



# ALABAMA 911 BOARD

**February 27, 2024**  
**Talk About It Tuesday!**

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Our Team

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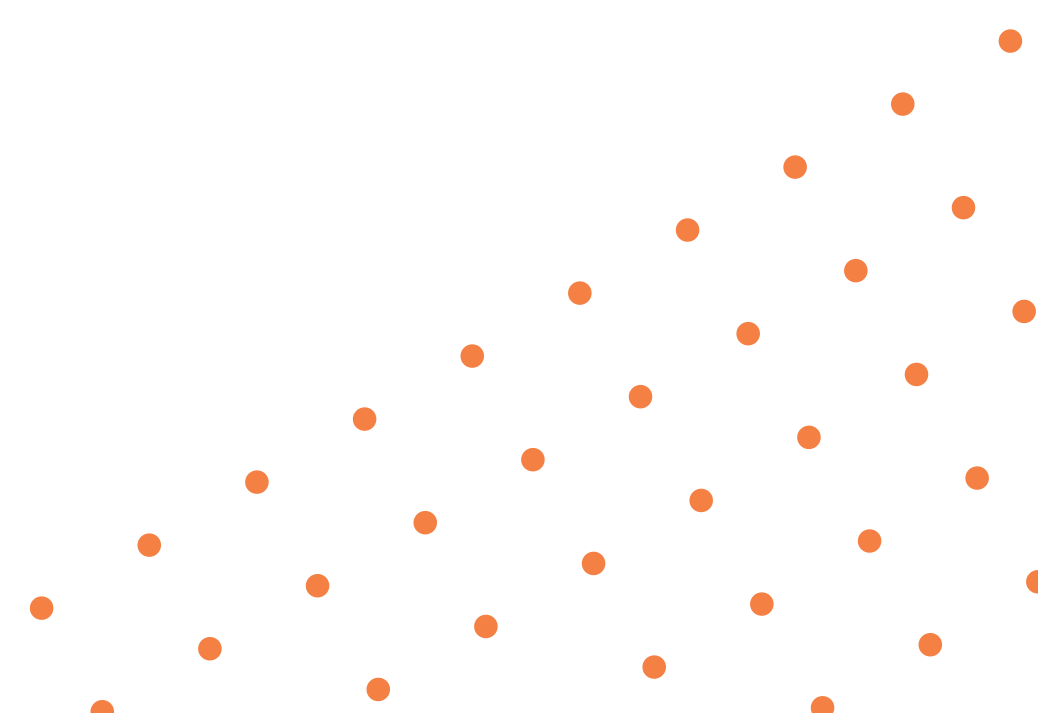
RapidSOS

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Upcoming Training, Deadlines, and Reminders

04

Questions



# Our Team

(334) 440-7911



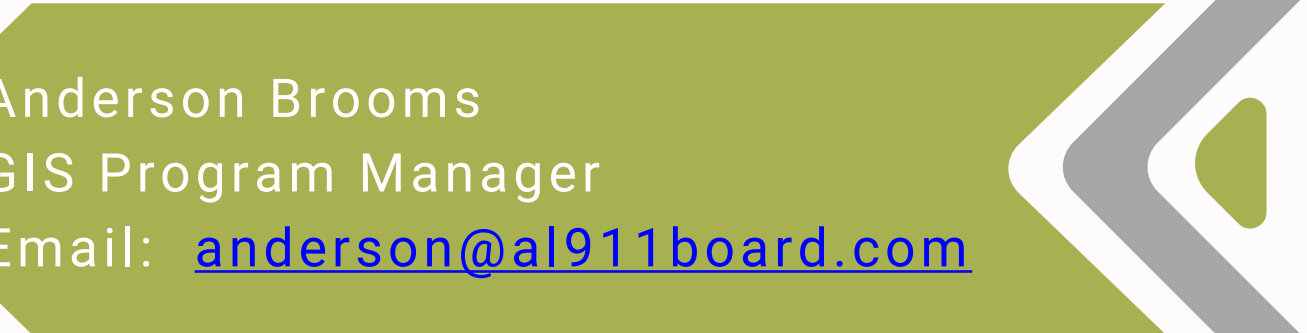
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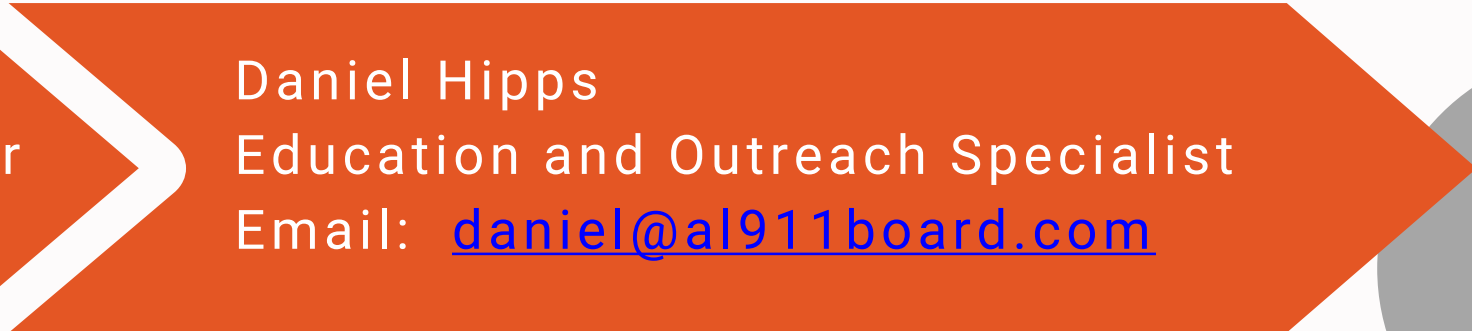
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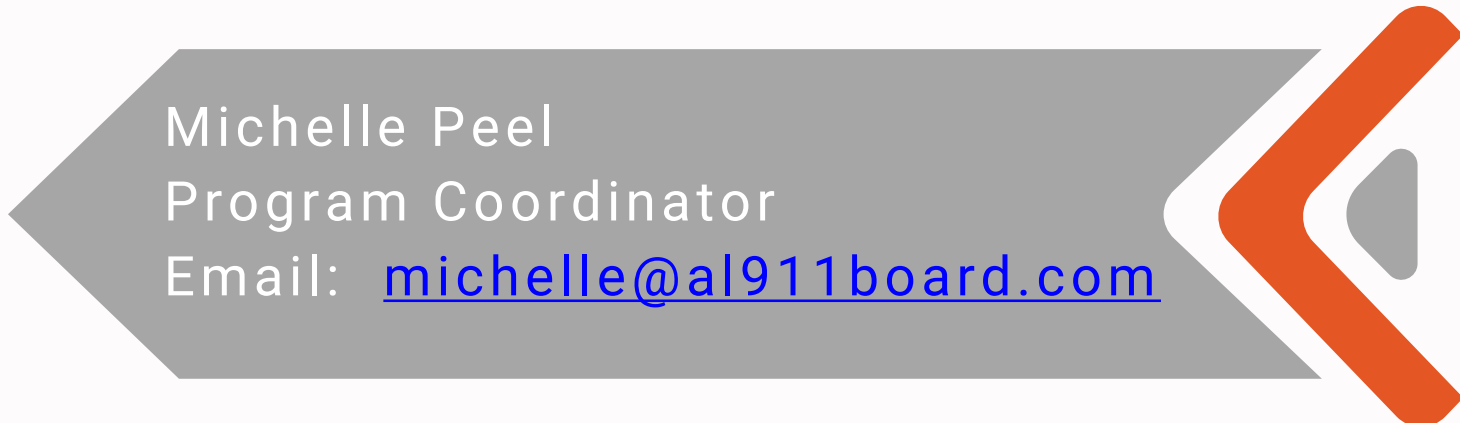
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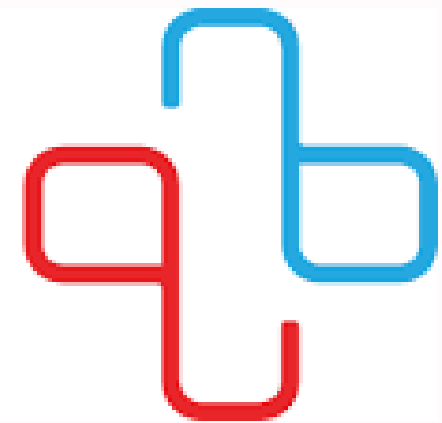


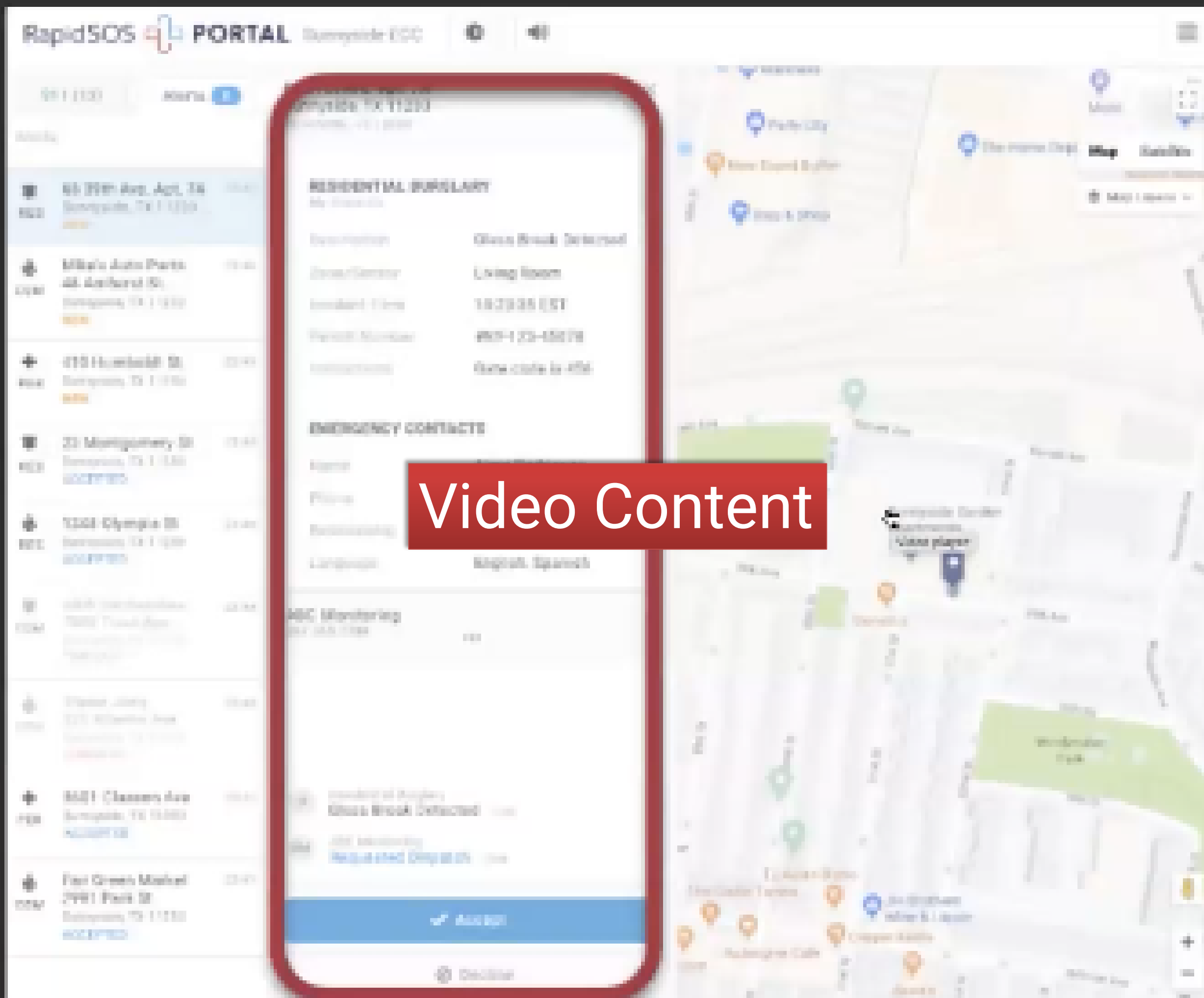
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Michelle Peel  
Program Coordinator  
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RapidSOS





Video Content

Alerts are fully digital notifications, which means information about the activation is provided directly inside RapidSOS.

Alerts also allow the ECC and monitoring agents to communicate directly inside RapidSOS Portal or RapidSOS Premium without having to pick up a phone.



# UPCOMING TRAINING



**Mental Health First Aid  
For First Responder**  
Haleyville, AL  
University of Alabama

**Mental Health First Aid  
for First Responders**  
Prichard, AL  
University of Alabama

**2024  
User Conference**  
Birmingham, AL  
Alabama 9-1-1 Board

**APCO  
Disaster Operations and the  
Communications Center**  
Helena, AL  
Helena Police Department

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**Preparing for Emergency  
Communication Center  
Deployments**  
Milton, FL  
Florida TERT

**APCO  
Active Shooter Incidents  
for Public Safety  
Communications**  
Pelham, AL  
Pelham 911

**ALERT Basic  
Awareness Training**  
Cullman, AL  
ALERT

**NENA 9-1-1 Center Supervisor**  
Tuscaloosa, AL  
Tuscaloosa 9-1-1

**NENA: Liability Issues  
in the 9-1-1 Center**  
Tuscaloosa, AL  
Tuscaloosa 9-1-1

MORE TRAINING ALONG WITH MORE INFORMATION  
AND REGISTRATION IS ON OUR [WEBSITE](#)

# ALABAMA 9-1-1 BOARD USER CONFERENCE

# 31

more  
days  
to register

or until tickets are gone!



sponsored by



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Alabama 9-1-1 Board



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ALABAMA 911 BOARD



In Partnership with

**ON SCENE FIRST**

Presents

**4 LOCATIONS ACROSS ALABAMA**

## **Reset It, Before You Regret It!**

**Instructor:** Tracy Eldridge, ENP

If you're a novice or a seasoned call-taker, this session is designed to refresh and reinforce your approach. We begin with a brief mental health check-in and then embark on a journey to boost confidence and refine skills. This class focuses on preventing subpar call handling and identifying potential areas of liability. If you're seeking a customer service reset and insights on TTY, EMD refresh, social media do's and don'ts, and valuable free tools to enhance your performance, this class is a must!"

**Cost: FREE**

### **Dates & Locations:**

March 18, 2024: 911 Telecommunicator Circle, Robertsdale, AL

March 19, 2024: 231 Montgomery St., Montgomery, AL (Gold Room, 2<sup>nd</sup> floor)

March 20, 2024: 3142 Lorna Rd., Hoover, AL 35216

March 21, 2024: 302 Lee St NE, Decatur, AL

**Time:** 8 am- 4 pm CST (Lunch included)

### **Register Here:**

[www.onscenefirst.com/4alabama](http://www.onscenefirst.com/4alabama)

### **Host Agency Contact:**

Jeanie Pharis at [Jeanie.Pharis@morgan911.com](mailto:Jeanie.Pharis@morgan911.com)

### **On Scene First Contact:**

Tracy Eldridge at [teldridge@onscenefirst.com](mailto:teldridge@onscenefirst.com)



@alabama911board



Alabama 9-1-1 Board



@al911board



[al911board.com](https://al911board.com)





# WE'VE BEEN TALKING ABOUT IT . . .

It is almost ready!

## A CONSOLIDATED FORM FOR YOUR CHANGE REQUESTS

You will be able to:

- Request to move your PSAP
- Order additional MEVOs
- Enroll in Voiance
- Sign up for Prepared
- Request use of a MEVO Anywhere Kit

**COMING MARCH 4**



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Alabama 9-1-1 Board



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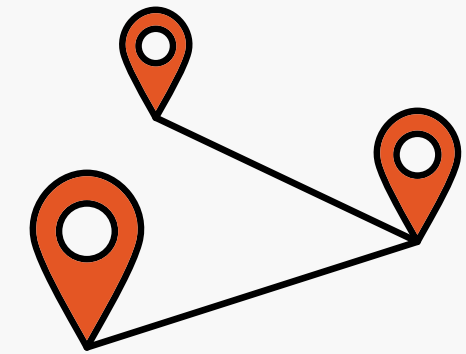
al911board.com

# DEADLINES AND REMINDERS

FY24 Legacy 9-1-1 Cost Reimbursement program is open! The new form is [here](#).



Upload, validate, aggregate your GIS data to the State office VEP.



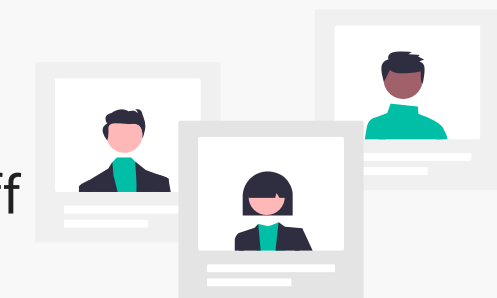
## PST CERTIFICATION REIMBURSEMENT

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](#).




## STAFFING CHANGES

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](#).



**UPCOMING TALK ABOUT IT**  
*every 2<sup>nd</sup> & 4<sup>th</sup> TUESDAY*



March 12  
What the  
Board staff  
does beyond  
local  
outreach?

**Twice Monthly  
Newsletter**



*Scan or click  
to sign up!*



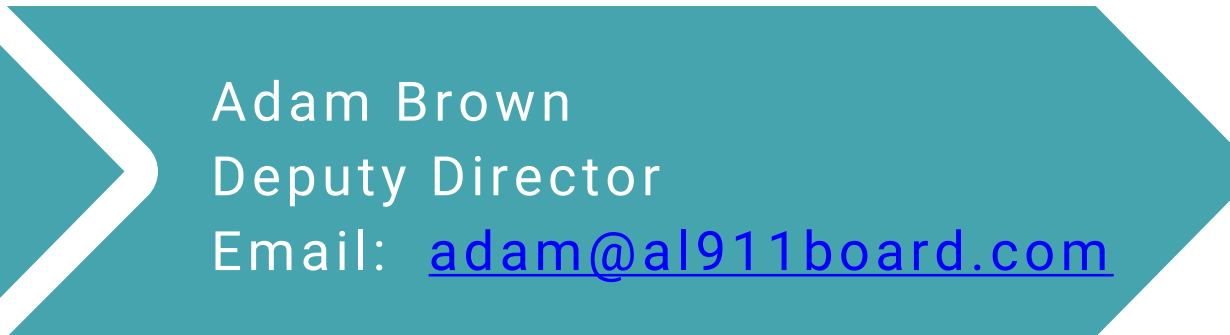
# Questions?

# Contact Us

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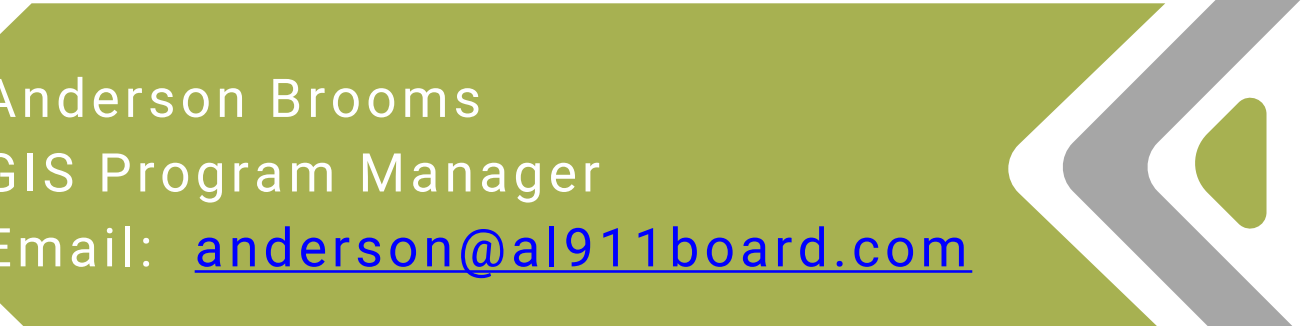
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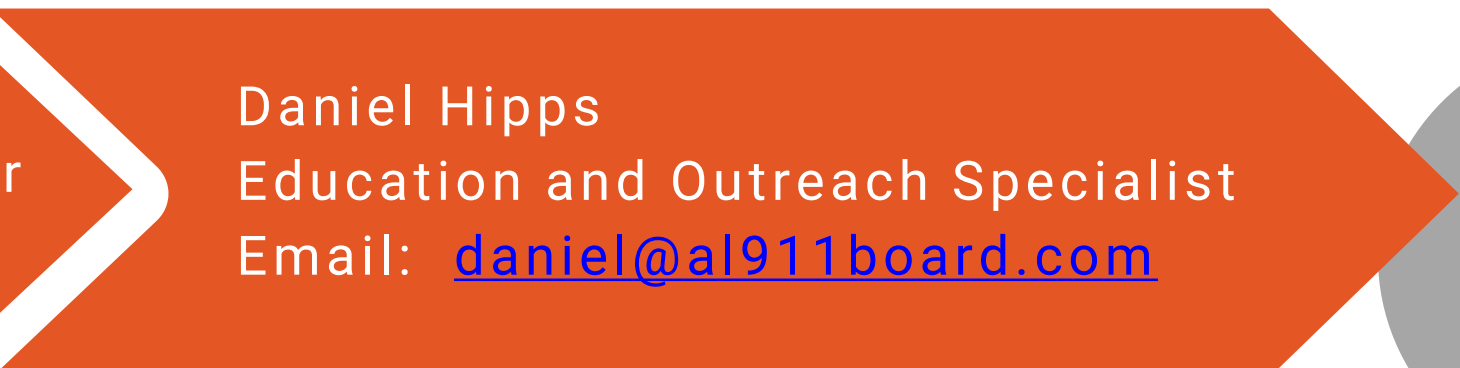
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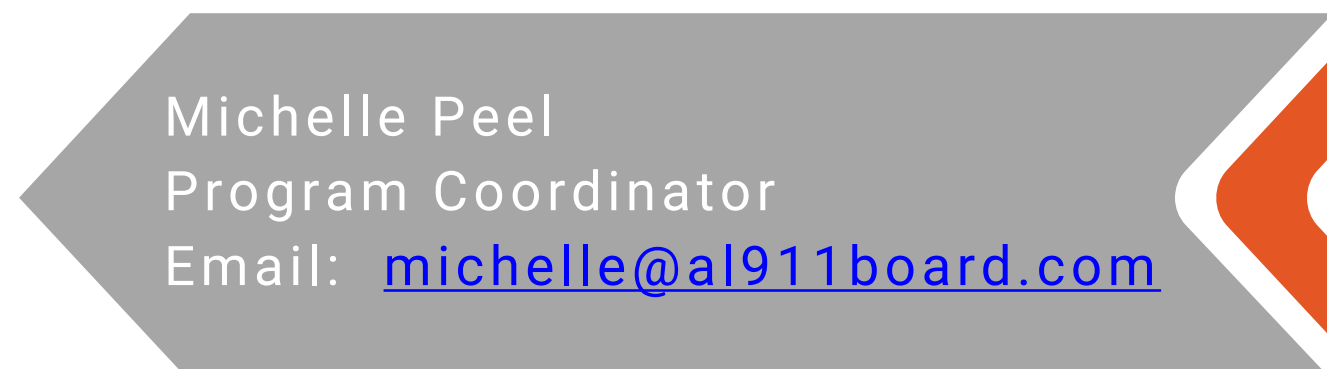
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