



ALABAMA 911 BOARD

October 8, 2024
Talk About It Tuesday!



@alabama911board



Alabama 9-1-1 Board



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Our Team

(334) 440-7911



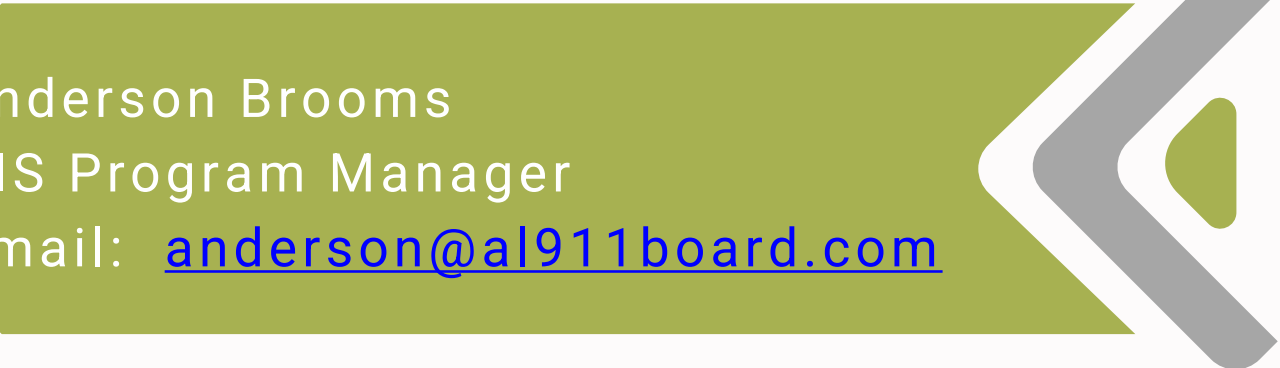
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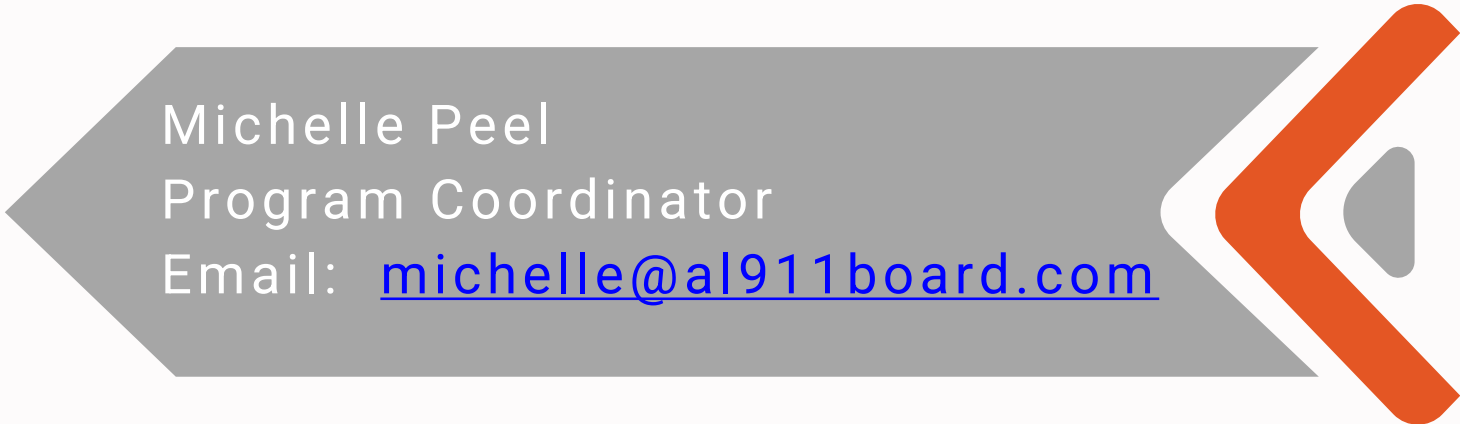
Anderson Brooms
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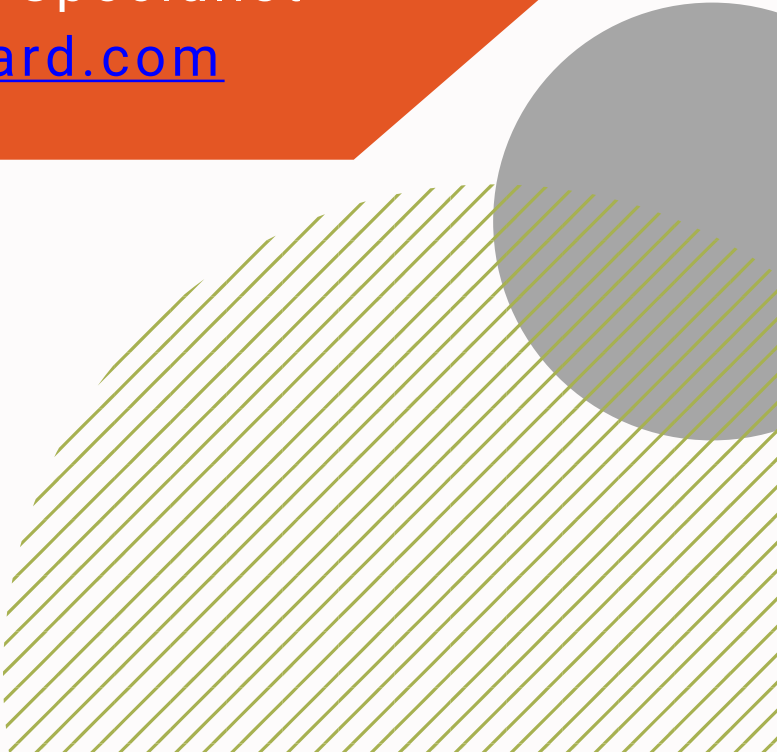
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Program Coordinator
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Alabama Association of 9-1-1 Directors

Alabama Association of 9-1-1 Districts District Map



Alabama Association of 9-1-1 Districts Board of Directors 2024-2025

OFFICERS

President

Aislinn Campbell

St. Clair County

Vice President

Pamela Lowe

Houston County/City of Dothan

Secretary/Treasurer

Paula Simmons

Dale County/City of Ozark

DISTRICT REPRESENTATIVES

District 1

Tim Thomas

Walker County

District 2

Ernie Blair

Madison County

District 3

Donnie West

Jefferson County

District 4

Kevin McKinney

Marengo County

District 5

Victor Kennedy

Talladega County

District 6

Jessica Yeager

Chambers County

District 7

Vacant

District 8

Vacant

PAST PRESIDENTS

Brandon Broadhead

City of Homewood

Shawn Rogers

Cherokee County

Gordon Sandlin

Cullman County

Johnny Hart

Marshall County

Bill Brodeur

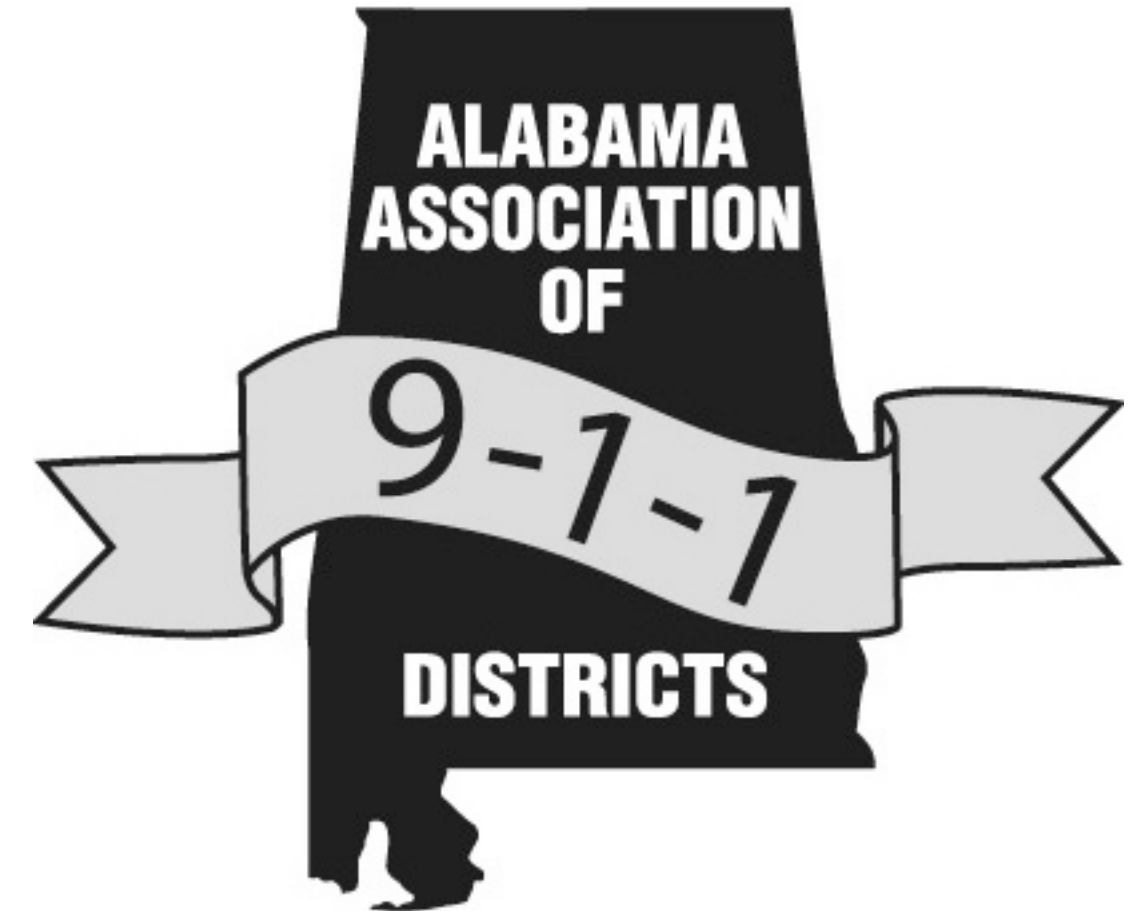
Etowah County

Chad Sowell

Henry County

Melissa Dove

Wilcox County



[Board of Directors](#)

[Membership Application](#)

[Associate Membership Application](#)

<https://www.alabamacounties.org/affiliates/aand/>

Tips to Maximize your ANGEN

October 8, 2024
Talk About It Tuesday



Topics

Power

Understanding Your Equipment - Routers

MEVO

MEVO Anywhere Kit

MAK



❖ Power

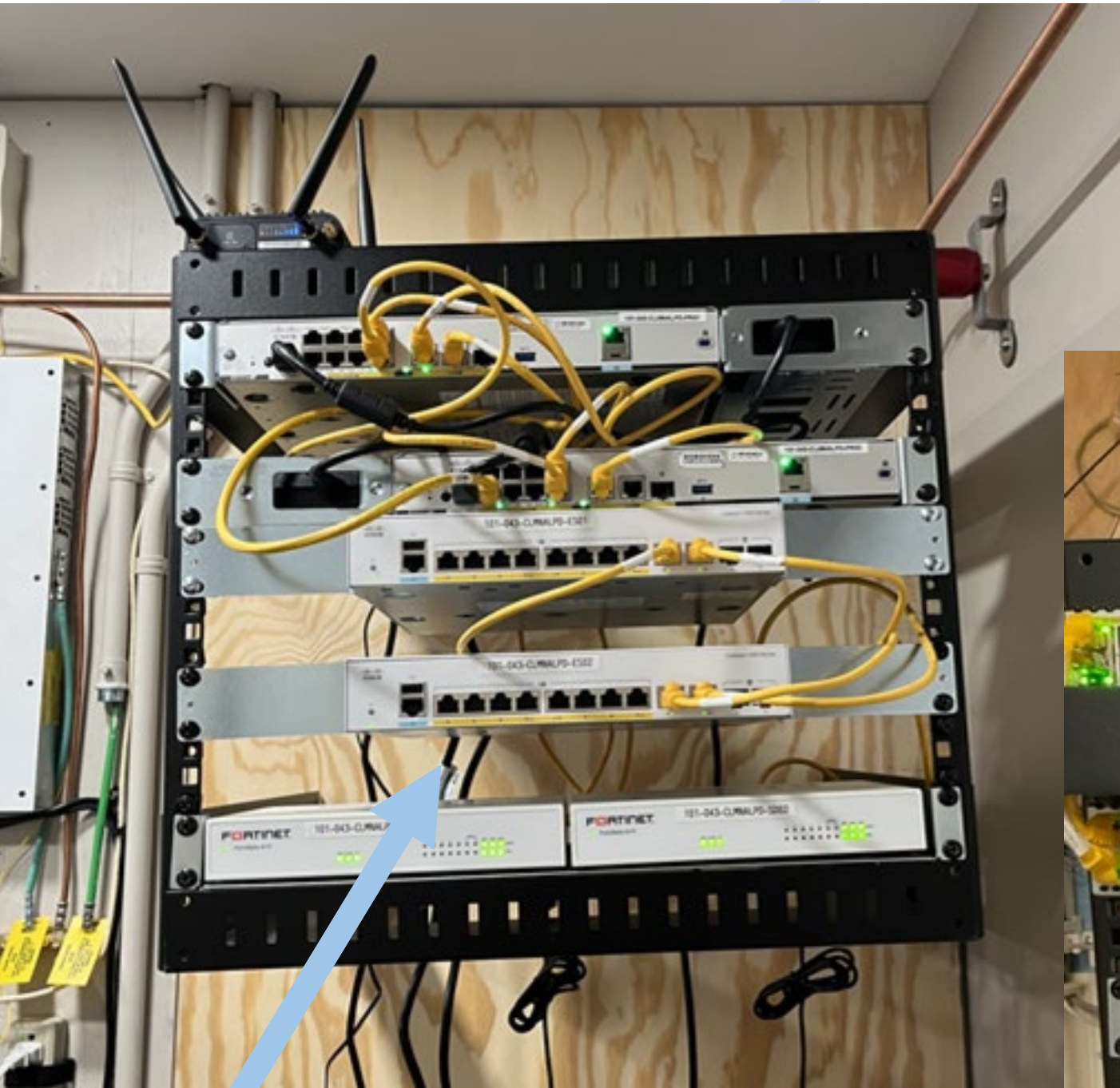
- UPS - Generator
- Weekly generator tests
- Load on UPS
- Load on Generator



❖ Understanding your Equipment

Routers - Tell the call where to go

- Redundancy
- Power your MEVO phones



❖ Recent Incidents

- **Colbert Co -**
Power Outage, Generator Failure
Abandoned and Utilized their Mevo Anywhere
- **St Clair Co -**
Power Failure
Abandoned PSAP
- **Alex City -**
Routers - both failed during power outage
MEVO is powered by the routers

❖ Hurricane Helene

Alabama and INdigital have assisted in restoring 911 services to 9 PSAPs in Georgia



INdigital, Alabama PSAPs Mobilize to Support Georgia 911 Centers Following Hurricane Helene

NEWS PROVIDED BY
INdigital →
Oct 02, 2024, 16:02 ET

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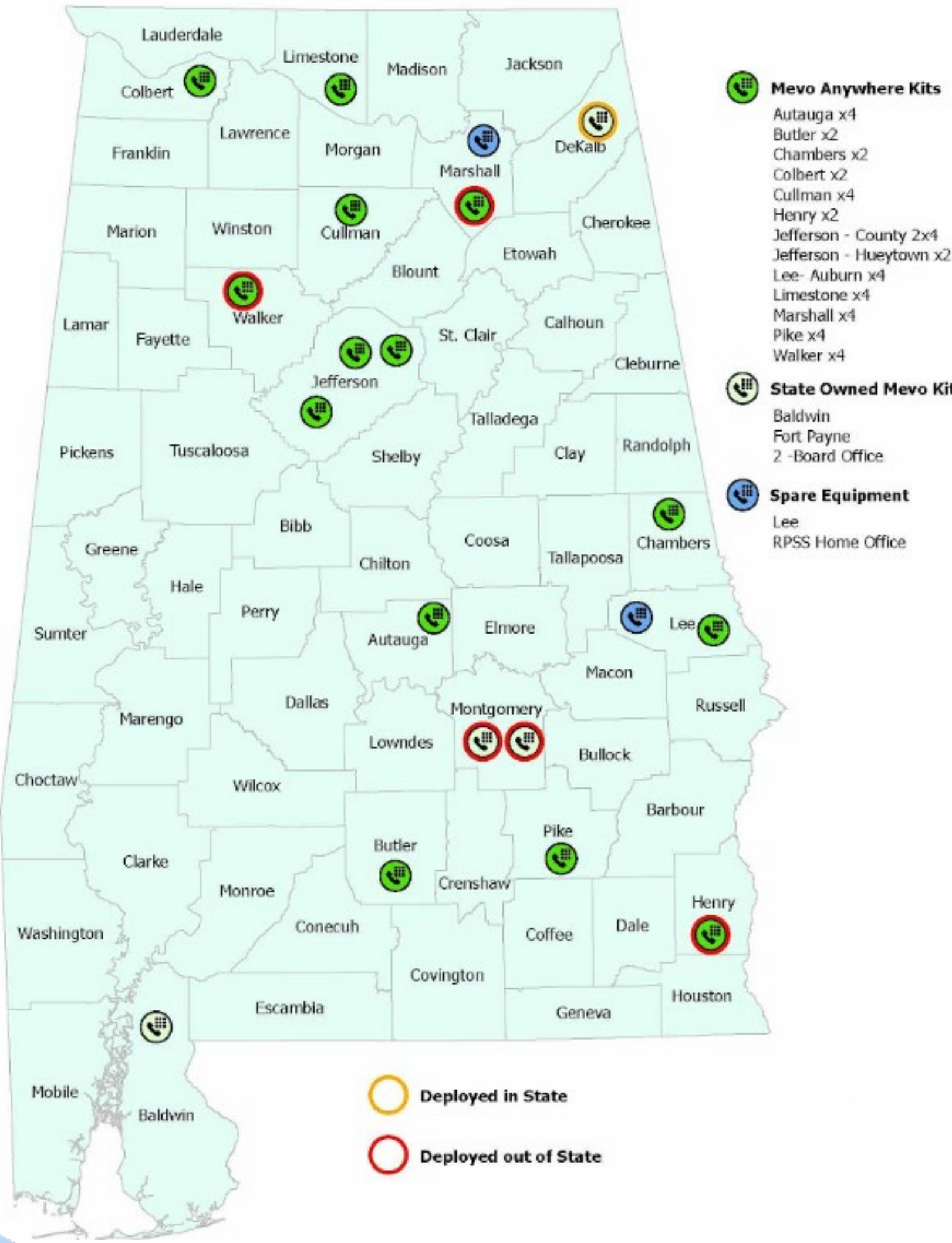
AUGUSTA, Ga., Oct. 2, 2024 /PRNewswire/ – After Hurricane Helene devastated Georgia, **INdigital**, in partnership with the Alabama 911 Board, responded swiftly to restore 911 services across the state. On Friday, September 27, and Saturday, September 28, INdigital worked with the Georgia Emergency Management Agency, Georgia Troopers, Georgia Forestry Commission Air Ops, the National Guard, and local PSAPs to ensure 911 calls continued to be answered despite widespread power and communication outages. INdigital's rapid deployment of Starlink units and MEVO Anywhere Kits helped reestablish critical emergency communications.

This coordinated response underscores INdigital's dedication to its customers and public safety. By quickly mobilizing resources and leveraging partnerships across state lines, INdigital ensured that nine different 911 centers in Georgia could continue serving their communities when needed. Without this immediate action, many areas would have experienced prolonged 911 outages, endangering public safety. The ability to reroute calls and deploy MEVO Anywhere Kits, along with Starlinks, enabled continuous service where other solutions might have failed or taken longer to implement.

The **MEVO Anywhere Kit**, a mobile call-handling system, played a key role in this response. This portable solution allows PSAPs to connect to emergency service networks from any location with an IP connection, ensuring uninterrupted 911 and PSTN call handling. The MEVO phones have all the capabilities of most call-handling solutions, including the ability to receive 911 calls with location information, mapping, instant recording, administrative dialing, and features such as transfer and conference. The Starlink units provided the critical connectivity needed in remote or heavily impacted areas where other communication options were unavailable.

Key stakeholders in this operation included INdigital Regional Account Representative Jen Poole, Alabama Service Manager Melissa Carpenter, Alabama 911 Executive Director Leah Missildine, and INdigital Vice President of Market Management Caleb Branch. The Georgia counties needing immediate assistance included Burke, Colquitt, Jefferson, Johnson, Montgomery, Treutlen, Tift, Berrien, Hancock, and Emanuel. Only three of the counties were INdigital customers. Henry County and Walker County in Alabama lent their MEVO Kits to Georgia PSAPs. With coordination from INdigital, the Georgia Emergency Management Agency, state troopers, the Alabama State 911 Board, and Alabama PSAPs, 911 service was restored to Georgia PSAPs.

"This response highlights our unwavering commitment to public safety and the communities we serve," said Eric Hartman, Vice President of INdigital. "The ability to rapidly deploy resources, coordinate across state lines, and restore critical communication systems in such a short timeframe demonstrates the strength of our partnerships and the advanced technology we've developed. We don't just provide a service—we're an active, reliable partner to our customers, especially in moments of crisis. Many of our employees have previously worked for 911 centers throughout the country. Their previous experience has helped to drive our company's culture to ensure that emergency calls are answered, lives are protected, and communities are supported when needed."



❖ MEVO - MEVO Anywhere Kit

- Know how to reroute
- TEST MONTHLY
- Check your speed dials/transfers
- Utilize Administrative Dialing



- 1) Test your Generator and UPS
- 2) Understand your equipment
- 3) Know how to re-route
- 4) Utilizing MEVO administrative dialing
- 5) TEST TEST TEST

"Hope for the best,
but prepare for the worst."

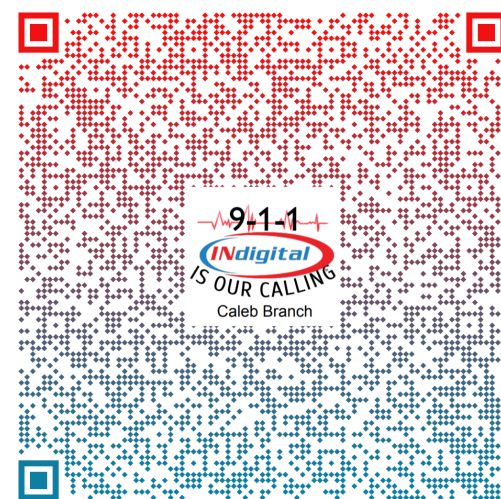
Questions?



Caleb Branch

VP of Market Management

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NSOC

support@indigital.net

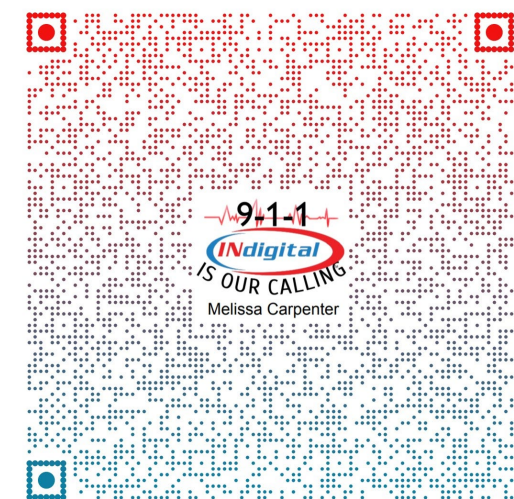
877-469-2010



Melissa Carpenter

Alabama Service Manager

334-531-9152





EMD CERTIFICATION

ALABAMA EMERGENCY MEDICAL DISPATCH



ALABAMA
EMERGENCY
MEDICAL
DISPATCH

TUESDAY- THURSDAY
OCTOBER 22-24, 2024
Pelham, AL

24 HOURS CEUS

app.al911board.com/training-registration



ALABAMA 911 BOARD

RESOURCE ROOM

Whether you have questions, suggestions, need direction,
or simply want a one-on-one conversation, come connect with us
and let us support you where you need it most.



OCTOBER 16, 2024
10:00 - 4:00 P.M.



PERDIDO BEACH RESORT
SAND CASTLE II



Less than
03
Months Left
TO EARN YOUR ANNUAL CEUS

FREE TRAINING

FOR 911 PROFESSIONALS

 **ALABAMA NG911 NETWORK 101:**
TOOLS & RESOURCES AVAILABLE IN THE PSAP
NG911 Fundamentals for Effective Daily Operations

 **Mobile County EMA**
7350 Zeigler Boulevard, Mobile, AL 36608

 **November 4th, 2024**
8:00-12:00 | 4 hours of CEUs - LUNCH included!

 app.al911board.com/training-registration



Melissa Carpenter

provided by
 **ALABAMA 911 BOARD**

FREE TRAINING

CRIMES IN PROGRESS

Are you prepared to handle in-progress and high-risk calls when 911 rings?
This training class equips you with the essential tools and skills
to effectively respond to these critical situations.



LIMITED SEATS!

8 CEUs

MONDAY
DECEMBER 9
Decatur, AL

TUESDAY
DECEMBER 10
Alabaster, AL

8:00 A.M. - 4:00 P.M.

app.al911board.com/training-registration

DEADLINES AND REMINDERS

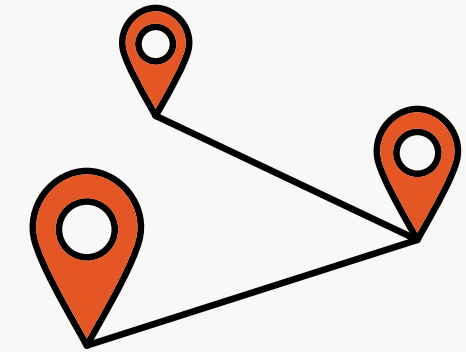
Are you hiring?

We can post your job openings to our website.
Email [Michelle](#) the job description including closing date.



Are you looking for a job?
Check our [website](#) for openings.

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



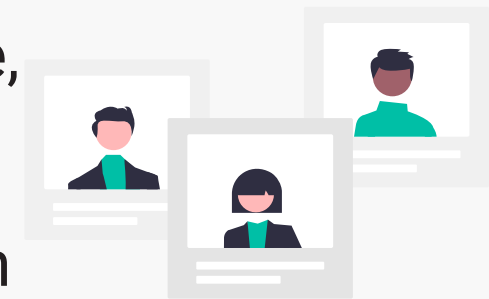
PST CERTIFICATION REIMBURSEMENT

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,
please log into the ABC App
and make the needed changes.
Haven't signed up yet? You can
by clicking [here](#).



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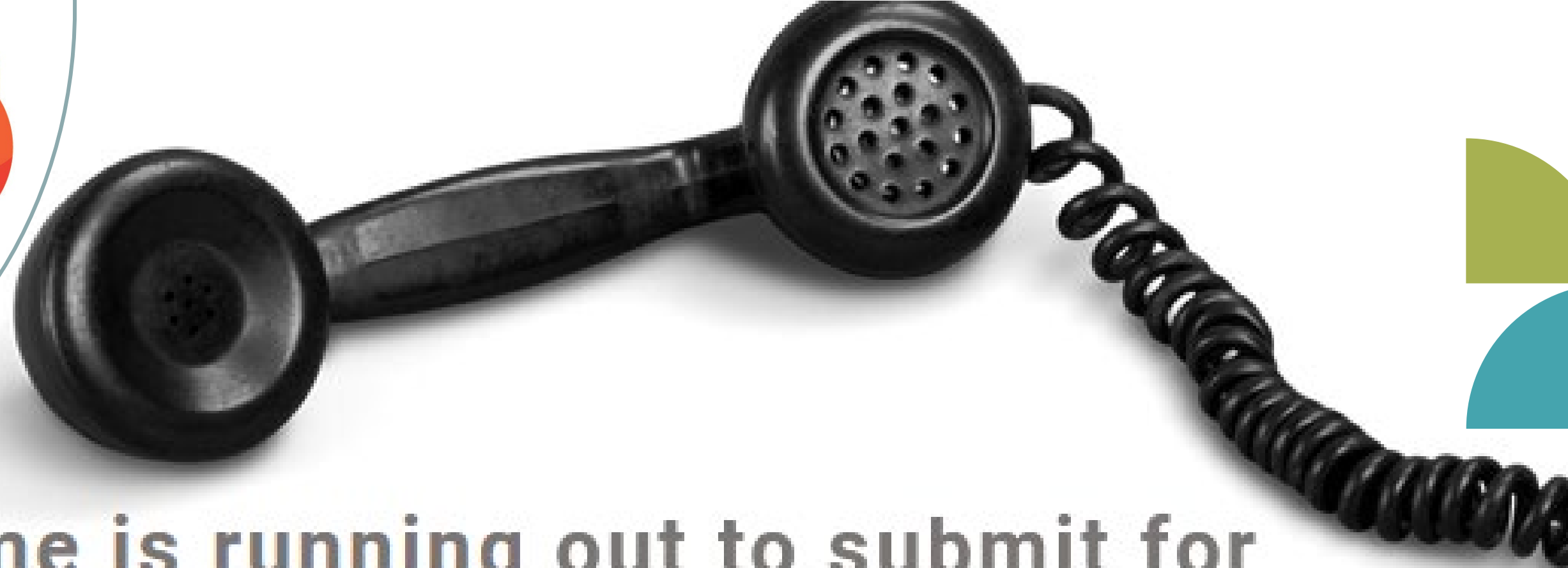
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[HTTPS:// al911board.com](https://al911board.com)



Time is running out to submit for
FY24 Legacy 9-1-1 Cost Reimbursement
Final Deadline: **December 10**
Next Deadline: **October 10**



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UPCOMING TALK ABOUT IT TUESDAY WEBINARS



October 22
DATAMARK
VEP Quarterly
Updates



November 12
No TAIT
Board Meeting
Week



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Questions?



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Contact Us

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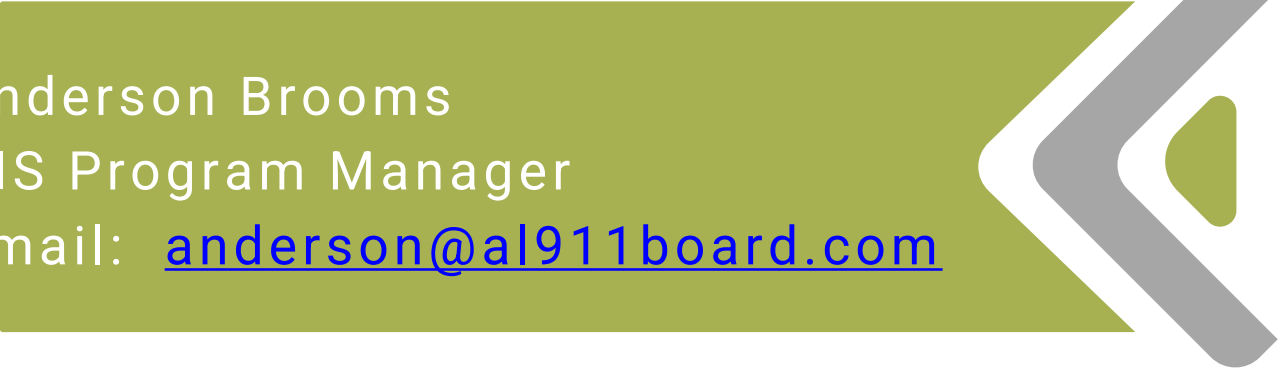
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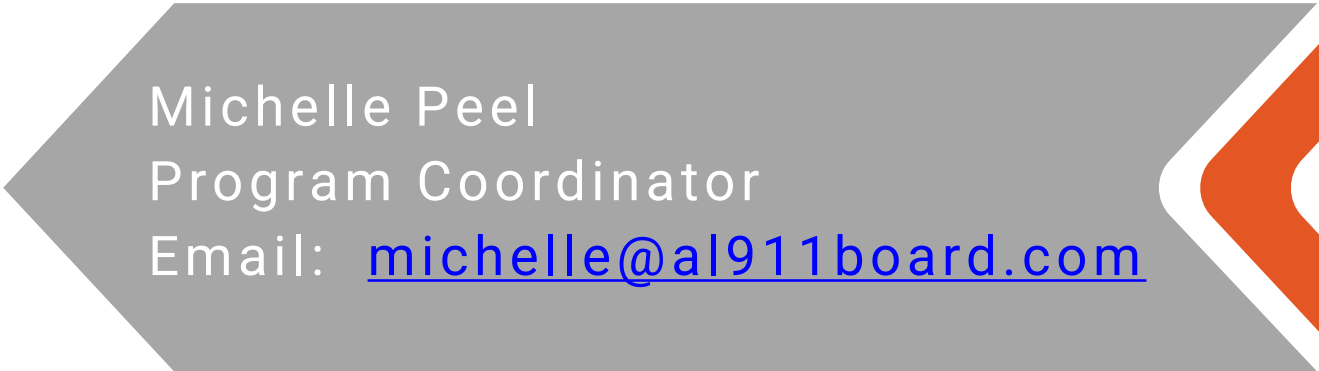
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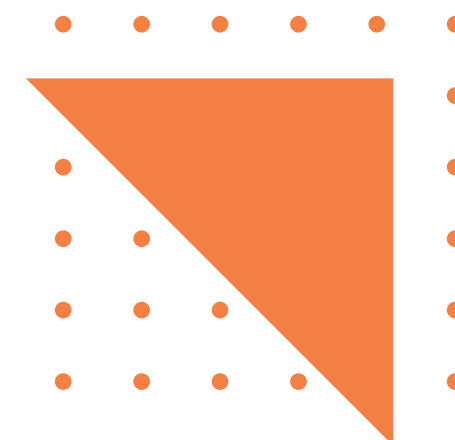
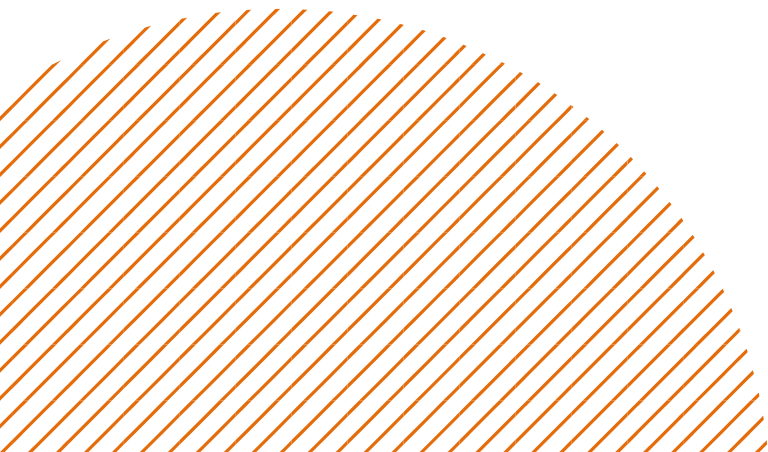
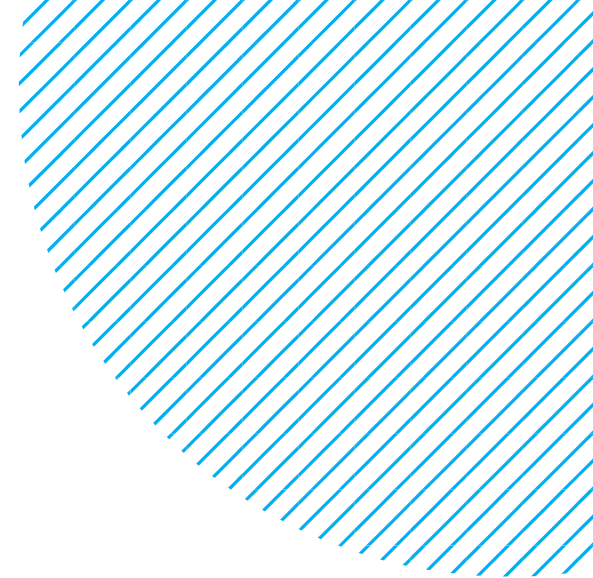


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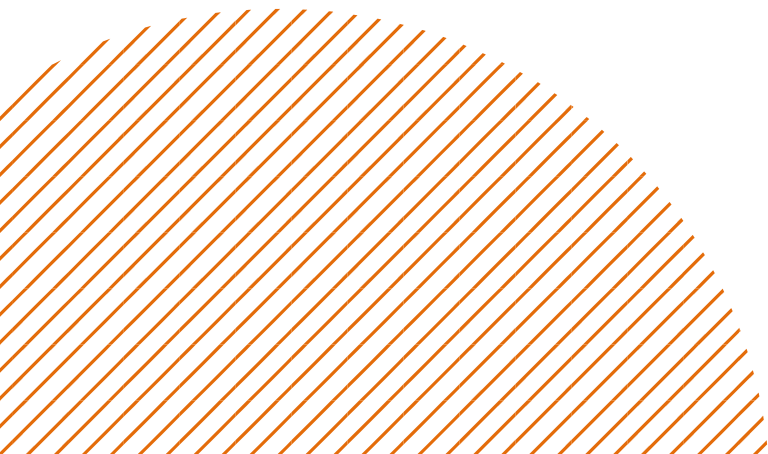
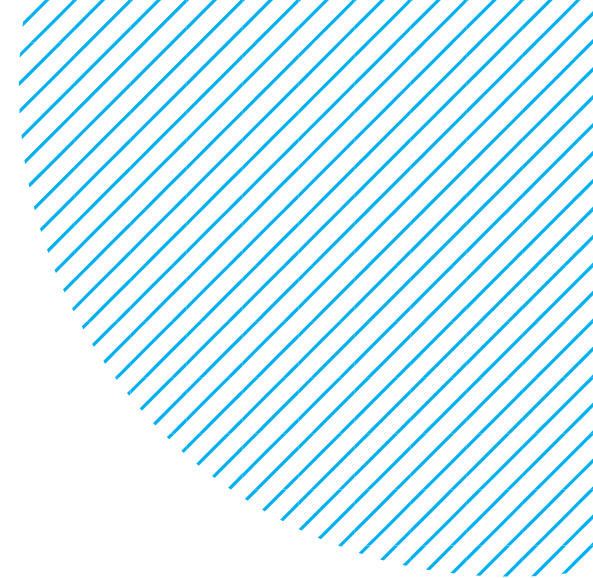
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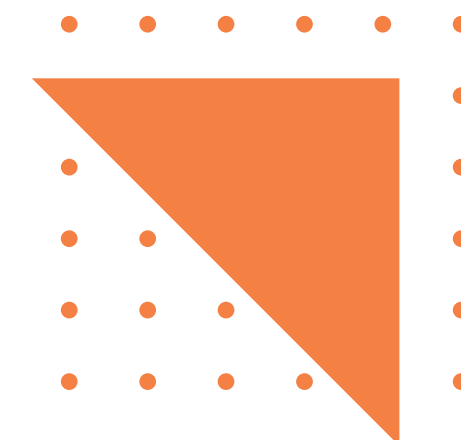
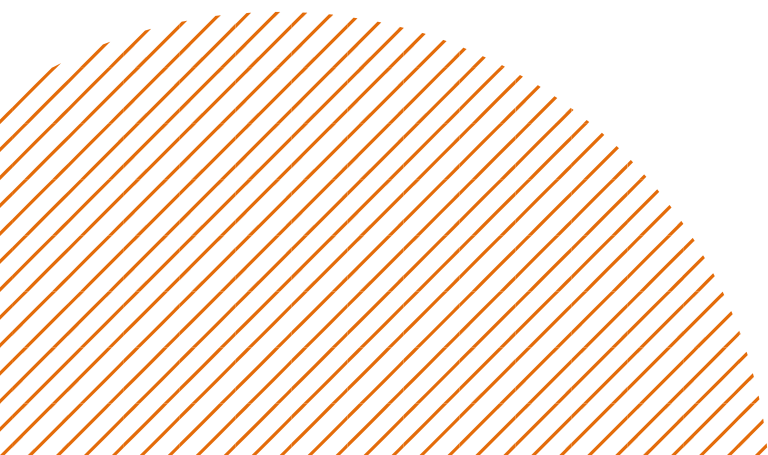
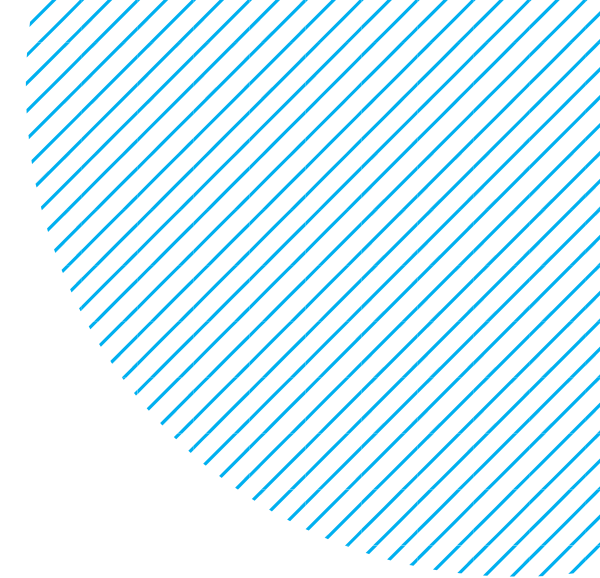
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