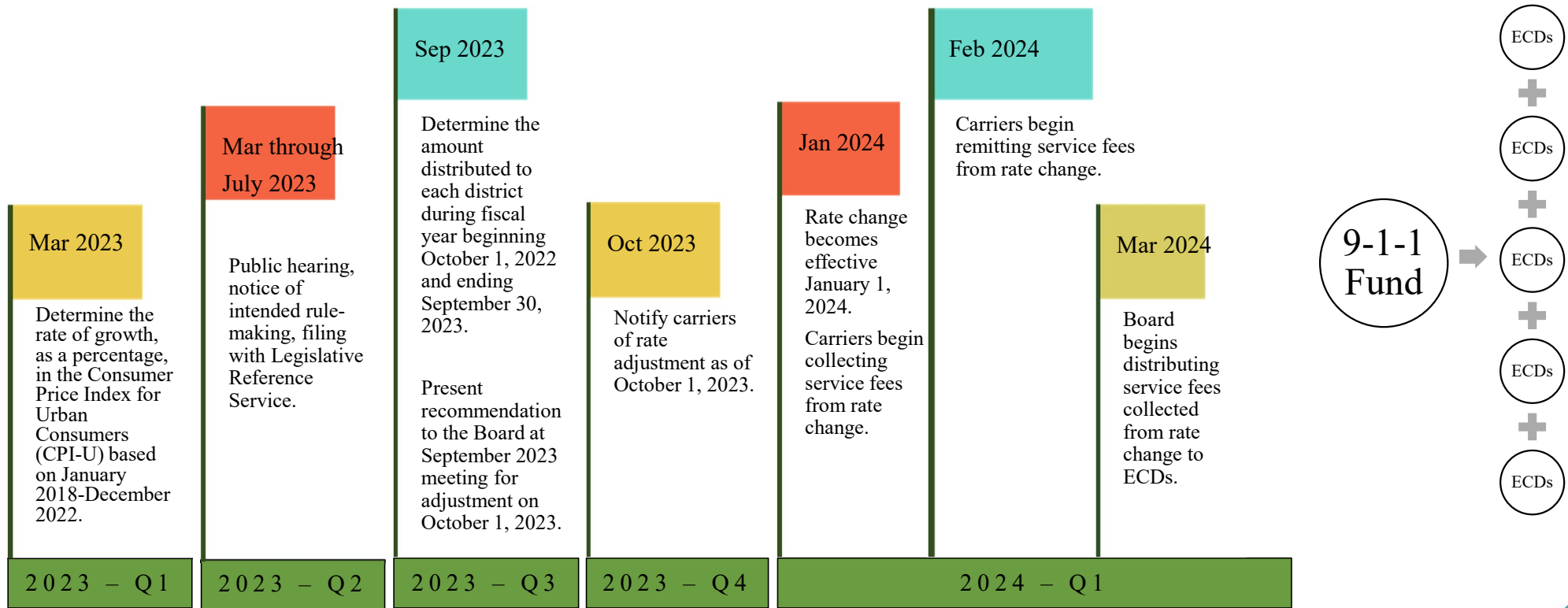
\$1.20

in

Calculate



2023 CPI Implementation and Timeline



Governance

- ❖ **ECD Certification**
- ❖ **CPI Adjustment**
- ❖ **AAND Membership**
- ❖ **AG's Opinion**
- ❖ **Litigation**



Old Business

TAB 7



Old Business



New Business

TAB 8




New Business

- ❖ **Distribution Models Discussion Continued**
- ❖ **Officer Elections**



Public Comments

OPEN FORUM

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 Alabama 9-1-1 Board

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 <http://al911board.com>



Next Board Meeting

MARCH 15, 2023

10:00AM

MONTGOMERY, AL



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 Alabama 9-1-1 Board

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Adjournment

