

The State of Alabama 9-1-1 Board Announces Next Generation Geospatial Call Routing Statewide

The Alabama 9-1-1 Board, in coordination with its system service provider, INdigital, is excited to announce the activation of geospatial call routing for wireless 9-1-1 calls for the entire State of Alabama. This announcement marks another major milestone in the Board's efforts to modernize the 9-1-1 system in Alabama.

In May 2021, the Board announced that all Public Safety Answering Points (PSAPs) in Alabama were fully on-boarded onto the Alabama Next Generation Emergency Network (ANGEN). ANGEN is a standards-based resilient, redundant, and more capable 9-1-1 system that represents Alabama's transition into Next Generation 9-1-1.

Next Generation or NG9-1-1 is an IP-based environment which is a system of managed Emergency Services IP networks (ESInets), functional elements (applications), and databases that replicate traditional 9-1-1 features and functions and provides additional capabilities. NG9-1-1 is designed to provide access to emergency services from all connected communications sources and provide multimedia data capabilities for (PSAPs, 9-1-1 centers, and other emergency service organizations).

Geospatial call routing is a GIS based form of technology that is the first combination of all these NG9-1-1 elements together in a real-world solution that allows for a faster, more flexible, and better 9-1-1 system. Geospatial call routing utilizes the caller's spatial location instead of a legacy tabular database without a dispatchable location. This system will more reliably deliver the 9-1-1 call to the correct PSAP the first time which will in turn provide faster First Responder response time resulting in more lives saved.

Geospatial call routing is a major step in the utilization of all of the NG9-1-1 tools made available to the PSAPs, citizens, and visitors of the state by the Alabama 9-1-1 Board. It again marks Alabama as a leader in the 9-1-1 industry: consistently remaining at the forefront of 9-1-1 technology for over 50 years. From the first 9-1-1 call ever placed in 1968 in Haleyville, AL to the first call on ANGEN in 2017, The Alabama 9-1-1 Board is extremely proud of the achievements in 9-1-1 technology in the State of Alabama.

Media Contacts:

Alabama 9-1-1 Board

Anderson Brooms, GIS Program Manager
www.al911board.com
anderson@al911board.com
(334) 440-7911

INdigital

Melissa Carpenter, Alabama Service Manager
www.indigital.net
mcarpenter@indigital.net
(334) 531-9152