



ALABAMA 911 BOARD

**July 19, 2023
Public Hearing & Board Meeting
Montgomery, AL**

Board Meeting Agenda

Introduction

- ❖ Public Hearing (Tab 1)
- ❖ Call to Order
- ❖ Roll Call
- ❖ Agenda Approval (Tab 2)
- ❖ Minutes Approval (Tab 3)
- ❖ Guest Introductions
- ❖ Rules Certifications

Programmatic Reports

- ❖ Finance (Tab 4)
- ❖ Education & Outreach (Tab 5)
- ❖ Technology (Tab 6)
- ❖ Governance (Tab 7)

Closing

- ❖ Old Business (Tab 8)
- ❖ New Business (Tab 9)
- ❖ Public Comments
- ❖ Next Meeting
- ❖ Adjournment



Public Hearing Agenda

- Proposed Rule Amendment 585-X-4-.10
- Proposed Rule Amendment 585-X-5-.02
- Proposed Rule Amendment 585-X-5-.03
- Proposed Rule Amendment 585-X-5-.04



Administrative Rules Amendment – Next Steps

- ✓ Publish in *Administrative Monthly*, 05/31/2023
- ❑ Public Hearing, 07/19/2023
- ❑ Final draft rules adoption, 07/19/2023
- ❑ Certification following final adoption, on or before 07/20/2023
- ❑ Rule goes into effect, 09/14/2023



Contributions from Stakeholder Groups

Written Comments

- Letter received late yesterday from Baldwin County 911 Board Chairman Al Tolbert
- Email from Cullman County 911 Director Gordon Sandlin



Public Comments

- Line up at the podium.
- State your name(with spelling) and affiliation for the record.
- Keep your comments to less than two minutes, please.



Public Hearing Agenda

- **Proposed Rule Amendment 585-X-4-.10**
- Proposed Rule Amendment 585-X-5-.02
- Proposed Rule Amendment 585-X-5-.03
- Proposed Rule Amendment 585-X-5-.04



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

in

Percentage Increase Calculator

Starting Value:

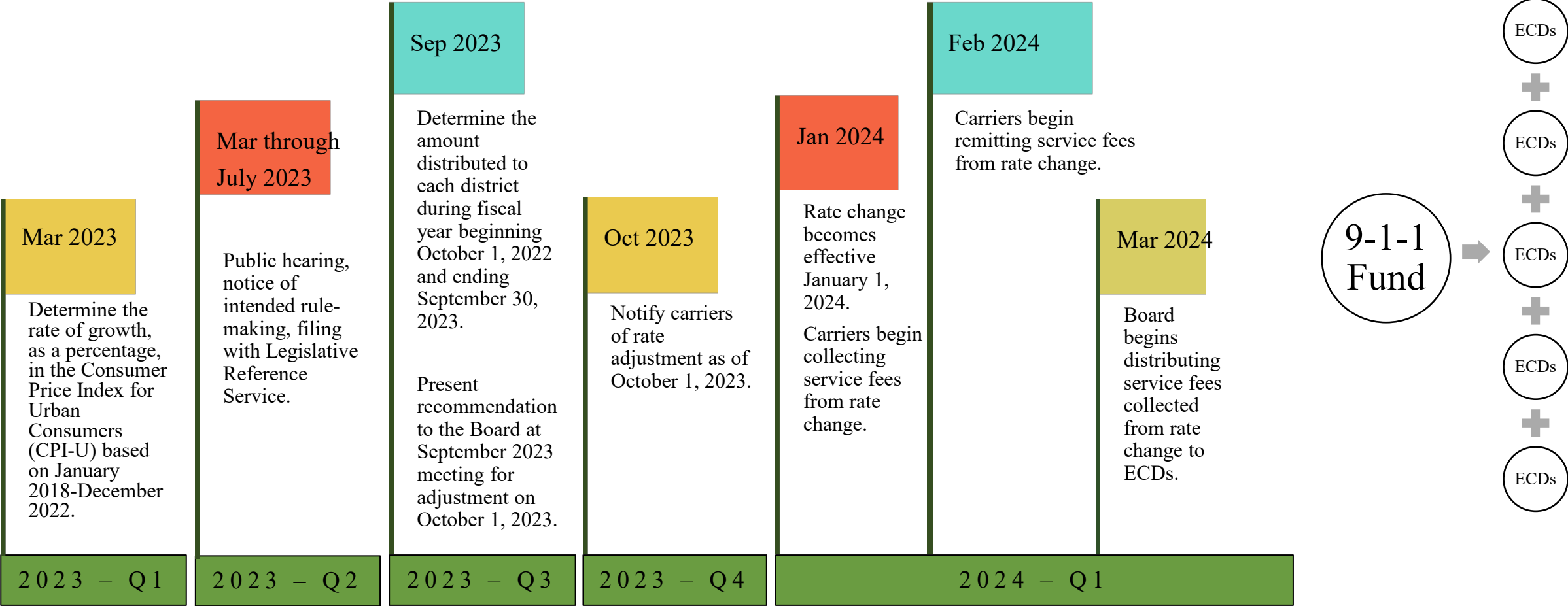
Final Value:

Answer:

= 19.7404% increase



2023 CPI Implementation and Timeline



540-X-4-.10 Statewide 9-1-1 Charge Adjustment For The Rate Of Growth In The CPU-U.

(1) The Alabama 9-1-1 Board hereby adjusts the single, monthly statewide 9-1-1 service charge that shall be imposed on each service connection in Alabama that is technically capable of accessing a 9-1-1 system as declared necessary to administer the 9-1-1 Fund and the monthly statewide 9-1-1 charge authorized by Section 11-98-5 and to distribute revenue in the 9-1-1 Fund in accordance with Section 11-98-4.1.

(2) No later than October 1, 2018 and each fifth year afterward, the 9-1-1 Board will adjust the 9-1-1 charge to produce an increase in the baseline 9-1-1 revenues sufficient to increase the amount distributed to each Emergency Communication District (ECD) during the immediately preceding fiscal year by an amount equal to the rate of growth, determined as a percentage, in the Consumer Price Index for Urban Consumers (CPI-U) for such five year period.

(a) The ~~period's~~ rate of growth for January 2013 through December 2017 is 7.05%, which requires the Board to adjust the 9-1-1 service charge from \$1.75 to \$1.86, to be collected by providers beginning January 1, 2019.

(b) The rate of growth for January 2018 through December 2022 is 19.74%, which requires the Board to adjust the 9-1-1 service charge from \$1.86 to \$2.23, to be collected by providers beginning January 1, 2024.

Author: James T. Sasser

Statutory Authority: Code of Ala. 1975, §§11-98-1, 11-98-4.1, 11-98-5.

History: New Rule: Filed August 2, 2018, effective September 17, 2018; operative January 1, 2019.

Public Hearing Agenda

- Proposed Rule Amendment 585-X-4-.10
- **Proposed Rule Amendment 585-X-5-.02**
- **Proposed Rule Amendment 585-X-5-.03**
- **Proposed Rule Amendment 585-X-5-.04**



585-X-5-.02 Certification Program Requirements.

(5) Testing and Proficiency Requirements.

(a) Course Assessments. Course assessments as approved by the Board shall be administered to the Trainee at the end of each subject area of the coursework. The Trainee must achieve a minimum of 70% on each end-of-subject assessment.

(b) Certification Examinations.

1. Certification examinations will be administered in a method approved by the Board from time to time.
2. An overall score of 70% is required for the successful completion of these examinations unless otherwise allowed by these Rules.
3. Re-test may be taken up to ~~three~~two times in a 12-month period from the date of the original examination failure and within 12 months of course completion.

585-X-5-.03 Exceptions and Exigent Circumstances.

585-X-5-.03 Exceptions and Exigent Circumstances.

- (1) The training and certification requirements of this section shall not apply to any public safety telecommunicator employed by the state or an agency or department thereof.
- (2) Nothing in these rules shall preclude a primary PSAP's authority from using whatever reasonable resources are available to perform public safety telecommunicator duties in an exigent circumstance.
- (3) The Board reserves the right to issue an exception to any requirement imposed by these rules in the event of exigent circumstances or a force majeure event.

Author: Leah Missildine/Alabama 911 Board

Statutory Authority: Code of Ala. 1975, §§11-98-4.1.

History: New Rule published August 31, 2022; effective October 15, 2022.

585-X-5-.04 Certified Alabama Public Safety Telecommunicator-1.

(1) General Purposes.

(a) This rule identifies the certification requirements necessary or applicable for the Alabama Public Safety Telecommunicator-1 (or ALPST-1) certification.

(b) The purpose of this rule is to specify the minimum training requirements to perform the duties of a public safety telecommunicator. It is not the intent of these rules and standards to restrict any District or jurisdiction from exceeding these requirements.

(c) ~~This~~The objective of this rule is to ensure that the certified PST coursework consists of specific knowledge and skill objectives adopted by the Board based on the National 911 Program's Recommended Minimum Training Guidelines that identify the minimum topics to be included in any telecommunicator training program.

(2) Enrollment.

(a) Prior to enrolling in public safety telecommunicator certification courses, PST Trainees shall meet the enrollment requirements as adopted by the affiliated agency's certification program or the Board.

(b) Individuals hired on or after July 1, 2022 shall have 180 days from the implementation of the ~~to-be-enrolled~~ in the ALPST-1 certification program to be enrolled, but shall be allowed to perform the duties of a public safety telecommunicator without certification during completion of ALPST-1 certification.

585-X-5-.04 Certified Alabama Public Safety Telecommunicator-1.

For discussion –

(4) Continuing Education Units (CEUs). A minimum of 24 CEUs per 12-month period shall be mandatory to maintain PST-1 certification.

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Finance

TAB 4

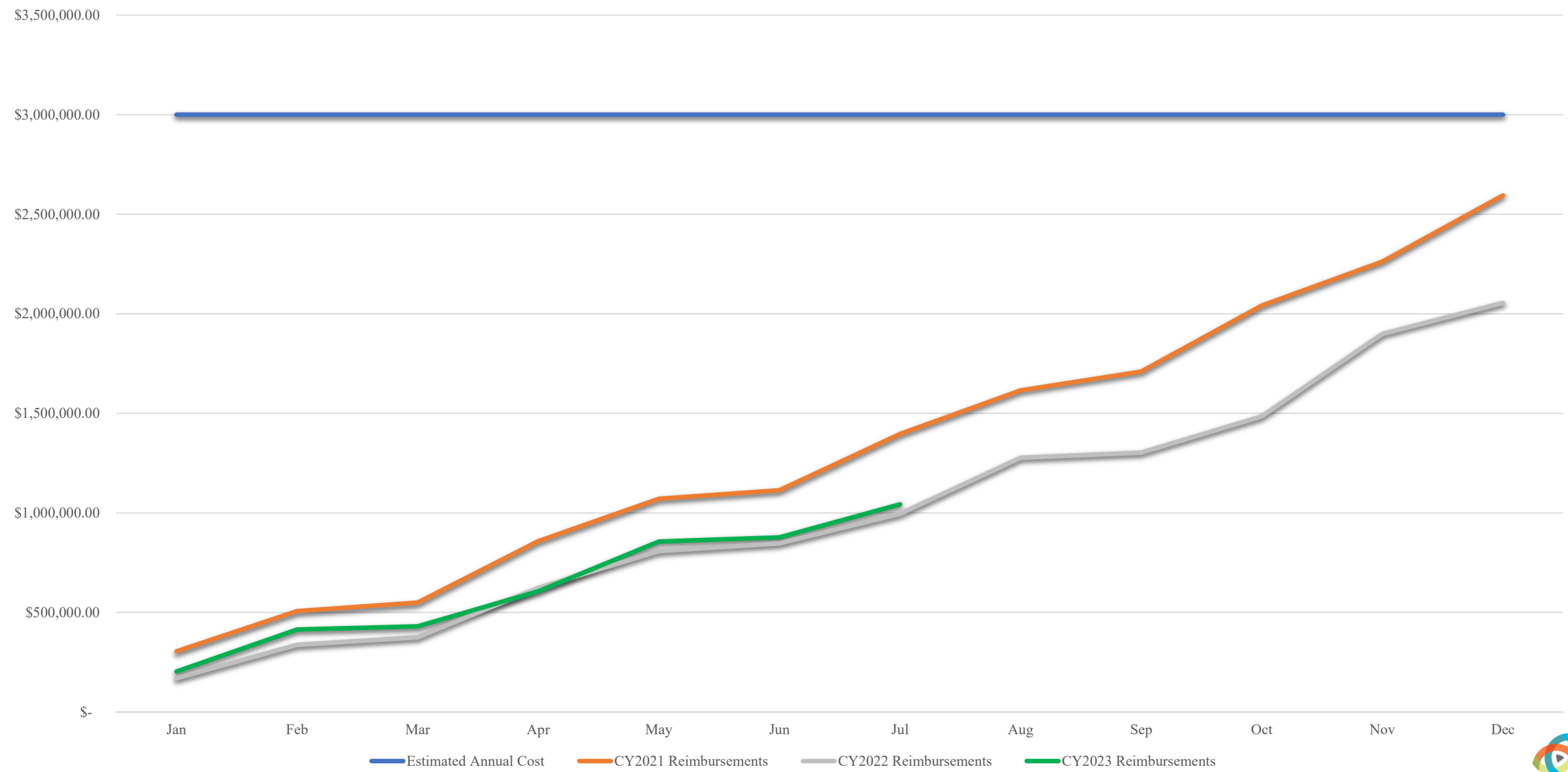


Finance

- ❖ **Financial Statements**
- ❖ **Legacy Cost Reimbursements**
- ❖ **Grant Cycle Updates**



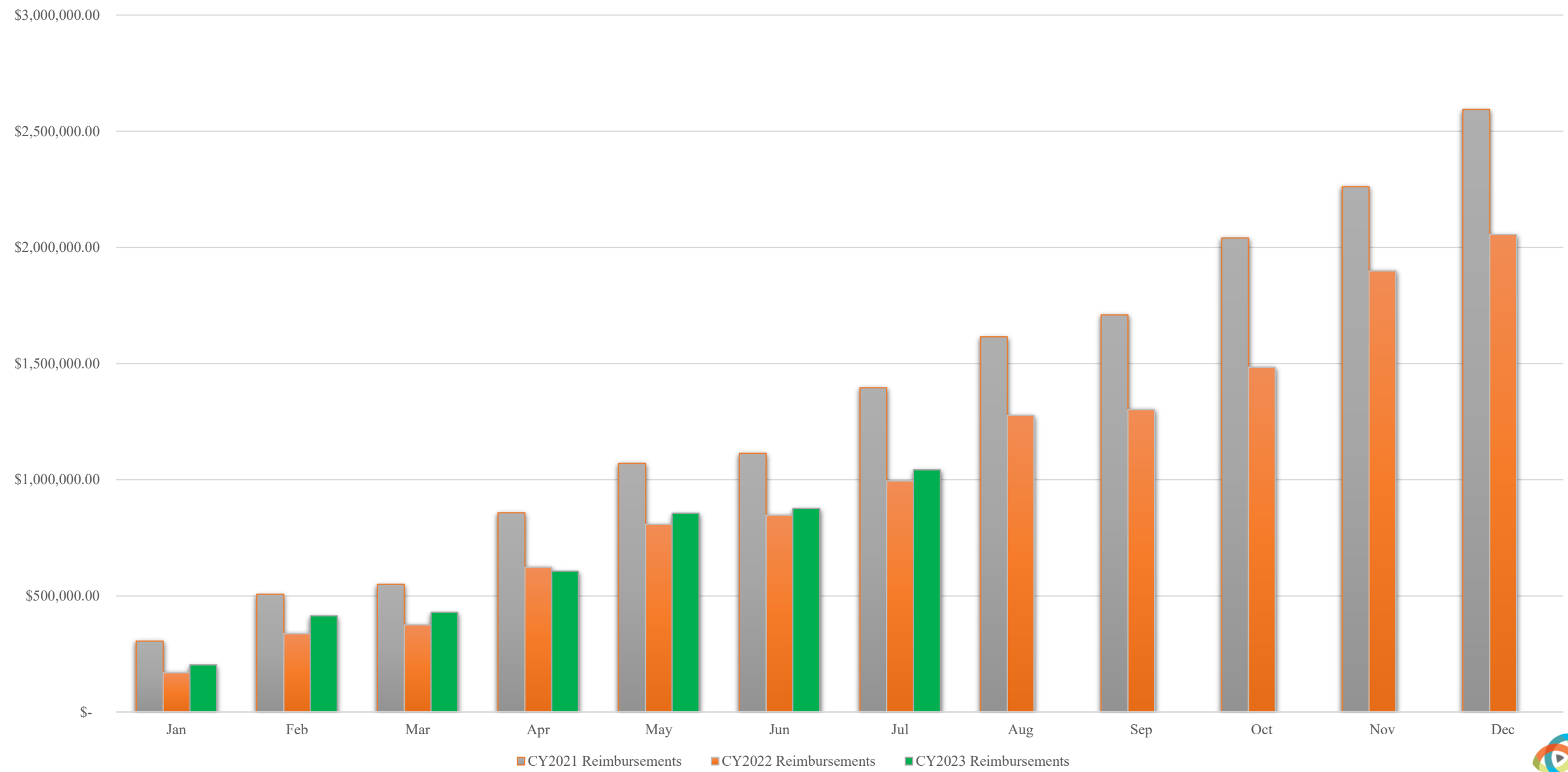
Legacy Cost Reimbursement: Estimated vs Actual



Estimated Annual Cost CY2021 Reimbursements CY2022 Reimbursements CY2023 Reimbursements



Legacy Cost Reimbursement: Year to Year



Grant Cycle 7 Awards

Application Number	Emergency Communication District	Project Type	Award Amount	Agreement Returned	Funds Sent to Grantee	Project Status
GC7-2022-001	Henry County	NG9-1-1 Recorder	\$ 20,045.00	10/03/2022	10/24/2022	Complete - 1/11/2023
GC7-2022-002	Autauga County	NG9-1-1 CPE	\$ 85,193.96	11/09/2022	11/25/2022	Complete - 2/23/2023
GC7-2022-003	Tallapoosa County	Direct IP Call Delivery	\$ 36,339.00	10/28/2022	11/25/2022	Ongoing - 4/28/2023
GC7-2022-004	Marengo County	NG9-1-1 CPE	\$ 125,358.75	11/03/2022	11/25/2022	Ongoing - 4/25/2023
GC7-2022-007	Marion County	NG9-1-1 CPE	\$ 103,983.75	9/30/2022	10/24/2022	Ongoing - 4/28/2023
GC7-2022-008	Winston County	NG9-1-1 Recorder	\$ 25,000.00	10/31/2022	11/25/2022	Complete - 1/11/2023
GC7-2022-012	Randolph County	NG9-1-1 Recorder GIS-related	\$ 25,000.00 \$ 7,219.88	10/20/2022	10/24/2022	Complete - 4/26/2023
GC7-2022-013	Colbert County	CAD	\$ 106,698.60	11/08/2022	11/25/2022	Ongoing - 7/10/2023
GC7-2022-014	Bullock County	NG9-1-1 Recorder	\$ 24,485.00	10/04/2022	10/24/2022	Ongoing - 1/17/2023
GC7-2022-015	Morgan County	NG9-1-1 CPE	\$ 21,261.37	11/16/2022	11/25/2022	Ongoing - 1/24/2023
GC7-2022-016	Choctaw County	CAD	\$ 4,500.00	11/01/2022	11/25/2022	No update received
GC7-2022-018	Jefferson County	NG9-1-1 Recorder	\$ 25,000.00	10/03/2022	10/24/2022	Complete - 01/25/2023
GC7-2022-020	Jackson County	NG9-1-1 CPE	\$ 138,750.00	11/16/2022	11/25/2022	Ongoing - 1/27/2023
GC7-2022-021	Clay County	CAD	\$ 88,796.25	05/23/2023	Pending	
GC7-2022-024	DeKalb County	NG9-1-1 CPE	\$ 173,306.25	11/17/2022	11/25/2022	Ongoing - 1/30/2023
TOTAL			\$ 1,010,937.81			



Education & Outreach

TAB 5



Education & Outreach

- ❖ **ALPST-1 Certification Program**
- ❖ **ALEMD Program**



Introducing
Education &
Outreach Program
Manager –
Laura Ehrhart



Laura brings over 22 years of experience as a 9-1-1 dispatcher and more than a decade of expertise in the education sector. One of her proudest achievements is developing a special needs registry to assist first responders and the public in emergency encounters. She is passionate about making a positive impact in the community through education.



Alabama Emergency Medical Dispatch Program (ALEMD)

- 57 unique agencies or entities have participated in the ALEMD program since its inception in 2018
- Under comprehensive review currently
- Met with ADPH OEMS in May 2023 for programmatic changes
 - **Attendance:**
 - State EMS Director Jamie Gray
 - AL911 Board Deputy Director Adam Brown
 - AL911 Board Executive Director Leah Missildine
- Use the remainder of May to reach out and provide guidance to Instructors and Practitioners in the ALEMD Program



How to navigate through ALEMD...

CERTIFICATION

- [Intent to Train Form](#) submission @ least 14 days in advance of class start
- Upload [Post Course](#) paperwork
- Certificates automatically generated upon the Board's review & approval of submission

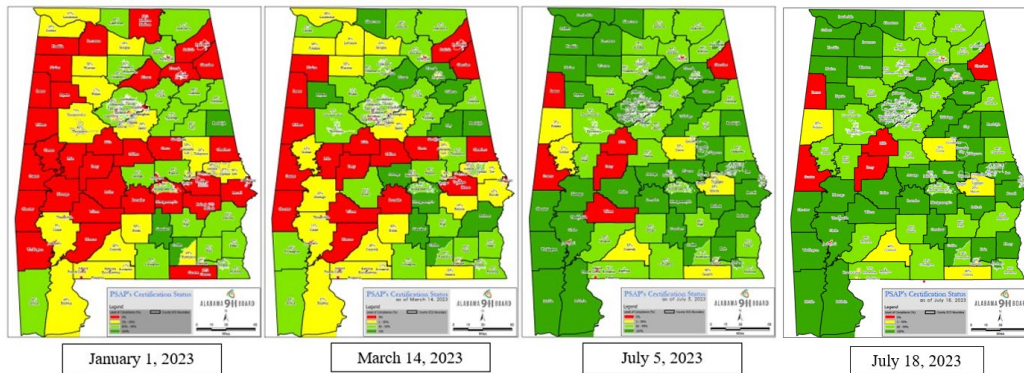
RENEWAL

- Make sure EMD Certificate is in Virtual Academy's Certificate Tracker
- Be sure all CEUs are accounted for in Virtual Academy (i.e. internal & external) as well as CPR card
- Board staff will review monthly & issue renewal



Alabama Public Safety Telecommunicator Certification Program (ALPST-1)

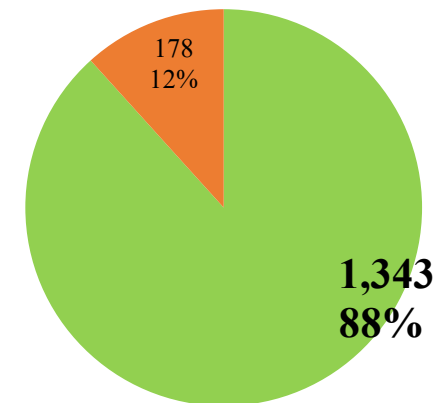
STATEWIDE PROGRESS



IN PRIMARY PSAPS

- 1,521 listed in Primary PSAPs
- 1,343 ALPST-1 certified or enrolled

Primary PSAP Certified versus Not Certified



- Certified/Enrolled & Affiliated with Primary PSAP
- Not Certified & Affiliated with Primary PSAP



Alabama Public Safety Telecommunicator Certification Program (ALPST-1)

[UPDATE PST CERTIFICATION STATUS](#)

[REQUEST FOR PAYMENT](#)



PST Certification Course Request for Payment Form

Fill out this form completely. You will need to attach any course invoices or receipts and a course roster listing those enrolled in the course as supporting documentation.

Date: Emergency Communications District (ECD):

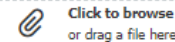
Contact Information:

First Name*: Last Name*:

Phone*: Email*:

How many PSTs will be enrolled in the course?*: Total reimbursement amount being requested.*:

Attach any course invoices or receipts and a course roster listing those that are enrolled.*



PST Certification Status Form

PSAP Name*:

If you put in NA, what agency are you affiliated with?

Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with a PSAP, type NA

Are you reporting a new or existing PST status change?

- New Public Safety Telecommunicator (PST)
- Change of Certification Status
- Change of Information



Technology

TAB 6



Technology

- ❖ ANGEN
- ❖ GIS



Alabama Next Generation Emergency Network

ANGEN 2.0

Report for May 1 - June 30, 2023



STAGE 5 - Statewide Geo-Routing

✓ Region 1 and 2 Go Live
May 31, 2023

Region 3 Go Live
scheduled for July 31, 2023

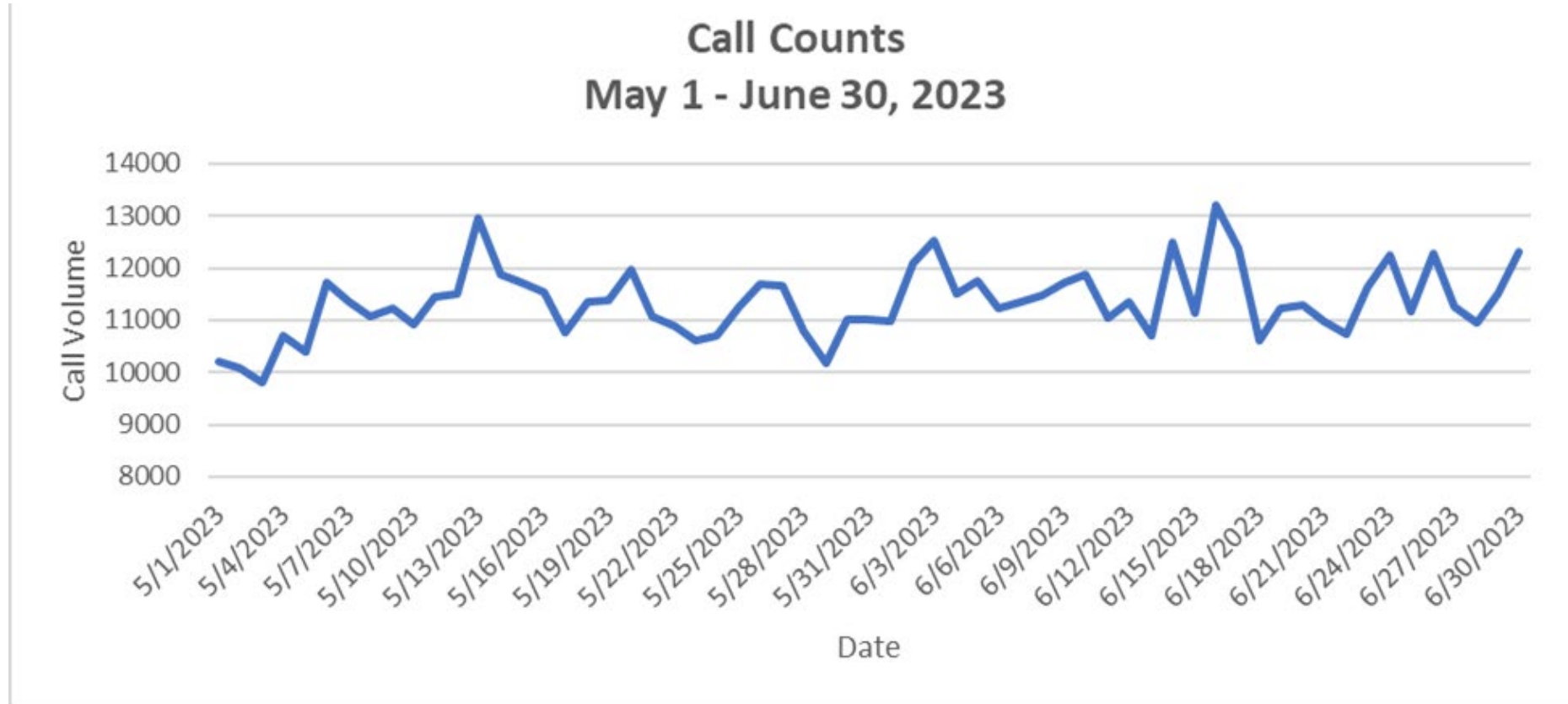


ANGEN Statistics

ESiNet Trends

The busiest day during the reporting period was June 16th – 13,214 calls were processed.

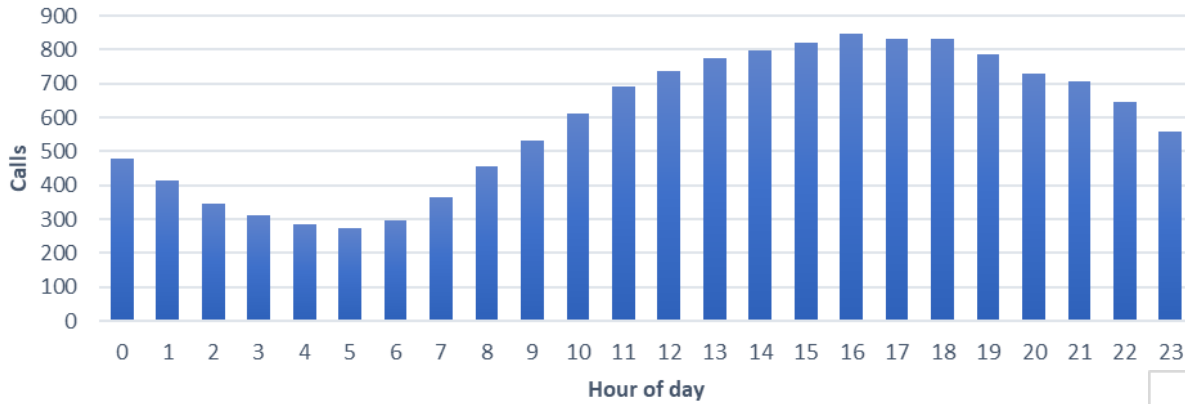
The second busiest day was May 13th – 12,968 calls were processed.



The average daily call volume was 11,345, up from 10,265 in the previous reporting period – total calls since the last report was 692,046.

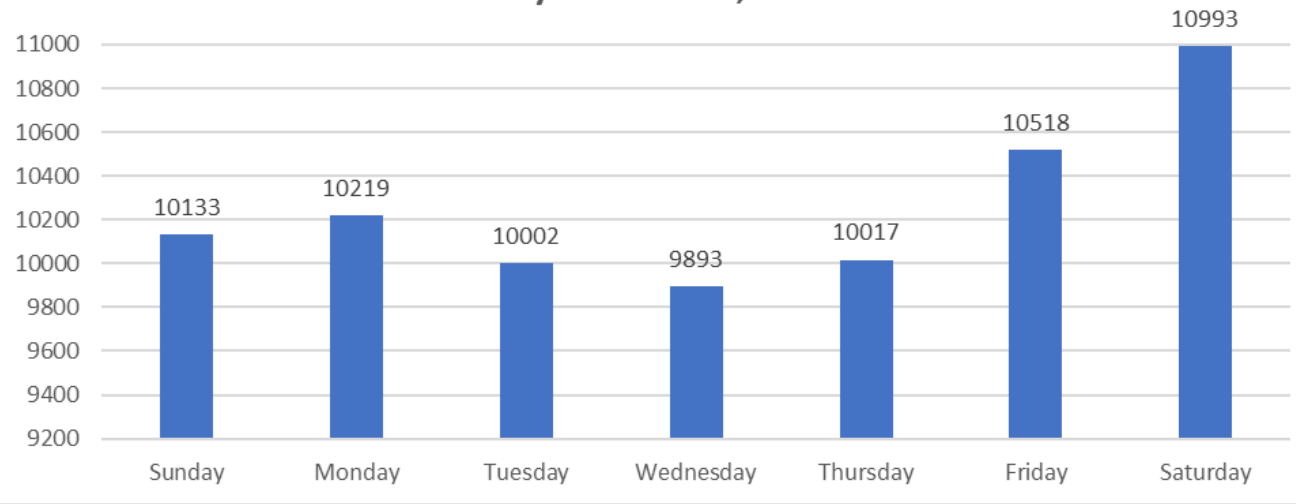


**Average Calls by Hour
May 1 - June 30, 2023**



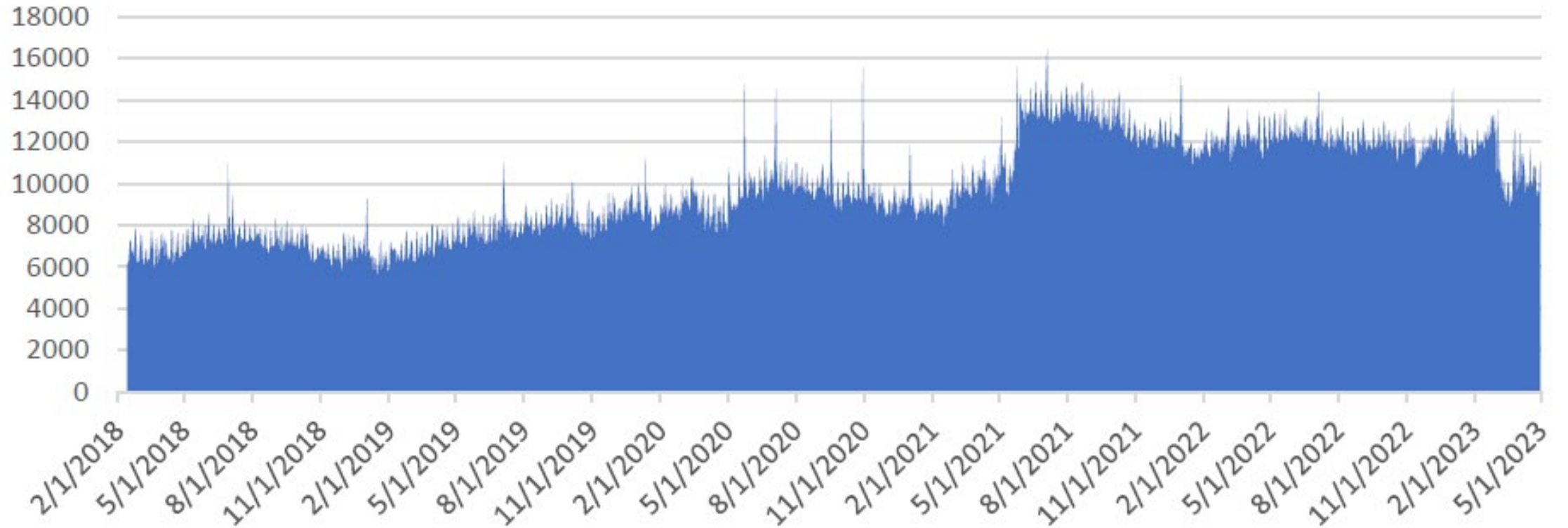
The 5:00 a.m. hour was the least busy
The 4:00 p.m. hour was the most active

**Average Daily Call Volume
May 1 - June 30, 2023**



Saturday proved to have the heaviest call volume
with Wednesday showing the least

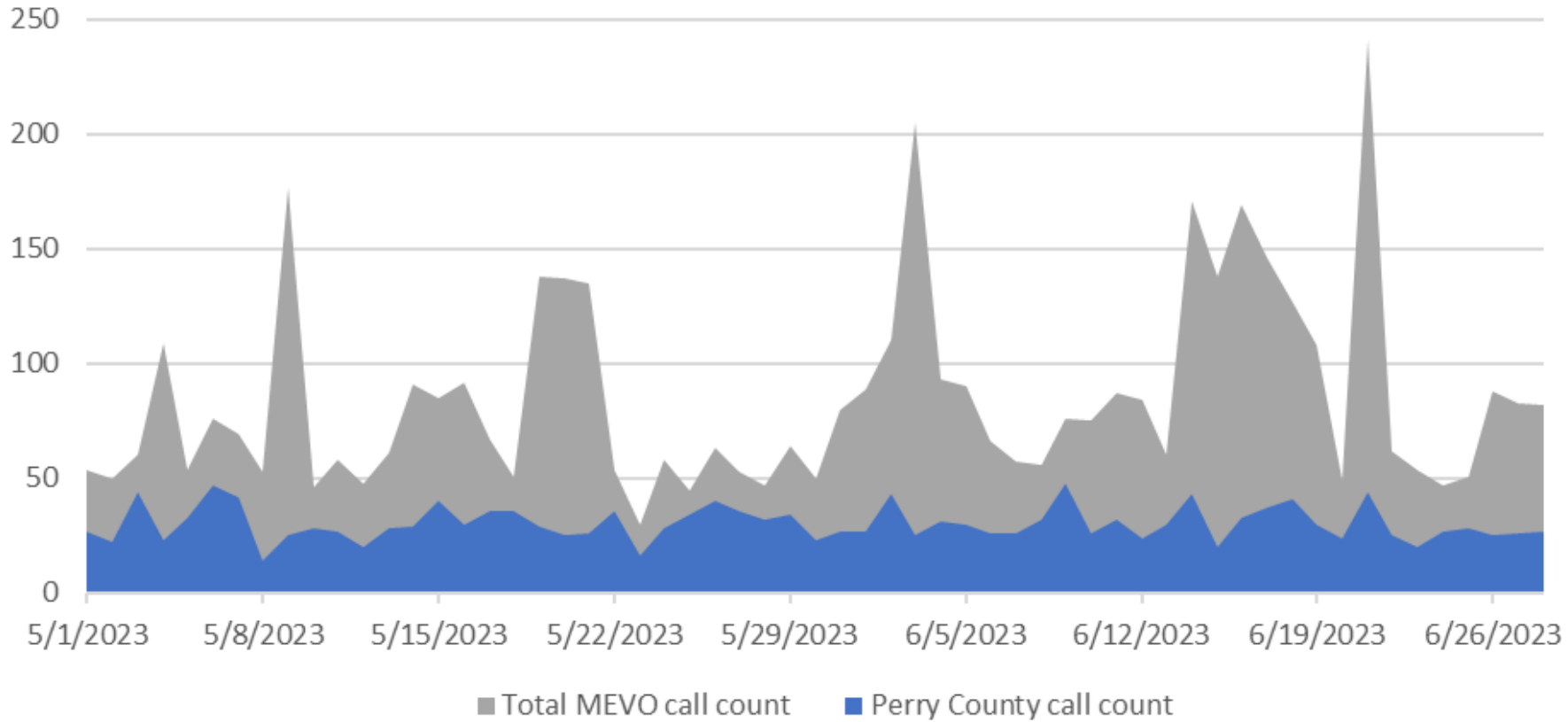
ANGEN Total Call Count February 12, 2018 - April 30, 2023



ANGEN has now processed over 19.2 million calls!

Total Call Volume for February 12, 2018 – June 30, 2023: 19,214,640

MEVO Call Count May 1 - June 30, 2023



5,142 total MEVO call count with an average of 84 per day.

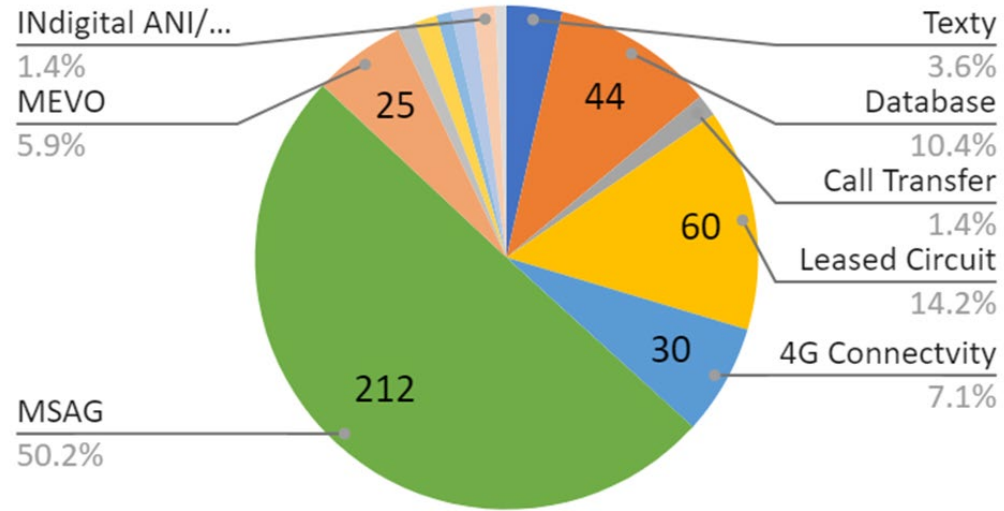
**Perry County operates solely on MEVO.*

Trouble Ticket Analysis

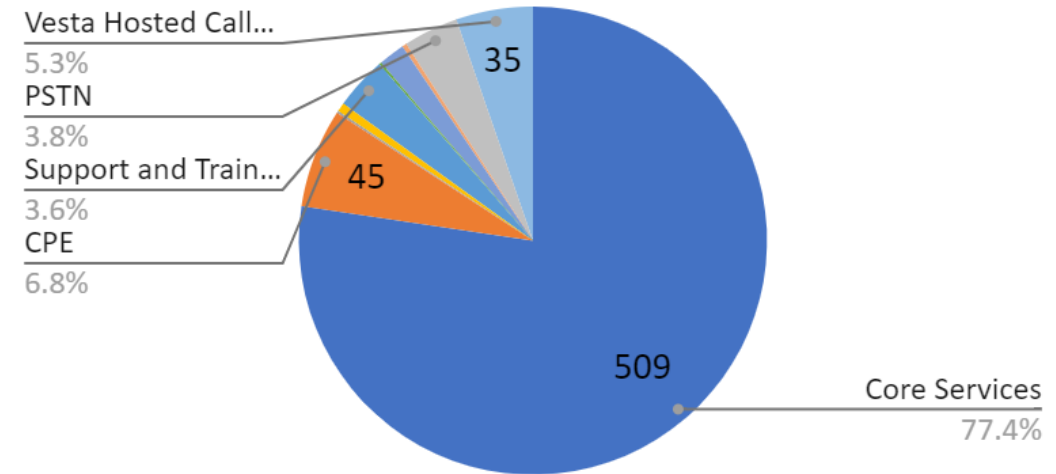
A total of 658 tickets have been created since the last report.

77% of those tickets were core services related.

Core Services Tickets



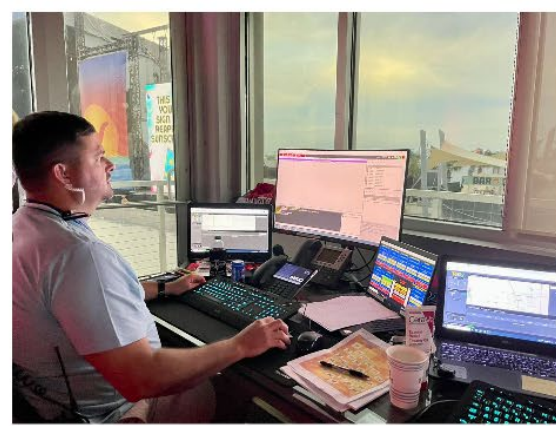
All Tickets



Significant Event Analysis:

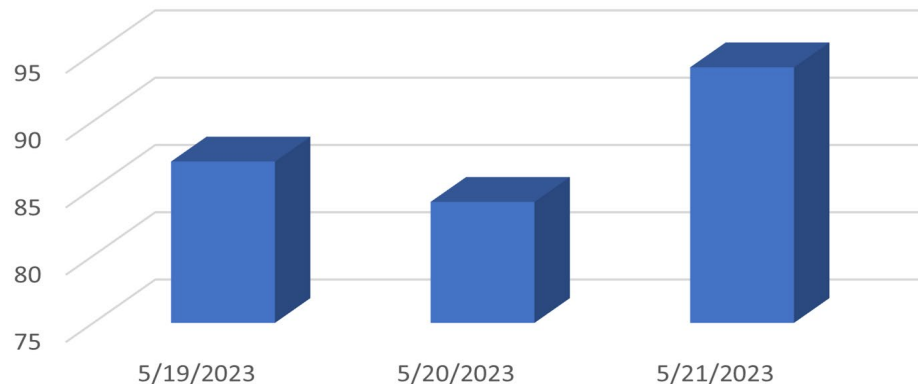
Hangout Music Festival – May 19-21

Baldwin County 9-1-1 posted in a temporary dispatch center on site near the main stage of the Hangout Music Festival. All 911 calls within a geo-fenced area of the beach were routed directly to the interim dispatch.



Calls by Date
Hangout Geo-Fence
2023

- 265 calls were delivered to MEVO
- 173 of those were geo-routed 911 calls



Cross Border Transfers

Two Florida counties, Walton and Okaloosa, have contracted with Motorola for core services. INdigital has been working with Motorola for several months, testing transfer abilities over the network. On June 6th, we completed the testing, and PSAPs now can directly transfer callers over the network allowing ALI data to remain with the call upon transfer.



This significantly benefits Alabama as this will eliminate the need for transfers to Florida MEVO phones provided by the Alabama 911 Board. It will also allow Alabama PSAPs to now receive location information when 911 calls from these counties are transferred to them. PSAPs tested were Escambia, Flomaton, Covington, and Geneva.



Questions?

Caleb Branch

cbranch@[indigital.net](mailto:cbranch@indigital.net)

256.276.6854

INdigital

877.469.2010

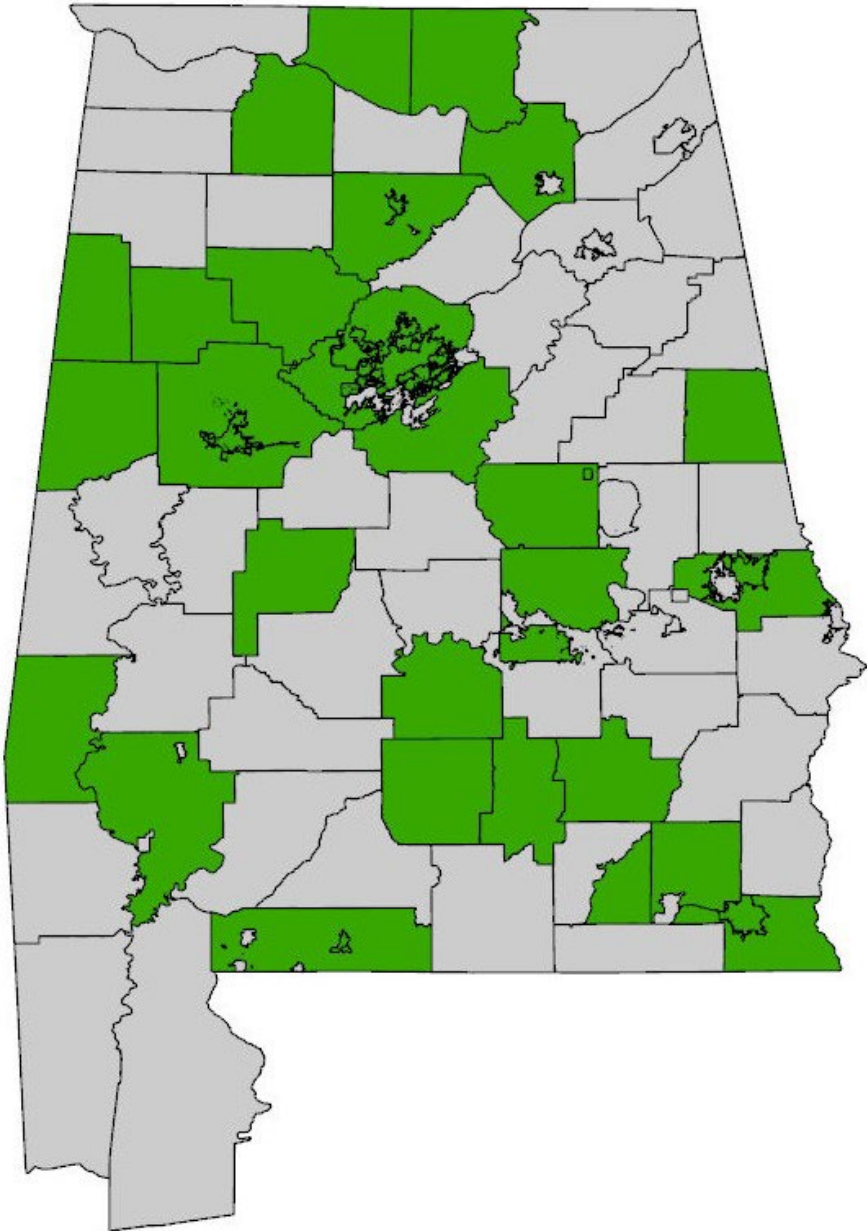
1616 Directors Row,
Fort Wayne, IN 46808



Technology

- ❖ ANGEN
- ❖ GIS





PSAPs Anderson has visited

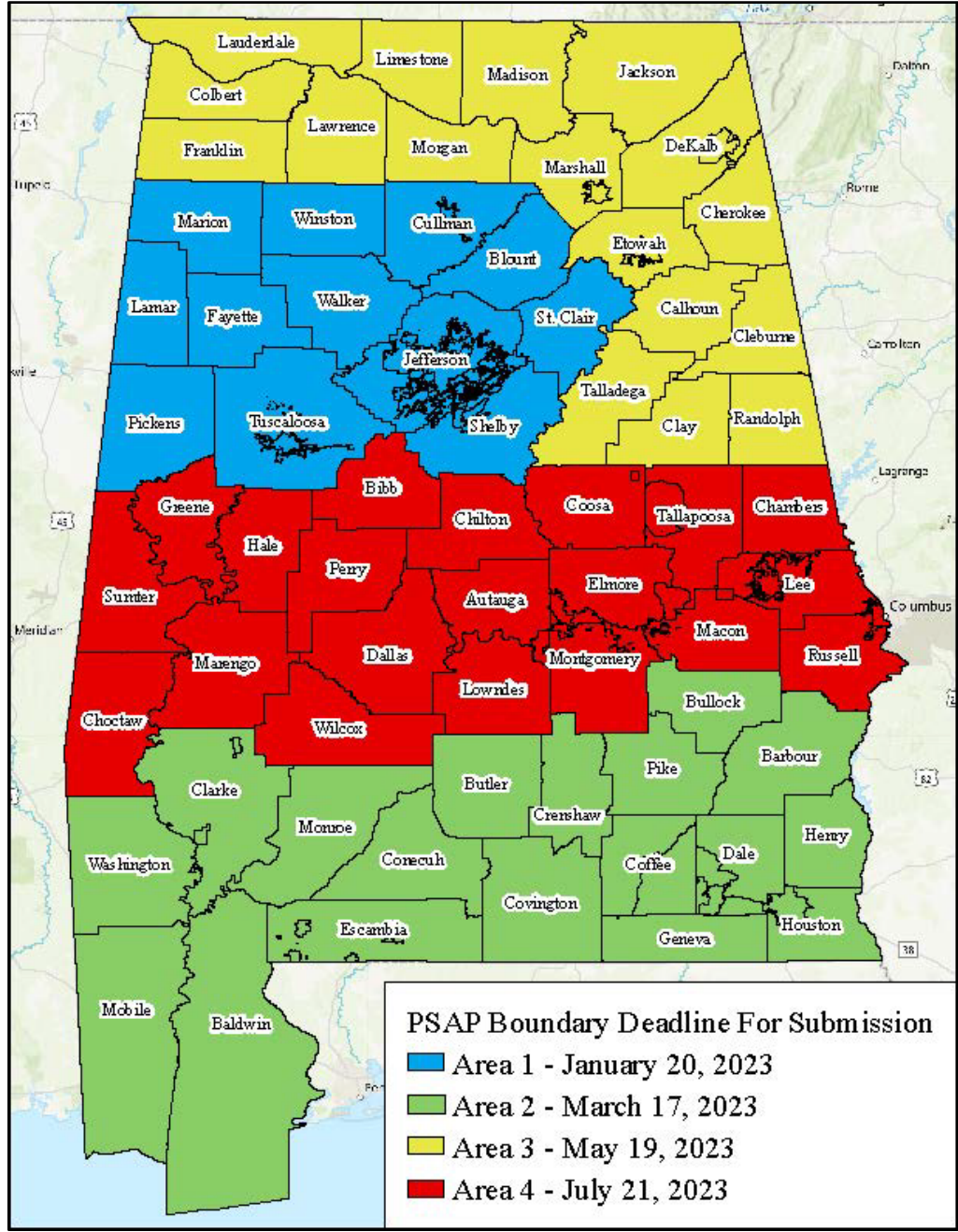
- 44 PSAPs have been visited in person
- Representing 42% of all PSAPs in the State
- 27 County PSAPs
- 17 Municipal PSAPs

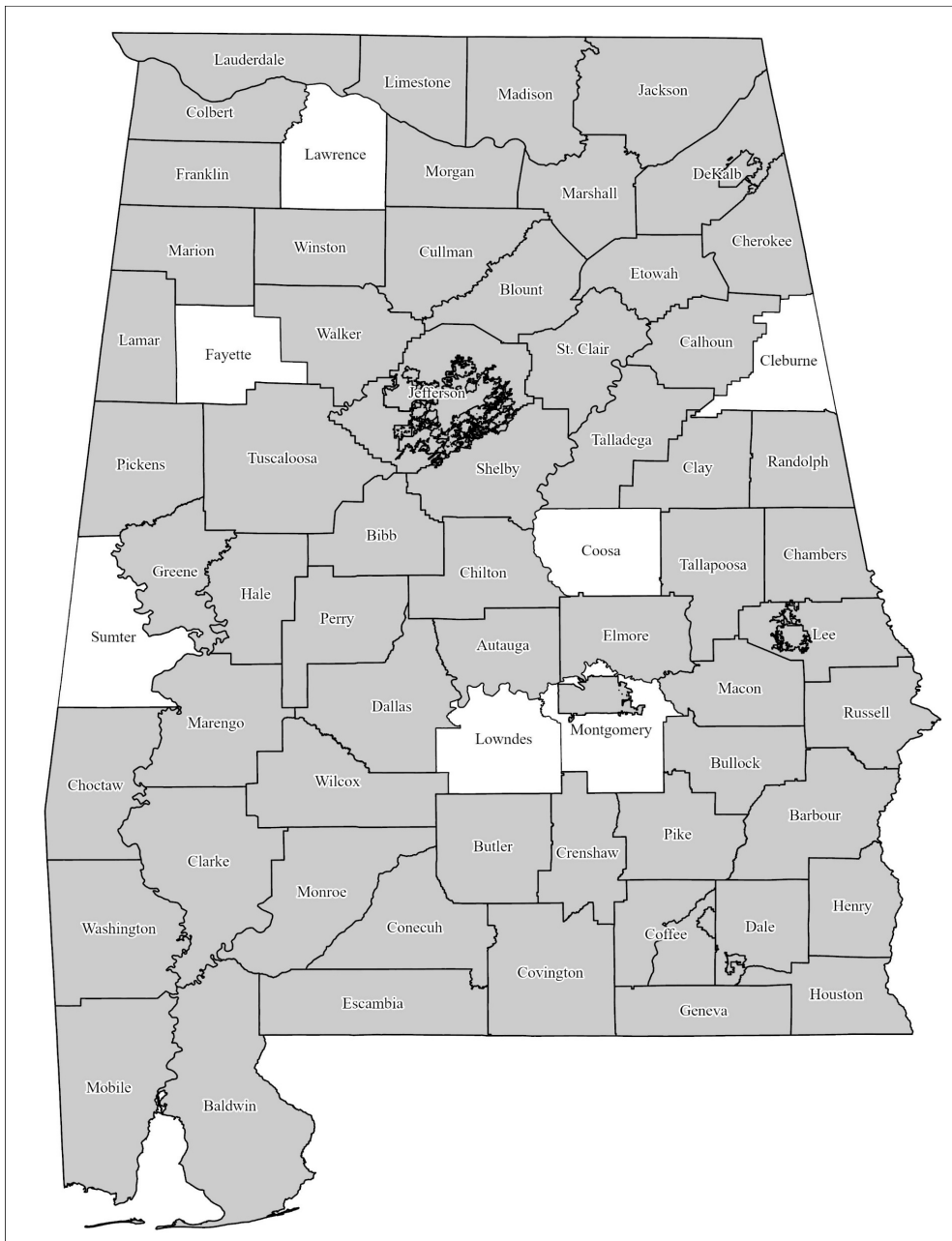


**ACCOMPLISHMENTS
MAY 1 – JUNE 30, 2023**

DATA REMEDIATION (MSAG TO RCL COMPARISON & SYNCHRONIZATION)						
ECD	Overall Anomalies	MSAG # of Records	MSAG Anomalies		Action Taken	Local Agency Response
			Number	Percentage		
Daleville Municipal	1,492	233	0	0%	Done	The local agency is responsive to the verification process.
Butler County	5,589	1,146	143	12%	Forwarded lists to the local agency for them to verify and waited for their feedback to continue working on the data.	They are working on it.
Clarke County	5,829	1,534	111	7%	Forwarded lists to the local agency for them to verify and waited for their feedback to continue working on the data.	No response yet
Morgan County	5,947	4,063	492	12%	Forwarded lists to the local agency for them to verify and waited for their feedback to continue working on the data.	They are working on it.
Escambia County	8,841	1,649	1,128	68%	Address ranges have discrepancies between MSAG data & RCL. Waiting for the local agency's feedback on how to proceed.	No response yet
Dale County	7,192	1,715	115	7%	Currently working. I will forward the lists as soon I get done to the local agency for their verification.	
Covington County	7,219	2,925	457	16%	Initially forwarded some lists to the local agency because of records duplication. Will start working on the synchronization.	The local agency had verified the initial lists.
Marengo County	4,918	1,039	120	12%	Forwarded lists to the local agency for them to verify. Initial records for verification have been made. Currently working.	The local agency is responsive to the verification process, and it is ongoing.

GEOSPATIAL CALL ROUTING PROCESS – GIS LAYERS PREPARATION
<ul style="list-style-type: none"> ✚ Resolved gaps and overlaps for Region/Group 3 PSAP boundaries ✚ Supports on boundary facilitation
VENDOR COLLABORATION
<ul style="list-style-type: none"> ✚ Submitting tickets to DATAMARK, as I've encountered multiple errors while uploading data with the different ECDs. ✚ In collaboration with INdigital in updating the MSAG record to their system as I continue working on MSAG to RCL synchronization based on the local agencies' input.
DATA MAINTENANCE
<ul style="list-style-type: none"> ✚ Marengo County & Morgan County regularly send new addresses & streets to keep the data in the VEP updated.
MEETINGS/WORKSHOPS ATTENDED
<ul style="list-style-type: none"> ✚ Bi-weekly Staff Meetings ✚ Bi-weekly NG911 GIS Status Call with Datamark ✚ GIS Sync Discussion with INdigital for NG911 Geospatial Call Routing ✚ RapidSOS ✚ Webinars



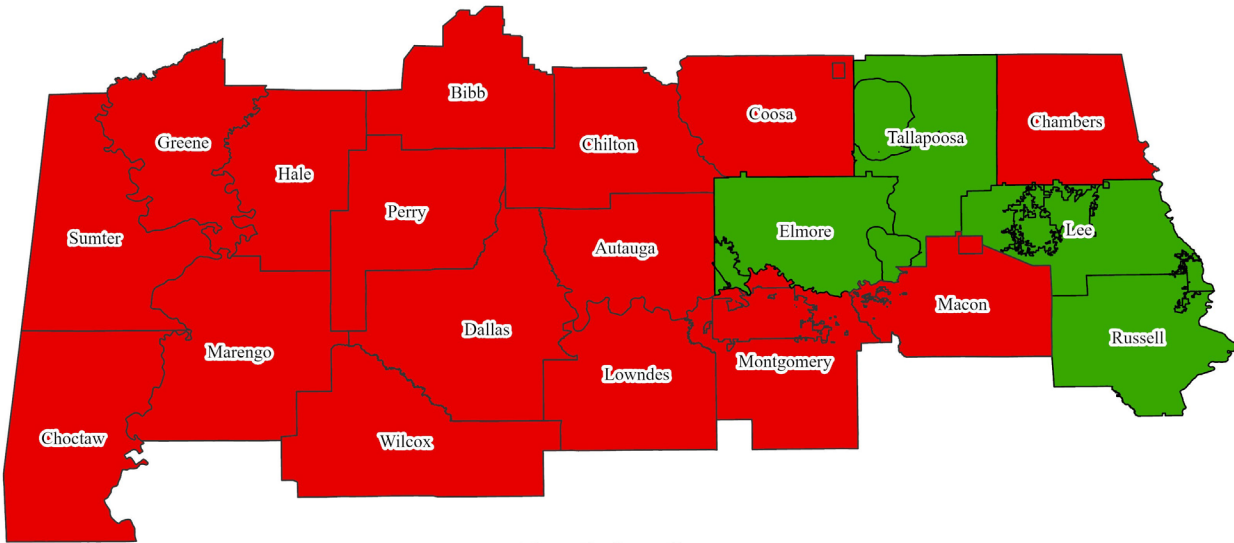


Districts That Have Not Aggregated Data

- Cleburne ECD
- Coosa ECD
- Fayette ECD
- Lawrence ECD
- Lowndes ECD
- Montgomery Co ECD
- Sumter ECD



Area 4 Participated in Boundary Facilitation

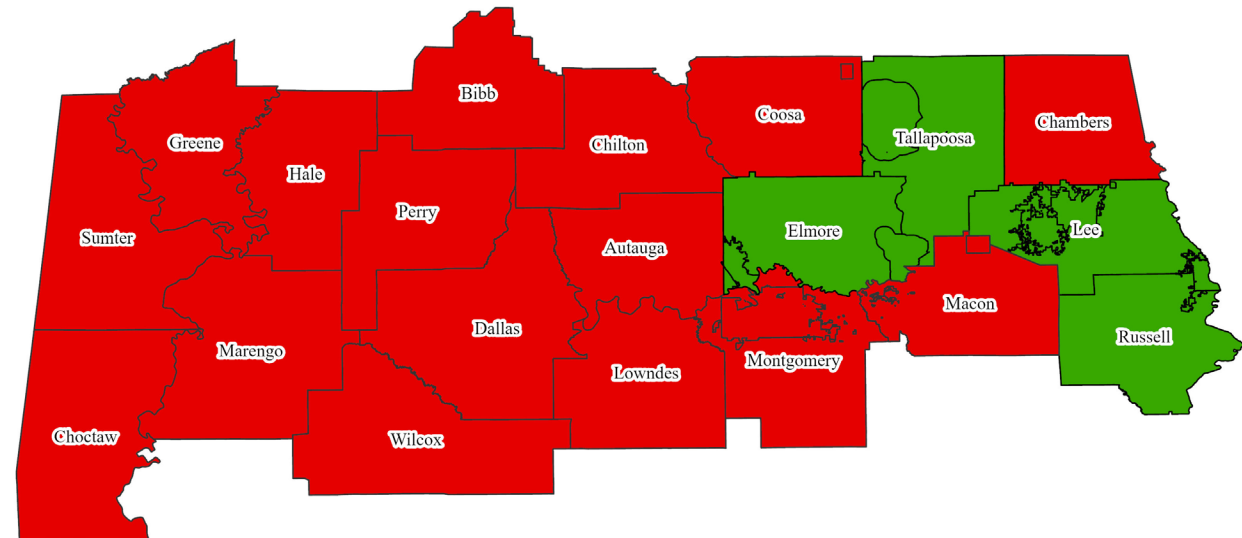


Participation

- YES (10)
- NO (20)

1,006 Gap and Overlap anomalies remain to remediate

Area 4 Submitted Updated Boundaries



Submitted

- YES (10)
- NO (20)

Supporting RapidSOS Premium Portal Deployment

- DATAMARK created an address geocoder for use in displaying call location indicators and location validation that uses our local ECD address point information
- Working with DATAMARK and RapidSOS we created a functional basemap using local authoritative GIS data as the backbone of the heads-up display
- Have a roll out plan starting with Morgan and Clarke Counties
- Once pilot project is completed, full deployment will begin dependent upon ECD data readiness
- Local GIS data remediation becomes critical to allow these functions to work
- GIS data updates will be passed to Premium Portal via the State's aggregated dataset within VEP
- Requires ECDs to regularly utilize VEP to upload, validate and aggregate GIS data

RFP Proposal for GIS Vendor

- Request for Proposal document released (date)
- 5 vendors submitted an Intent to File a proposal
- 3 vendors submitted a response to the request
- Oral Presentations in August
- A recommendation to award contract will be at the special called Board Meeting

Governance

TAB 7



Governance

❖ 9-8-8 MOU



Old Business

TAB 8



New Business

TAB 9



New Business

- ❖ **July 2024 Meeting Date**
- ❖ **Vice Chair Election**
- ❖ **Executive Director Evaluation**
- ❖ **Sunset Review, August 23 or 24**



Public Comments

OPEN FORUM



Next Board Meeting

SEPTEMBER 20, 2023

10:00AM

MONTGOMERY, AL



Adjournment

