ALABAMA 911 BOARD

September 12, 2023
Talk About It Tuesday!

Introduction & Contact Information

(334) 440-7911

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Agenda

September 12, 2023

- Rapid Premium Portal roll-out
- 98% NENA Compliance for Synchronizing GIS Data with MSAG and ALI
- How is a call routed using Geospatial Call Routing
- Upcoming Region 4 Testing and What to expect
- Go-Live Region 4
- What to expect once Geo-Routing is live. When to submit a possible error?
- Training & Board Announcements

ALABAMA 911 BOARD

INdigital

RapidSOS

Brings RapidSOS Premium to Alabama!

RapidSOS Premium provides one unified mapping solution that combines multiple tools and critical data from 500M+ devices for all emergencies in your jurisdiction.

Confidential

Premium is being rolled out across the state

RapidSOS is working in partnership with the Alabama 9-1-1 Board and INdigital to enable RapidSOS Premium at each PSAP across the state!

The RapidSOS team will be in touch as we get to each region with the enablement process.

Any questions or comments please feel free to reach out!

implementations@rapidsos.com

Confidential

Synchronizing GIS Data with MSAG & ALI

MSAG compared to RCL

- MSAG not reflected in RCL
- MSAG range incomplete
- MSAG range not reflected in RCL range

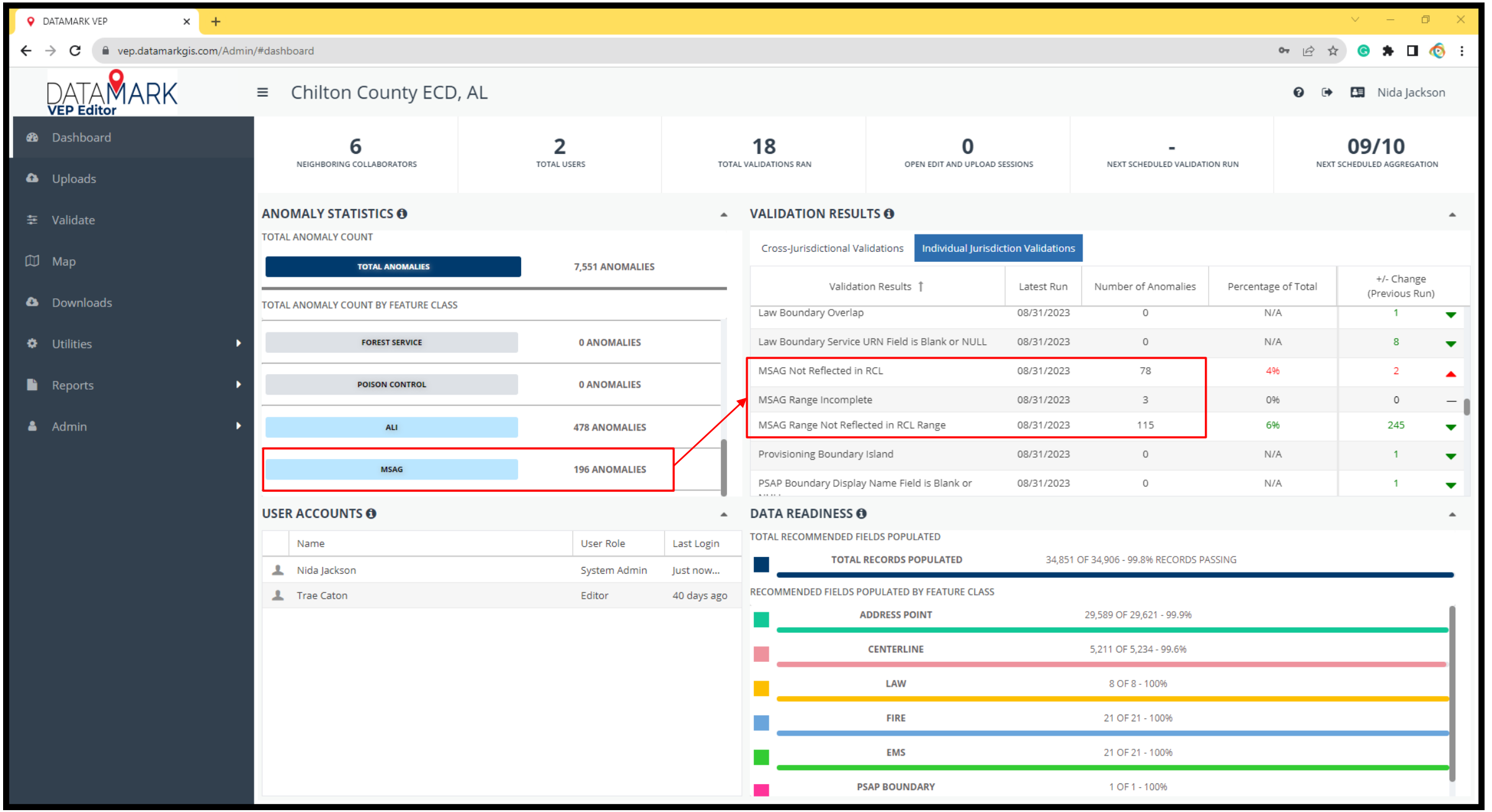
RCL compared to MSAG

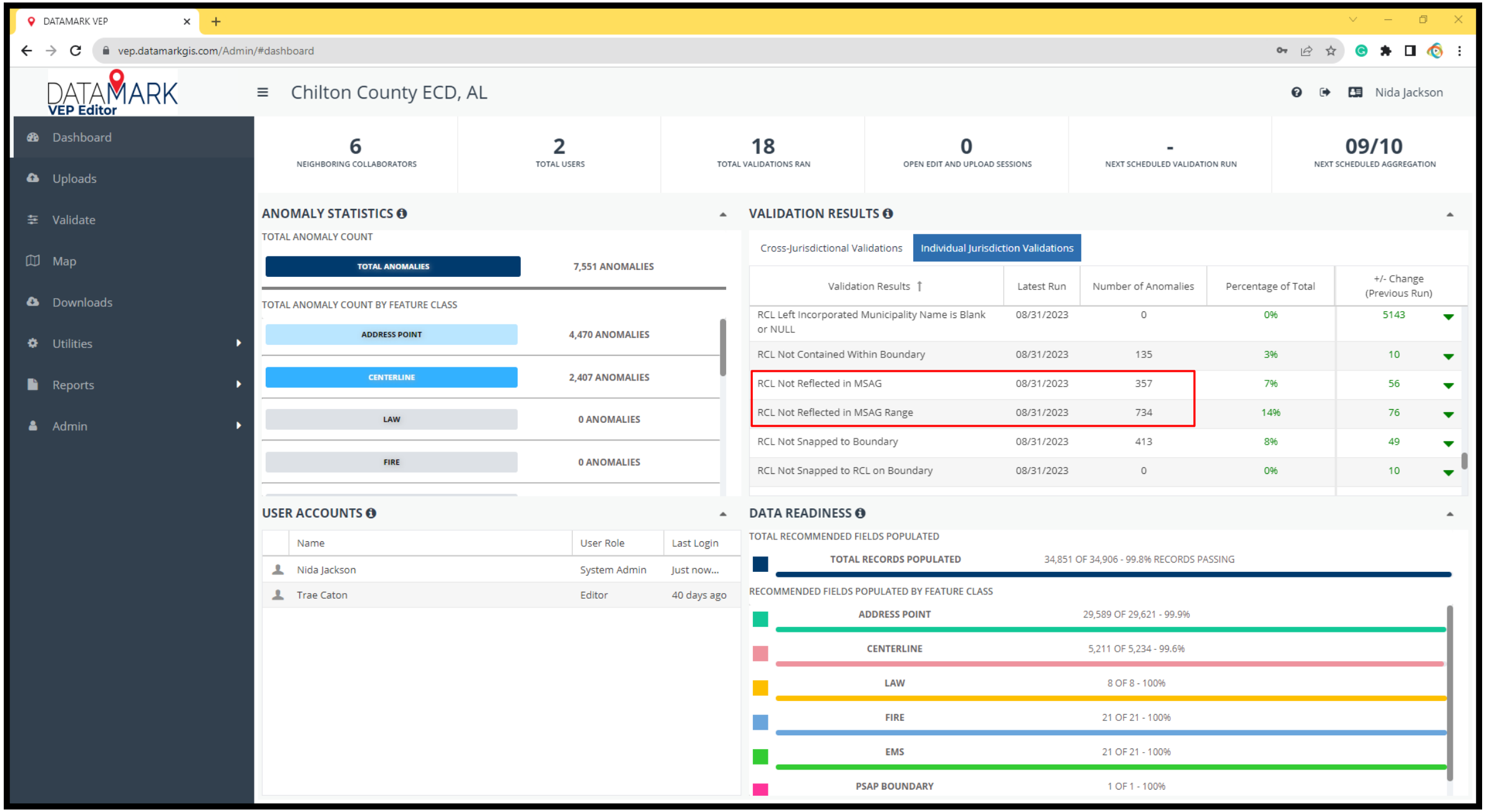
- RCL not reflected in MSAG
- RCL range not reflected in MSAG range

ALI compared to RCL

ALI compared to AP

- ALI address incomplete
- ALI address number invalid
- ALI not reflected in AP
- ALI not reflected in AP and RCL
- ALI not reflected in RCL


DATAMARK VEP
vep.datamarkgis.com/Admin/#dashboard
DATAMARK VEP Editor
Chilton County ECD, AL
Nida Jackson
Dashboard
Uploads
Validate
Map
Downloads
Utilities
Reports
Admin
6
NEIGHBORING COLLABORATORS
2
TOTAL USERS
18
TOTAL VALIDATIONS RAN
0
OPEN EDIT AND UPLOAD SESSIONS
-
NEXT SCHEDULED VALIDATION RUN
09/10
NEXT SCHEDULED AGGREGATION
ANOMALY STATISTICS
TOTAL ANOMALY COUNT
TOTAL ANOMALIES
7,551 ANOMALIES
TOTAL ANOMALY COUNT BY FEATURE CLASS
FOREST SERVICE
0 ANOMALIES
POISON CONTROL
0 ANOMALIES
ALI
478 ANOMALIES
MSAG
196 ANOMALIES
VALIDATION RESULTS
Cross-Jurisdictional Validations
Individual Jurisdiction Validations
Validation Results
Latest Run
Number of Anomalies
Percentage of Total
+/- Change (Previous Run)
Law Boundary Overlap 08/31/2023 0 N/A 1
Law Boundary Service URN Field is Blank or NULL 08/31/2023 0 N/A 8
MSAG Not Reflected in RCL 08/31/2023 78 4% 2
MSAG Range Incomplete 08/31/2023 3 0% 0
MSAG Range Not Reflected in RCL Range 08/31/2023 115 6% 245
Provisioning Boundary Island 08/31/2023 0 N/A 1
PSAP Boundary Display Name Field is Blank or 08/31/2023 0 N/A 1
USER ACCOUNTS
Name
User Role
Last Login
Nida Jackson System Admin Just now...
Trae Caton Editor 40 days ago
DATA READINESS
TOTAL RECOMMENDED FIELDS POPULATED
TOTAL RECORDS POPULATED
34,851 OF 34,906 - 99.8% RECORDS PASSING
RECOMMENDED FIELDS POPULATED BY FEATURE CLASS
ADDRESS POINT
29,589 OF 29,621 - 99.9%
CENTERLINE
5,211 OF 5,234 - 99.6%
LAW
8 OF 8 - 100%
FIRE
21 OF 21 - 100%
EMS
21 OF 21 - 100%
PSAP BOUNDARY
1 OF 1 - 100%


DATAMARK VEP
vep.datamarkgis.com/Admin/#dashboard
DATAMARK VEP Editor
Chilton County ECD, AL
Nida Jackson
Dashboard
Uploads
Validate
Map
Downloads
Utilities
Reports
Admin
6
NEIGHBORING COLLABORATORS
2
TOTAL USERS
18
TOTAL VALIDATIONS RAN
0
OPEN EDIT AND UPLOAD SESSIONS
-
NEXT SCHEDULED VALIDATION RUN
09/10
NEXT SCHEDULED AGGREGATION
ANOMALY STATISTICS
TOTAL ANOMALY COUNT
TOTAL ANOMALIES
7,551 ANOMALIES
TOTAL ANOMALY COUNT BY FEATURE CLASS
ADDRESS POINT
4,470 ANOMALIES
CENTERLINE
2,407 ANOMALIES
LAW
0 ANOMALIES
FIRE
0 ANOMALIES
VALIDATION RESULTS
Cross-Jurisdictional Validations
Individual Jurisdiction Validations
Validation Results
Latest Run
Number of Anomalies
Percentage of Total
+/- Change (Previous Run)
RCL Left Incorporated Municipality Name is Blank or NULL
08/31/2023
0
0%
5143
RCL Not Contained Within Boundary
08/31/2023
135
3%
10
RCL Not Reflected in MSAG
08/31/2023
357
7%
56
RCL Not Reflected in MSAG Range
08/31/2023
734
14%
76
RCL Not Snapped to Boundary
08/31/2023
413
8%
49
RCL Not Snapped to RCL on Boundary
08/31/2023
0
0%
10
USER ACCOUNTS
Name
User Role
Last Login
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System Admin
Just now...
Trae Caton
Editor
40 days ago
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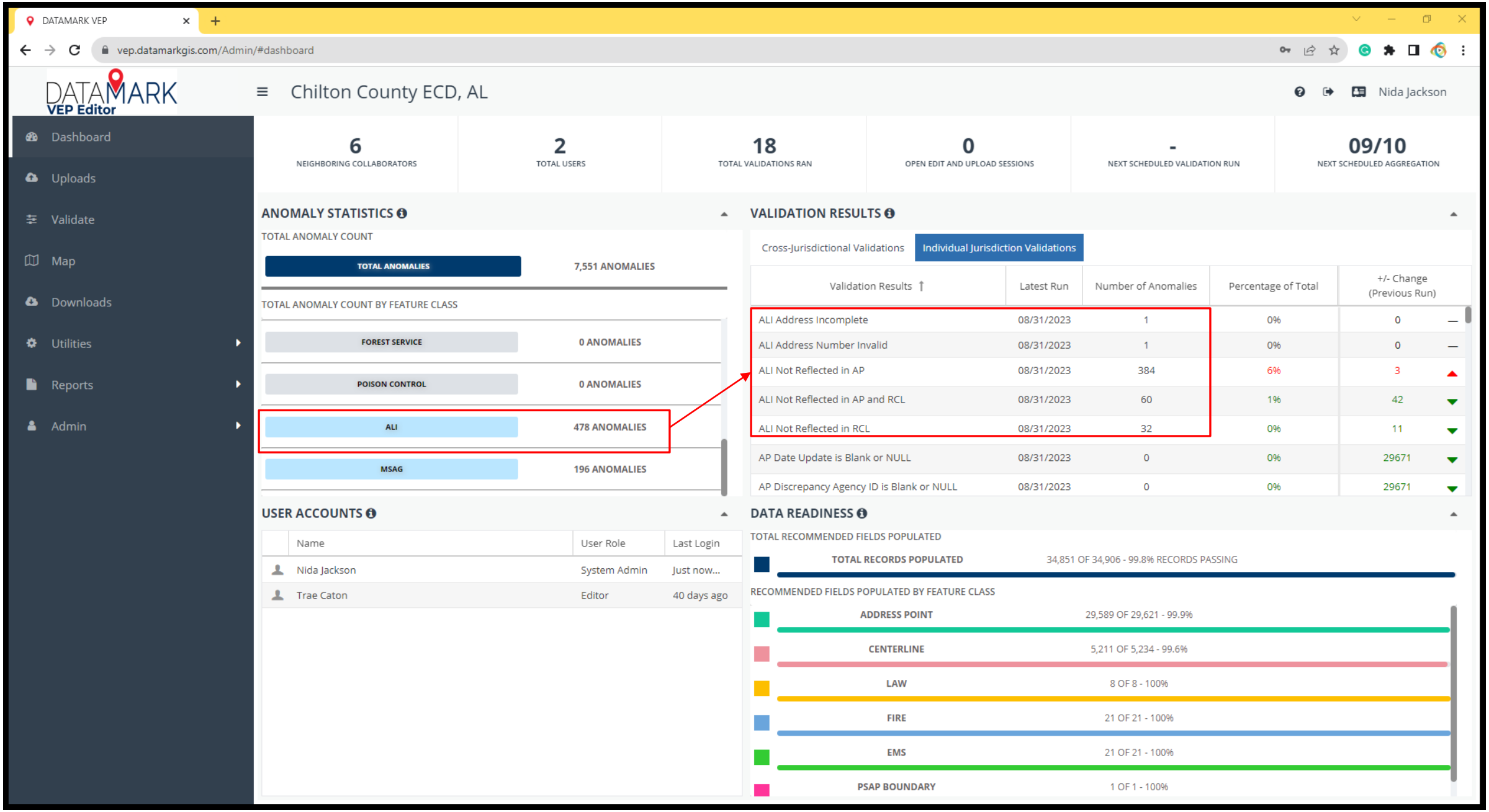
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Percentage of Total
+/- Change (Previous Run)
ALI Address Incomplete 08/31/2023 1 0% 0
ALI Address Number Invalid 08/31/2023 1 0% 0
ALI Not Reflected in AP 08/31/2023 384 6% 3
ALI Not Reflected in AP and RCL 08/31/2023 60 1% 42
ALI Not Reflected in RCL 08/31/2023 32 0% 11
AP Date Update is Blank or NULL 08/31/2023 0 0% 29671
AP Discrepancy Agency ID is Blank or NULL 08/31/2023 0 0% 29671
USER ACCOUNTS
Name
User Role
Last Login
Nida Jackson System Admin Just now...
Trae Caton Editor 40 days ago
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LAW
8 OF 8 - 100%
FIRE
21 OF 21 - 100%
EMS
21 OF 21 - 100%
PSAP BOUNDARY
1 OF 1 - 100%

How a call is routed using Geospatial Call Routing

1. **Call is sent from the carrier to ANGEN.**
2. **The geo-router requests the ALI info from a third-party database.**
3. **It examines the response for the Caller's Geo-location, civic location, or both.**
4. **If a geo-location is returned, then the call is passed to the ECRF for geo-routing based on the PSAP shapefiles.**
5. **If a geo-location is not returned, then the call falls back to tabular routing.**
6. **The call is delivered to the PSAP.**

INdigital

Alexander City 911
Auburn 911
Autauga 911
Bibb 911
Chambers 911
Chilton 911
Choctaw 911
Coosa 911
Dallas 911
Elmore 911
Goodwater 911
Greene 911
Hale 911
Lee 911
Lowndes 911
Macon 911
Marengo 911
Millbrook 911
Montgomery City 911
Montgomery Co 911
Notasulga 911
Opelika 911
Perry 911
Phenix City 911
Russell 911
Shorter 911
Sumter 911
Tallapoosa 911
Tallassee 911
Tuskegee 911
Wilcox 911

Region 4 - Testing September 13th 9:00 AM
Go-Live September 27th 9:00 AM

All PSAPs in Region 4

- Join Google Meet Call on Wednesday, September 13th at 9:00 AM
- Be prepared to make one to two test cell phone calls to 911 from locations within your psap boundary, preferably two different carriers avoiding the use of Verizon.
- Confirm call is delivered to the correct PSAP and ANI/ALI display is correct.
- Provide the ESRK from the ali display
- Turn up Live September 27th - Completing the State

Not All Calls Will Geo-Route

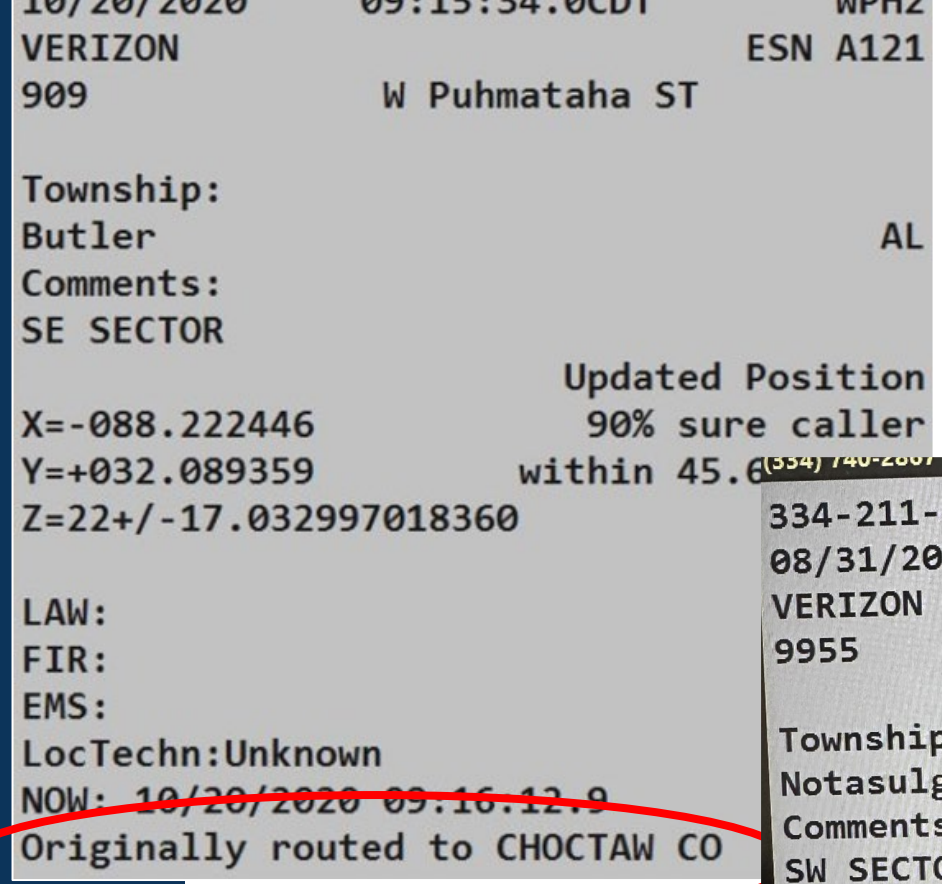
We do not want to delay a 911 call delivery. The geo-location is only queried once.

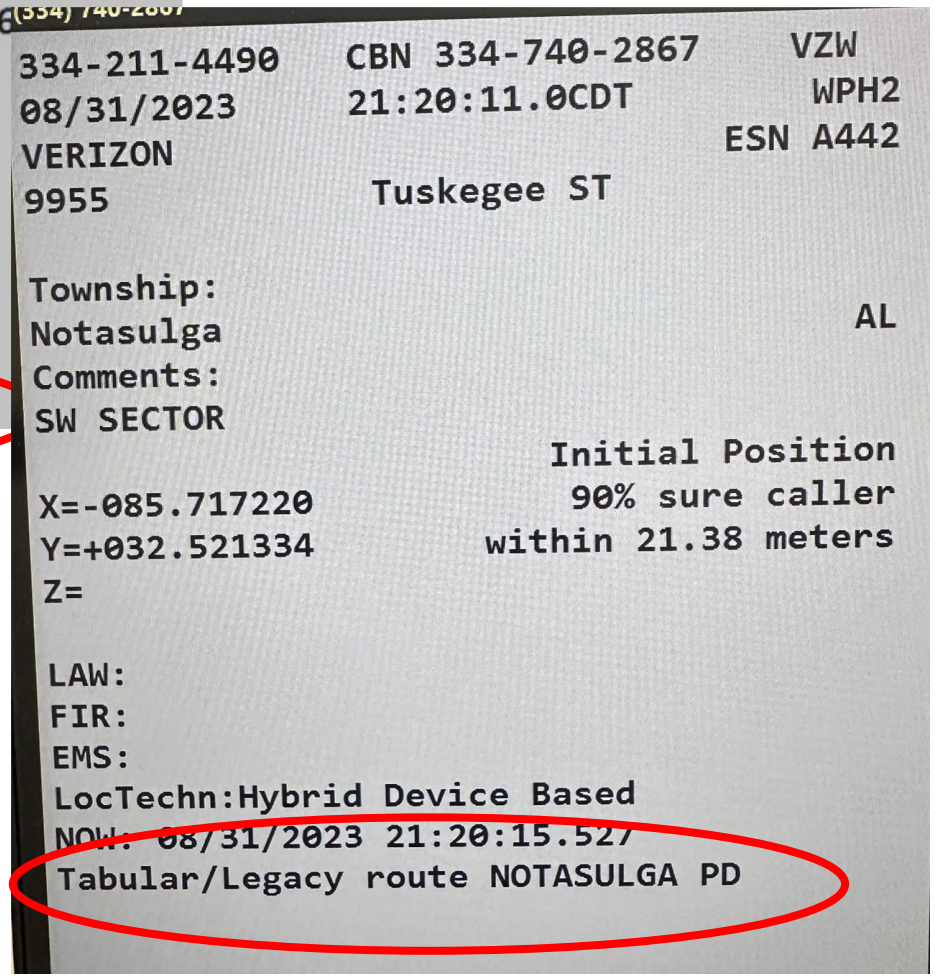
The next step is to tabularly route the call.

This means calls may still route to you based on the tower location or pANI assigned to the call.

Landline calls will Tabular route.

Ali Spill has been updated





This line has been reformatted to more accurately describe how the call is designated to Tabular route according to MSAG Database

When should I issue a ticket for investigation?

Calls in question to be investigated should be submitted to: database@indigital.net

Information to include: details of reason for investigation, ESRK, data and time of call, cbn

1. Remember, we will hold the call for only one ring ring cycle waiting for WPH2 device coordinates, if not received the call will route based on Tabular data

1. Legacy/Tabular Route displayed on the ALI Spill is the best indicator

If the Legacy/Tabular Route matches your agency it is safe to assume this call fell back to Tabular Route

If different:

- possible error needs to be investigated
- possible transfer or another PSAP overwhelmed and rolled over

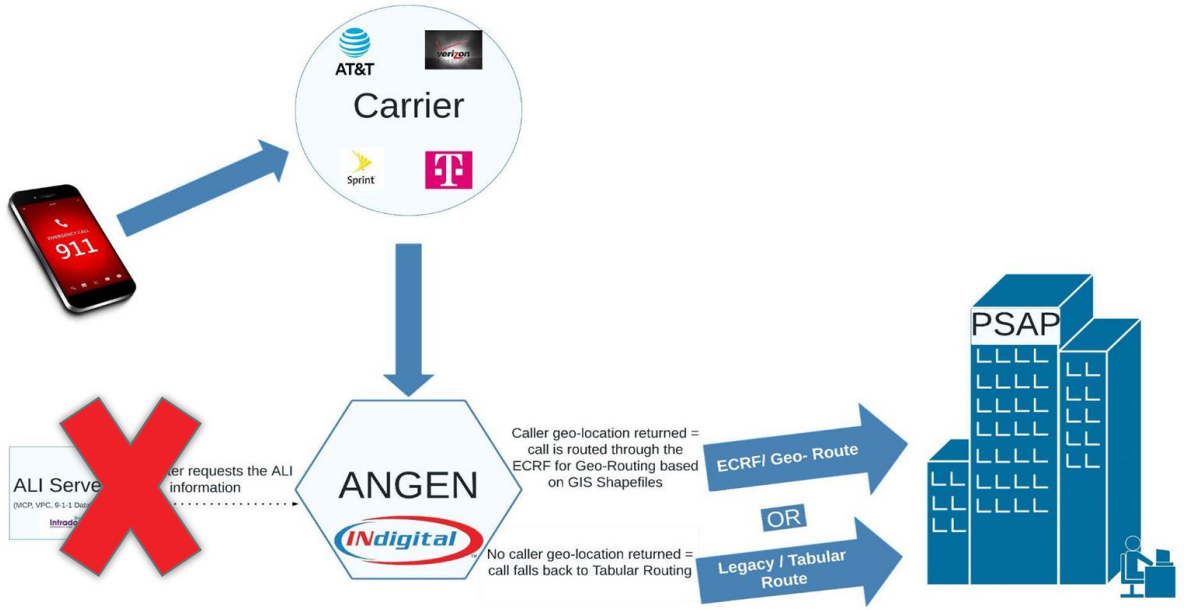
The Simplified End-State Method of Geo-Routing

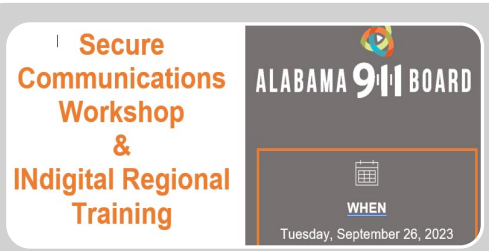
1. Call comes into the network with an attached PIDF-LO (Presence Information Data Location Object) XML document.

1. The PIDF-LO is crossed-referenced with the Location Verification Function (LVF).

1. The call is routed to the correct PSAP based on the verified coordinates during the cross-reference.

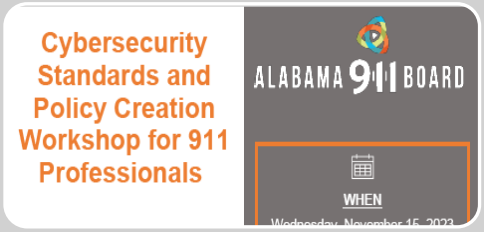
- Work needs to be done with the carriers and location providers to establish PIDF-LO handoff between carrier and network
- A spatial interface needs to be established to verify location data against the state GIS set.
- Call-Handling Systems must be upgraded to receive this new type of PIDF-LO based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





September 26 – Secure Communications Workshop & INdigital Regional Training – Morgan County

October 15 – Survive and Thrive: Core Stress Resilience Training – Orange Beach



November 15 – Cybersecurity Standards and Policy Creation Workshop – Gulf Shores

Sponsored Workshops and Training

@alabama911board Alabama 9-1-1 Board @al911board http://al911board.com

Dates	Training	Location	Organization	Status	
Sep 25-Sep 27, 2023	IAED Emergency Medical Dispatch (EMD)	Northport, AL	Tuscaloosa County 911	Open	More Info
Sep 26, 2023	Secure Communications Workshop (in the morning at the same location as INdigital Regional Training)	Decatur, AL	OTMCyber & Alabama 9-1-1 Board	Open	More Info
Sep 26, 2023	INdigital Regional Training (in the afternoon at the same location as the Secure Communications Workshop)	Decatur, AL	INdigital and Alabama 9-1-1 Board	Open	More Info
Oct 15, 2023	Survive and Thrive! Core Stress Resilience Training (GCC Pre-Conference Course)	Orange Beach, AL	Alabama 9-1-1 Board and Alabama NENA	Open	More Info
Nov 15, 2023	Cybersecurity Standards and Policy Creation Workshop for 911 Professionals	Orange Beach, AL	OTMCyber & Alabama 9-1-1 Board	Open	More Info

Upcoming Training

- ECD Annual Reporting to the Examiners due November 30, 2023 https://www.al911board.com/professionals/regulations/ecd-annual-reporting
- Legacy 9-1-1 Cost Reimbursement submissions are due by the 10th https://www.al911board.com/professionals/ecd-legacy-9-1-1-costs-reimbursement
- 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. You can find more information on our website.
- Upload, validate, aggregate your GIS data to the State office VEP.
- Have you had a staffing change? If that person is ALPST certified or answering 911 calls, please fill out this form. If that person is admin staff or otherwise does not answer 911 calls, fill out this form.

Board Announcements & Reminders

September 19 – No TAIT (Board Meeting week)

September 26 – Changes Coming and Deadlines

October 3 – DATAMARK Release Notes

October 10 – Gulf Coast Conference Preview

Upcoming TAIT Webinars

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Questions

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