



ALABAMA 911 BOARD

June 27, 2023
Talk About It Tuesday!

Introduction & Contact Information

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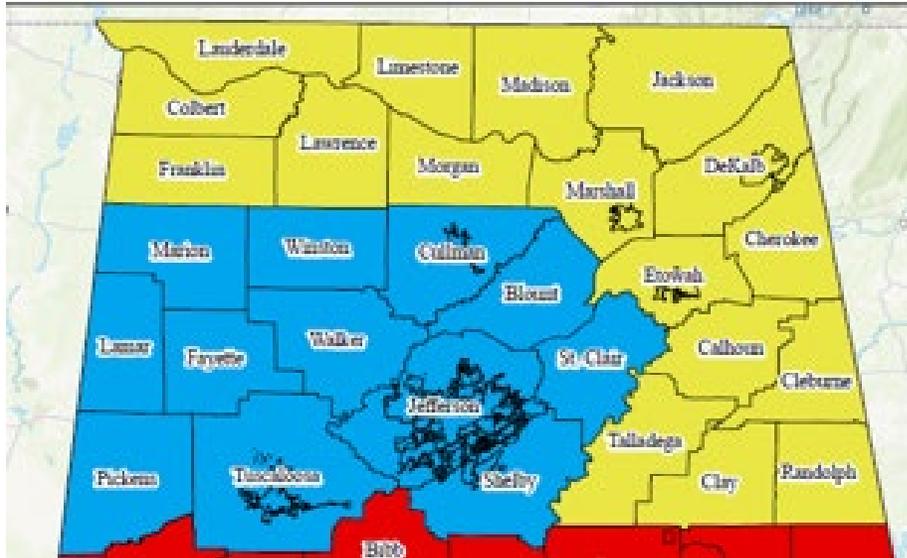
Agenda

June 27, 2023

- INdigital Geospatial Call Routing Test
- FAQs
- Board Announcements & Reminders



**INdigital Region 3 Geo-Routing Testing
started at 9 a.m.**



- Albertville 911**
- Calhoun 911**
- Cherokee 911**
- Clay 911**
- Cleburne 911**
- Colbert 911**
- DeKalb 911**
- Etowah 911**
- Fort Payne 911**
- Franklin 911**
- Gadsden 911**
- Jackson Co 911**
- Lauderdale 911**
- Lawrence 911**
- Limestone 911**
- Madison 911**
- Marshall 911**
- Marshall SFC**
- Morgan 911**
- Randolph 911**
- Talladega 911**

From the general public:

- The power/water company will not run service to my property without my 911 address. How do I get one?

I have a list of who handles addressing in each district. This list is compiled from the information you provide us. It is important you keep this information up-to-date.

- How do I get a recording of my call to 911?

I explain that we do not have access to those calls, that they are stored at a local level. I also let them know that each agency has a different procedure for providing those recordings. I give them the number you provide us on your ECD Annual Certification.

- I am out of state and my relative has an emergency or needs a welfare check.

I initiate a warm transfer to your 24/7 non-emergency line.

GIS Related:

- **How often do I need to aggregate my data to the state VEP?**
Each time you update the data in your CAD, you need to aggregate to the VEP.
- **I have questions about the GIS program, my data, or how to use DATAMARK's tools?**
Call our office at (334) 440-7911 and ask to speak to Anderson or Nida. Both can help you.

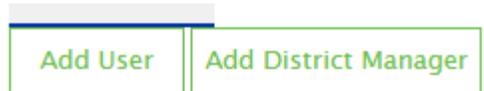
Virtual Academy and ALPST:

- **I lost my Virtual Academy password.**

Go to the Virtual Academy homepage (al.virtualacademy.com) and click on Technical Support. They can provide you your username and reset your password.

- **I need to add new users or a new admin to Virtual Academy.**

Login to your VA admin account. Click on Manage Users. Then click on Add User or Add District Manager.



- **My name and email address have changed. I need to update it in Virtual Academy and for the ALPST certification. How do I do that?**

We did a webinar on using VA both as a user and an admin. The admin must make name changes, but the user can update their own email address. This is covered in the [webinar](#) starting around minute 7.

You also need to submit a [PST Status Form](#) so we can update the ALPST Roster. Choose the third option.

Change of Information

Are you reporting a new or existing PST status change?

New Public Safety Telecommunicator (PST)

Change of Certification Status

Change of Information

PST First Name*

PST Last Name*

What information needs to be changed for this PST?*

You may choose more than one.

Name Email Address Agency

Virtual Academy and ALPST:

- A telecommunicator left my agency. I need to remove them from Virtual Academy. How and what else do I need to do.



1. Login to your VA admin account. Click on Manage Users. Then click paper icon on the right.

Move the user to the ALSPT-1 group.

2. Fill out a [Status Form](#). Choose option two.

- My training officer left and I hired a new one. I need to add him/her as an admin in Virtual Academy. What do I need to do?

1. Fill out our [Contact Update Form](#).

2. Make sure the person who left is moved to the ALSPT-1 group in Virtual Academy and the new person has an admin account. (It is important to have more than one admin account for your agency in Virtual Academy so if the admin leaves unexpectedly, someone else can make changes until that position is filled.)

3. If that person was ALPST-1 certified, fill out a [Status Form](#).

- What are the options for a 40-hour certification course?

We have pre-paid seats available in the NENA TCC course in Virtual Academy. These are available on a first come, first served basis. Please fill out this [spreadsheet](#) and email it back to [Leah](#) to get enrolled in the course. You can also complete an IAED ETC, APCO PST1, or Smart Horizons course. Some of you have also had your in-house training approved.

Virtual Academy and ALPST:

- **I filed an Intent to Test form but the telecommunicators cannot access their exam?**
If today is the day you submitted for testing, call the office. Otherwise, the date you submitted on the Intent to Test form is the only day the telecommunicator will be able to access the exam.
- **What happens after the telecommunicators pass the exam?**
They will be assigned the Reciprocity Module. This is not automatic. It is a manual process completed by staff here once or twice a week.
- **What happens if the telecommunicator fails the exam?**
Telecommunicators can take the exam up to three times. Pick another test date and submit another Intent to Test form.

Misc:

- **How do I change my banking information for distributions and reimbursements?**

We have a form for that. Call the office (334) 440-7911 or email [Leah](#) or [Michelle](#) and we can get it to you.

- **Who do I contact about distributions? I am undergoing an audit and the accountant/examiner needs to talk to someone at the Board. Who is that?**

Leah Missildine, our Executive Director, handles those inquiries. Call the office (334) 440-7911 or email [Leah](#).

- **How do I sign up for the twice weekly newsletter?**

You can sign up through our [form](#) at MailChimp.

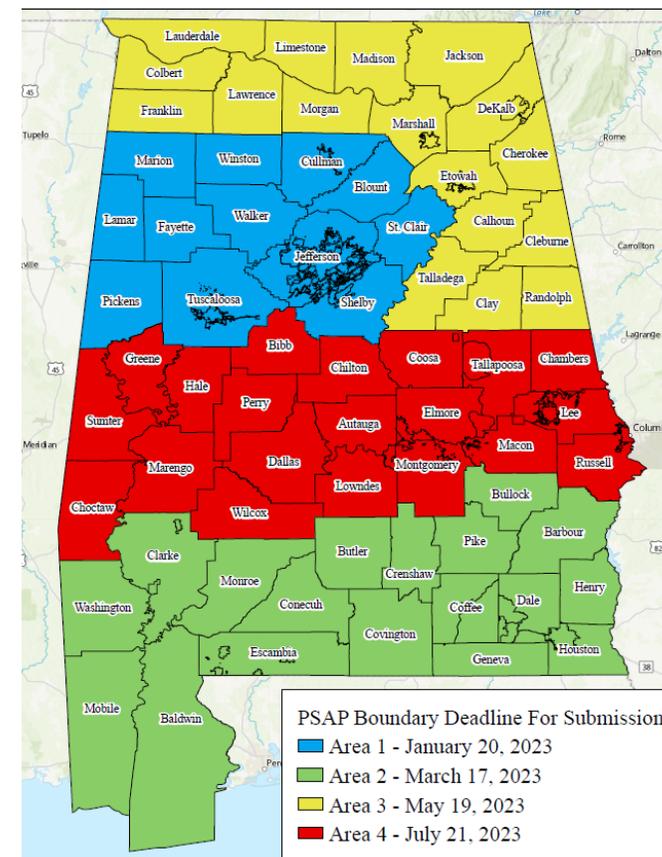


- **The contact update form is long. Do I have to fill it all out?**

You only need to fill in the fields for the position(s) you need to report changed.

Board Announcements

- NG9-1-1 GIS Project-Area 4 PSAP Boundary Submission Deadline is **July 21, 2023**. This boundary will be used within ANGEN to implement statewide geo-routing of wireless calls by the end of 2023. Please contact Anderson with any questions or for assistance. Make sure you are aggregating and uploading your data frequently.
- If you are still having trouble receiving emails from the Board staff, it may help to add each of our email addresses to your contact list. You can also add noreply@docuware.cloud. Doing this may help our emails be delivered.
- Visit our Forms & Information Page
<https://www.al911board.com/professionals/regulations/e cd-information-and-forms>
- Legacy 911 Cost Reimbursement Program for FY2023 – Submissions are due by the 10th of each month. [Access the Form Here](#)
- [Request for Payment for PST Certification](#) - Submissions made by the 10th will be paid out at the end of the month. Anything submitted after the 10th will be paid at the end of the following month.
- Submit any changes to ECD contacts using the Contact Information Update form. [Access the Form Here](#)



Upcoming Training

Dates	Training	Location	Organization	Status	
Jul 18, 2023	INdigital Regional Training	Montgomery, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
July 24, 2023	APCO - Active Shooter Incidents for Public Safety Communications	Huntsville, AL	UAH Police Emergency Communications	Open	More Info
July 25, 2023	APCO - Crisis Negotiations	Huntsville, AL	UAH Police Emergency Communications	Open	More Info
July 26, 2023	APCO - Disaster Operations and the Communications Center	Huntsville, AL	UAH Police Emergency Communications	Open	More Info
Aug 07-Aug 11, 2023	IAED Emergency Telecommunicator (ETC)	Tuscumbia, AL	Colbert County E911	Open	More Info
Sep 12-Sep 13, 2023	Alabama TERT Basic Awareness Training	Mobile, AL	Mobile County Communications District and other TERT Agencies	Open	More Info

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Questions

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