



ALABAMA 911 BOARD

**March 20, 2024
Board Meeting
Montgomery, Alabama**

Board Meeting Agenda

Introduction

- ❖ Call to Order
- ❖ Roll Call
- ❖ Agenda Approval (Tab 1)
- ❖ Minutes Approval (Tab 2)
- ❖ Guest Introductions

Programmatic Reports

- ❖ Finance (Tab 3)
- ❖ Education & Outreach (Tab 4)
- ❖ Technology (Tab 5)
- ❖ Governance (Tab 6)

Closing

- ❖ Old Business (Tab 7)
- ❖ New Business (Tab 8)
- ❖ Public Comments
- ❖ Next Meeting
- ❖ Adjournment



Finance

TAB 3



Finance

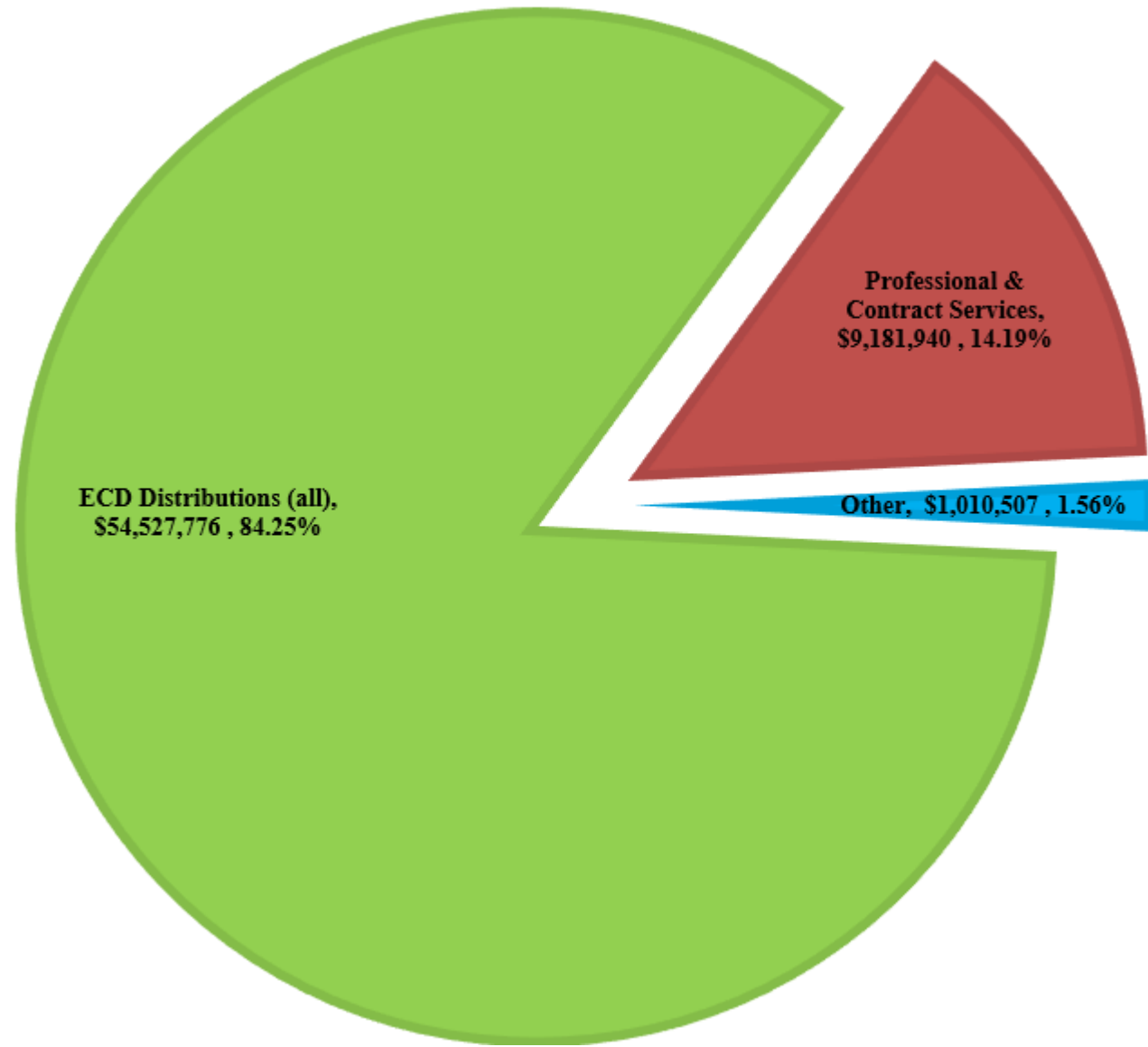
- ❖ **Financial Statements**
- ❖ **Legacy Cost Reimbursements**
- ❖ **Cost Recovery Update for FY23**
- ❖ **Examiner's Final Billing for ECD Audits**
- ❖ **Distribution Overview**
- ❖ **Prior Grant Cycles Updates**



Statement of Revenue and Expenses - Modified Cash Basis Total Funds

For five months ending February 29, 2024

	Feb-24	Fiscal Year to Date
Revenues		
Carrier Receipts	\$ 12,732,436	\$ 56,297,804
Interest Income	\$ 53,965	\$ 299,427
User Conference Income	\$ 88,152	\$ 88,958
Total Revenues	\$ 12,874,553	\$ 56,686,189
Expenses		
ECD Distributions (all)	\$ 9,097,135	\$ 54,527,776
Professional & Contract Services	\$ 1,134,902	\$ 9,181,940
Cost Recovery Payments	\$ 85,974	\$ 454,806
Salaries and Related Taxes and Benefit	\$ 70,253	\$ 369,708
Rent and Utilities	\$ 15,299	\$ 62,041
Travel and Training	\$ 14,036	\$ 56,358
Depreciation	\$ 3,519	\$ 19,409
Software and Hardware Leases	\$ 4,291	\$ 18,522
Office Expenses	\$ 1,883	\$ 12,250
Insurance	\$ -	\$ 6,611
Vehicle Related Expenses	\$ 2,334	\$ 5,705
Dues and Subscriptions	\$ 238	\$ 5,097
Examiners Audit	\$ -	\$ -
Total Expenses	\$ 10,429,864	\$ 64,720,223
Change in Net Position	\$ 2,444,689	\$ (8,034,034)



For Internal Management Purposes Only.

These financial statements have not been compiled, reviewed, or audited.

No assurance is provided on the financial statements.

Substantially all disclosures have been omitted.



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Alabama 9-1-1 Board

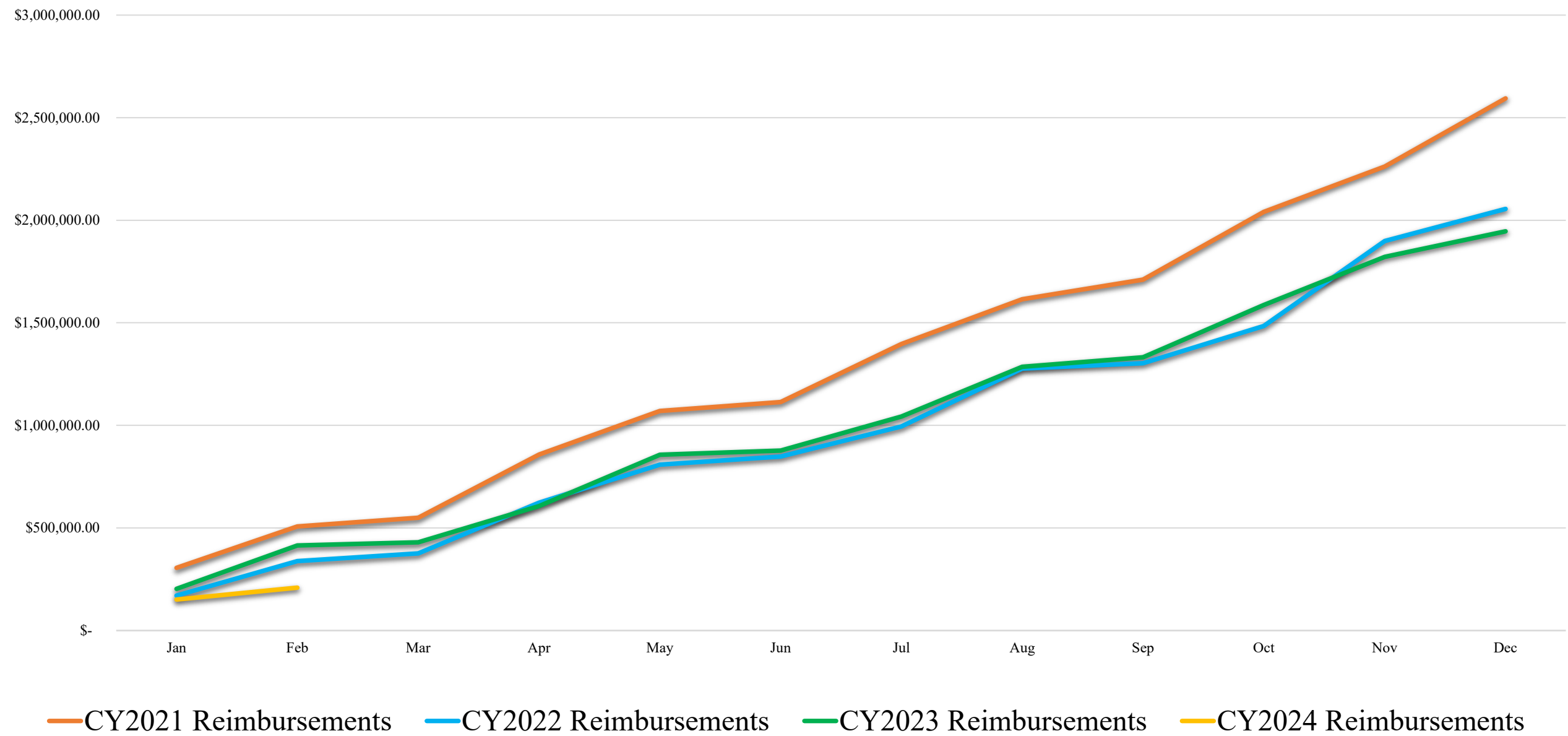


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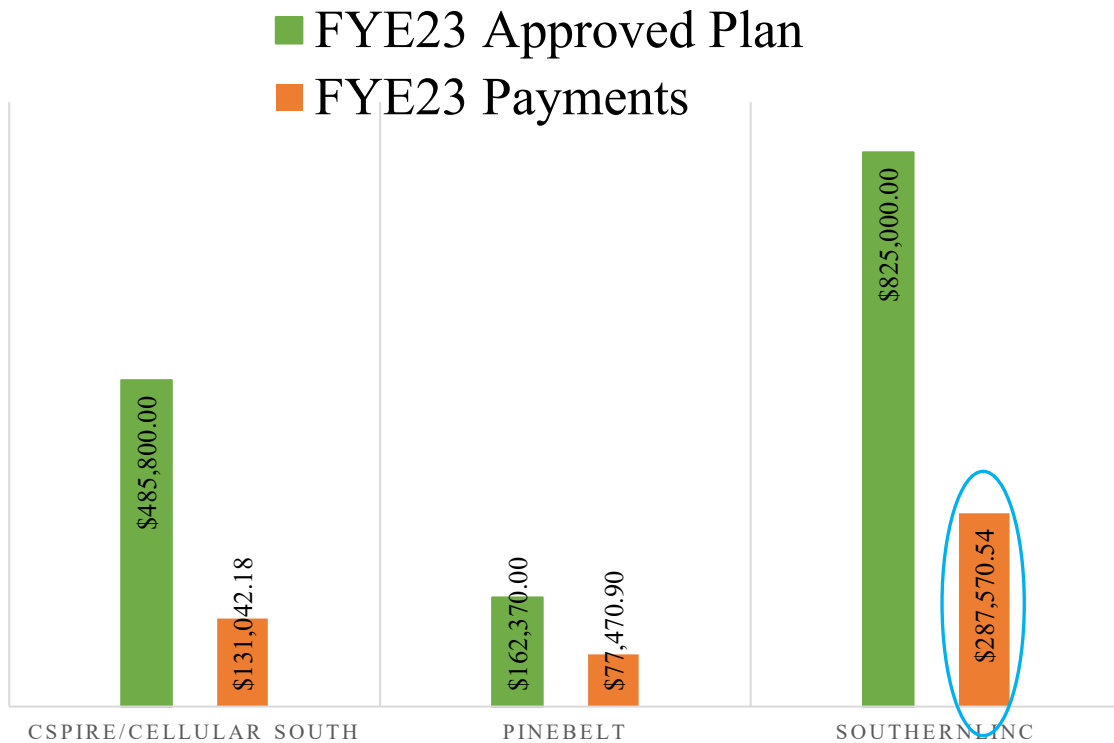
Legacy Cost Reimbursement: Program Year Costs



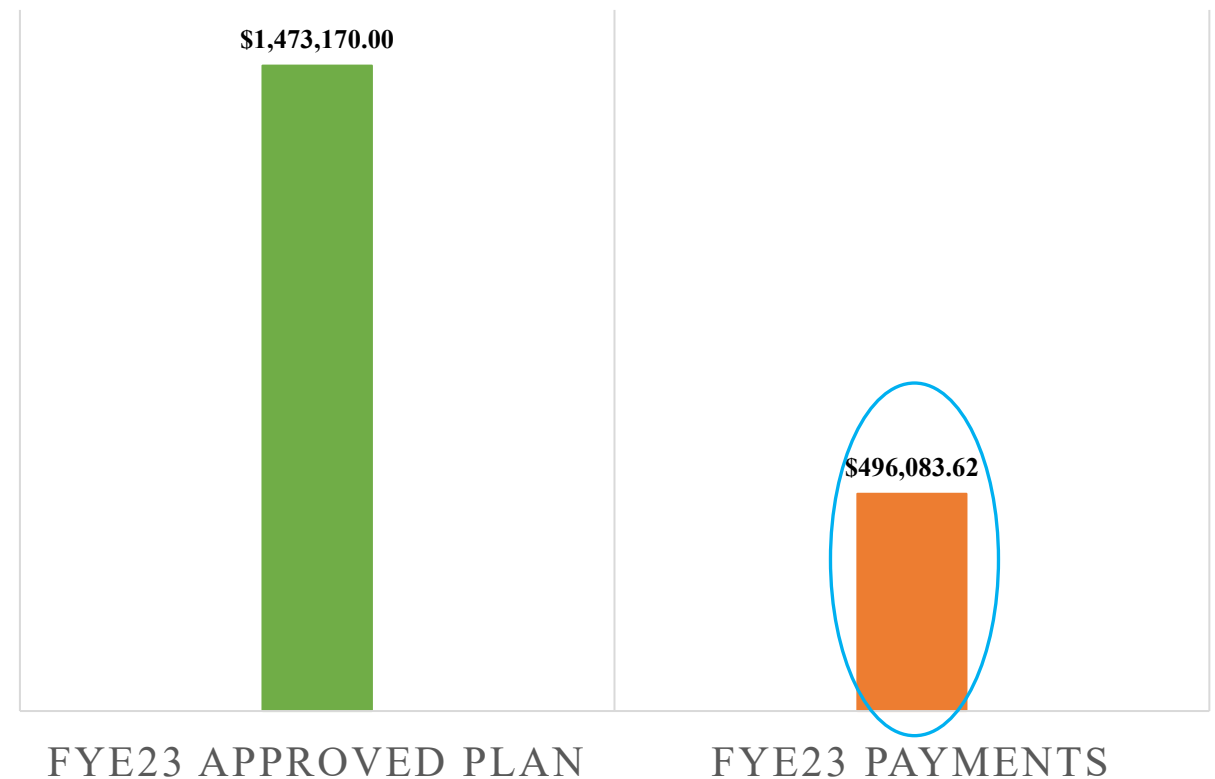
FY23 Cost Recovery Summary

*as shown in February 2024 Board Meeting

COST RECOVERY - BY CARRIER

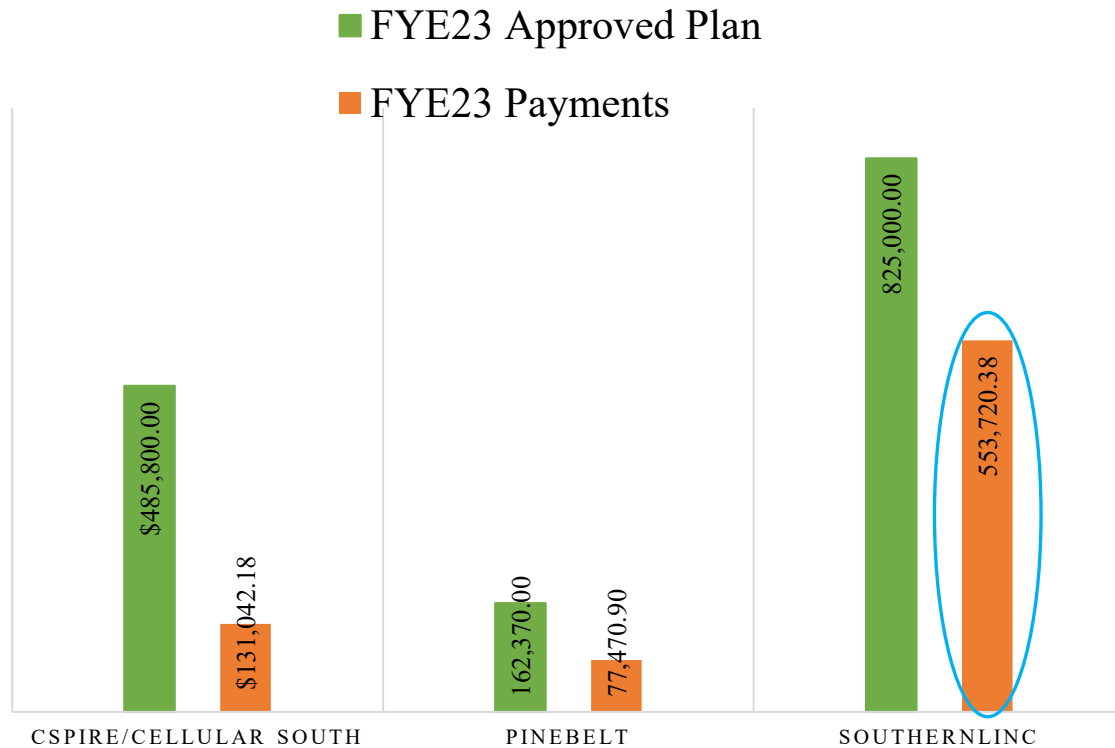


COST RECOVERY - ALL

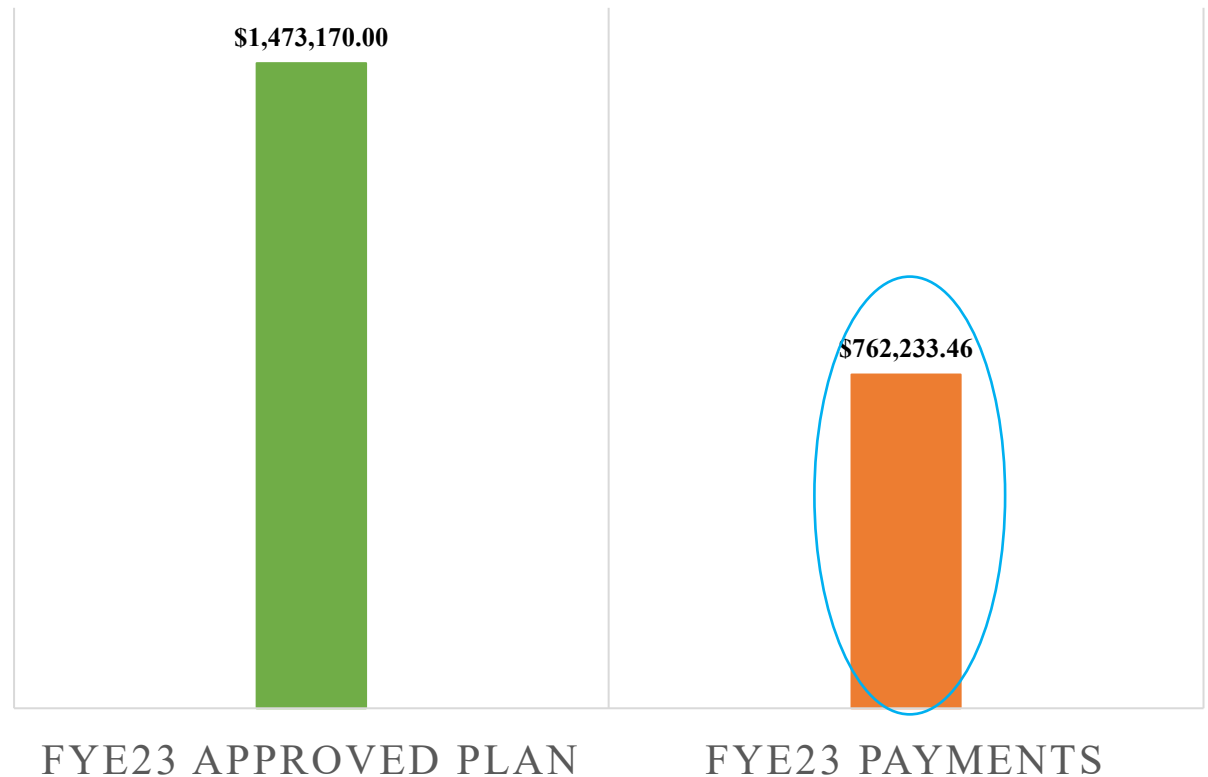


FY23 Cost Recovery Summary - Closed

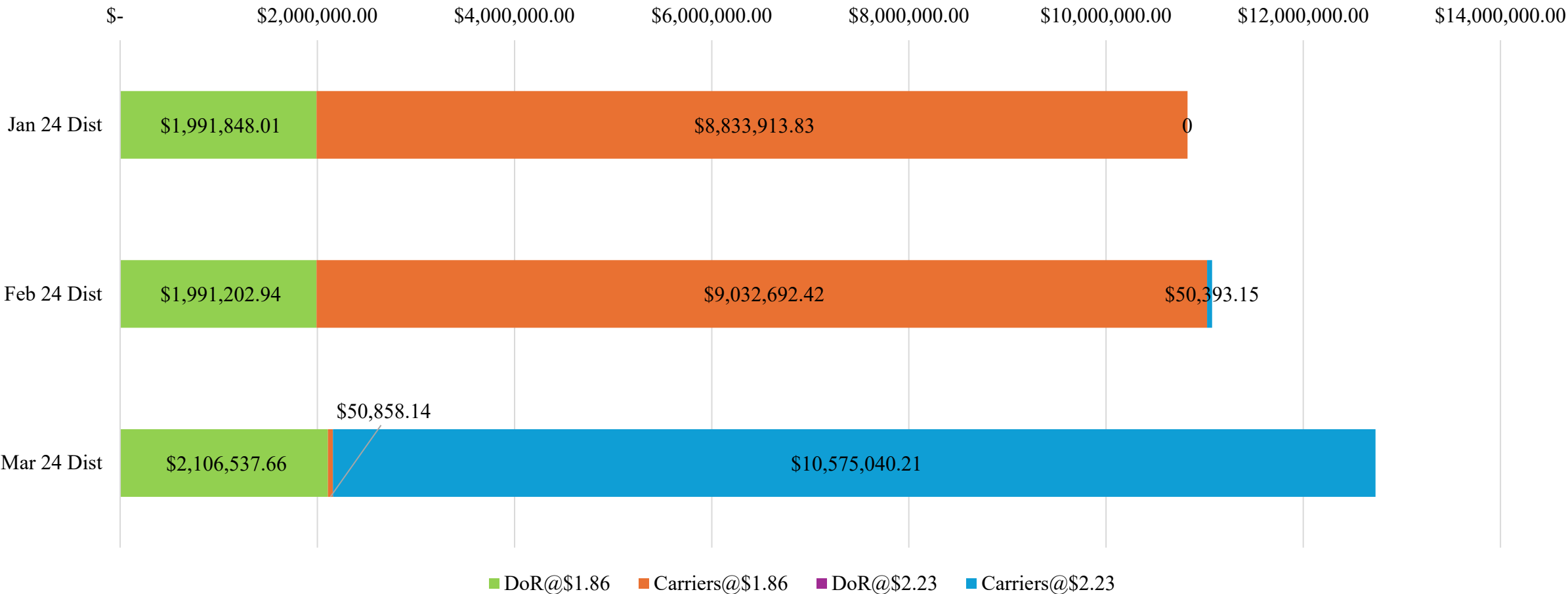
COST RECOVERY - BY CARRIER



COST RECOVERY - ALL



Last Three Month's Distributions



Prior Grant Cycles Updates

Application Number	Emergency Communication District	Project Type	Award Amount	Agreement Returned	Funds Sent to Grantee	Project Status
GC5-2020-012	Gardendale	Radio Equipment	\$ 41,270.00	1/27/2021	2/3/2021	No update ever received Requested update from ECD -2/28/2024
GC6-2021-020	Perry County	CAD Upgrade	\$ 29,769.26	10/14/2021	10/21/2021	Ongoing - 10/17/2023; awaiting confirmation of completion Requested update from ECD – 2/28/2024
GC7-2022-003	Tallapoosa County	Direct IP Call Delivery	\$ 36,339.00	10/28/2022	11/25/2022	ECD called on 2/15/2024 requesting advice; they will be canceling this project and were asked to return the funds pending a CHE migration project
GC7-2022-024	DeKalb County	NG9-1-1 CPE	\$ 173,306.25	11/17/2022	11/25/2022	Ongoing – 1/30/2023 Requested update from ECD – 2/28/2024



Education & Outreach

TAB 4



Education & Outreach

- ❖ **Fifth Annual Training Report to the Legislature**
- ❖ **Programmatic Updates**



Technology

TAB 5



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Alabama 9-1-1 Board



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

Technology

- ❖ ANGEN
- ❖ GIS



Alabama Next Generation Emergency Network

ANGEN 2.0

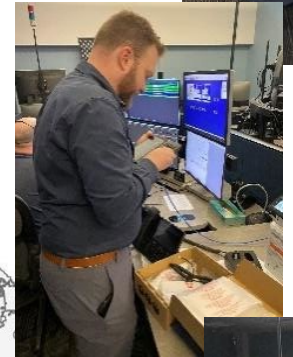
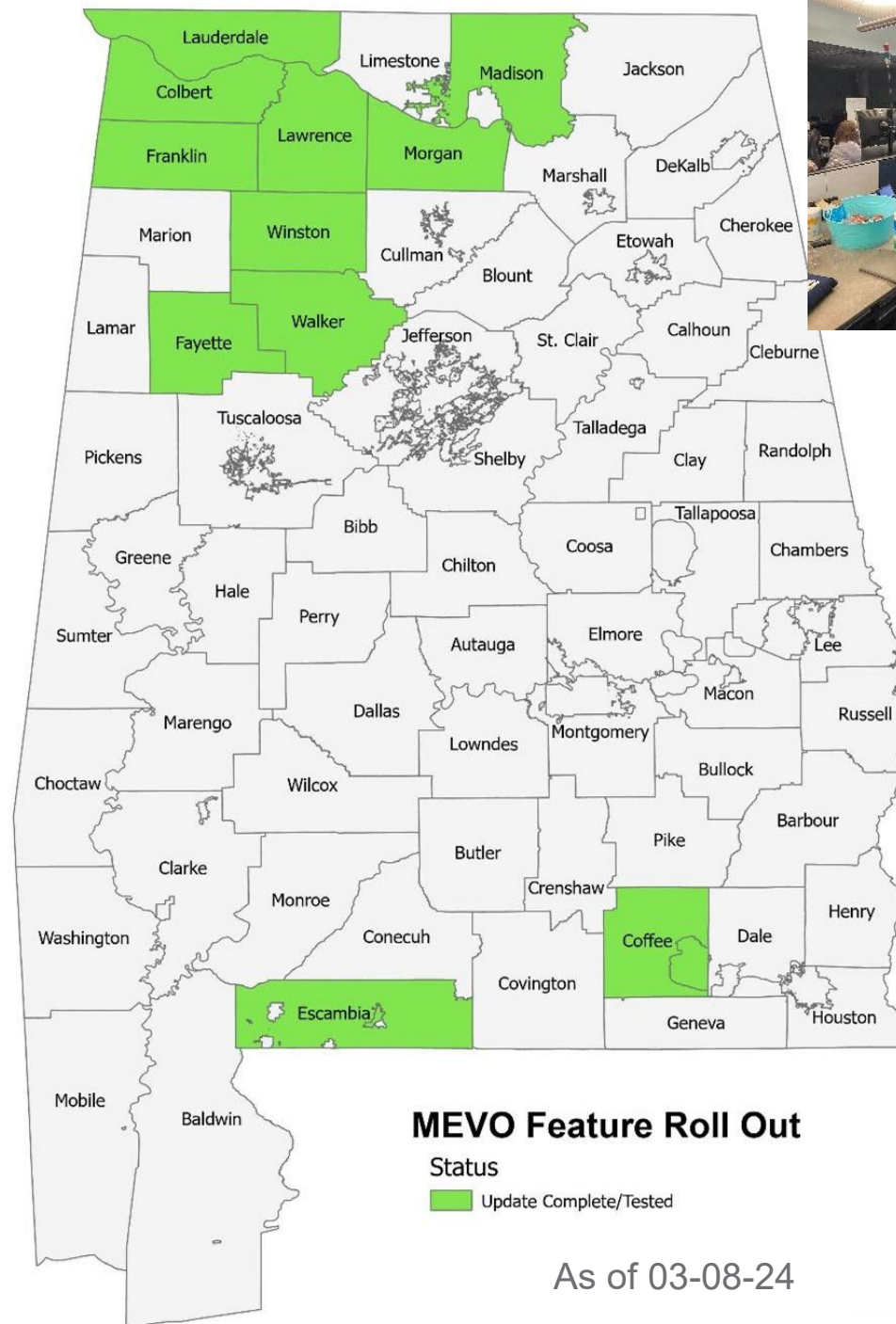
Report for January 1 – February 29, 2024



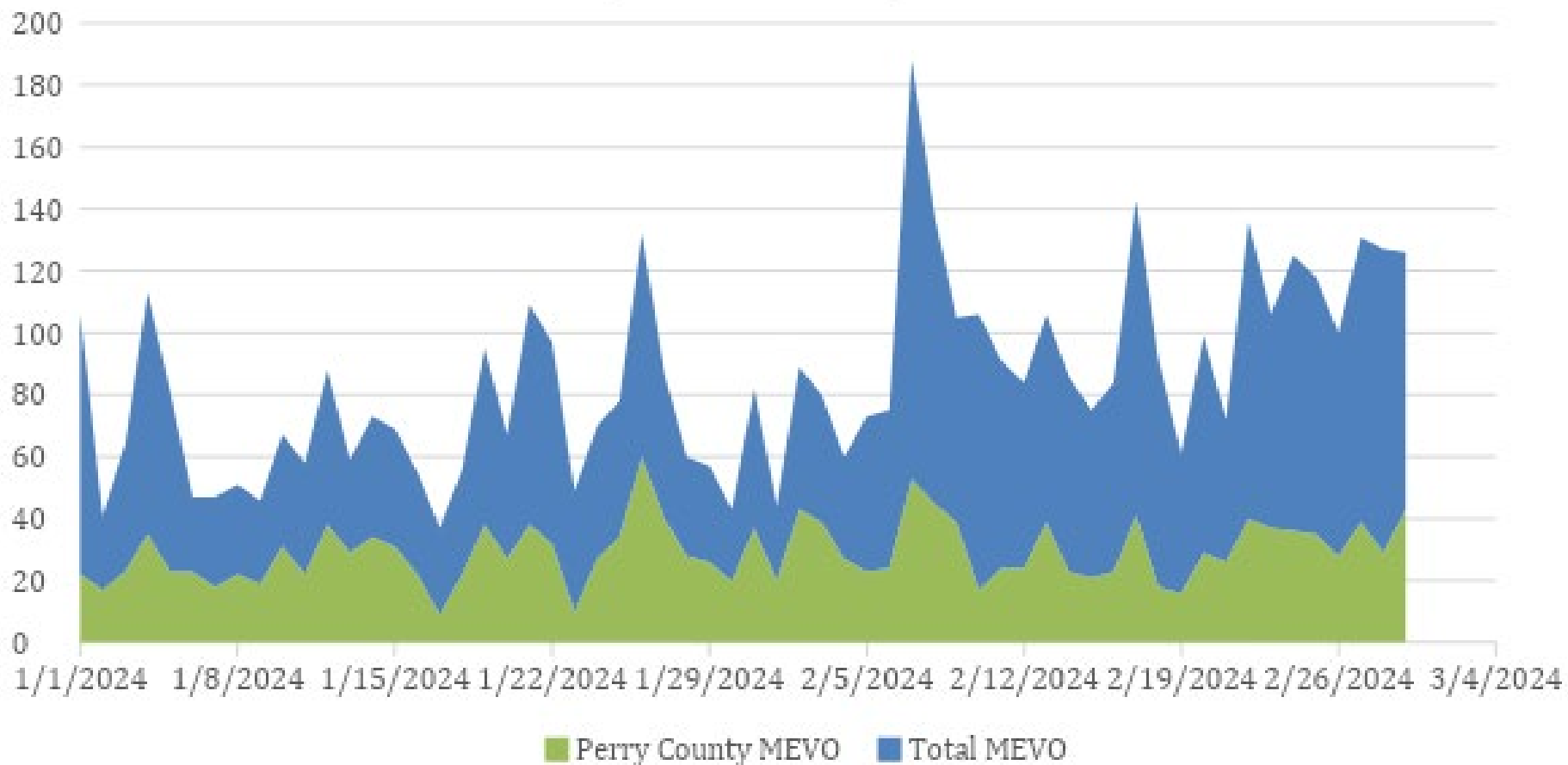
ANGEN Improvements - MEVO Feature Updates

With the help of a couple of our State Board Staff, Morgan County PSAP was updated on January 25, 2024, with the new MEVO features.

The new features include a barge, monitor and position transfer feature allowing MEVO the same functionality as PSAPs call handling equipment. Also added to the MEVO phone is a visual map display for 911 calls as well as a One Time Password for Texty authentication.



MEVO Call Count January 1 - February 29, 2024



3,346 total MEVO call count with an average of 56 per day.

Increase of 780 from last reporting period.

**Perry County operates solely on MEVO.*

ANGEN Improvements

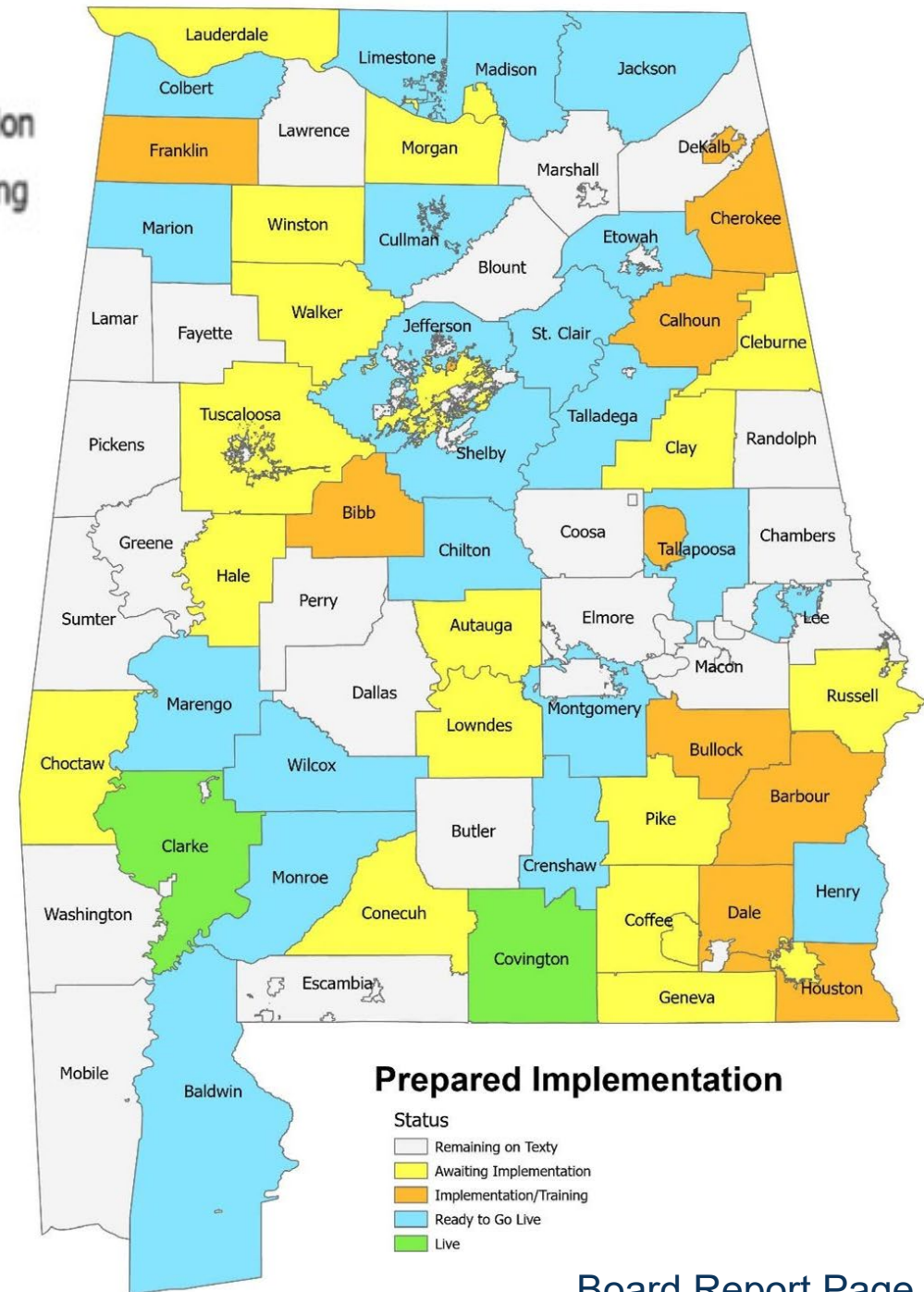
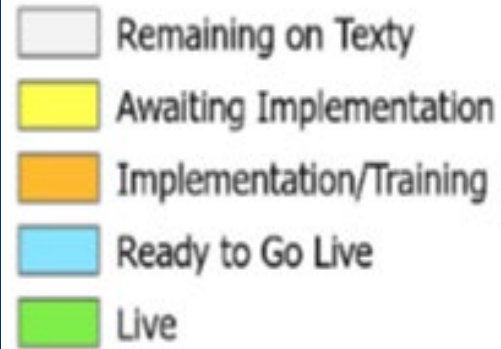
- Prepared

INdigital is proud to partner with Prepared to enhance 911 centers with video and MMS.

- Funded through the existing agreement between the state of Alabama and INdigital
- Optional upgrade that mimics Texty's functionality with the addition of video streaming.

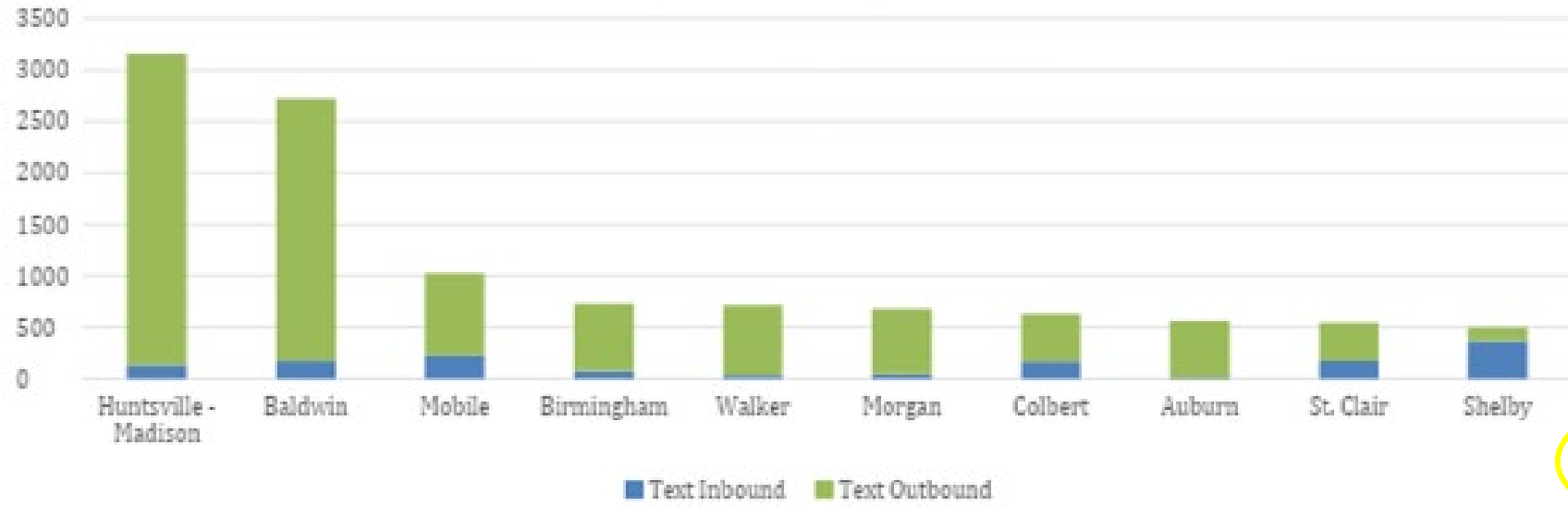
Special thanks to Covington County and Clarke County for participating in extensive testing of the features and interoperability.

Covington and Clarke were turned up live on Prepared following successful testing on March 11, 2024.



Texty Stats

Top 10 Text for 9-1-1
January 1 - February 29, 2024

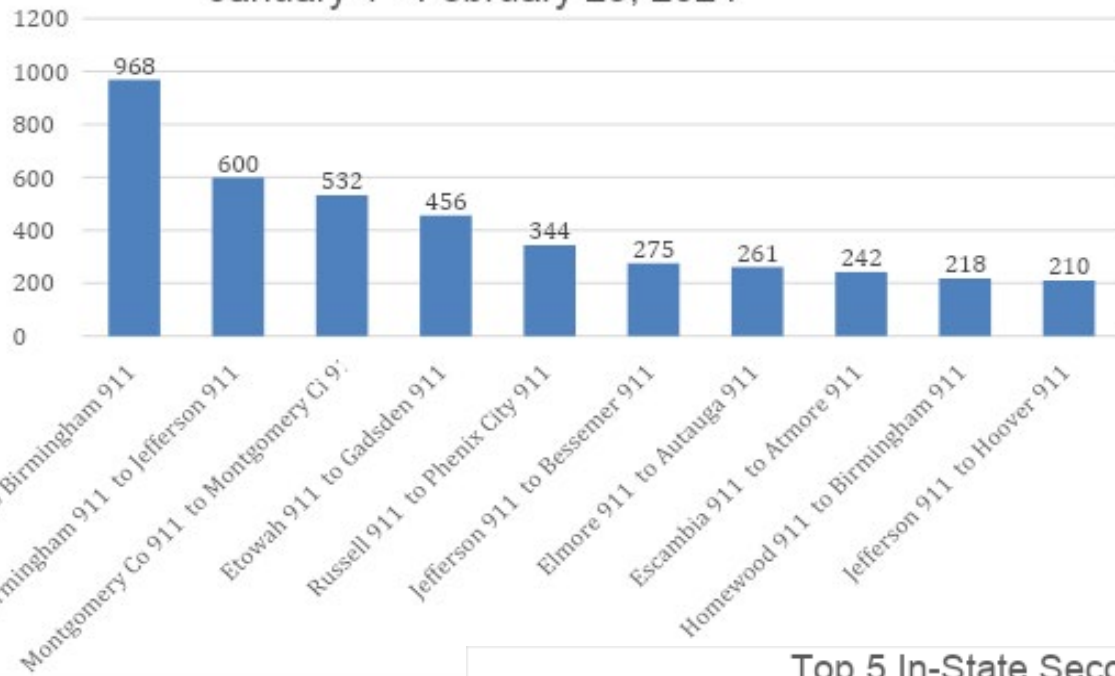


There was a total of 3,142 inbound and 12,983 outbound text sessions for the reporting period.

81% of all text sessions were PSAP initiated.



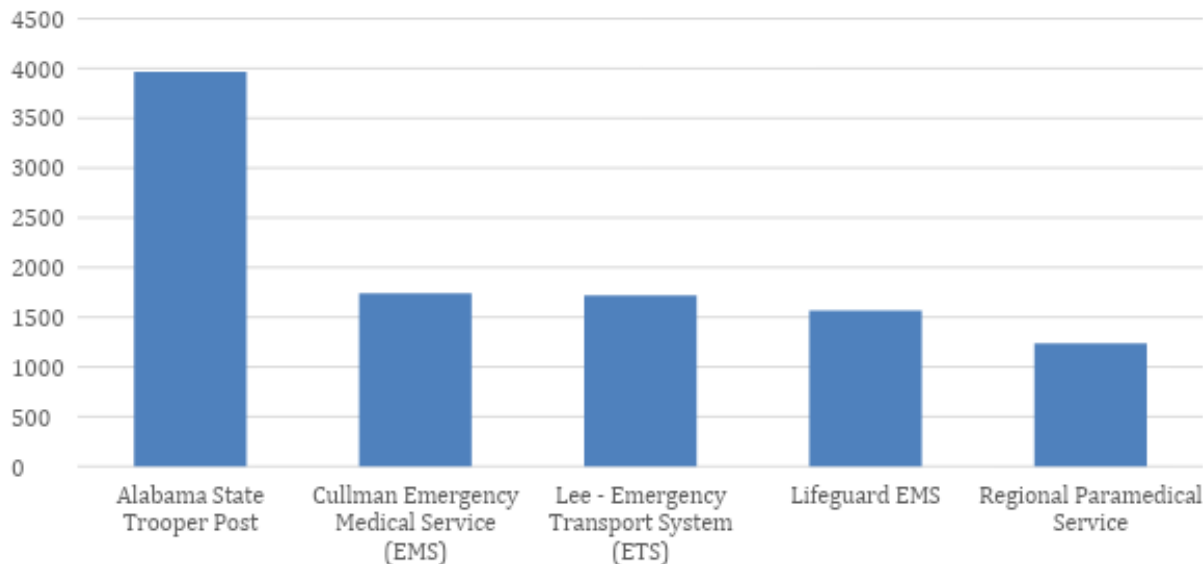
Top 10 Primary to Primary Transfers
January 1 - February 29, 2024



There were 15,531 Primary to Primary PSAP transfers for the reporting period.

1.5 % decrease from the last reporting period.

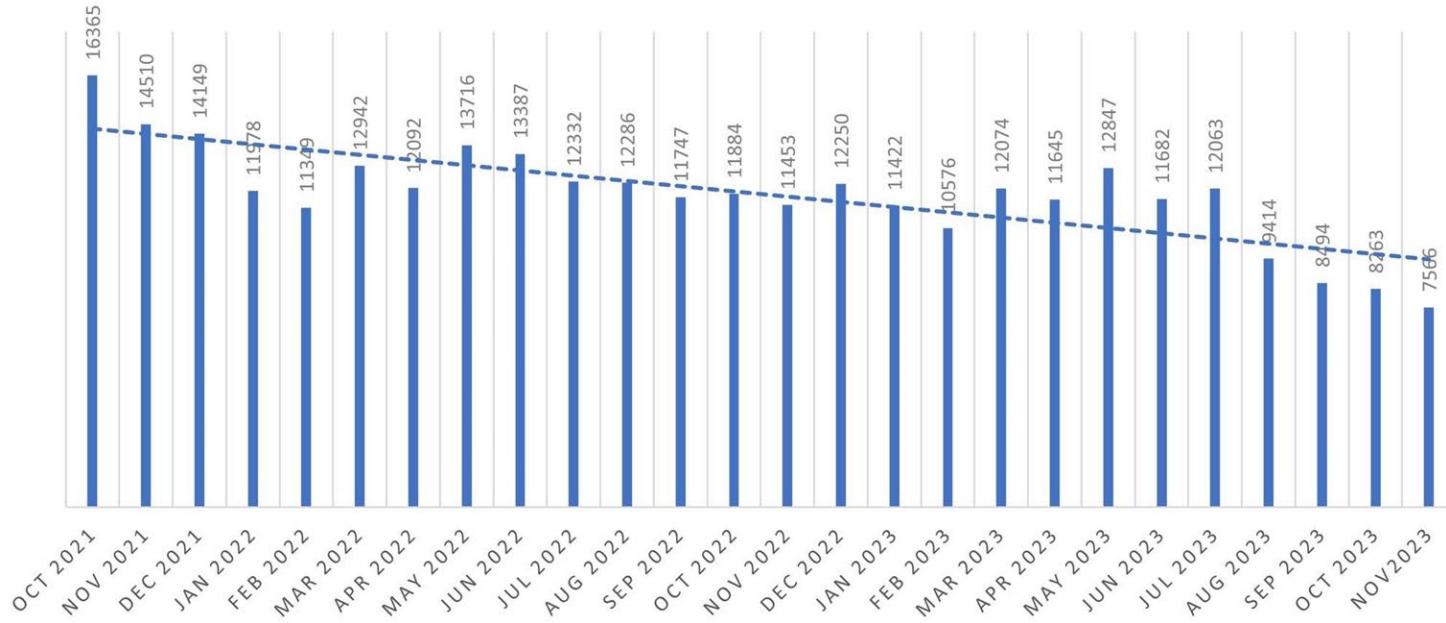
Top 5 In-State Secondary Transfers
January 1 - February 29, 2024



Lifeguard EMS and Regional Paramedical Service do not have connectivity to the ANGEN network



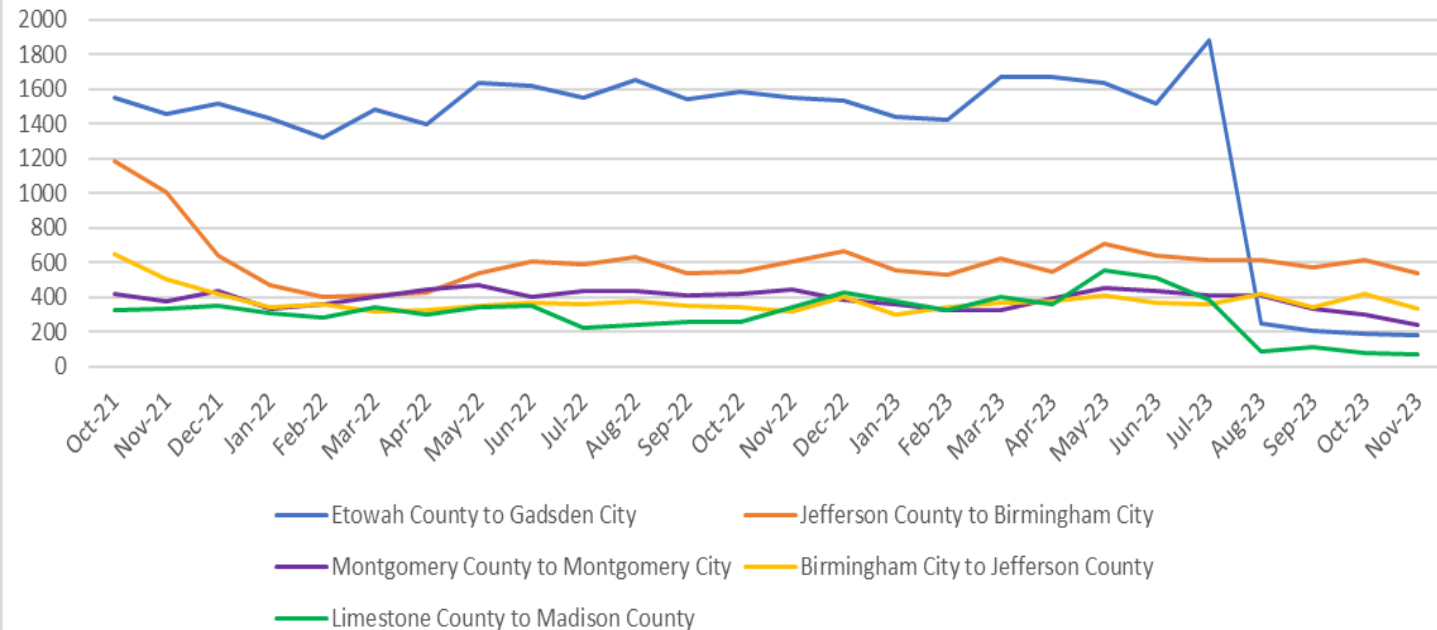
PRIMARY TO PRIMARY TRANSFERS JANUARY 2021 - NOVEMBER 2023



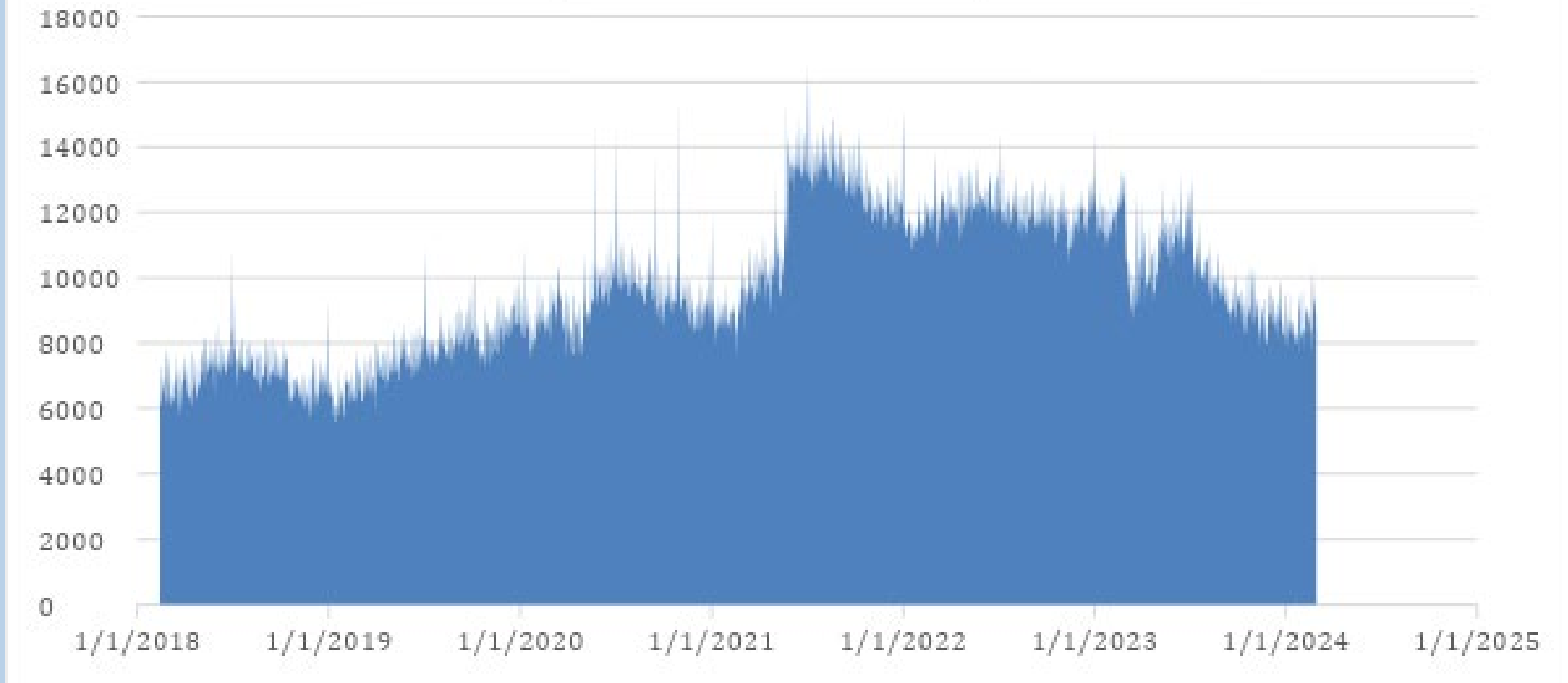
In November of 2021, we turned up geo-routing in the state of Alabama for the fourteen PSAPs in Jefferson County.

In September of 2023, we completed state-wide geo-routing for the remaining PSAPs in Alabama. From the start of this project in 2021 to its completion, we've decreased primary-to-primary transfers by almost 50%

Top 5 Decreases in Primary to Primary Transfers



ANGEN Total Call Count February 12, 2018 - February 29, 2024



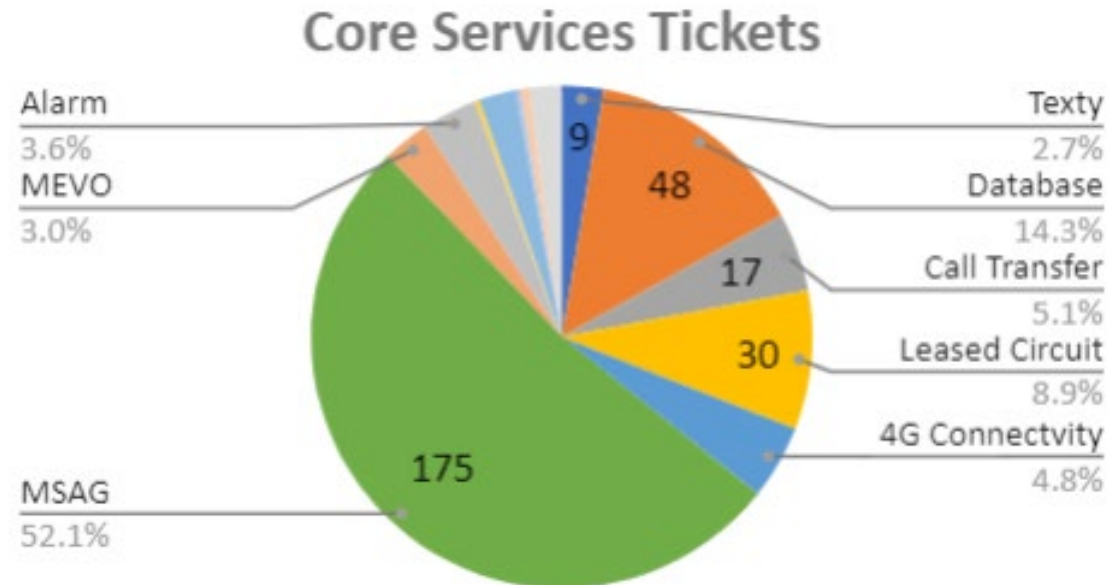
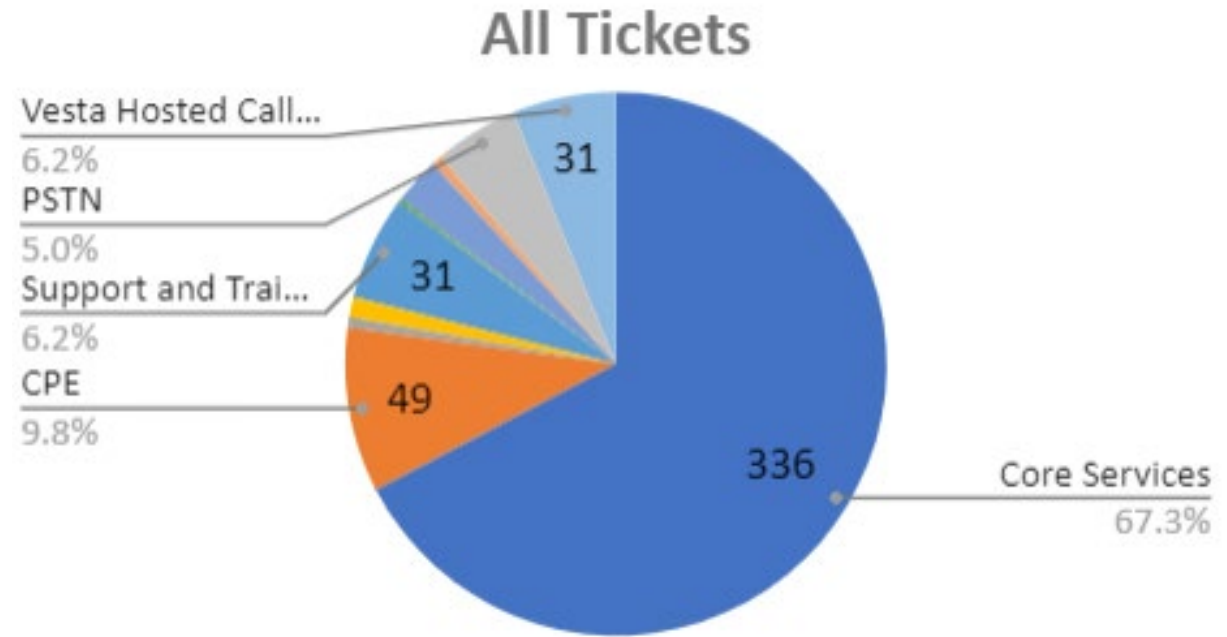
ANGEN has now processed over 21.4 MILLION calls!

Total Call Volume for February 12, 2018 – February 29, 2024: 21,483,603

Trouble Ticket Analysis

A total of 499 tickets have been created since the last report.

67% of those tickets were core services related.



RPSS Support

The RPSS support number (256) 279-0082 will now be answered by INdigital's National Service Operations Center (NSOC) 24/7/365 instead of only on nights and weekends. The NSOC will be responsible for receiving and processing all RPSS-related inquiries.

Here's how the new workflow will operate:

1. Initial Contact: When you call the RPSS support number, your call will be directed to the INdigital NSOC.
2. Ticket Creation: The NSOC will create a ticket in Team Support to document and track the details of your request.
3. Assignment to RPSS Technician: After creating the ticket, the NSOC will assign it to a dedicated RPSS technician who will resolve the issue.

This change fosters closer alignment between INdigital and RPSS and ensures a more streamlined and efficient process for promptly resolving tickets and service requests.

PSAPs were notified via Texty Messenger and Email



INdigital Joins Forces with Novacap

INdigital has been acquired by NOVACAP, a leading private equity firm specializing in telecommunications. This exciting development will sustain and elevate our commitment to serving PSAPs. Importantly, the original telephone companies that are integral to INdigital's success will remain significant shareholders. We want to ensure that you know that all management and employees will remain the same, emphasizing our unwavering dedication to the continuity and excellence of our services.

Our name will stay unchanged, reinforcing our commitment to consistency and reliability. This strategic partnership with Novacap is a testament to our commitment to improving Next-Generation 911. The investment received will empower us to refine our products and services continually. We firmly believe that what is considered good today can be even better tomorrow, and that's why we are excited about the future with INdigital and Novacap.

Questions?

INdigital

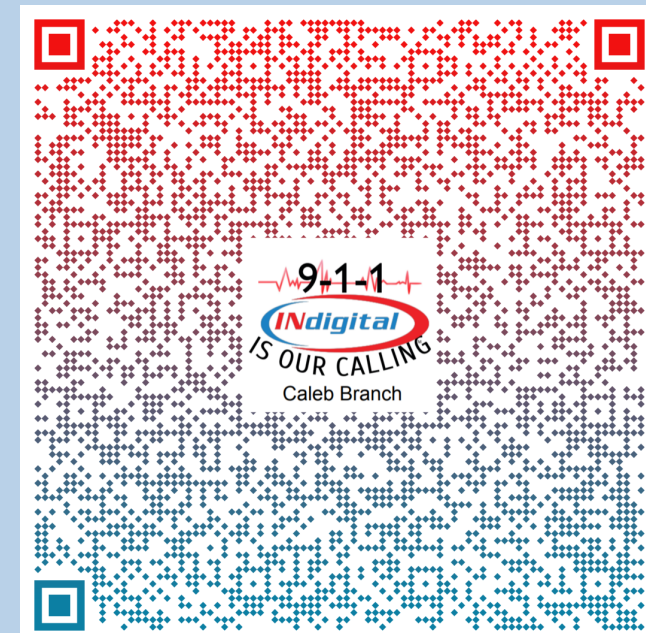
877.469.2010

support@indigital.net

1616 Directors Row,

Fort Wayne, IN 46808

Caleb Branch
cbranch@indigital.net
256.276.6854



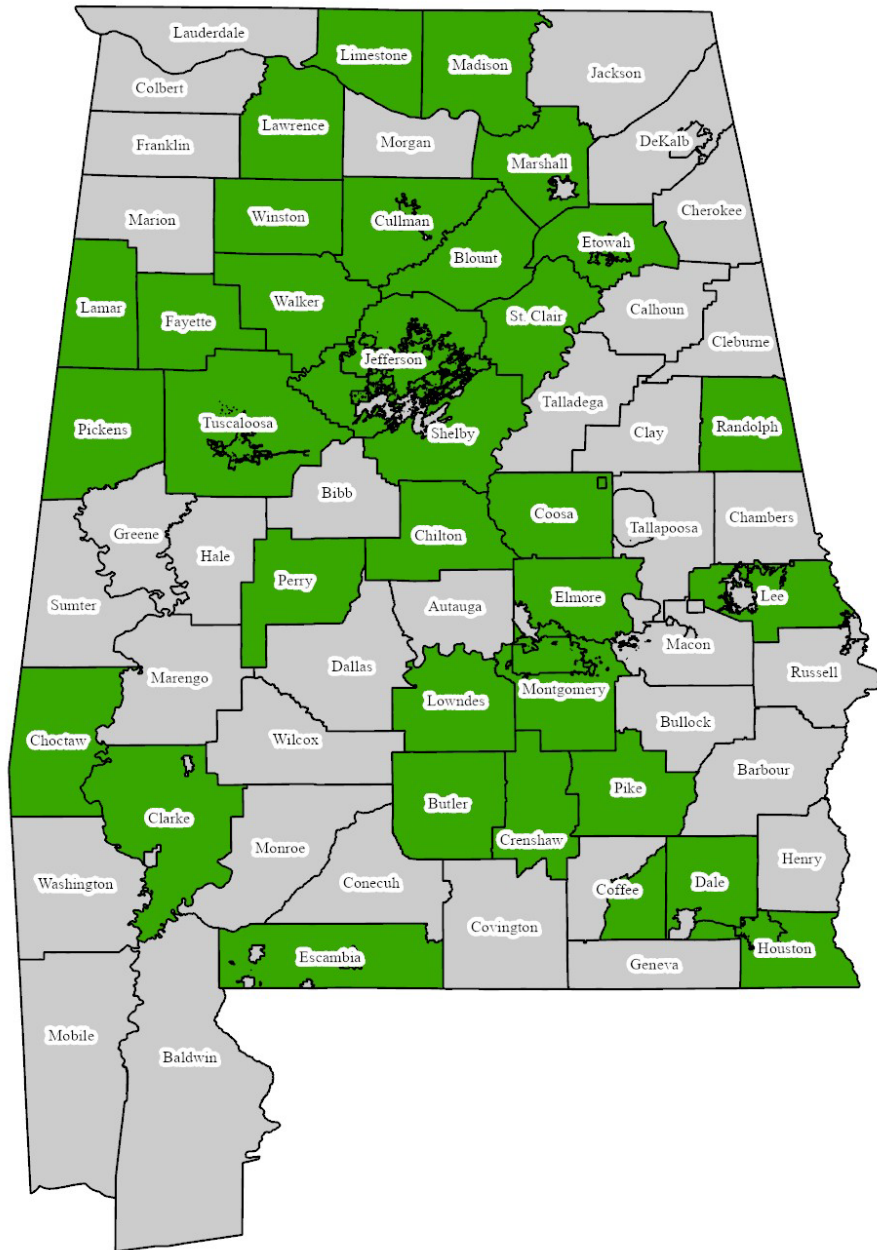
PSAPs Anderson Has Visited

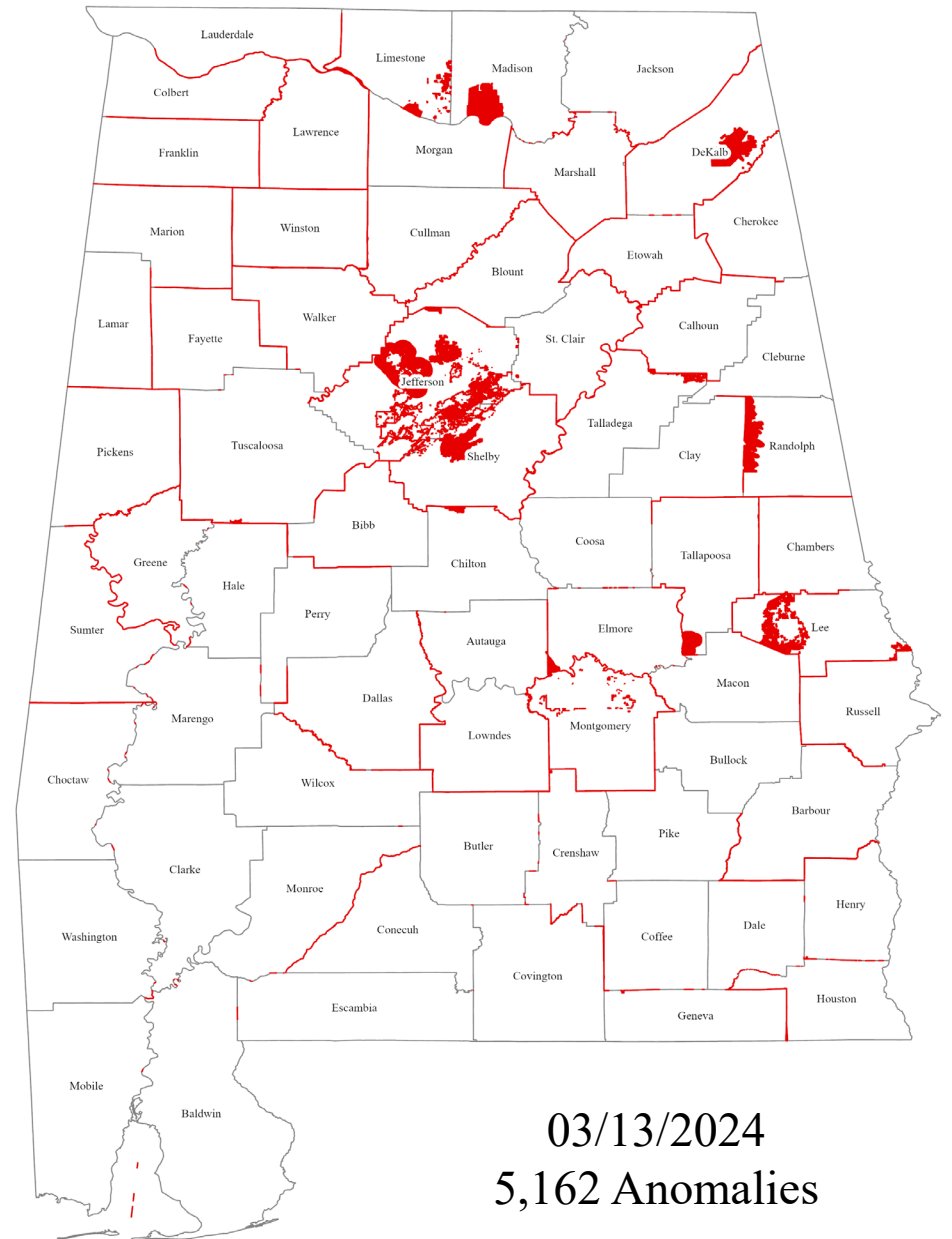
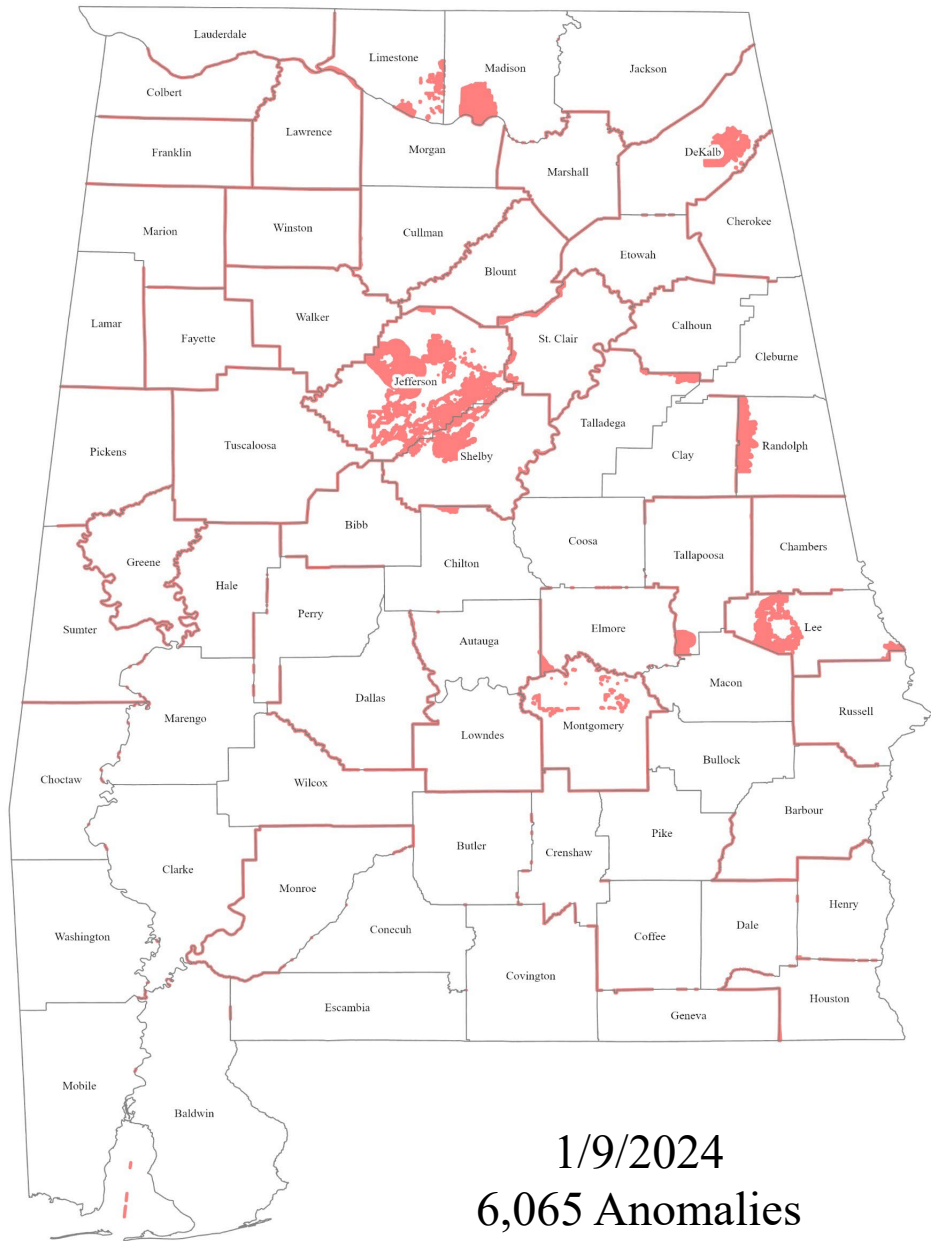
- 51 PSAPs have been visited in person
- Representing 48% of all PSAPs in the State
- 34 County PSAPs
- 17 Municipal PSAPs

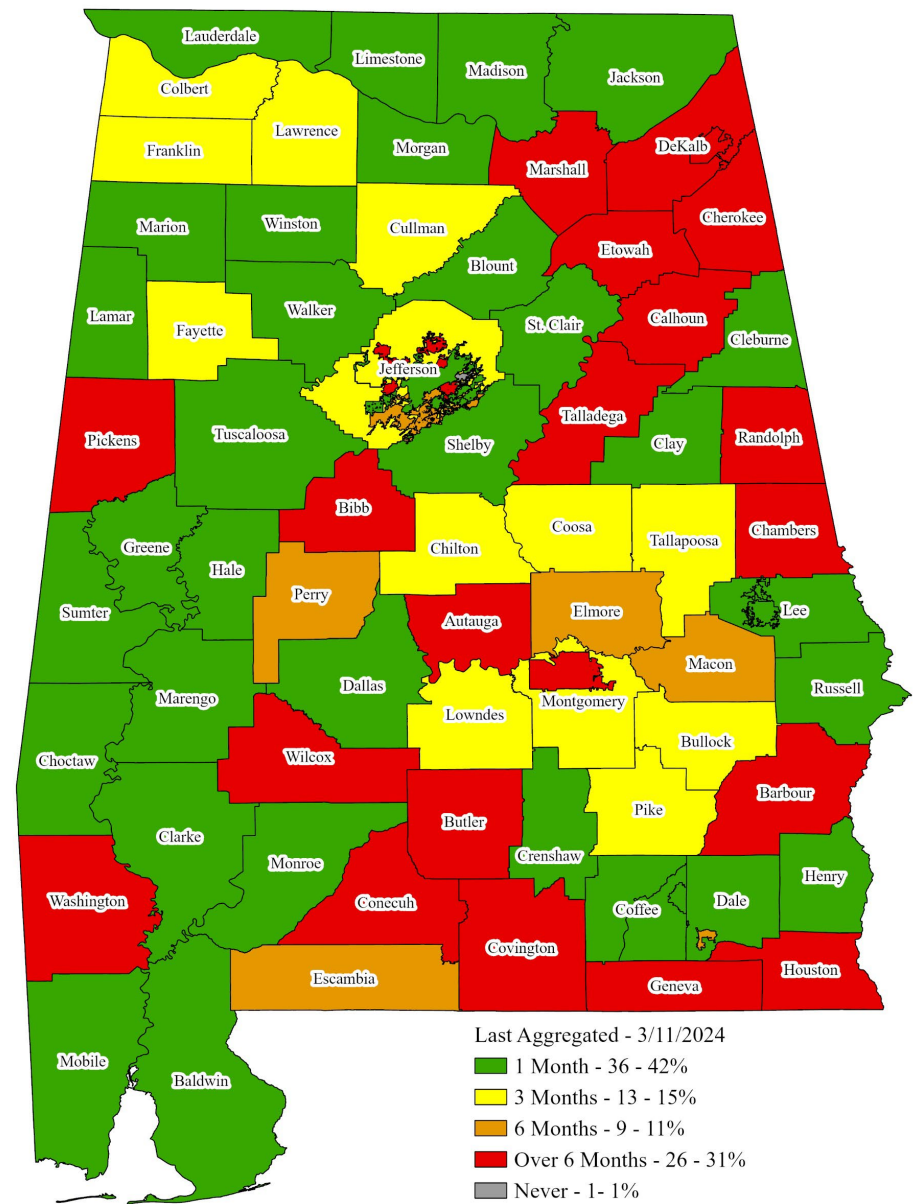
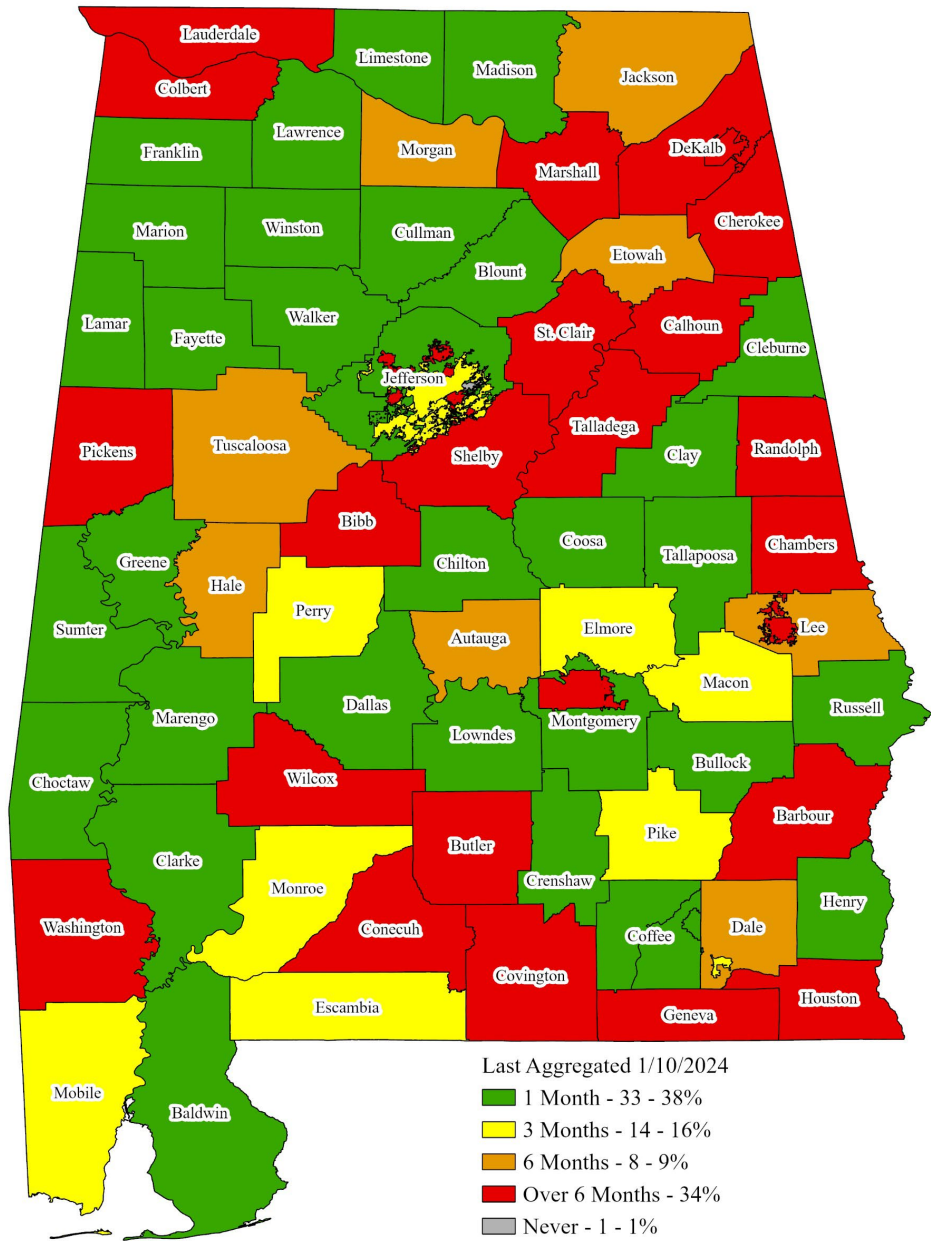
Visited This Period

Etowah County
Montgomery City
Montgomery
County

Tuscaloosa County
Winston County

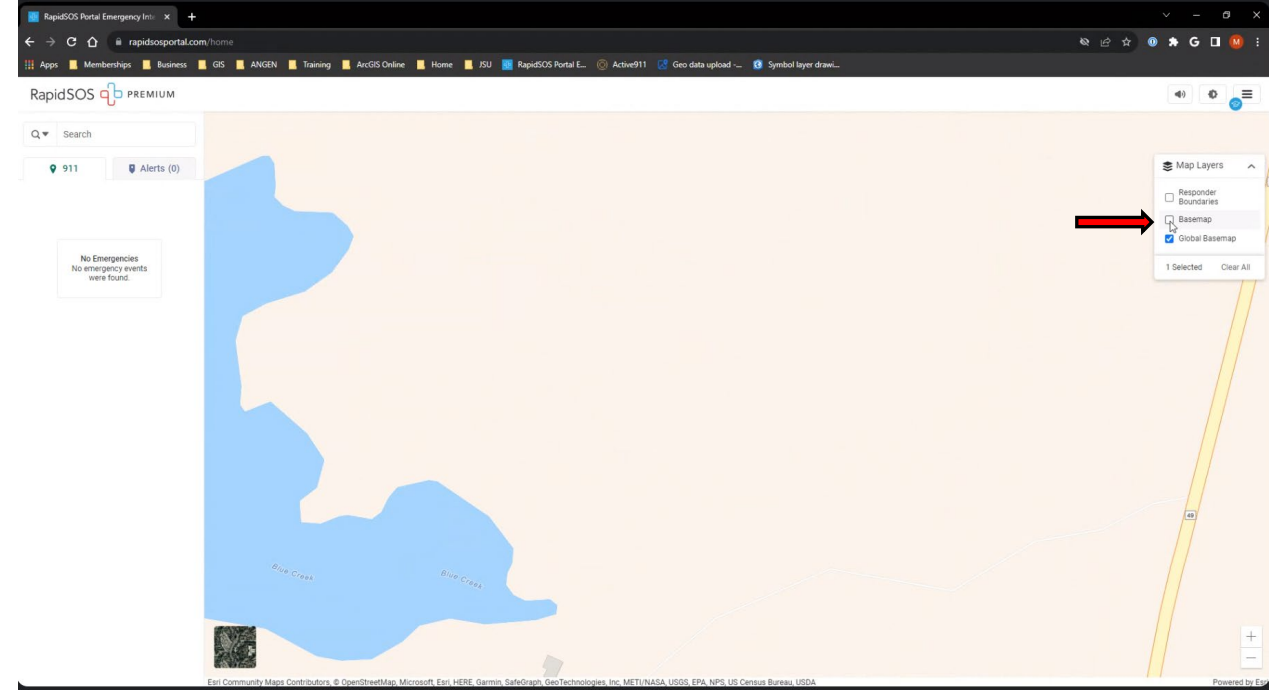






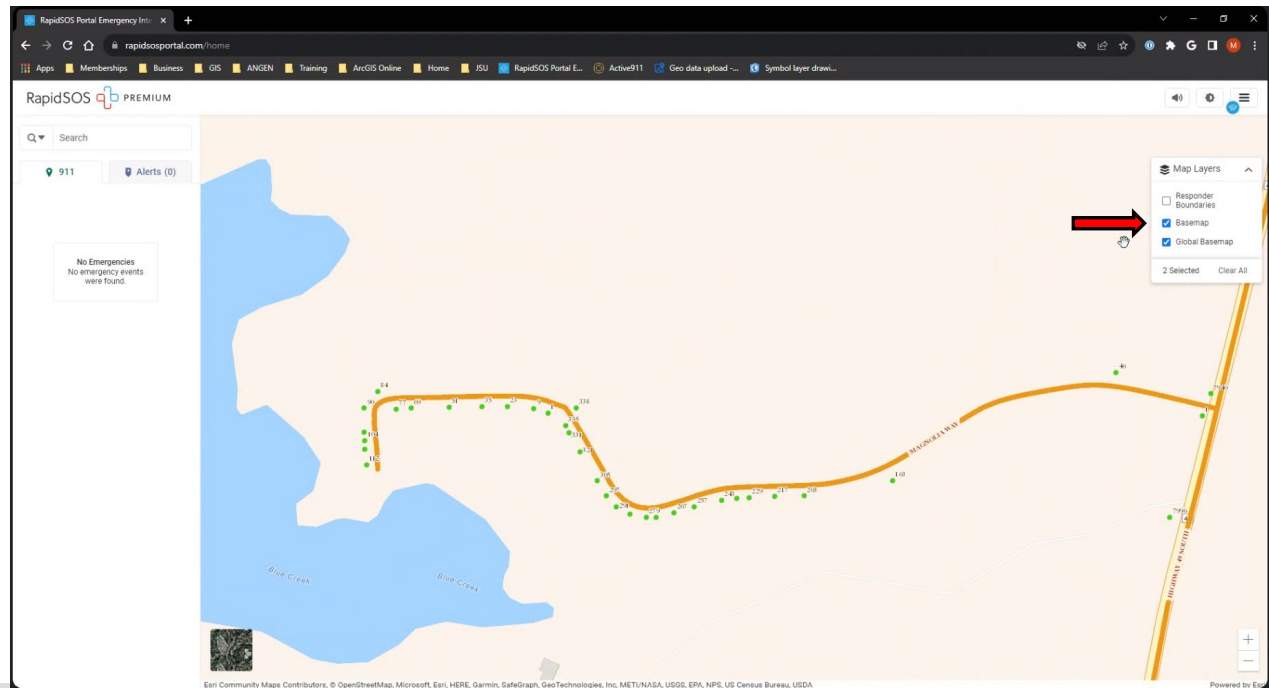
Supporting RapidSOS Premium Portal Deployment

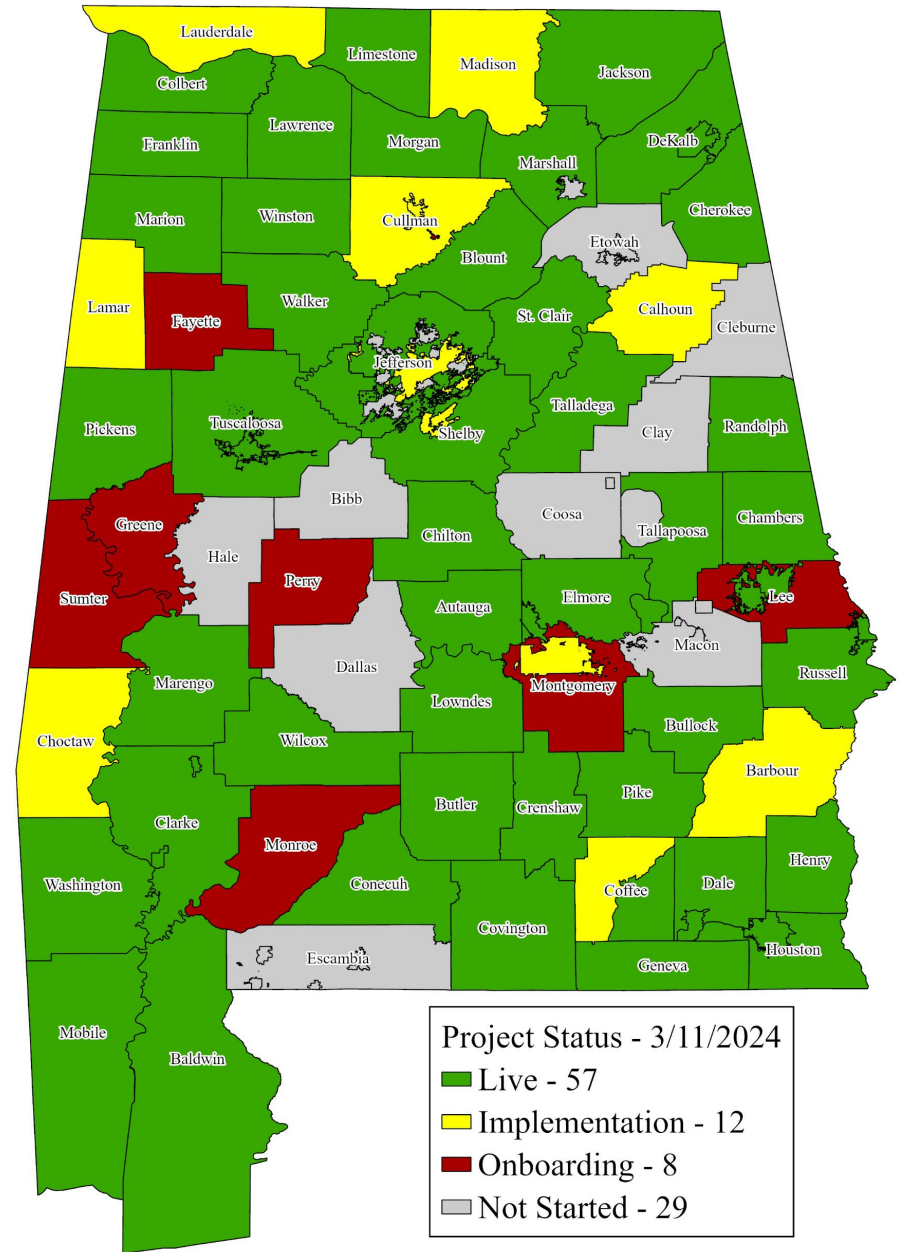
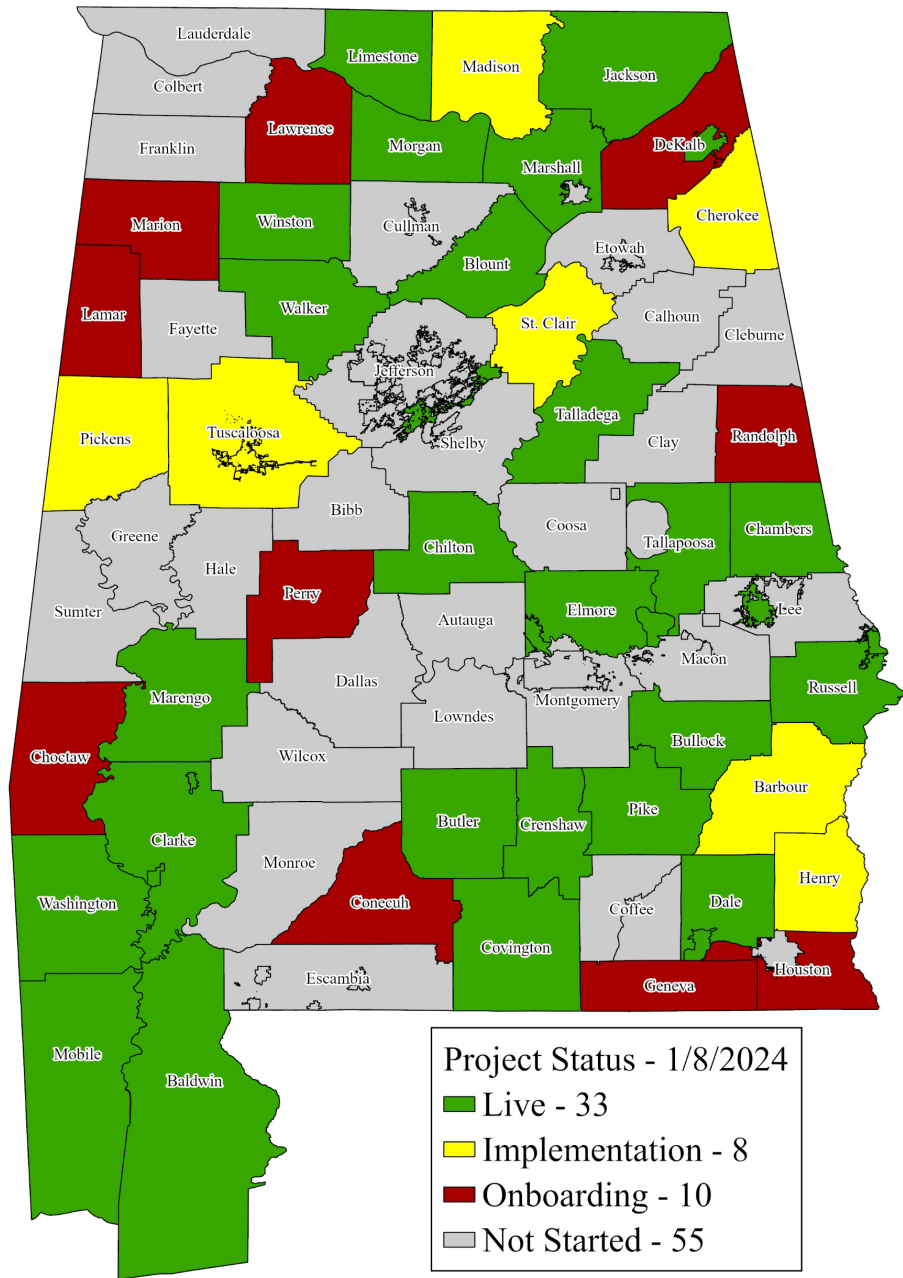
- Created an address geocoder for use in displaying call location indicators and location validation that uses our local ECD address point information
- Working with DATAMARK and RapidSOS we created a functional basemap using local authoritative GIS data as the backbone of the heads-up display
- Completed the roll-out plan starting with Morgan County
- Full deployment has begun dependent upon ECD data readiness
- Local GIS data remediation becomes critical to allow these functions to work
- MSAG and ALI synchronization to GIS are paramount for a successful instance
- 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



Using Locally Authoritative GIS Data Matters

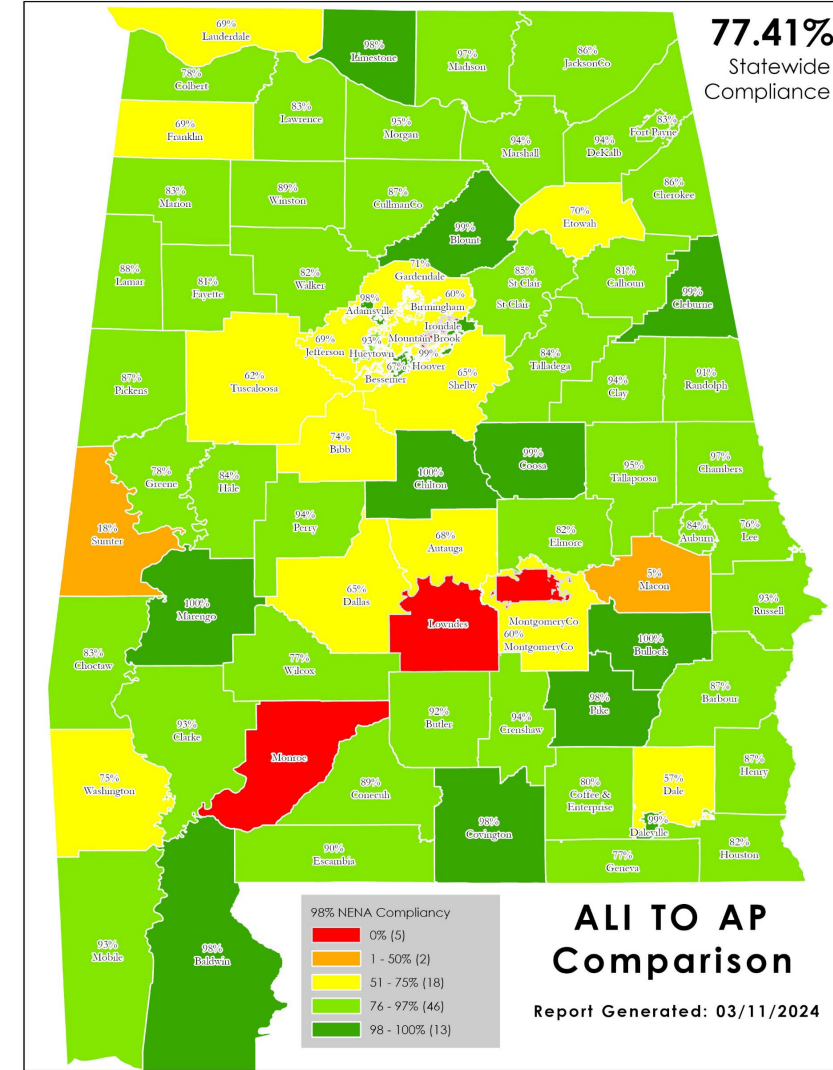
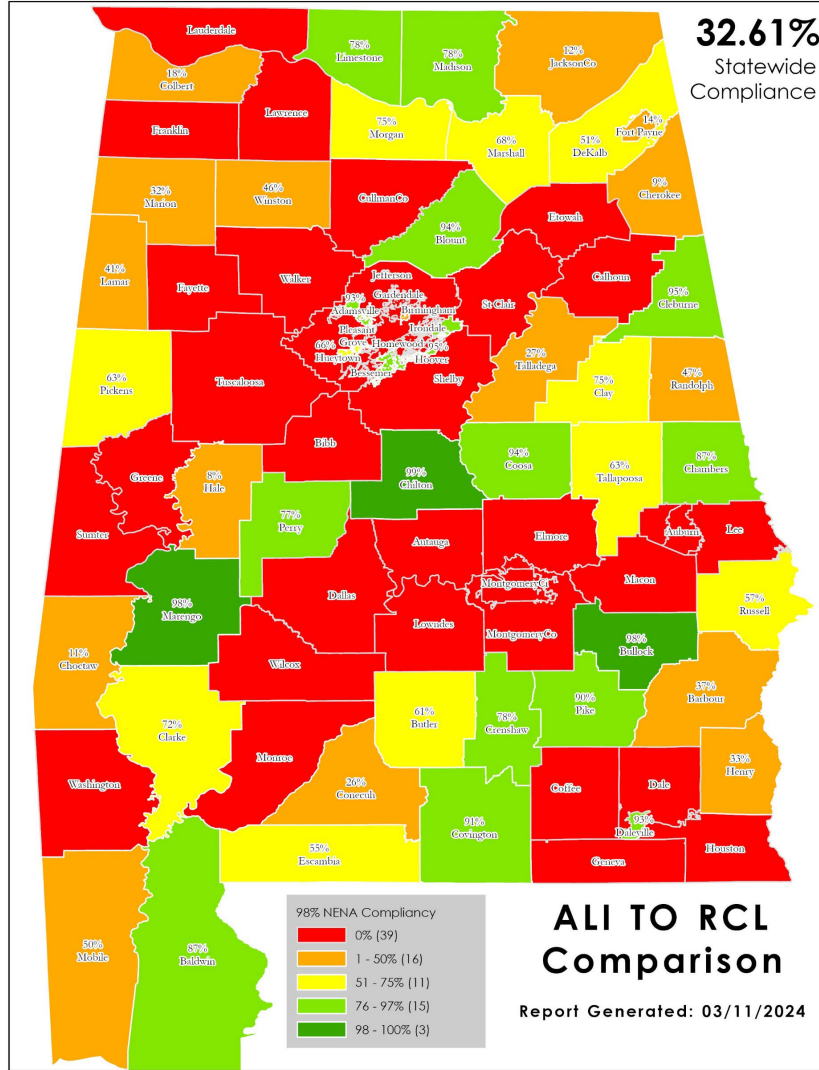
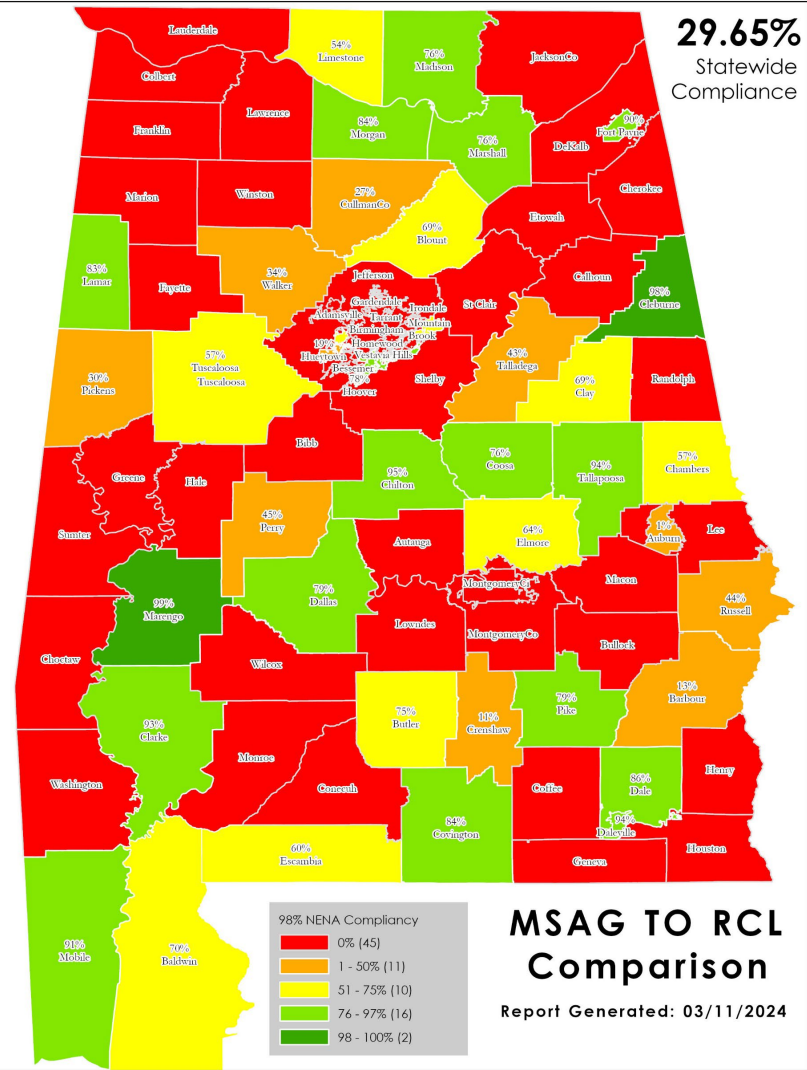
Google and ESRI are not the data creators. The most accurate data comes from the ECD and their GIS data inside VEP.





Jurisdiction	MSAG to RCL % Match	ALI to RCL % Match	ALI to AP % Match
Marengo County ECD, AL	99.56%	97.60%	99.66%
Clarke County ECD, AL	93.13%	72.15%	93.35%
Chilton County ECD, AL	92.67%	91.44%	98.50%
Daleville Municipal ECD, AL	91.54%	93.66%	99.24%
Tallapoosa County ECD, AL	91.41%	62.56%	95.06%
Fort Payne Municipal ECD, AL	89.99%	14.39%	82.72%
Mobile County ECD, AL	87.28%	0.00%	64.65%
Dale County ECD, AL	86.32%	0.00%	56.00%
Morgan County ECD, AL	84.82%	75.09%	95.47%
Covington County ECD, AL	84.24%	91.03%	97.57%
Dallas County ECD, AL	78.63%	0.00%	64.86%
Hoover Municipal ECD, AL	77.48%	94.65%	99.33%
Madison County ECD, AL	76.41%	91.54%	98.86%
Marshall County ECD, AL	76.09%	67.86%	93.77%
Butler County ECD, AL	75.01%	61.45%	91.84%
Pleasant Grove Municipal ECD, AL	72.90%	0.00%	78.76%
Pike County ECD, AL	72.76%	69.70%	94.84%
Baldwin County ECD, AL	69.71%	83.54%	97.43%
Clay County ECD, AL	68.95%	75.12%	94.18%
Blount County ECD, AL	68.94%	90.02%	98.23%
Elmore County ECD, AL	63.67%	0.00%	82.05%
Escambia County ECD, AL	59.20%	54.95%	90.50%
Chambers County ECD, AL	57.23%	87.08%	97.45%
Russell County ECD, AL	44.91%	60.30%	92.58%
Talladega County ECD, AL	42.79%	27.28%	84.40%
Limestone County ECD, AL	41.22%	61.62%	96.69%
Pickens County ECD, AL	30.31%	63.35%	86.59%
Midfield Municipal ECD, AL	19.54%	89.71%	96.76%
Auburn Municipal ECD, AL	16.45%	0.00%	83.55%
Barbour County ECD, AL	12.94%	37.38%	87.42%
Crenshaw County ECD, AL	11.08%	77.75%	94.40%
Walker County ECD, AL	8.07%	0.00%	81.54%
Tuscaloosa County ECD, AL	0.68%	0.00%	27.37%
Bullock County ECD, AL	0.00%	97.89%	99.84%
Adamsville Municipal ECD, AL	0.00%	92.98%	97.78%
Coosa County ECD, AL	0.00%	52.29%	89.46%
DeKalb County ECD, AL	0.00%	51.17%	93.55%
Randolph County ECD, AL	0.00%	47.00%	91.04%
Winston County ECD, AL	0.00%	46.17%	88.88%
Perry County ECD, AL	0.00%	41.76%	85.62%
Henry County ECD, AL	0.00%	33.83%	86.39%
Cleburne County ECD, AL	0.00%	32.88%	85.64%

Vestavia Municipal ECD, AL	0.00%	31.58%	57.31%
Conecuh County ECD, AL	0.00%	25.64%	88.87%
Marion County ECD, AL	0.00%	24.63%	90.40%
Colbert County ECD, AL	0.00%	17.78%	77.71%
Jackson County ECD, AL	0.00%	12.20%	86.35%
Tarrant County ECD, AL	0.00%	10.08%	72.32%
Cherokee County ECD, AL	0.00%	8.62%	85.80%
Lamar County ECD, AL	0.00%	7.96%	84.03%
Hale County ECD, AL	0.00%	7.83%	83.70%
Choctaw County ECD, AL	0.00%	7.07%	83.07%
St. Clair County ECD, AL	0.00%	6.93%	88.77%
Lawrence County ECD, AL	0.00%	0.00%	83.16%
Houston County ECD, AL	0.00%	0.00%	82.49%
Fayette County ECD, AL	0.00%	0.00%	81.29%
Enterprise Municipal ECD, AL	0.00%	0.00%	79.99%
Coffee County	0.00%	0.00%	79.99%
Calhoun County ECD, AL	0.00%	0.00%	79.48%
Hueytown Municipal ECD, AL	0.00%	0.00%	78.69%
Greene County ECD, AL	0.00%	0.00%	77.97%
Wilcox County ECD, AL	0.00%	0.00%	77.31%
Geneva County ECD, AL	0.00%	0.00%	76.68%
Lee County ECD, AL	0.00%	0.00%	75.53%
Washington County ECD, AL	0.00%	0.00%	74.81%
Bibb County ECD, AL	0.00%	0.00%	73.68%
Gardendale Municipal ECD, AL	0.00%	0.00%	71.27%
Cullman County ECD, AL	0.00%	0.00%	69.84%
Etowah County ECD, AL	0.00%	0.00%	69.60%
Franklin County ECD, AL	0.00%	0.00%	68.88%
Jefferson County ECD, AL	0.00%	0.00%	68.64%
Lauderdale County ECD, AL	0.00%	0.00%	68.58%
Autauga County ECD, AL	0.00%	0.00%	68.16%
Bessemer Municipal ECD, AL	0.00%	0.00%	67.40%
Shelby County ECD, AL	0.00%	0.00%	64.18%
Montgomery Municipal ECD, AL	0.00%	0.00%	59.57%
Birmingham Municipal ECD, AL	0.00%	0.00%	59.52%
Homewood Municipal ECD, AL	0.00%	0.00%	58.63%
Sumter County ECD, AL	0.00%	0.00%	18.12%
Macon County ECD, AL	0.00%	0.00%	4.51%
Ironde Municipal ECD, AL	0.00%	0.00%	0.00%
Lowndes County ECD, AL	0.00%	0.00%	0.00%
Monroe County ECD, AL	0.00%	0.00%	0.00%
Montgomery County ECD, AL	0.00%	0.00%	0.00%
Mountain Brook Municipal ECD, AL	0.00%	0.00%	0.00%



NIDA's WORKFLOW & ACCOMPLISHMENTS

❑ MSAG/ALI to GIS Data Synchronization Steps

- Populate the ESN & MSAG Community Field to Address Points & Road Centerlines
- Compared the MSAG records to Road Centerlines based on the anomalies within the markup table and the same process to ALI & AP
- Forwarded lists to the ECDs for verification, and this process continues until the desired goal achieved. *[If the ECD does not respond, the process becomes pending]*
- Submitted tickets to INdigital for MSAG information changes
- Uploaded the updated MSAG manually to the VEP

❑ Provide Technical Support

- Assisting ECDs with their queries and any GIS related issues
- Recently, assisting Blount County in assigning address and other GIS related tasks until the Datamark started their contract

❑ Data Maintenance

- Updated the GIS layers for those ECDs who regularly submitted their updated data

❑ Data Editing

- Editing the AP & RCL geometry for some ECDs. [Geometry accuracy is not part of the validation engine; it maybe correct in the attribution, but the geometry is far off in the real world.
- Populate the fields to comply the NENA standards

LISTS OF ECDs FOR DATA REMEDIATION

System Admin Credentials

1. Chilton County ECD
2. Clarke County ECD
3. Cleburne County ECD
4. Coosa County ECD
5. Dale County ECD
6. Daleville Municipal ECD
7. Hueytown Municipal ECD
8. Lamar County ECD
9. Perry County ECD
10. Marengo County ECD
11. Morgan County ECD
12. Butler County ECD – [Potentially turn-over to Mike Simmers]
13. Escambia County ECD – [Contracted by Datamark recently]
14. Blount County ECD – [Contracted by Datamark recently]

VEP Editor Credentials

1. Limestone County ECD
2. Madison County ECD
3. Covington County ECD

GEOSPATIAL MATURITY ASSESSMENT 2023

Alabama Report Card

Overall Grade: B+

COORDINATION	GRADE: A
STATE-LED THEMES	
Address	C+
Cadastre	N/A
Elevation	A-
Orthoimagery Leaf-Off	A
Transportation	C
NG9-1-1	A
FEDERAL-LED THEMES	
Geodetic Control	B+
Government Units	A
Orthoimagery Leaf-On	B

METRICS:

A - Superior C - Average F - Failure
 B - Above average D - Below average N/A - Not Applicable

State	Overall Grade	State	Overall Grade
Alabama	B+	Mississippi	B-
Alaska	D	Missouri	B-
Arizona	B+	Montana	B+
Arkansas	A-	Nebraska	B+
California	C+	New Jersey	A-
Colorado	B-	New Mexico	B+
Connecticut	B+	New York	B+
Delaware	B-	North Carolina	A
District of Columbia	A	North Dakota	B
Florida	B-	Ohio	A-
Georgia	C-	Oklahoma	B-
Hawaii	B	Oregon	B-
Idaho	B	Pennsylvania	A-
Illinois	B+	Rhode Island	B+
Indiana	A-	South Carolina	B
Iowa	B	Tennessee	B+
Kansas	A-	Texas	A-
Kentucky	B+	Utah	A-
Louisiana	B	Vermont	A-
Maine	A-	Virginia	B+
Maryland	A-	Washington	B+
Massachusetts	A-	Wisconsin	B
Michigan	B+	Wyoming	B-
Minnesota	B+		



Anderson Brooms – Alabama GIS Program Manager



Wilma Robertson – Idaho Geographic Information Officer

Sandi Stroud – Minnesota 9-1-1 Program Manager



Matt Gerike – Virginia Geospatial Program Manager

Governance

TAB 6



Governance

- ❖ **House Bill 307**
- ❖ **Statement of Economic Interests Form**



Old Business

TAB 7



Grant Cycle 9 Facts

Applications

43

Ineligibility

1

Key focus related

26

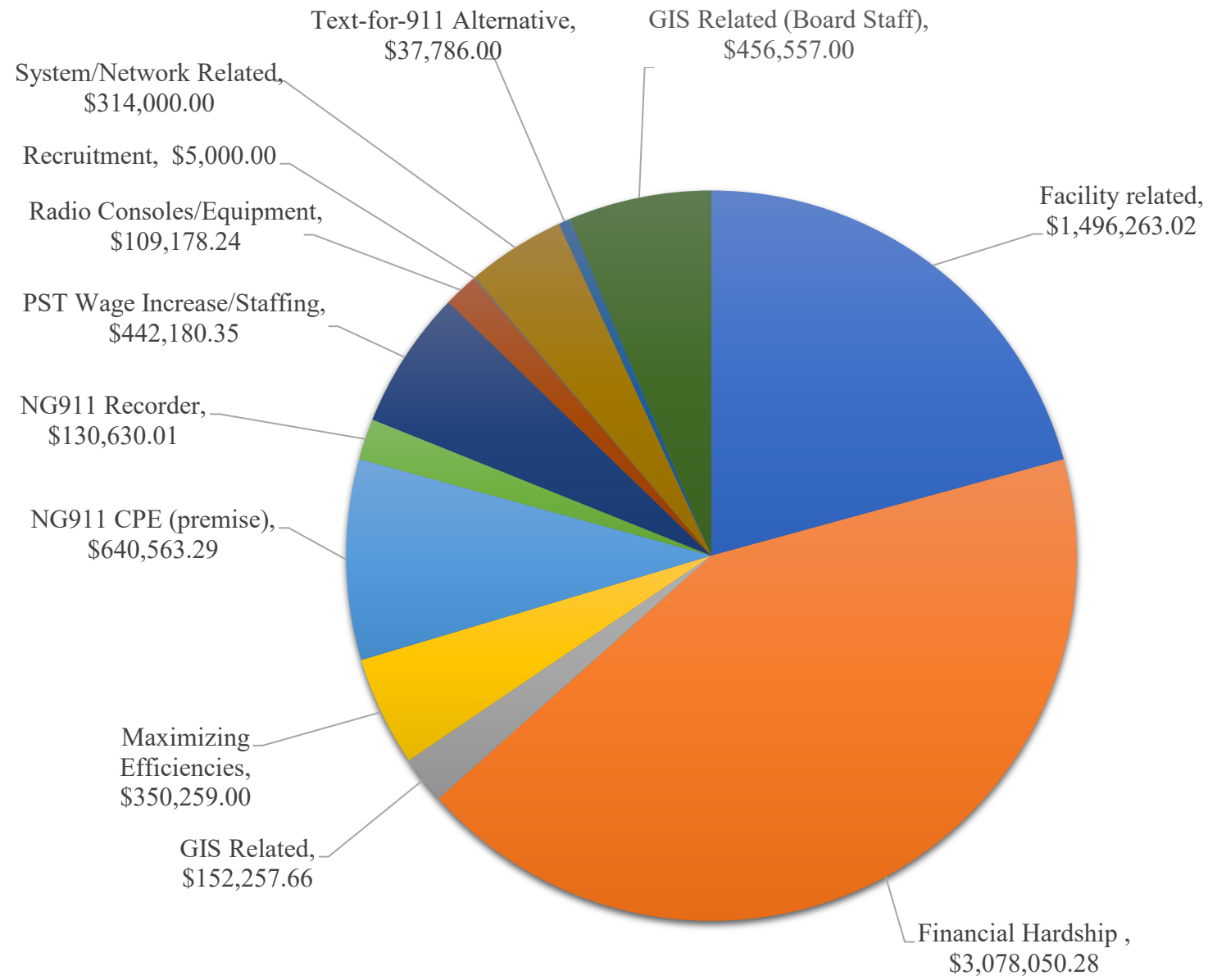
GIS related

9

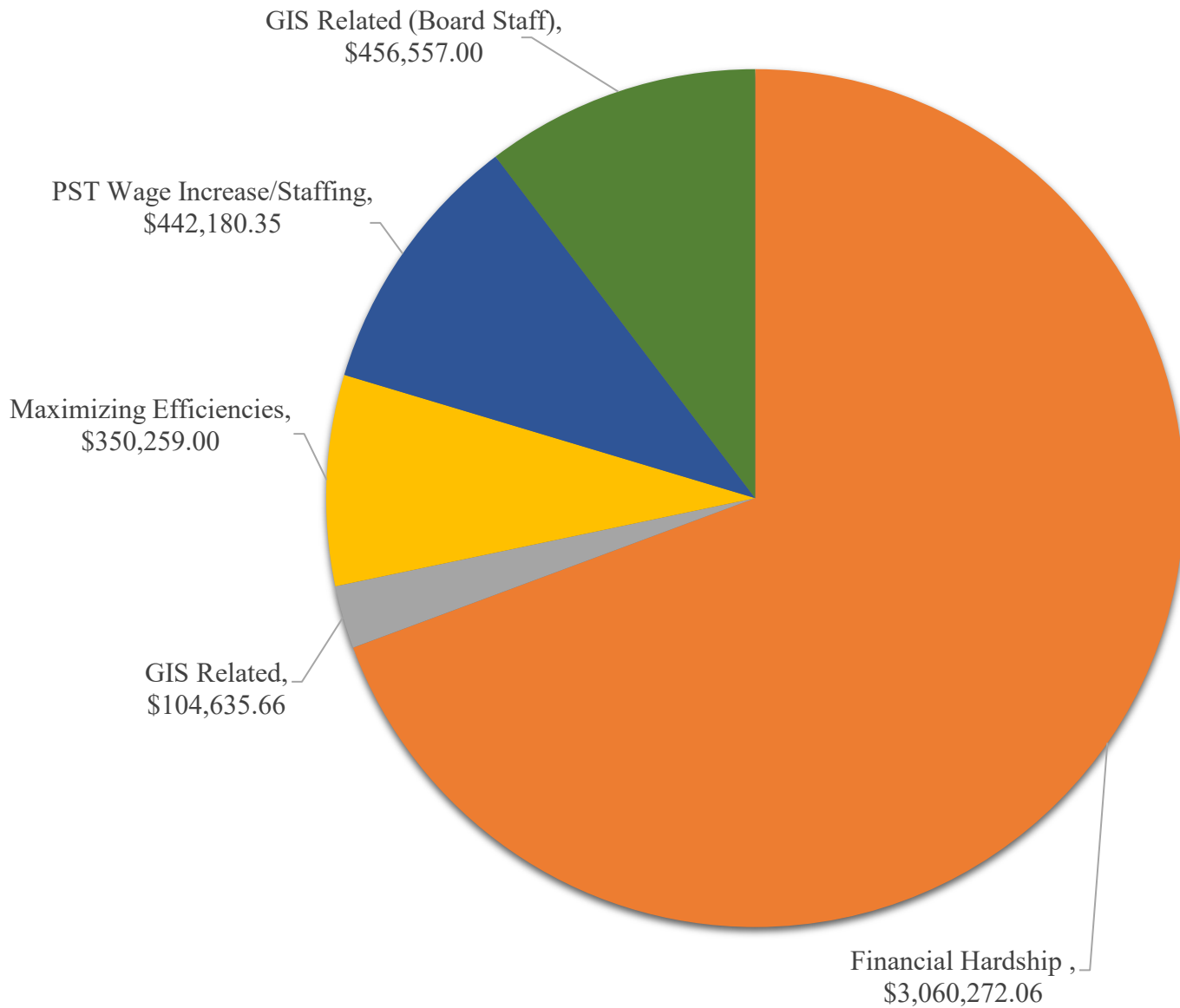
Total requested

\$7,212,724.85

All Projects Summary



Grant Cycle 9 Recommendations



Recommended Project Awards:
\$4,727,904.07

Recommended Awards for Funds:
\$4,271,347.07

Number of Award Applicants Recommended:
29 for direct funding

Recommended Awards for Board Staff Managed GIS Services:
\$456,557.00

Number of Award Applicants Recommended:
7 for board-managed GIS projects



New Business

TAB 8



@alabama911board



Alabama 9-1-1 Board



@al911board



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

New Business



Public Comments

OPEN FORUM



Next Board Meeting

MAY 15, 2024

10:00AM

MONTGOMERY, AL



@alabama911board



Alabama 9-1-1 Board



@al911board



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

Adjournment

