



ALABAMA 911 BOARD

**March 19, 2025
Board Meeting
Montgomery, Alabama**



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Alabama 9-1-1 Board



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Board Meeting Agenda

Introduction

- ❖ Call to Order
- ❖ Roll Call
- ❖ Agenda Approval (Tab 1)
- ❖ Public Hearing Transcript & 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



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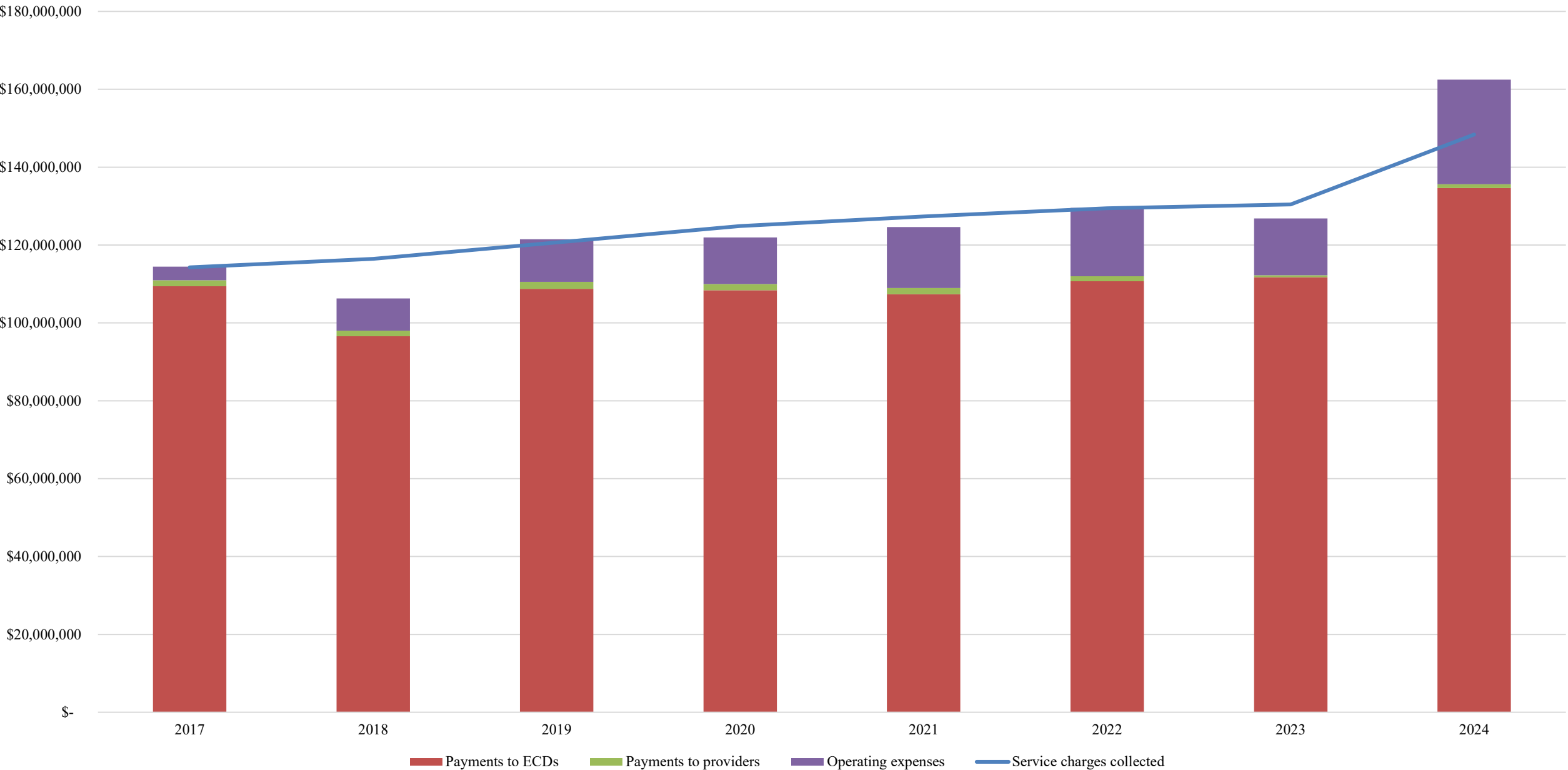
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Finance

- ❖ **Independent Audit**
- ❖ **Financial Statements**
- ❖ **Revenue Overview**
- ❖ **Previous Grant Cycle Updates**
- ❖ **Legacy Cost Reimbursements**
- ❖ **Cost Recovery**



Independent Audit Trends



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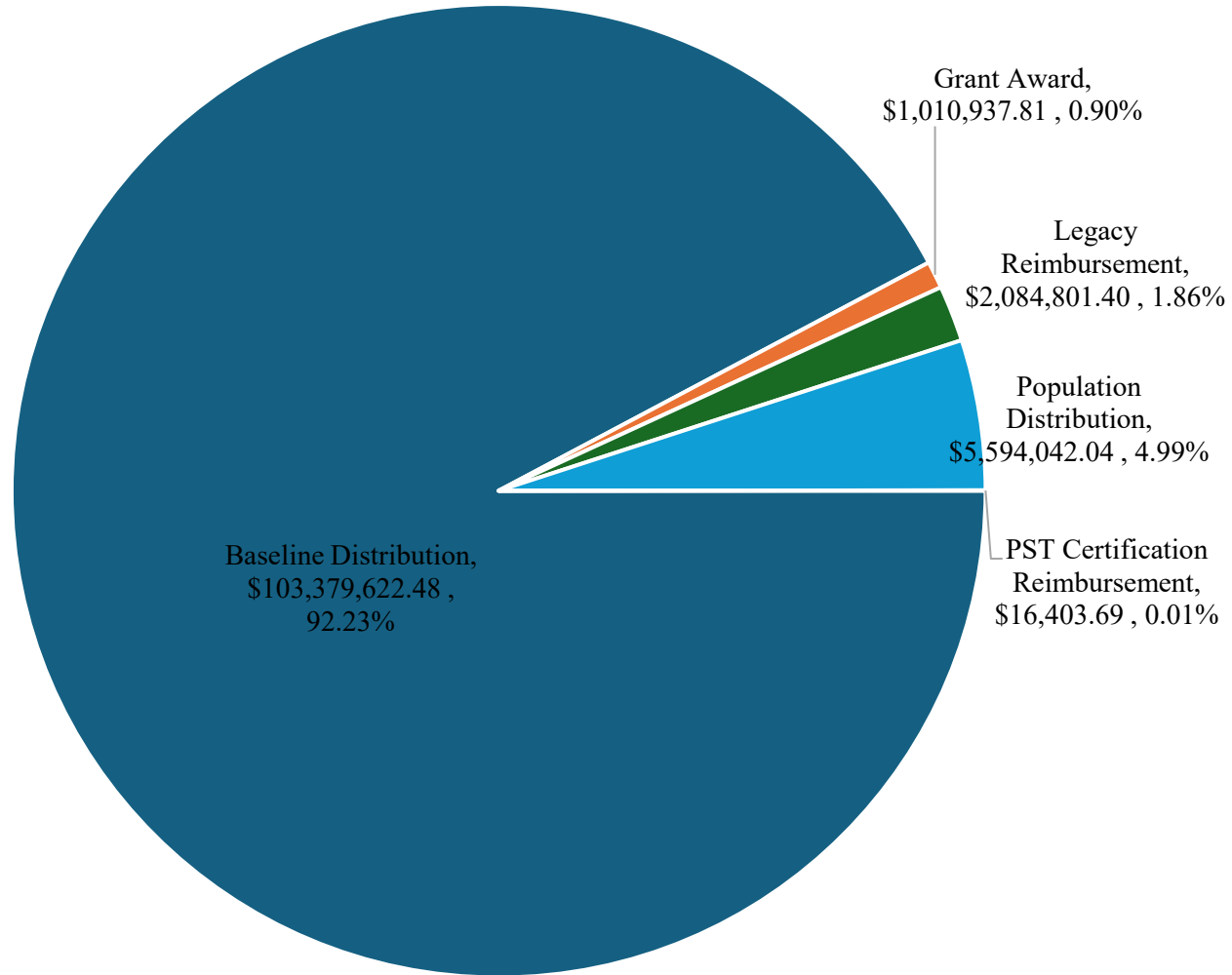


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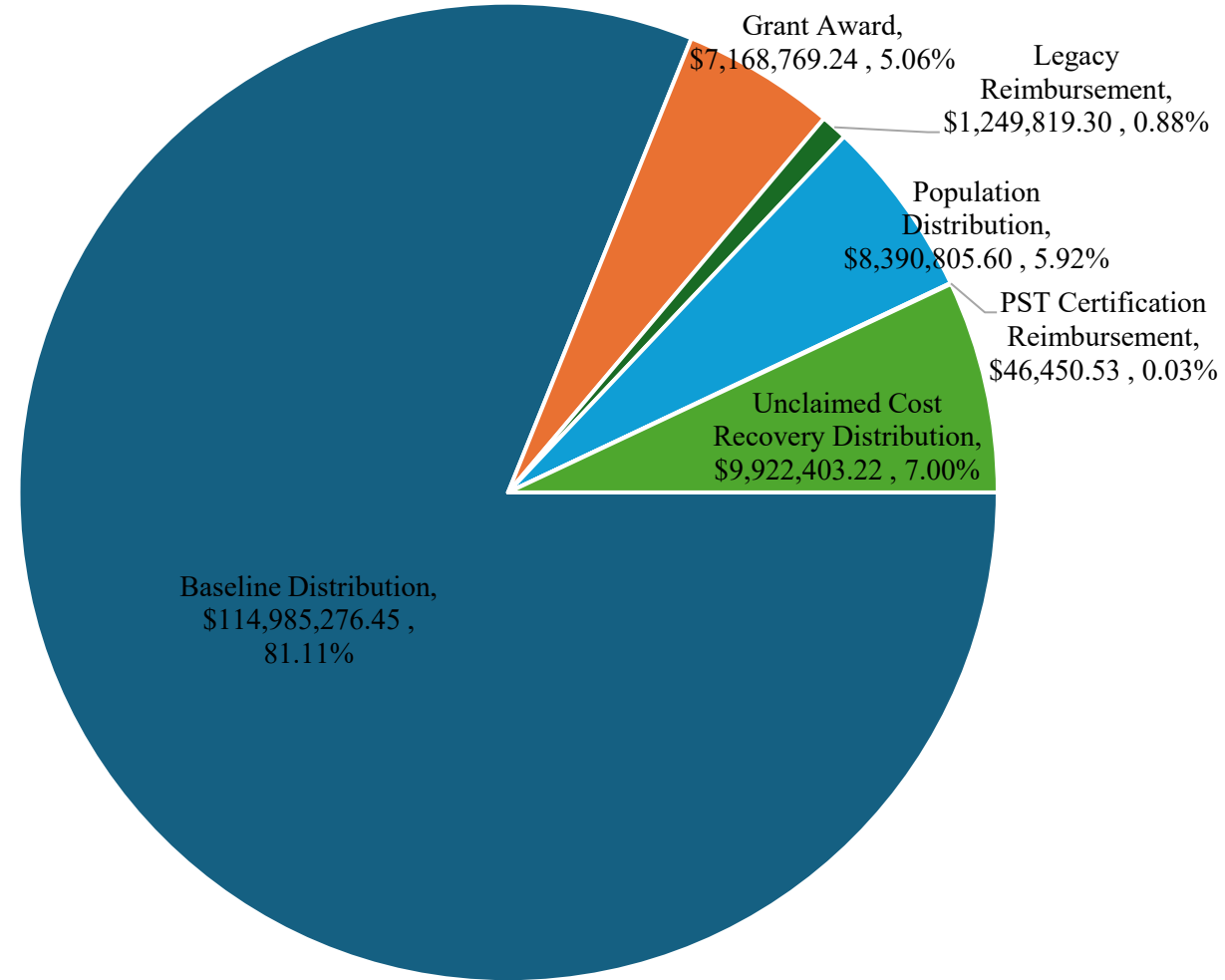


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FY23 Payments to ECDs



FY24 Payments to ECDs



Statement of Revenue and Expenses - Modified Cash Basis Total Funds

For five months ending February 28, 2025

Feb-25

Fiscal Year to Date

Revenues

Carrier Receipts	\$ 13,128,276	\$ 65,010,701
Interest Income	\$ 28,774	\$ 171,480
Other Income	\$ 183	\$ 17,180
User Conference Income	\$ 1,250	\$ 89,776

Total Revenues \$ 13,158,483 \$ 65,289,137

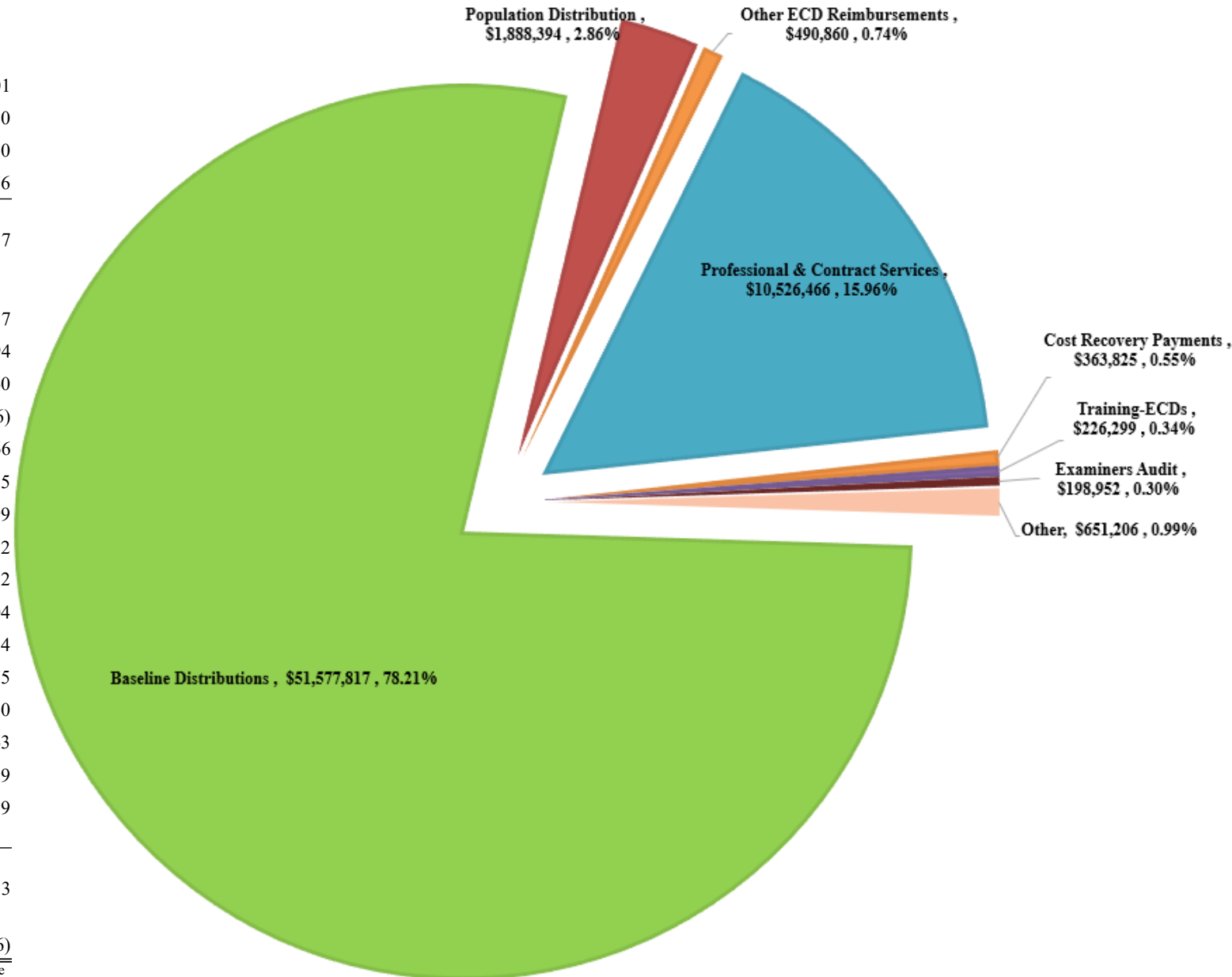
Expenses

Baseline Distributions	\$ 10,315,563	\$ 51,577,817
Population Distribution	\$ 411,464	\$ 1,888,394
Other ECD Reimbursements	\$ 35,995	\$ 490,860
Grants to ECDs	\$ (27,266)	\$ (27,266)
Professional & Contract Services	\$ 1,577,916	\$ 10,526,466
Cost Recovery Payments	\$ 8,780	\$ 363,825
Training-ECDs	\$ 87,000	\$ 226,299
Examiners Audit	\$ 99,112	\$ 198,952
Salaries and Related Taxes and Benefit	\$ 73,839	\$ 413,282
Travel and Training	\$ 16,121	\$ 86,304
Rent and Utilities	\$ 15,571	\$ 77,854
Depreciation	\$ 4,828	\$ 24,175
Office Expenses	\$ 1,486	\$ 17,410
Software and Hardware Leases	\$ -	\$ 16,863
Insurance	\$ -	\$ 8,029
Vehicle Related Expenses	\$ 933	\$ 7,289
Dues and Subscriptions		

Total Expenses \$ 12,621,342 \$ 65,896,553

Change in Net Position \$ 537,141 \$ (607,416)

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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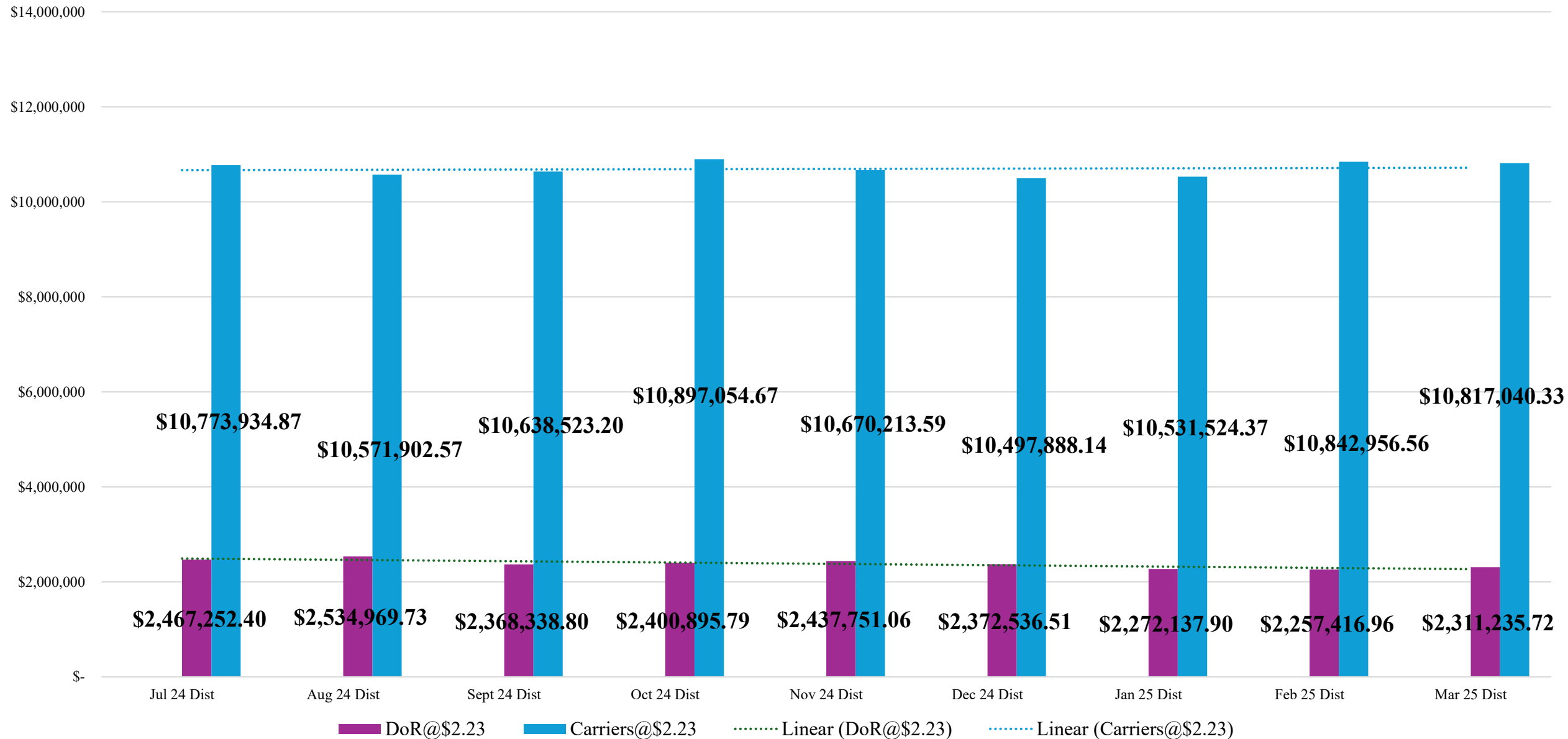


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\$2.23 911 Surcharge Revenues



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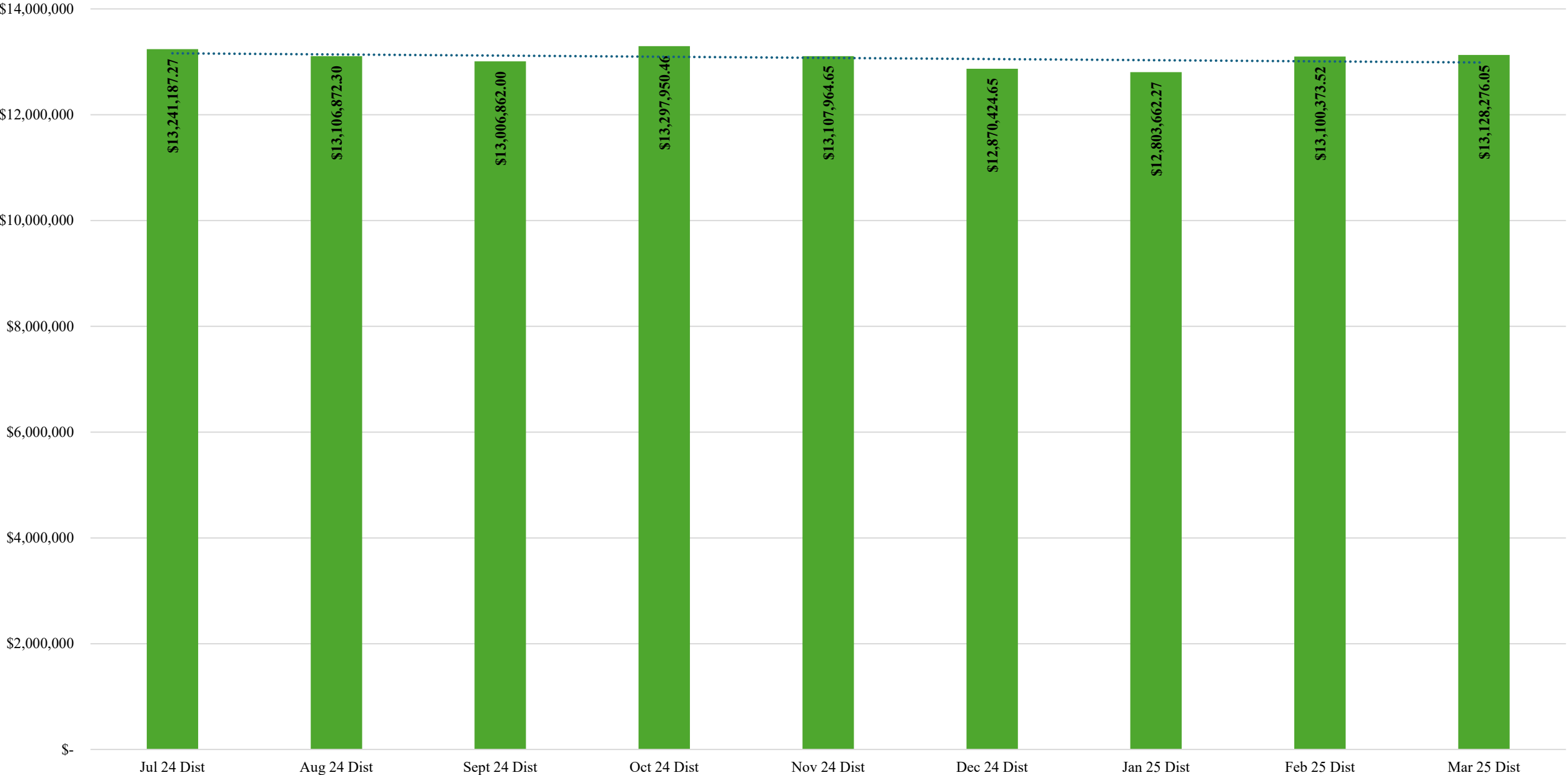


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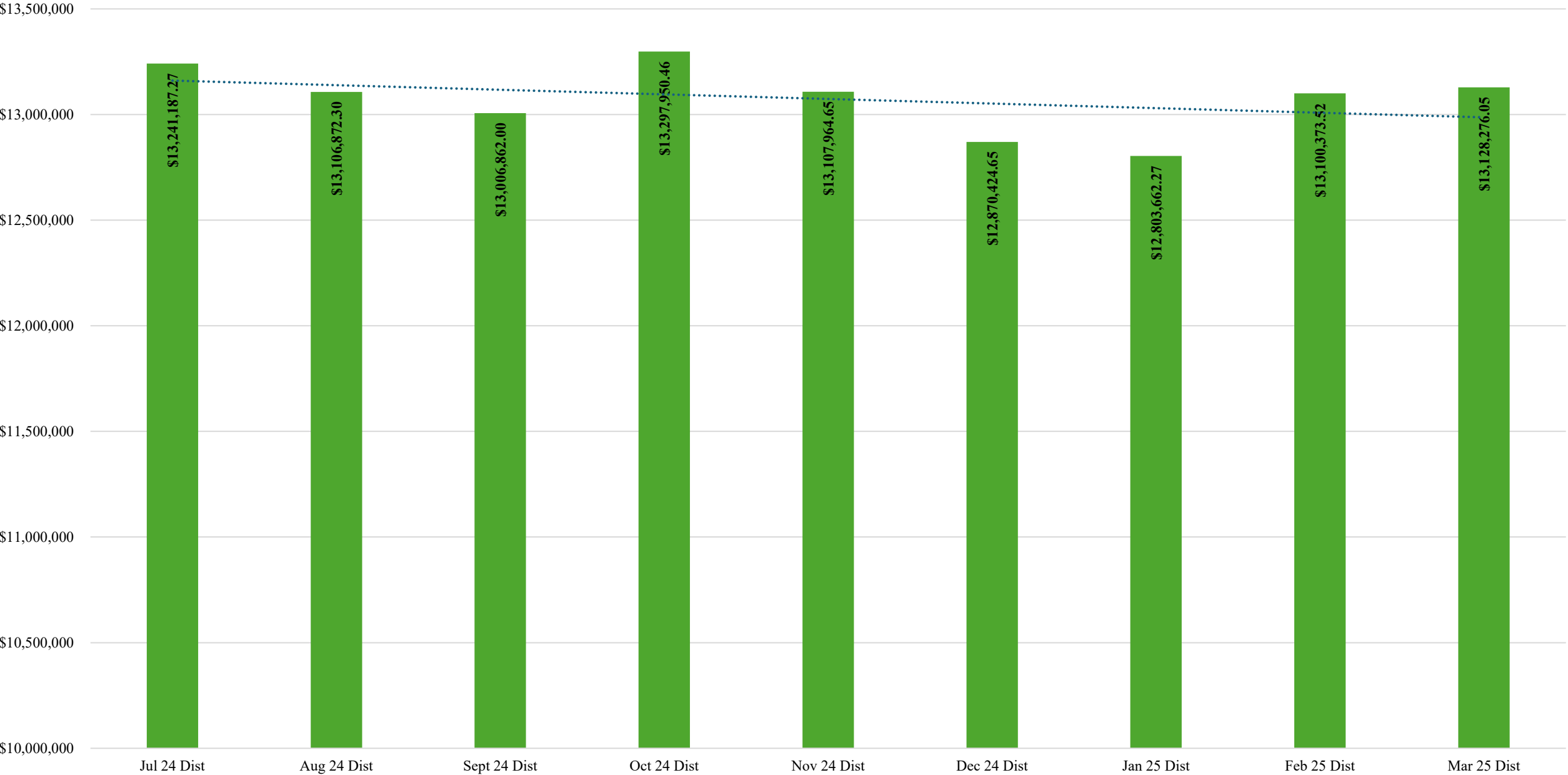


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Total Revenues Generated by \$2.23 Surcharge



Total Revenues Generated by \$2.23 Surcharge

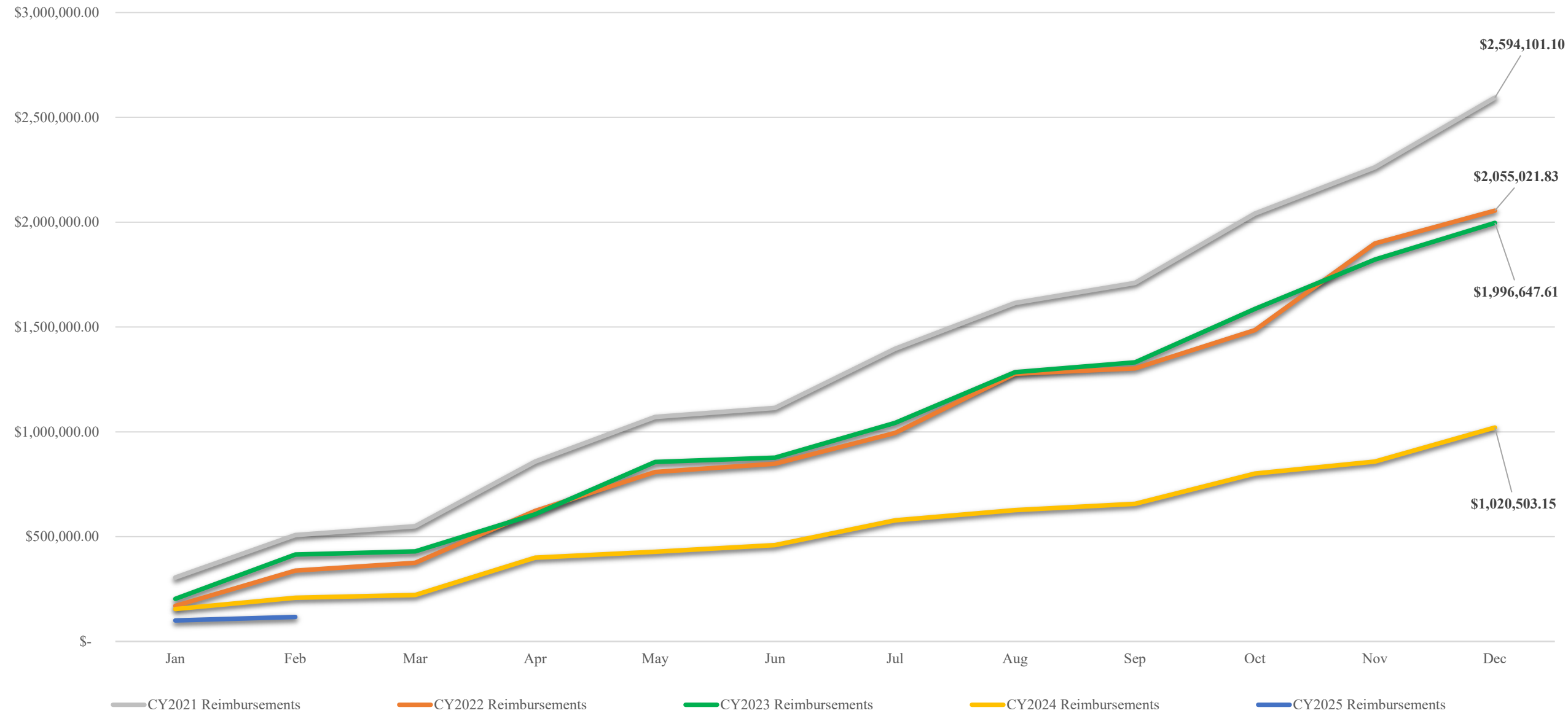


Prior Grant Cycles Updates

- ❖ Grant Cycle 5 – All projects have been completed.
- ❖ Grant Cycle 6 – All projects have been completed.
- ❖ Grant Cycle 7 – 14 of 15 projects have been completed; one project with an outstanding change request that is under review pending CPE migration.
- ❖ Grant Cycle 8 (+6) – 30 of 33 projects have been completed since November's board meeting.
- ❖ Grant Cycle 9 (+8) – 13 of 34 projects have been completed; awaiting additional information about local financial sustainability, per the grant project agreement for 2 other projects categorized as Financial Hardship or PST Wage Increase/Staffing. (Note: 34 of 35 accepted as awarded; one declined.)
- ❖ Grant Cycle 10 – Indefinitely suspended as of September 2024; requires legislative change to be able to continue grant program.



Legacy Cost Reimbursement: Program Year Costs



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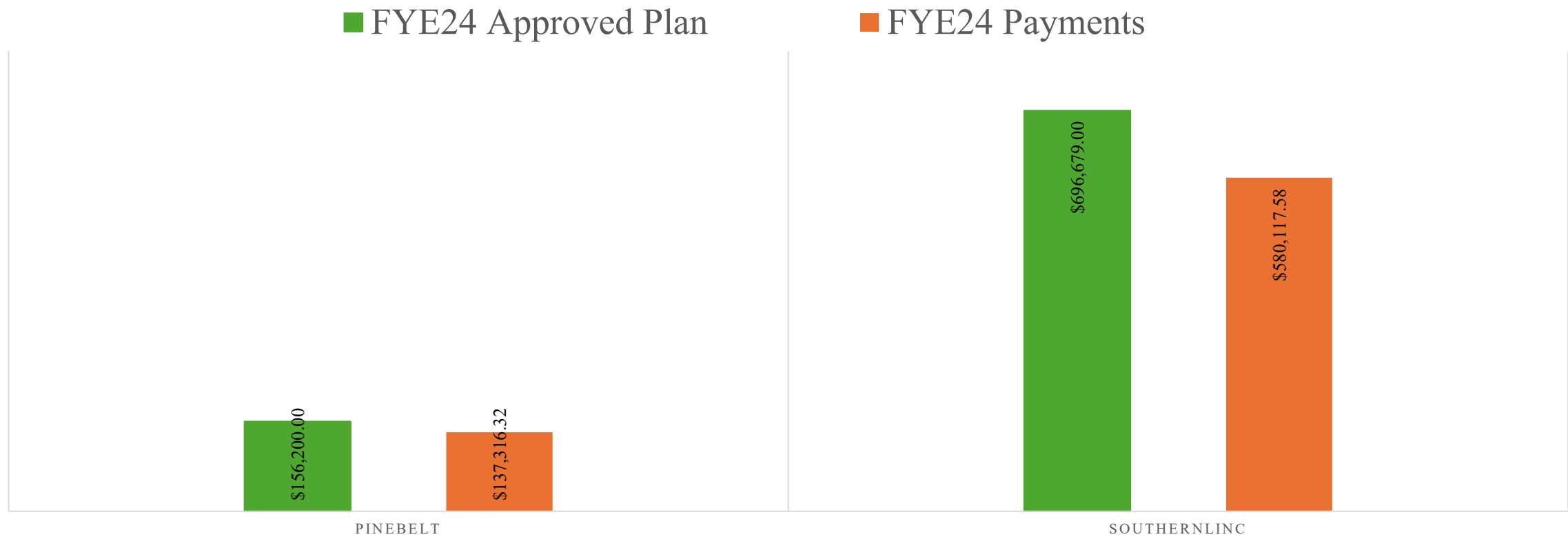


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COST RECOVERY - BY CARRIER



Carrier	FYE24 Approved Plan		FYE24 Payments		Remaining in FYE24 Plan
Pine Belt	\$	156,200.00	\$	137,316.32	\$ 18,883.68
Southern Linc	\$	696,679.00	\$	580,117.58	\$ 116,561.42
	\$	852,879.00	\$	717,433.90	\$ 135,445.10

Excess Cost Recovery Declaration Consideration

Statement of Assets, Liabilities and Net Position - Modified Cash Basis As of February 28, 2025

ASSETS

Current Assets

Revenue - ServisFirst	\$ 13,300,659
Operating - ServisFirst	1,290,814
Reserves - ServisFirst	17,568,956
Examiners - ServisFirst	113,542
Grants & Training - ServisFirst	76,639
Federal Grants - ServisFirst	250
Employee Flex - ServisFirst	17,608
Accounts Receivable	25,000

Total Current Assets 32,393,468

Net Property and Equipment 209,465

Total Assets 32,602,933

LIABILITIES AND NET POSITION

Current Liabilities

Accounts Payable	1,545,569
Payroll Tax Liabilities	7,916
Credit Card Liabilities	5,975

Total Current Liabilities 1,559,460

Net Position

Restricted - net investment in property and equipment	209,465
Unrestricted	30,834,008

Total Net Position 31,043,473

Total Liabilities & Net Position \$ 32,602,933

For Internal Management Purposes Only.
The financials have not been compiled, reviewed, or audited.
No assurance is provided on the financial statements.
Substantially all disclosures have been omitted. However, see Note 1.

Education & Outreach

TAB 4



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Education & Outreach

BOARD MEETING REPORT

March 19, 2025



User Conference



**PST Certification
Journey to 100%**



Training

ALABAMA 9-1-1 BOARD USER C NFERENCE

Together for Tomorrow: Advancing 911 Excellence

1,476



Certificates Issued
totaling 1,775.5 hours
of education earned

285



Total People
Attendees, Sponsors,
& Speakers

62



Agencies Represented
Primary or Secondary
PSAPs or ECDs





- Current
- Histori
- Why?
- Lesson
the Ugl
- Impact

ALABAMA 9-1-1 BOARD USER CNFERENCE

Huntsville, AL

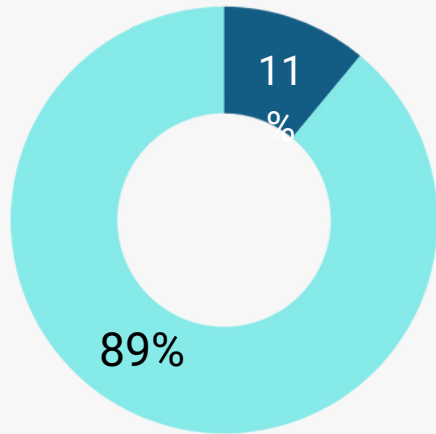
May 4-7, 2026



PST Certification Mandate

Journey to 100%

1522 of 1704



certified

not certified

Alabama Public Safety Telecommunicator Certification Program
ALPST-1

The Board staff may revise these guidelines at any time if deemed necessary due to circumstances encountered.

Summary

The Alabama 911 Board's Public Safety Telecommunicator Certification Program establishes minimum standards for certification, including requirements for administration, course delivery, testing, and reciprocity. Compliance is a shared responsibility:

- **Public Safety Telecommunicators (PSTs)** must meet reporting, certification, and continuing education deadlines, including completing 12 hours of CEUs annually.
- **PSAPs** (Primary Public Safety Answering Points) must ensure all employed PSTs comply with these standards. Noncompliance by any PST results in the PSAP being noncompliant.
- **Emergency Communication Districts (ECDs)** are responsible for ensuring all PSAPs under their jurisdiction adhere to the program.

Noncompliance at any level activates the noncompliance timeline and associated penalties.

Program Timeline

Guidelines for Reporting, Certification, and Continuing Education of Public Safety Telecommunicators (PSTs)

1. **New Hires:** Notify the Board of any newly hired PST within 30 days of their hire date.
2. **Departures:** Notify the Board within 30 days of a PST's employment ending.
3. **Certification:** All PSTs must achieve state certification within 180 days.
4. **Course Completion:** After completing a Board-approved PST course, submit the completion certificate to the Board for approval via myAlabama911/ABC.
5. **Reciprocity:** PSTs must complete the reciprocity process within 180 days.
6. **Continuing Education:** Submit documentation for 12 hours of continuing education units (CEUs) annually to maintain compliance.

9

Mandatory Meetings
in person and virtual

MyAlabama911
Training
& Guidance

Clear and Concise Rules
New rules and processes
thoroughly explained to
each PSAP and ECD
leadership

162

Leadership members
attended

Education and Outreach

Training



116



Hours
of in-person
Board provided training

- Marion
- Huntsville
- Decatur
- Birmingham
- Montgomery
- Gadsden
- Fultondale
- Northport

8



Locations
across the state



Technology

TAB 5



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Technology

- ❖ ANGEN
- ❖ GIS



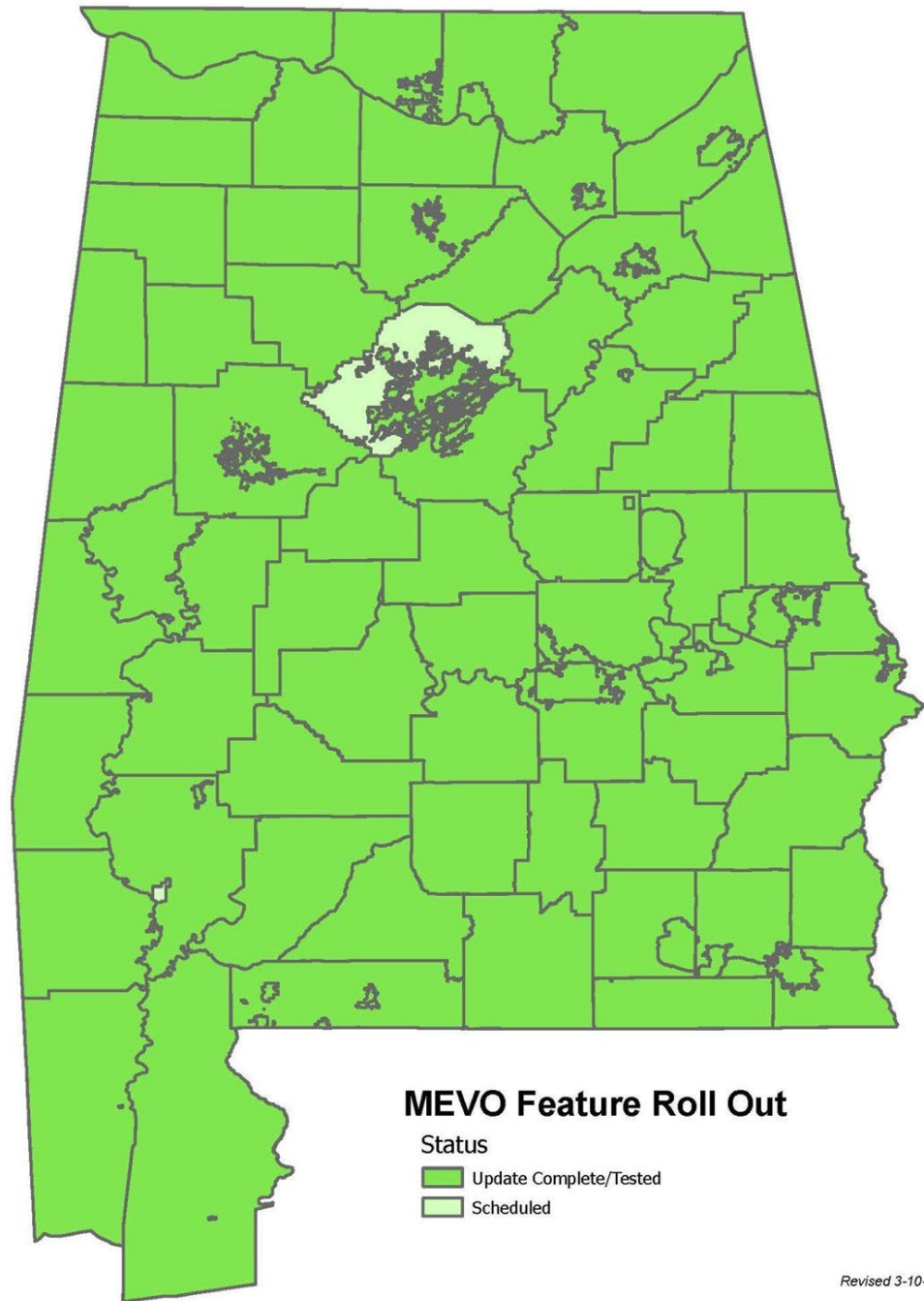


Alabama Next Generation Emergency Network

ANGEN 2.0

Report for January 1 - February 28, 2025

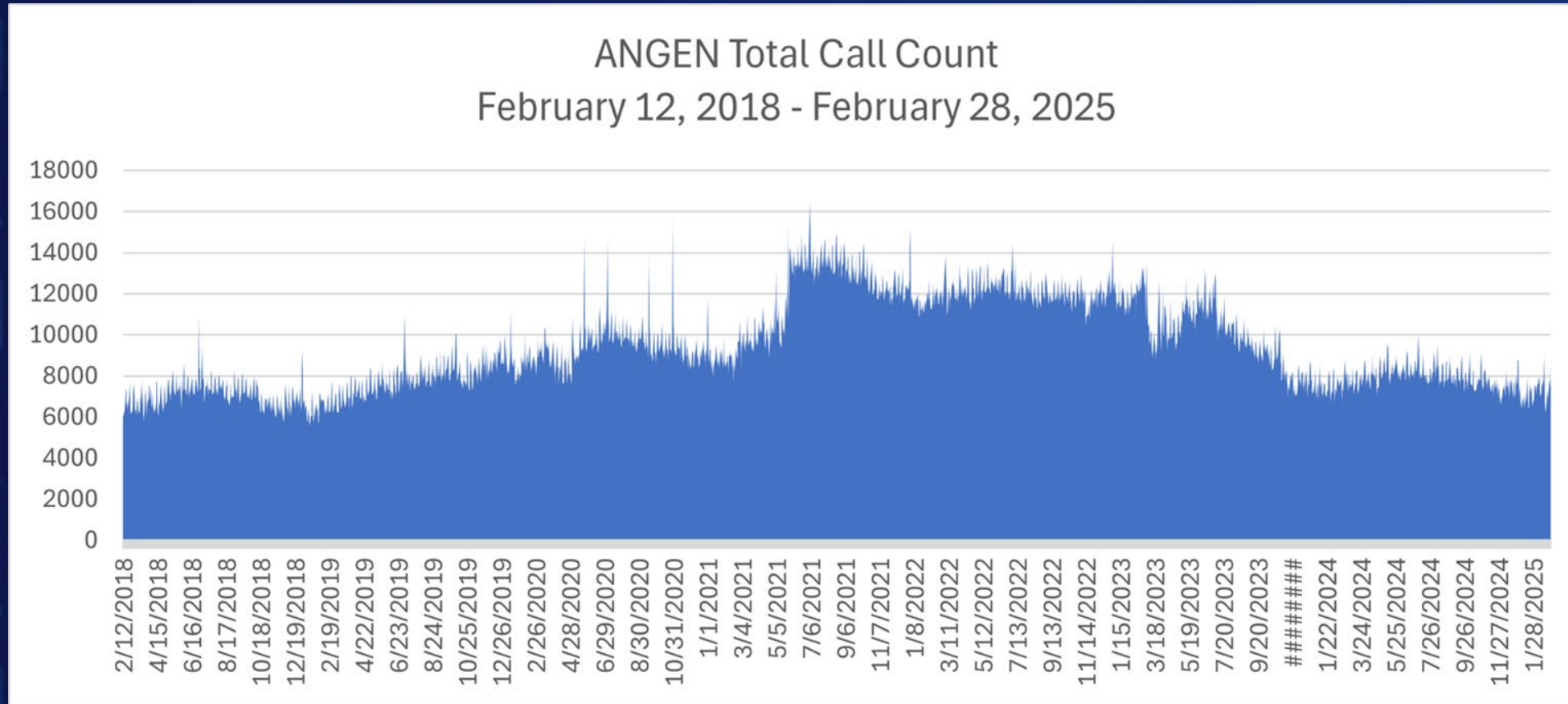
March 19, 2025



Revised 3-10-2025

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.

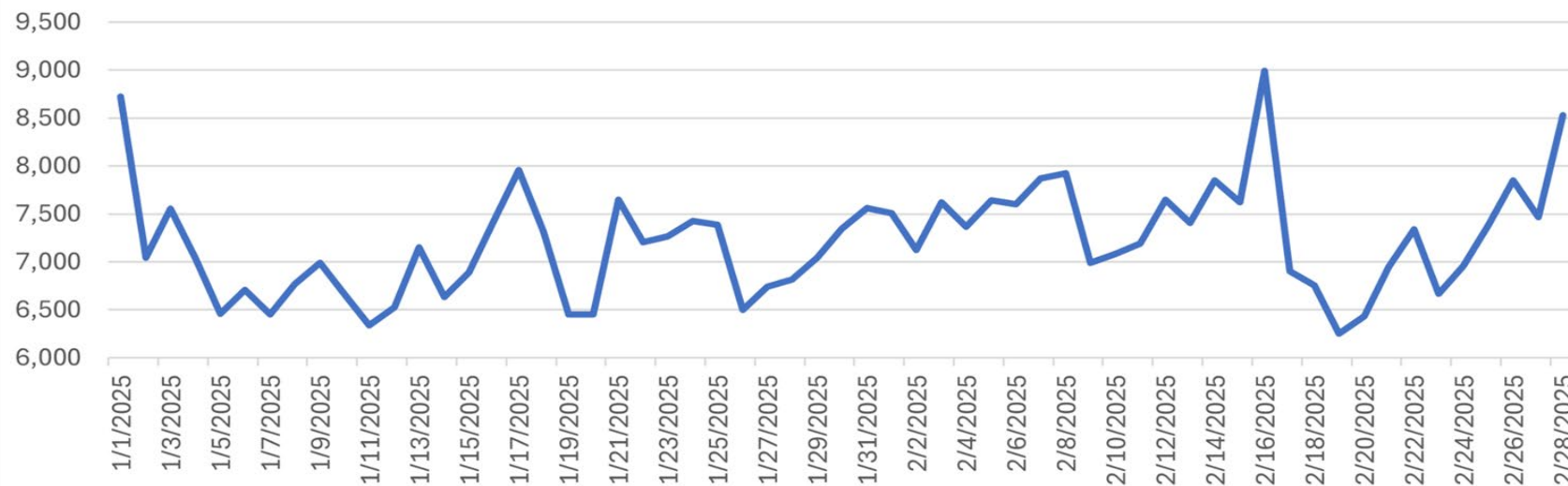
These site visits are invaluable as they serve as an opportunity to test call flow and educate dispatchers on the floor of various resources and upcoming events.



ANGEN has now processed over **24.2 million calls!**

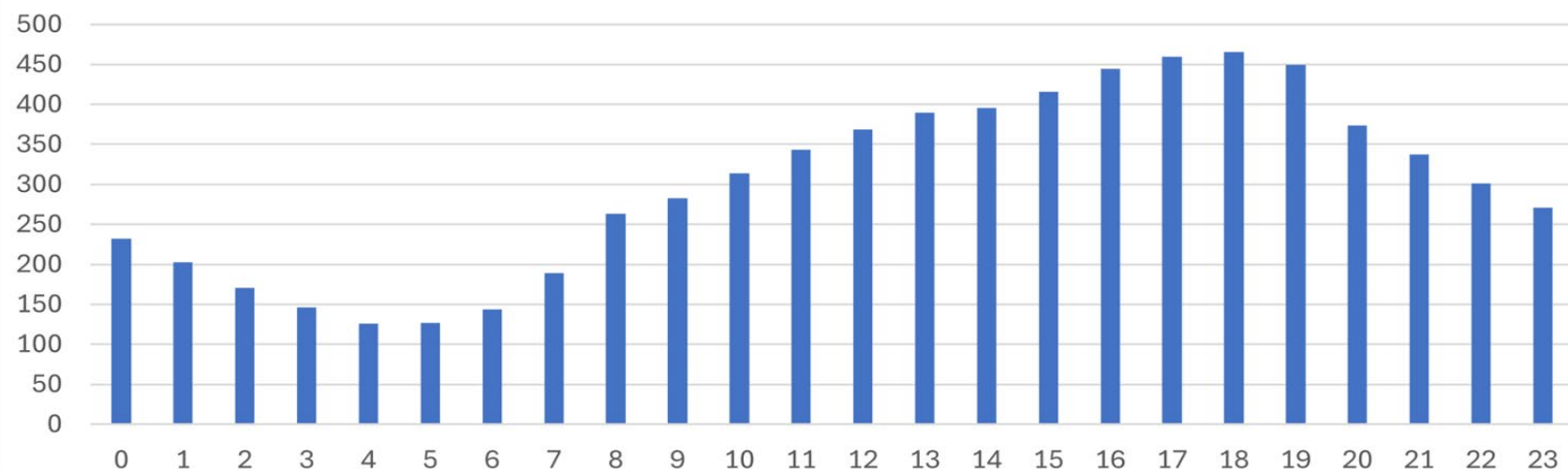
Total Call Volume for February 12, 2018 – February 28, 2025: **24,210,132**

Call Counts January 1, 2025 - February 28, 2025



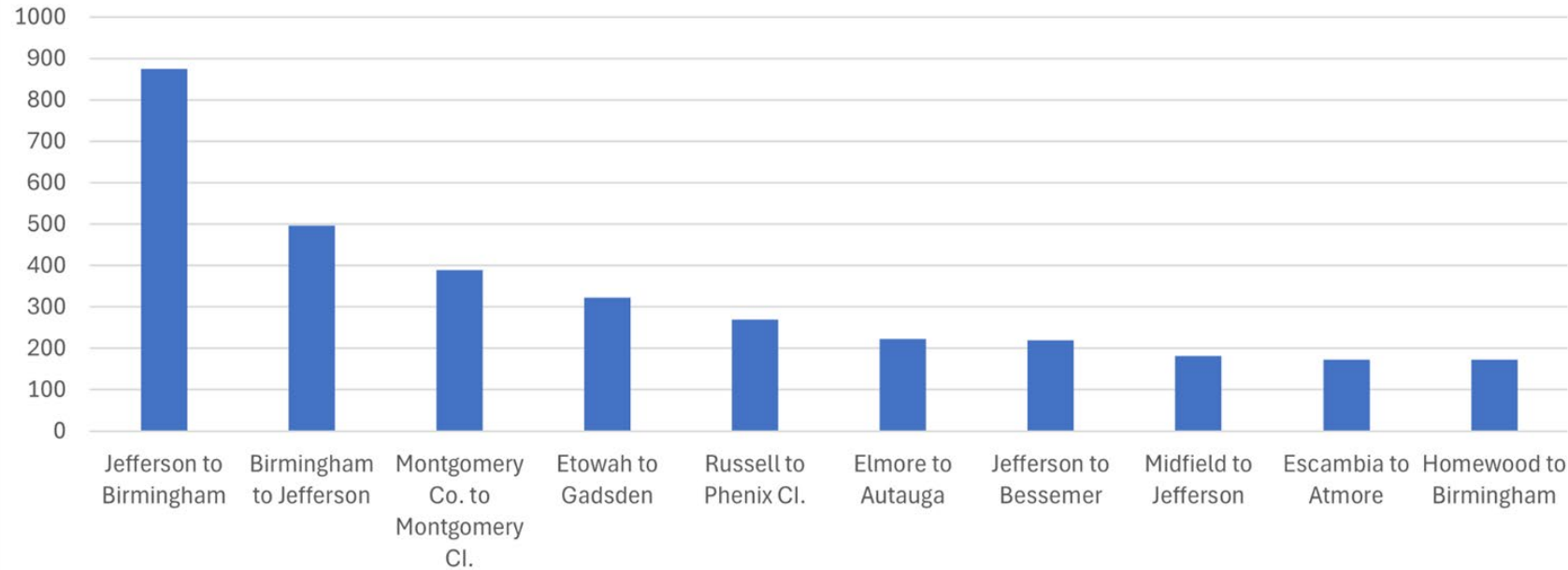
The largest call volume occurred on February 16th, with 8,994 calls processed. The second highest call volume was on January 1st, with 8,712 calls processed.

Average Calls by Hour of Day January 1, 2025 - February 28, 2025



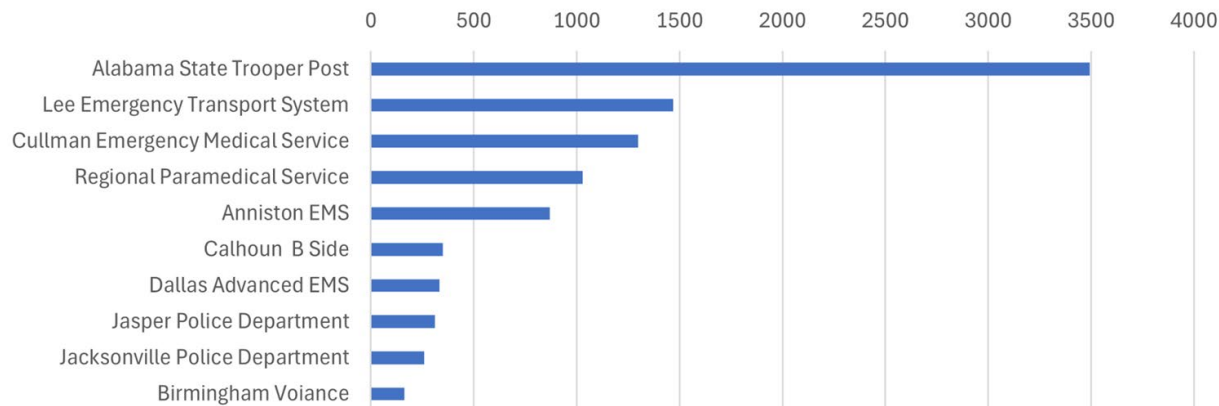
The busiest hour of the reporting period was 6:00 PM, while 4:00 AM was the slowest.

Top 10 Primary to Primary Transfers January 1, 2025 - February 28, 2025



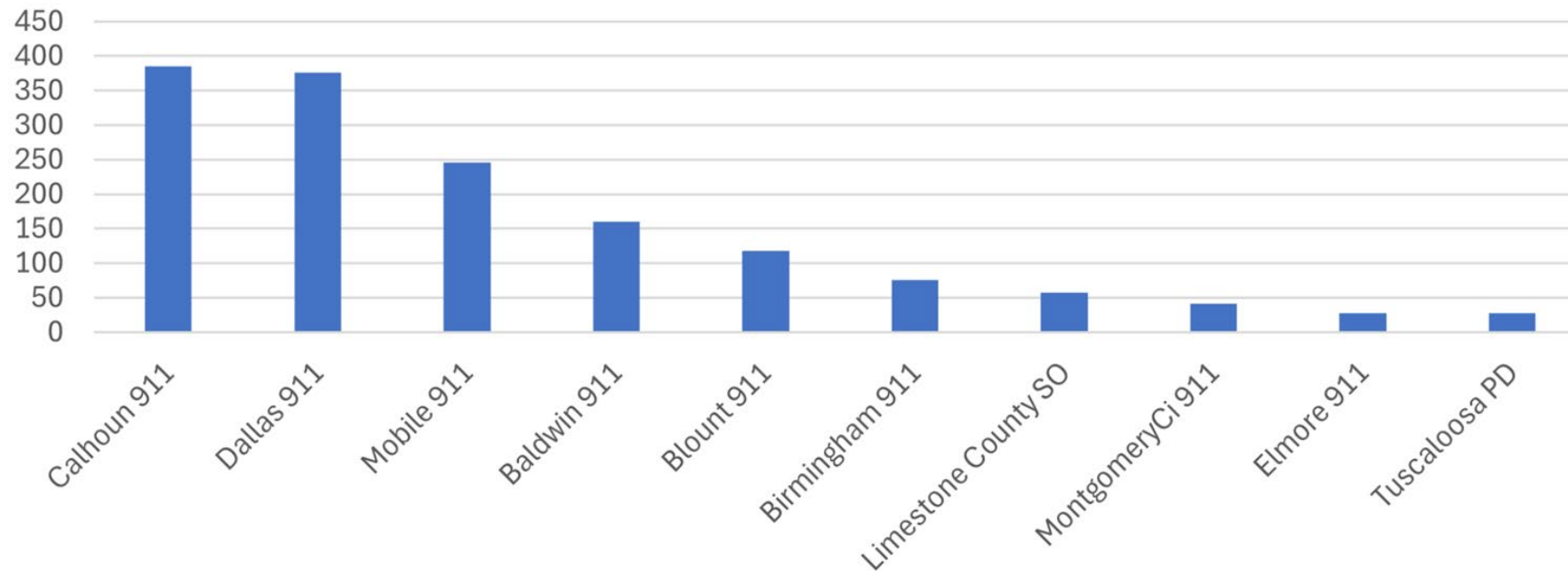
The number of primary-to-primary PSAP transfers decreased 24% from the last reporting period to 12,165.

Top 10 In-State Secondary Transfers January 1, 2025 - February 28, 2025



*Alabama State Troopers, Lee Emergency Transport System, and Cullman Emergency Medical Services are all on-network transfers.

Top 10 Inbound Text for 911
January 1, 2025 - February 28, 2025



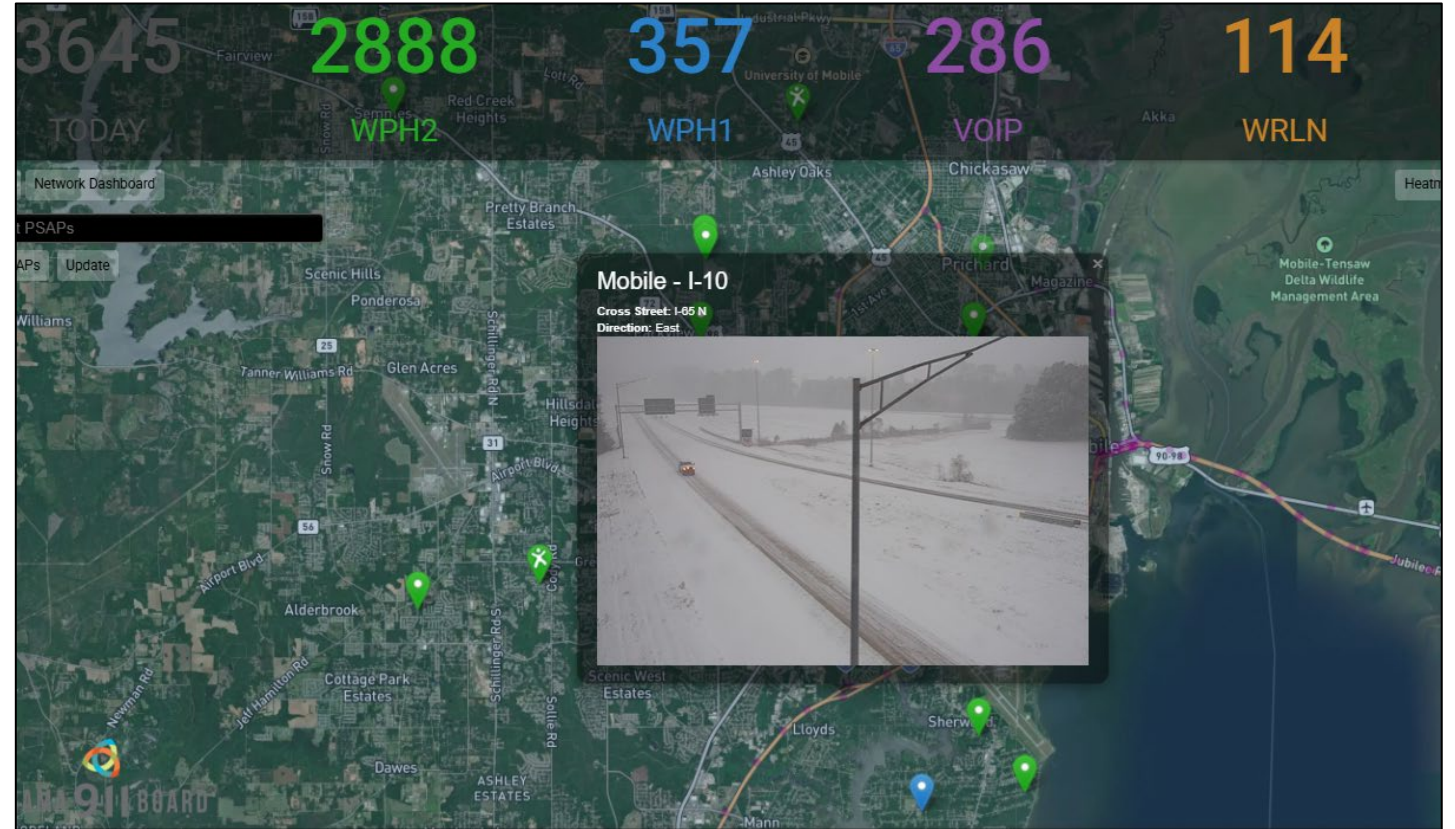
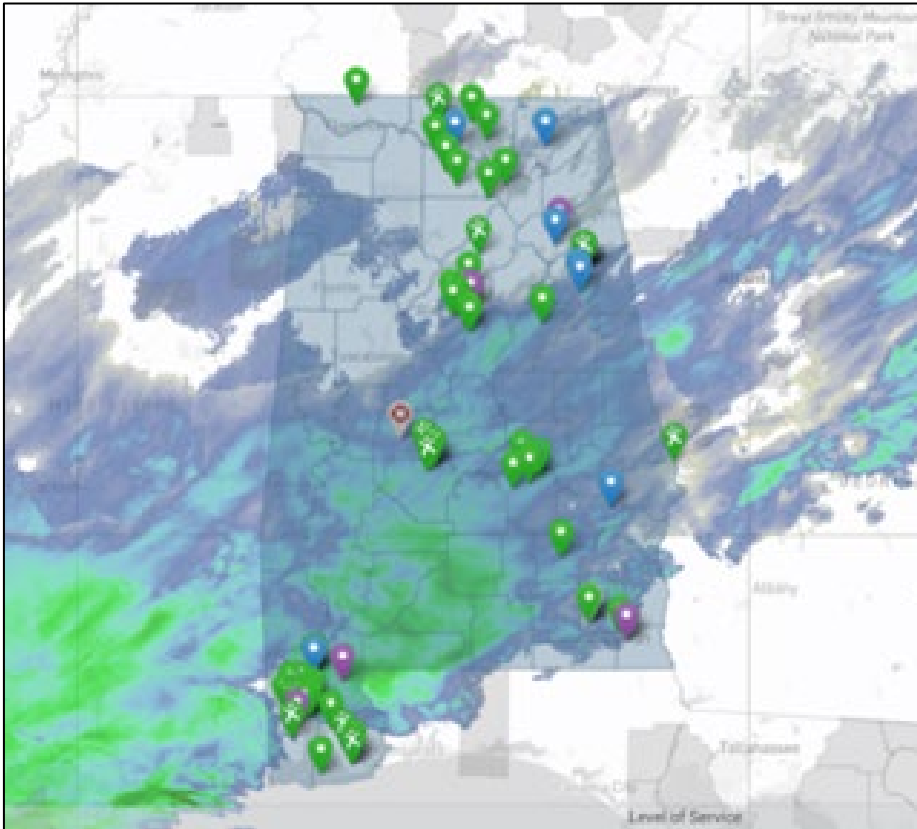
1,780 inbound text messages



Weather Impacts



The January snowstorm affected numerous PSAPs, but only one had to reroute to MEVO. This was because the circuit provider could not reach the site due to the road conditions.

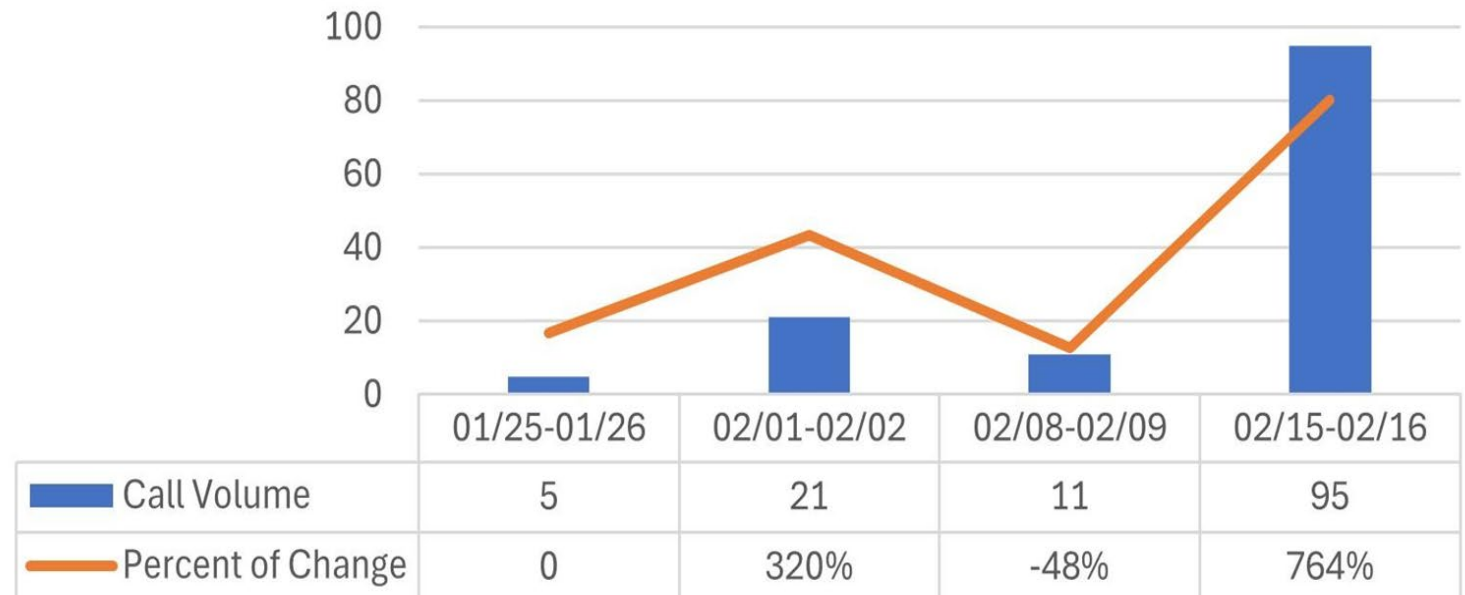


Weather Impacts



A tornado touched down in Colbert County on February 15th, resulting in Colbert 911 operating on generator power for 3 days. The chart compares call volumes for the same 5-hour period (22:00 - 3:00) over the past month.

Colbert County Call Comparison Tornado Damage - February 15, 2025



Weather Impacts



Severe weather outbreak on Saturday, March 15th produced at least 7 tornadoes throughout Alabama, claiming the lives of at least 3.

While no PSAPs needed to abandon, three utilized MEVO as a back up.

52 of 67 counties suffered damage.



Texty Out

seconds



Contact Information for RPSS:

support@indigital.net

877-469-2010

Questions?



877.469.2010
support@indigital.net
info@indigital.net

1616 Directors Row,
Fort Wayne, IN 46808

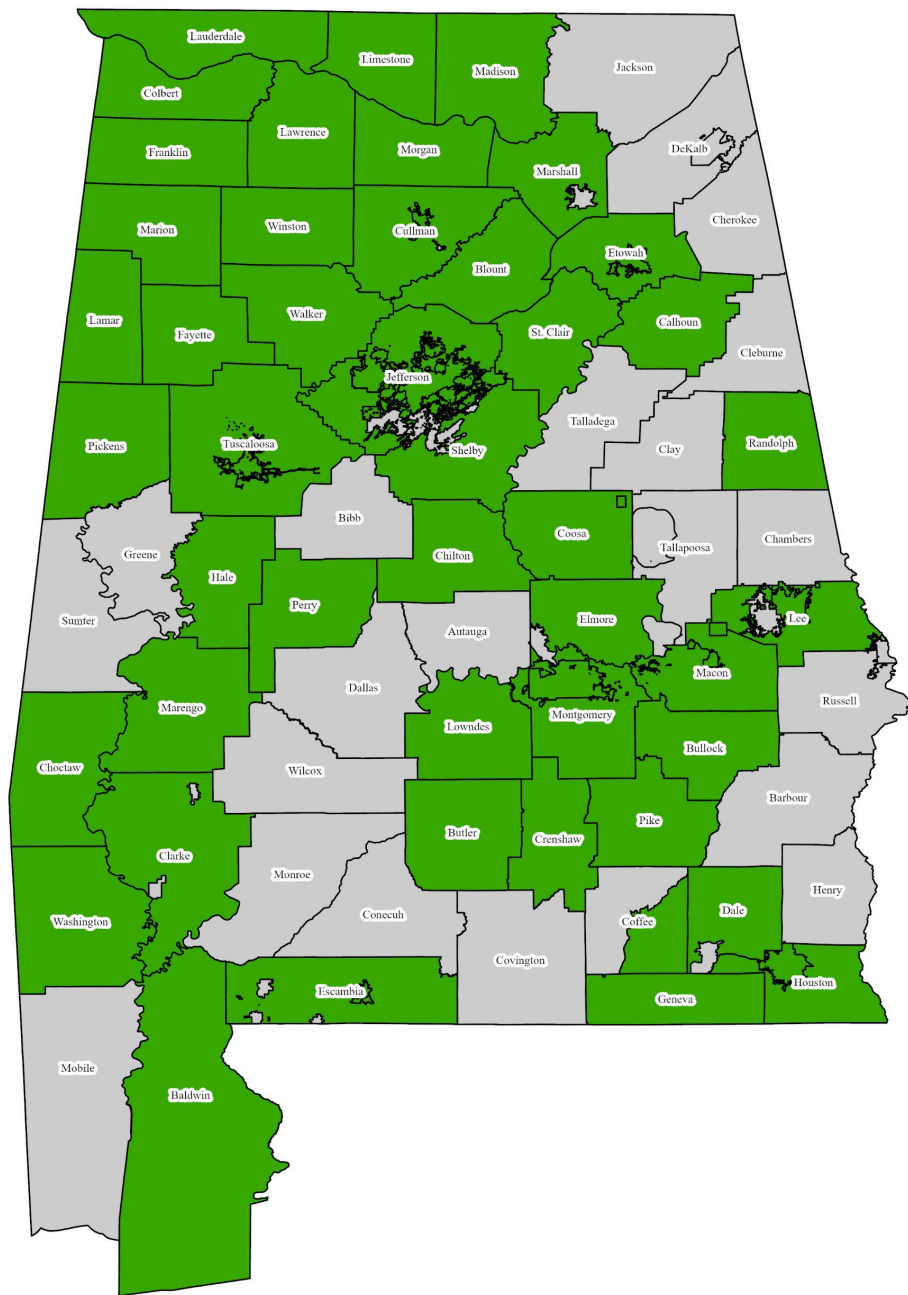


Melissa Carpenter
mcarpenter@indigital.net
334.531.9152

Technology

- ❖ ANGEN
- ❖ GIS





PSAPs Anderson Has Visited

- 67 PSAPs have been visited in person
- Representing 63% of all PSAPs in the State
- 47 County PSAPs
- 20 Municipal PSAPs

Visited This Period

New Visit

None

Re-Visit

Colbert County
Marshall County
Pike County



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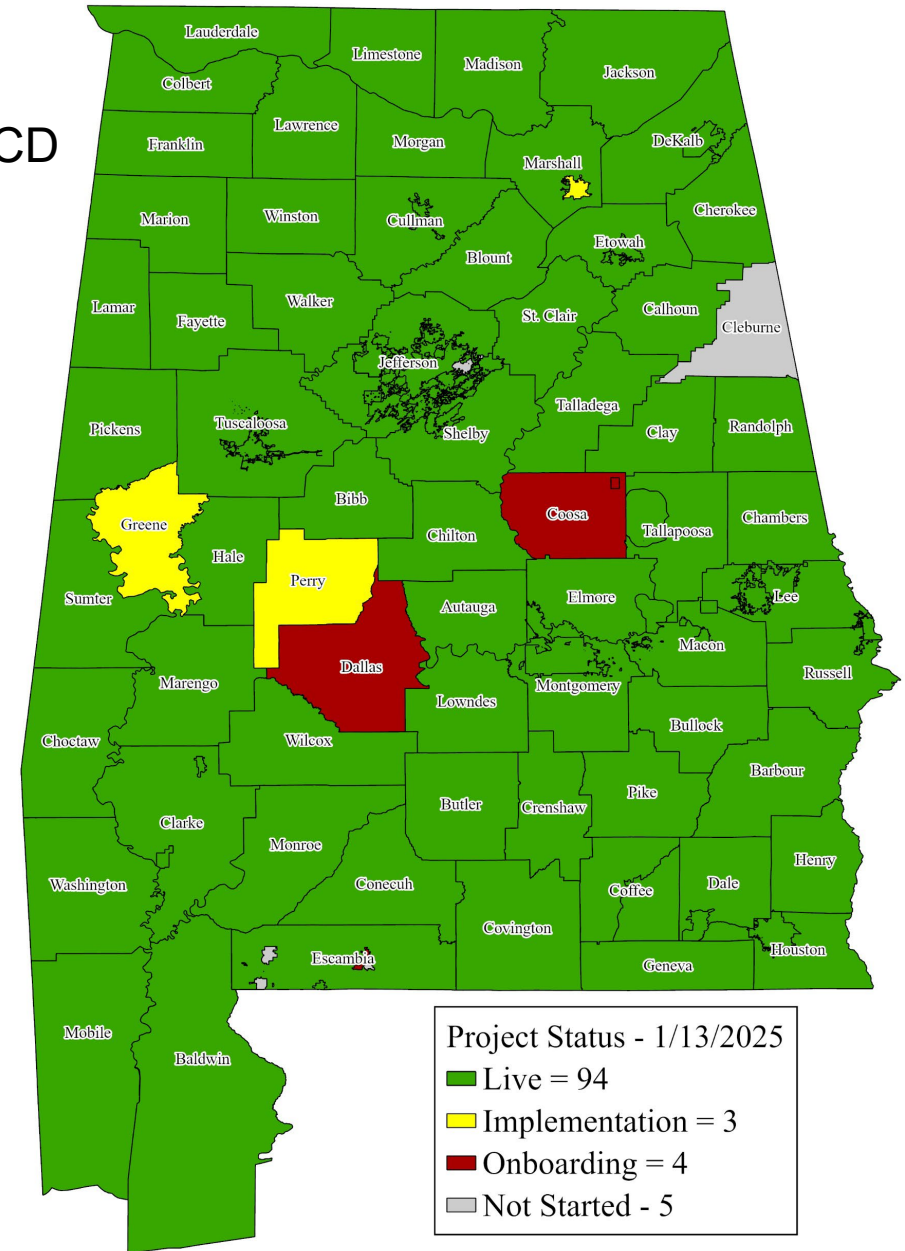
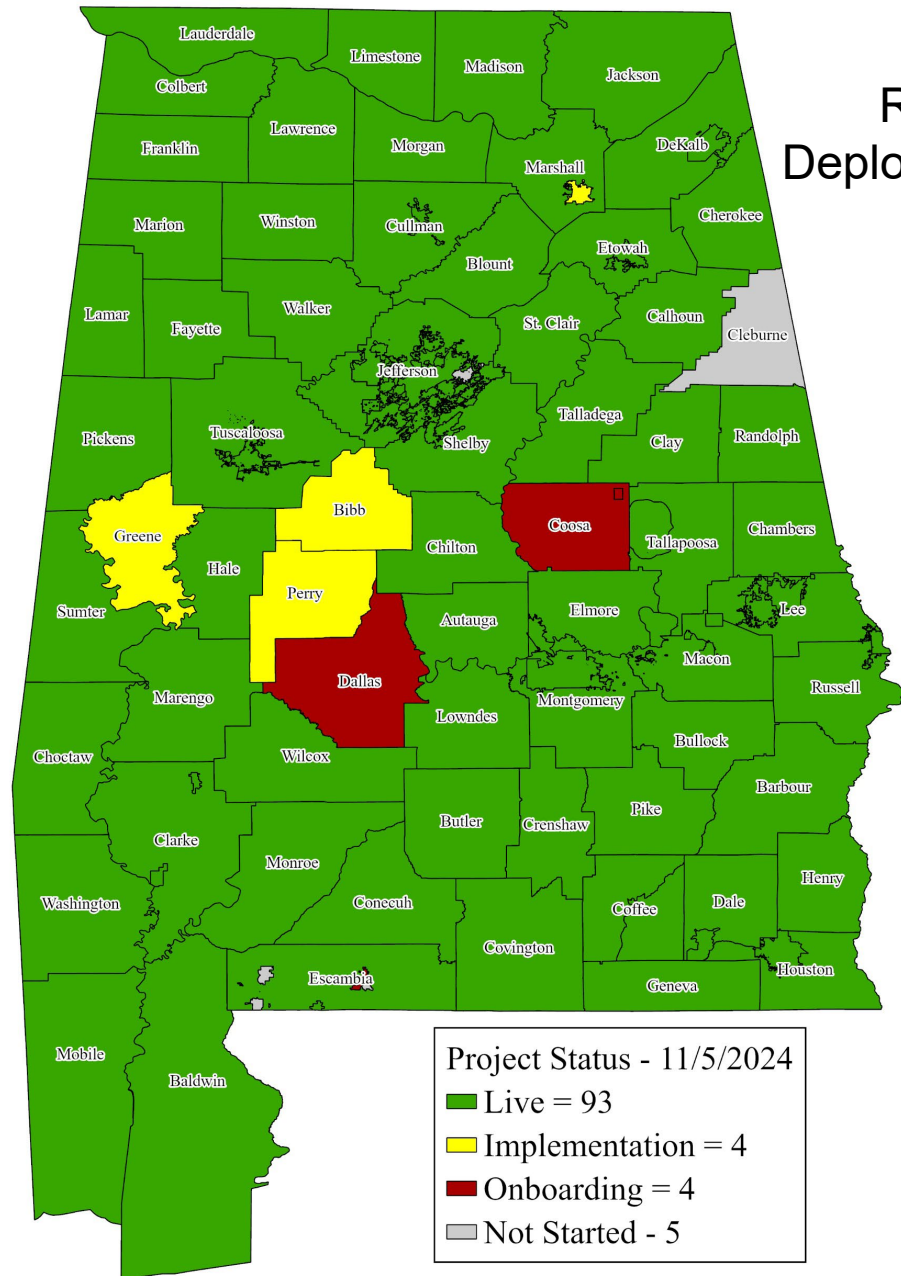


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RapidSOS Project Deployment Status by ECD



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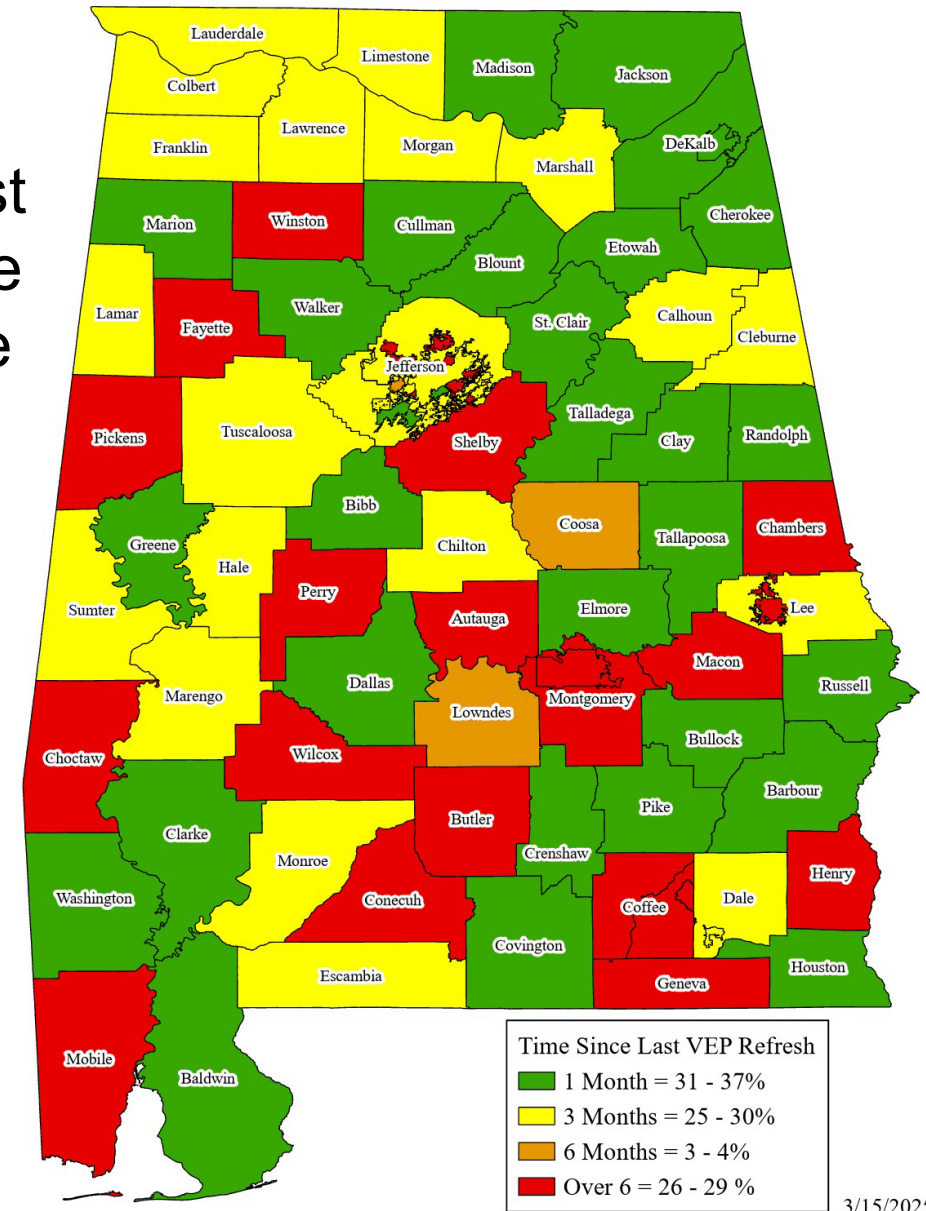
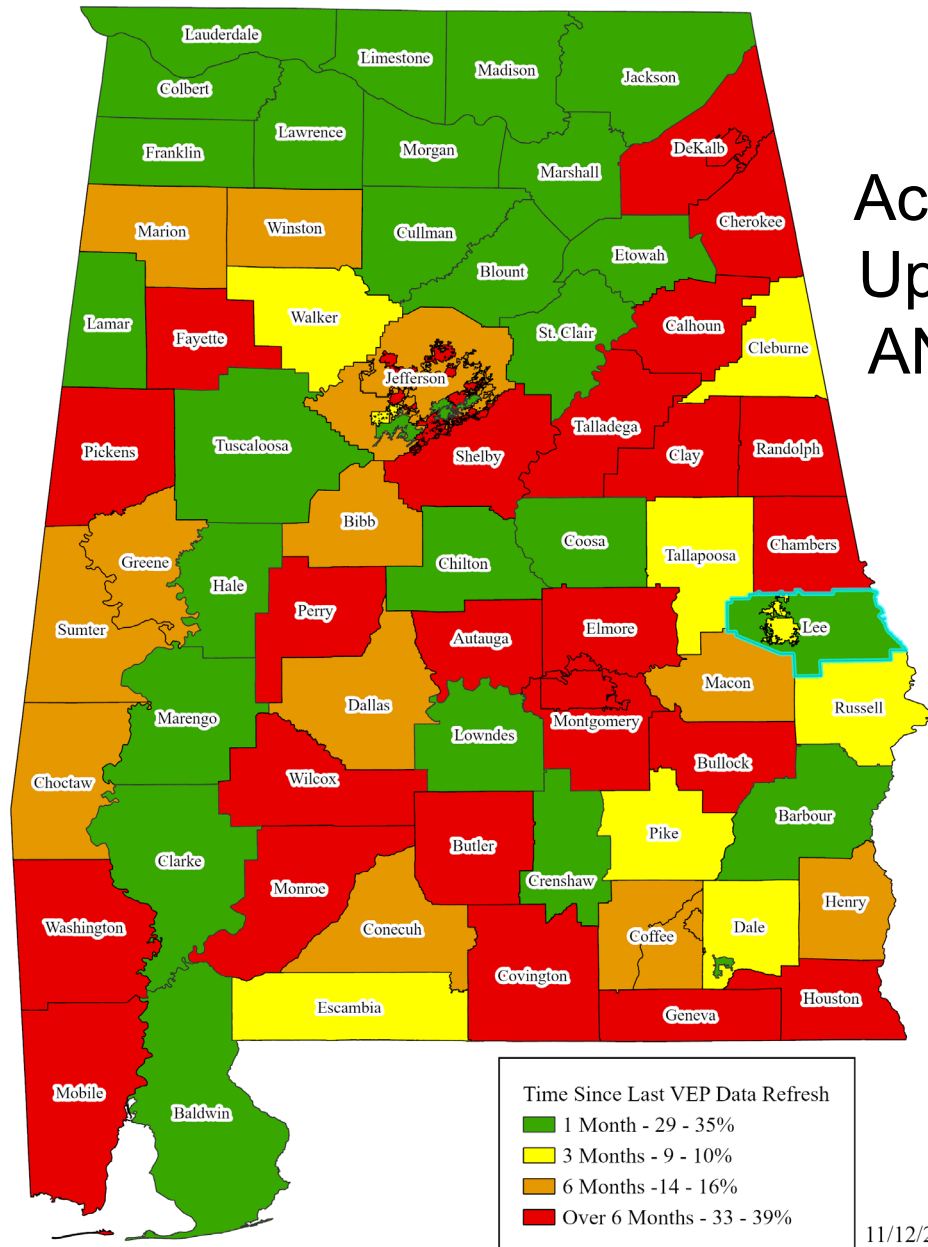


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ECD Data Recency: Accounts for last Upload, Validate AND Aggregate



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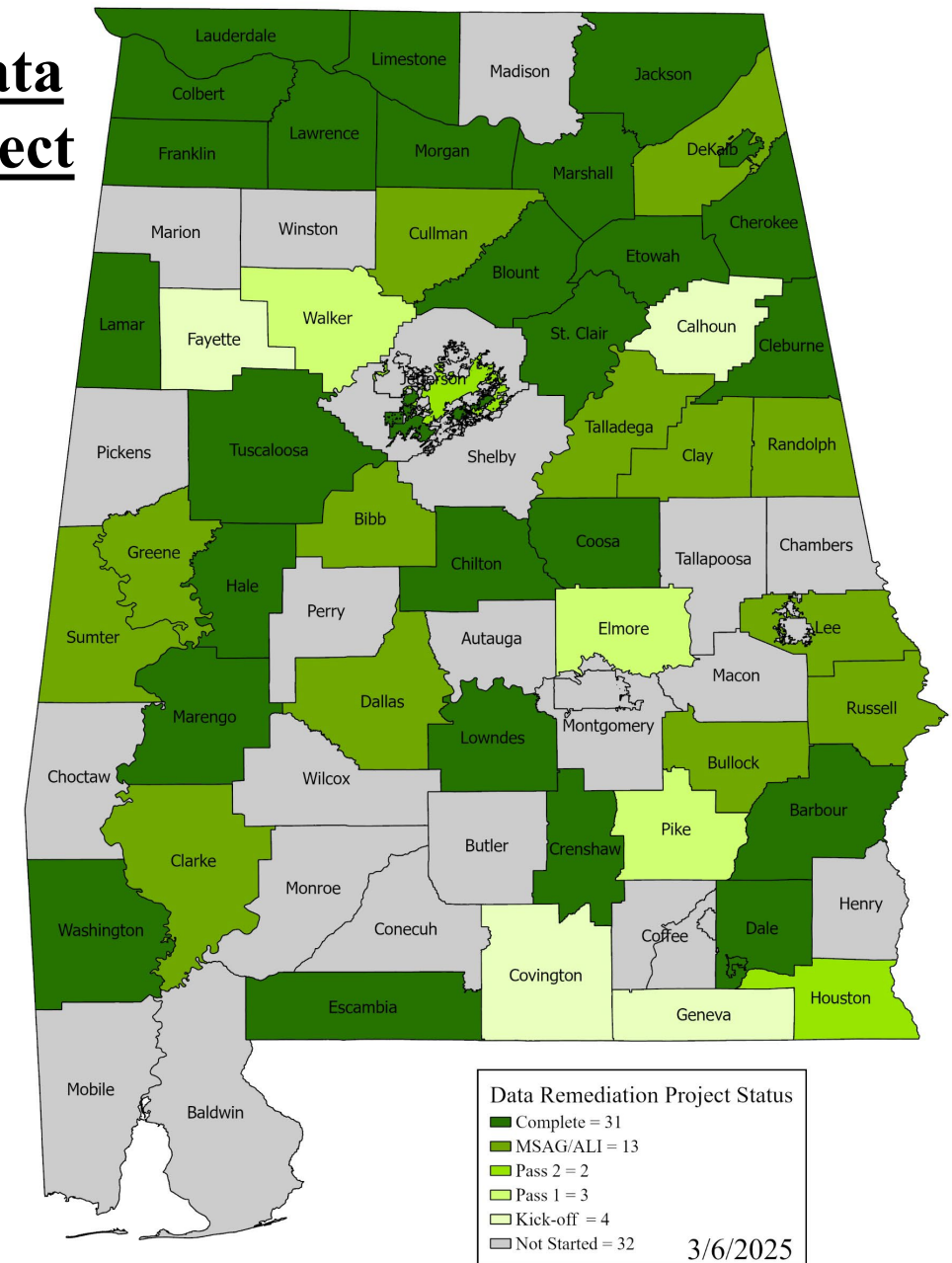
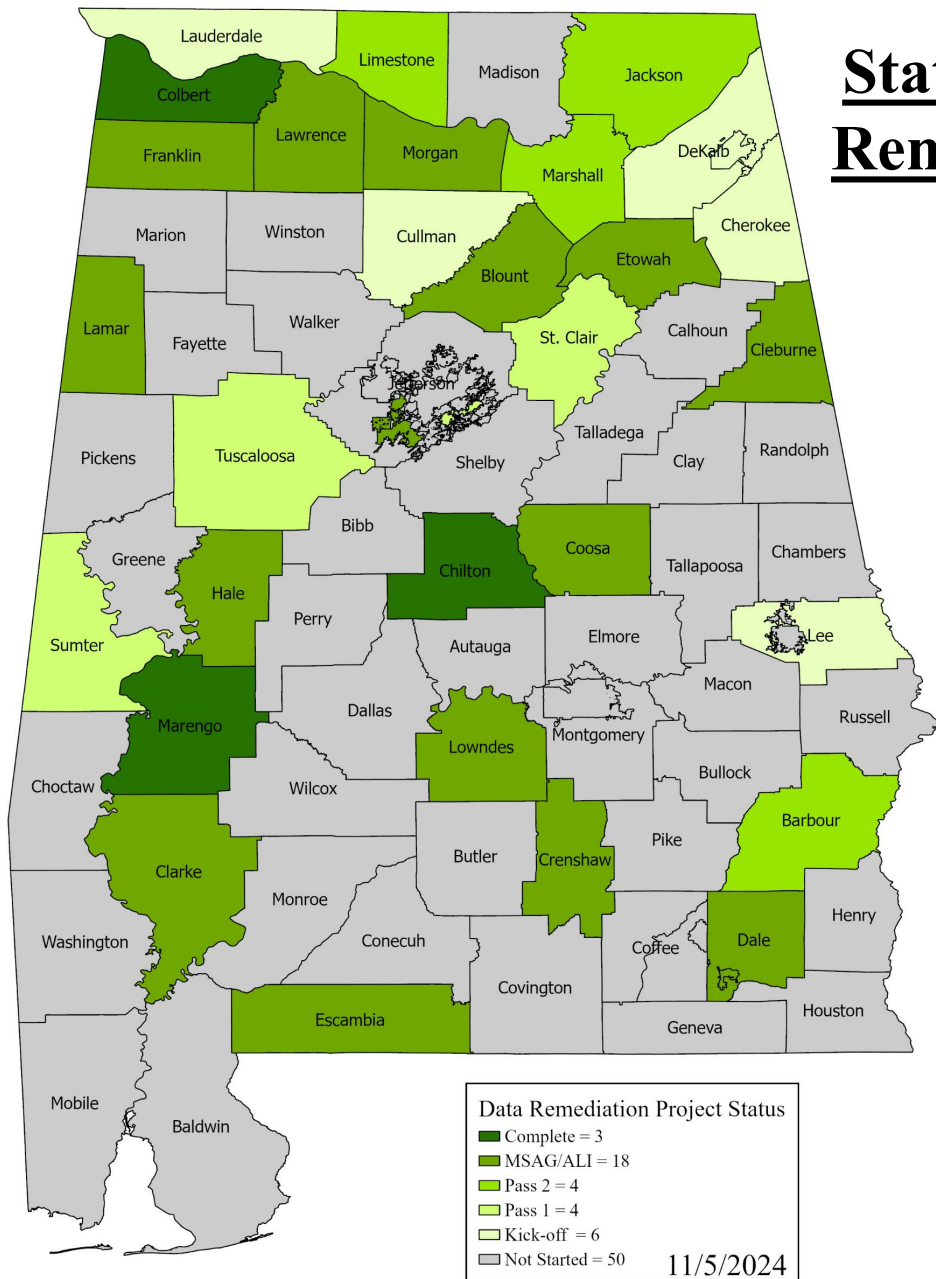
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Statewide GIS Data Remediation Project



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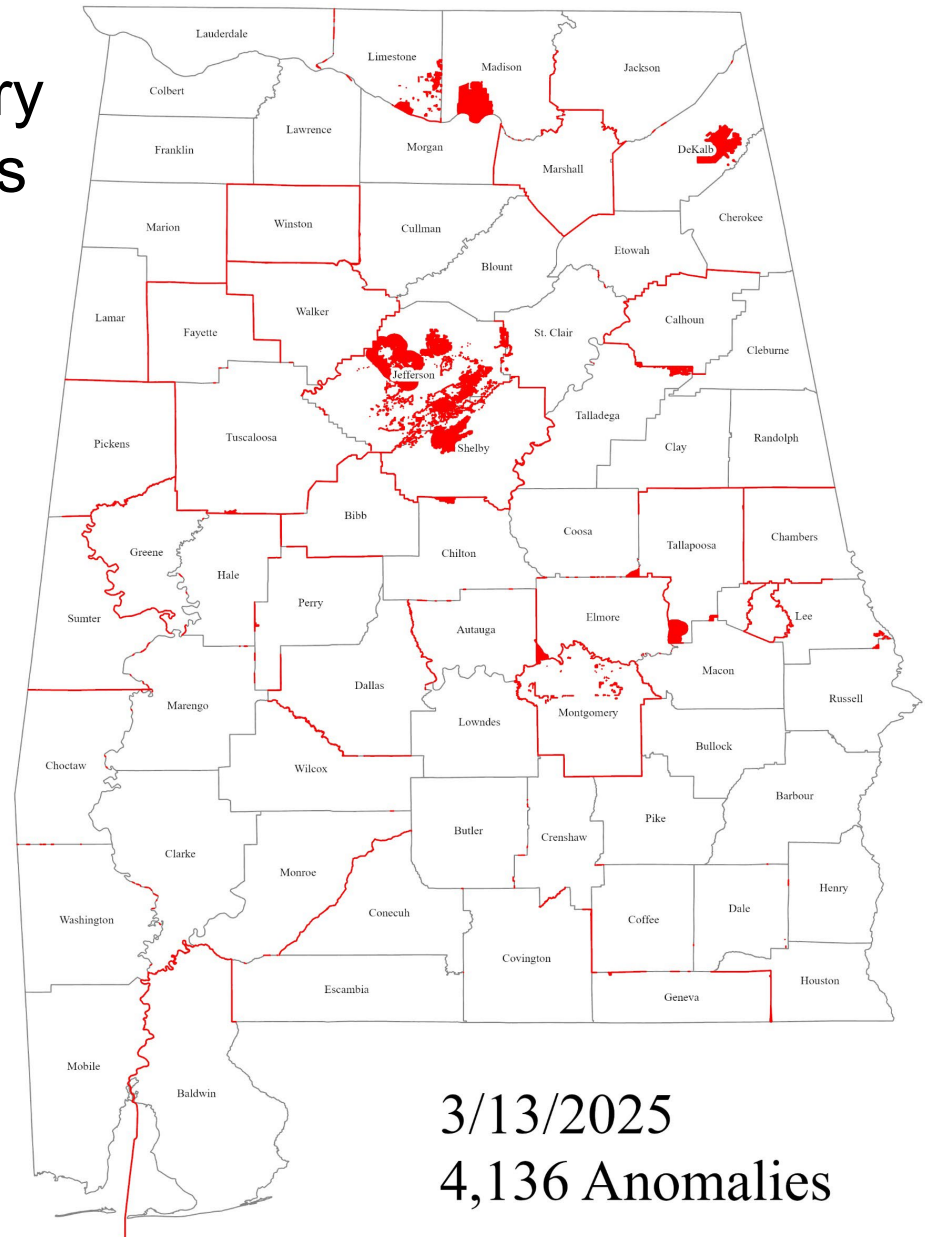
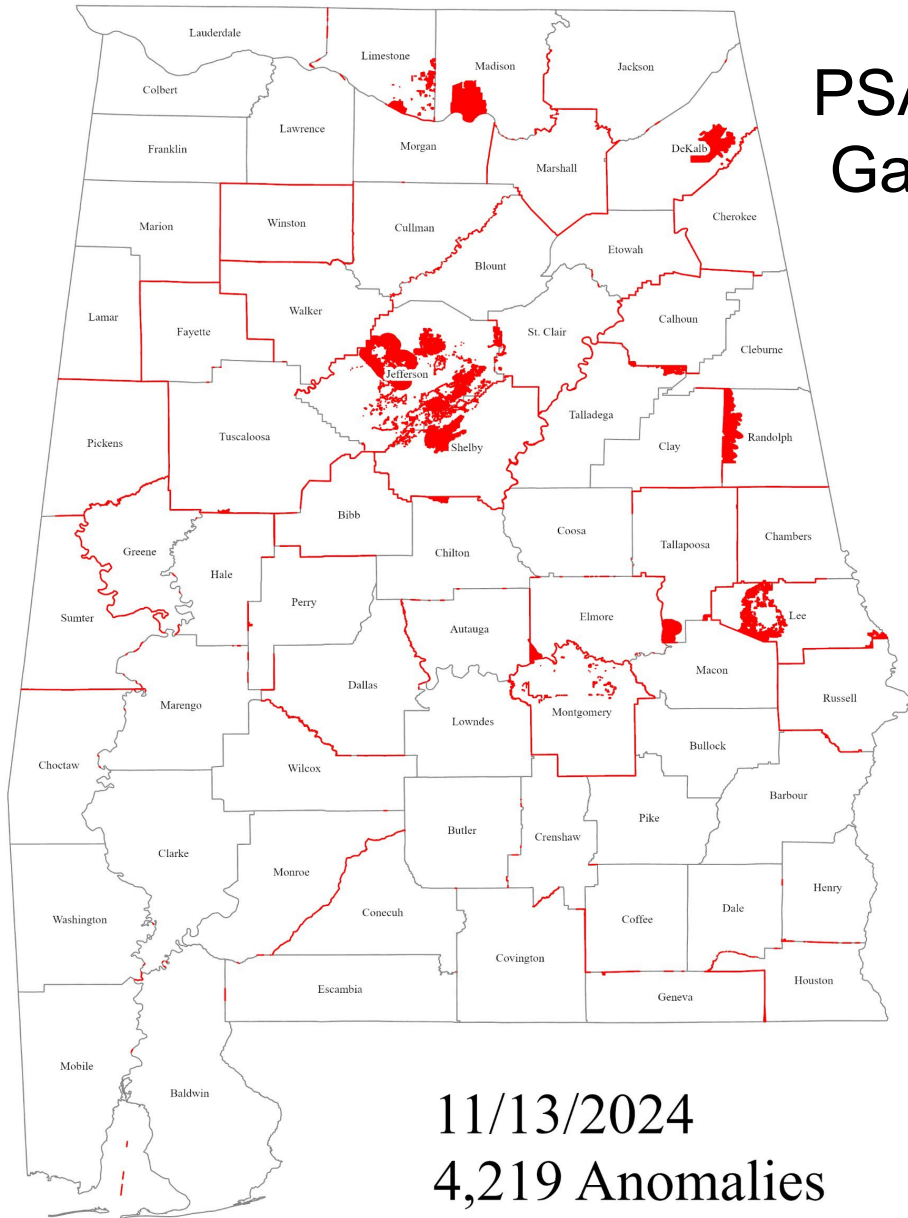
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PSAP Boundary Gaps/Overlaps



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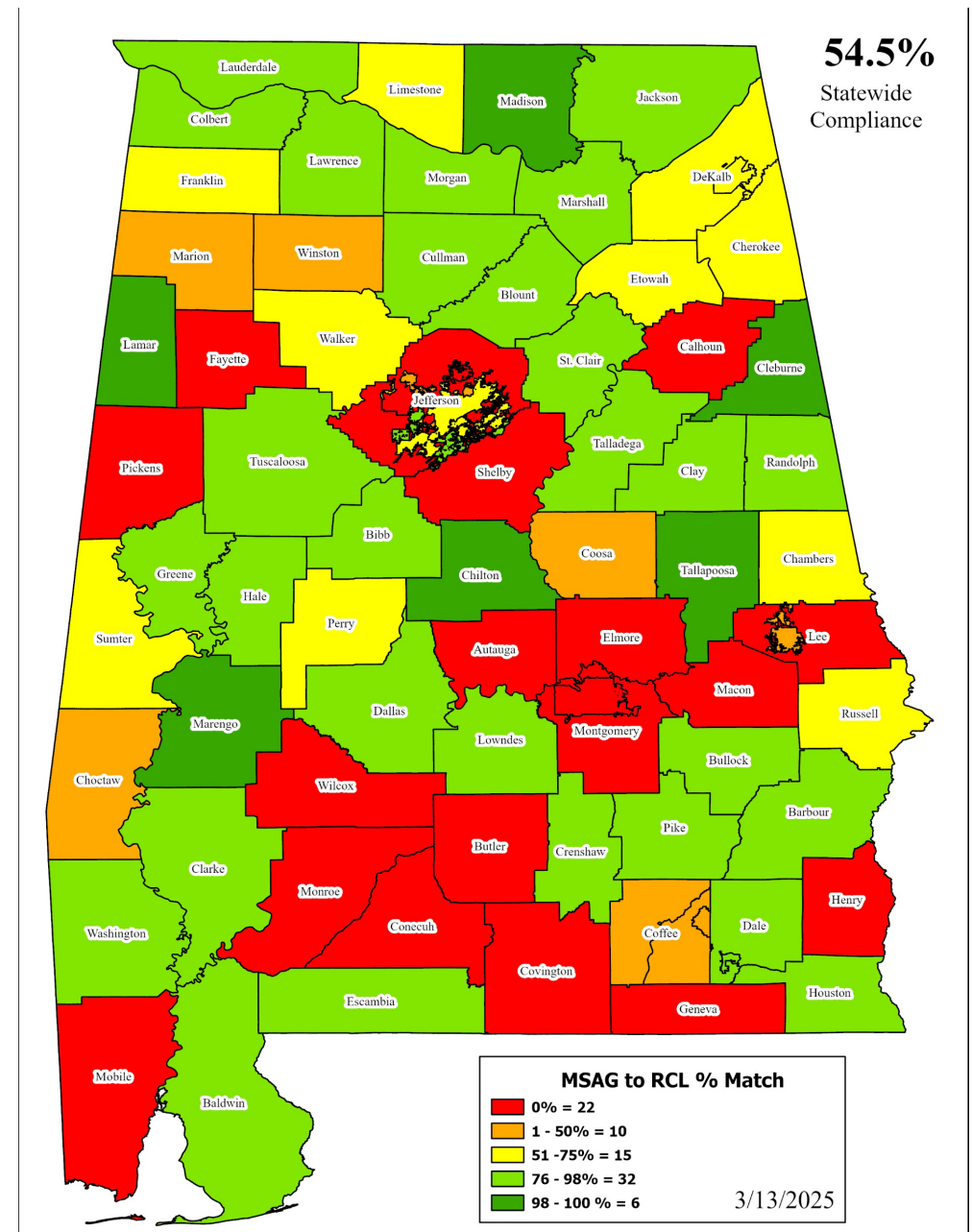
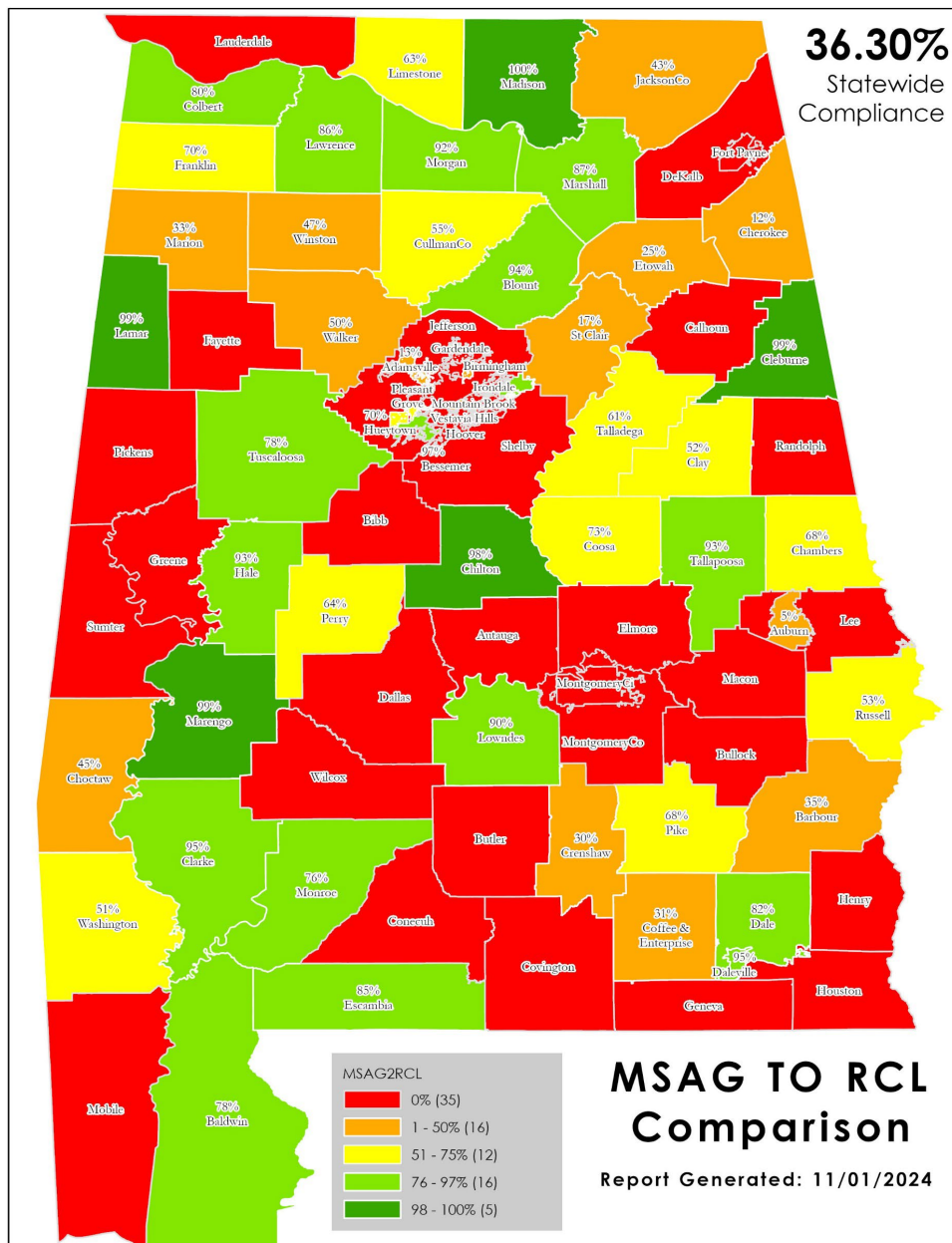
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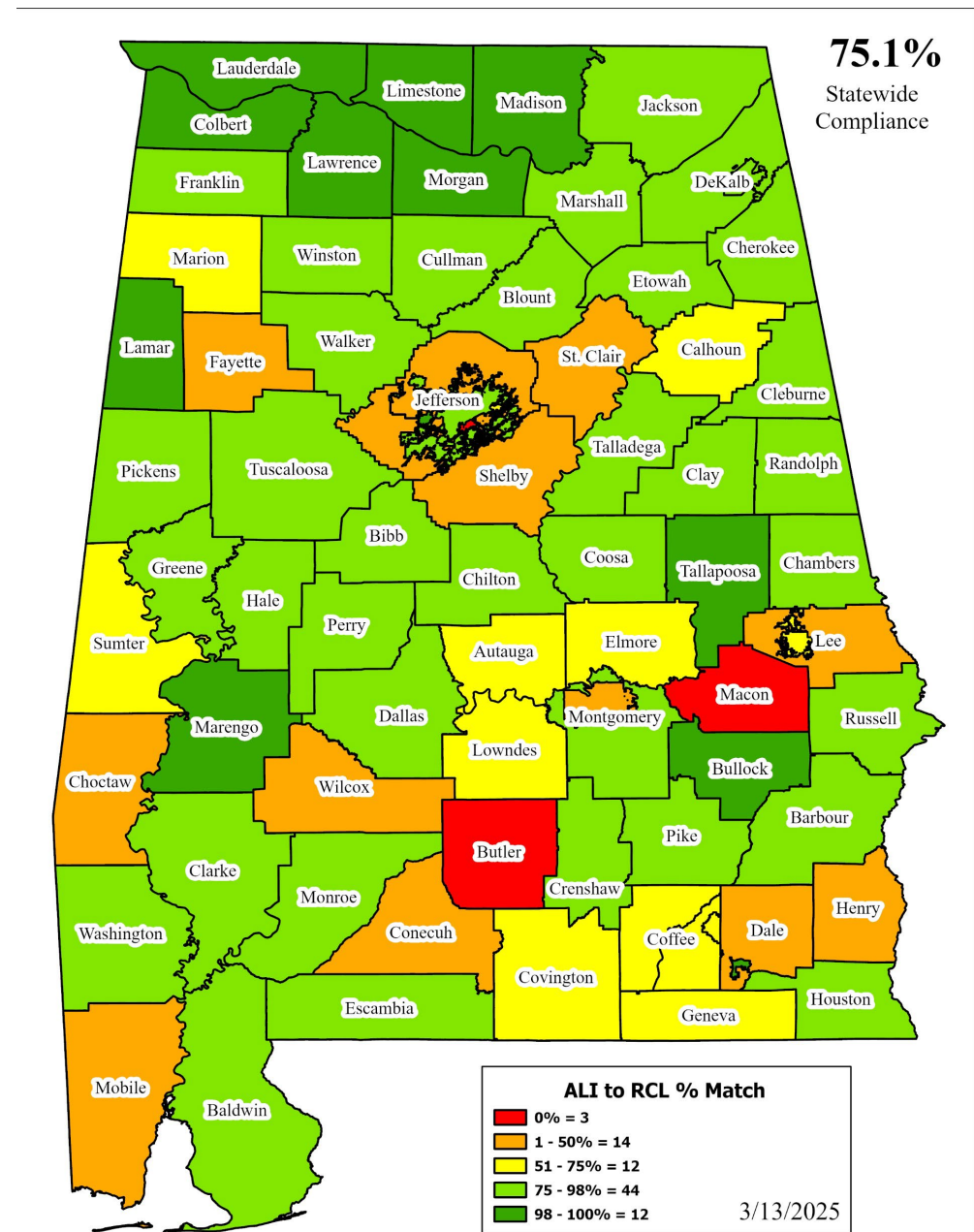
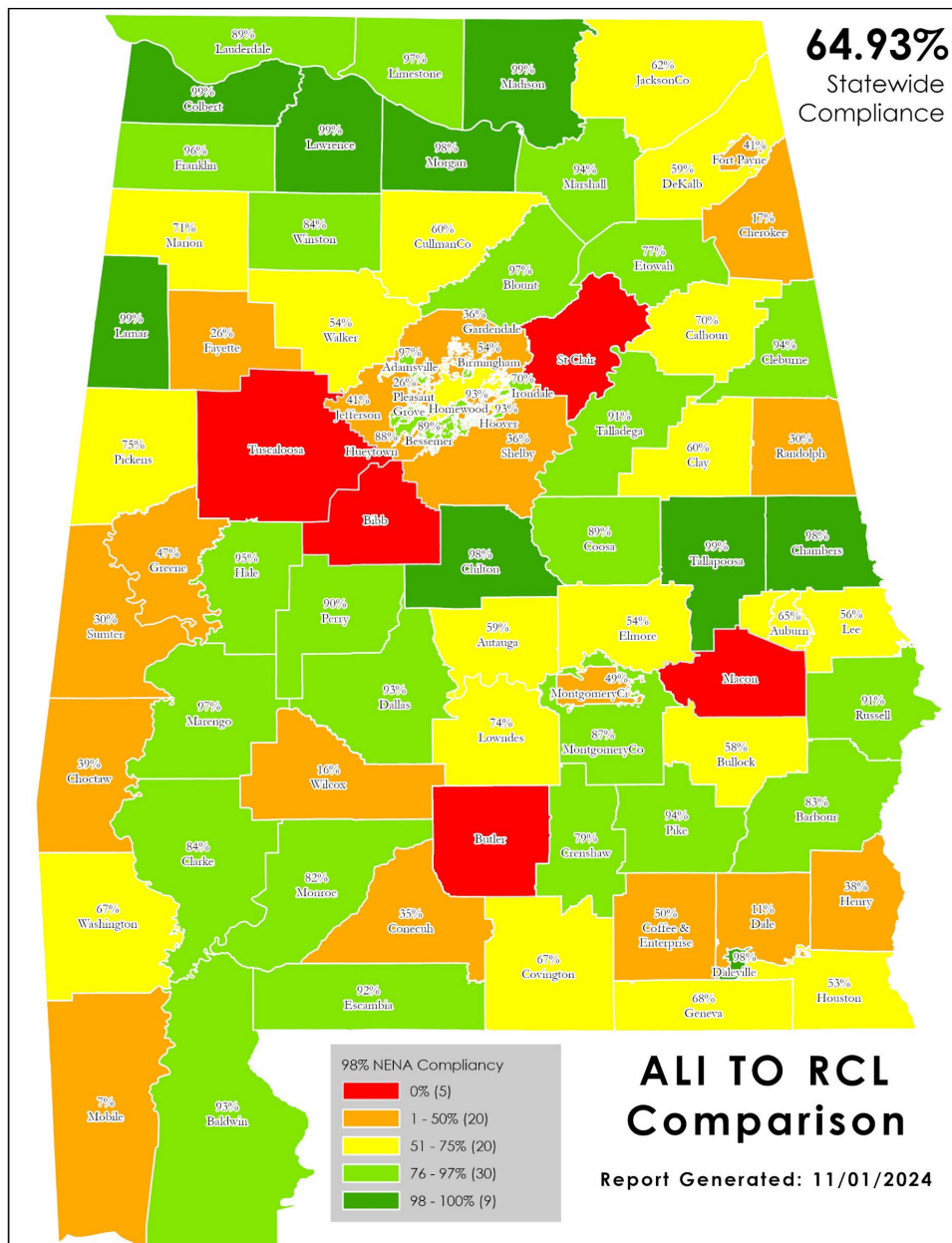
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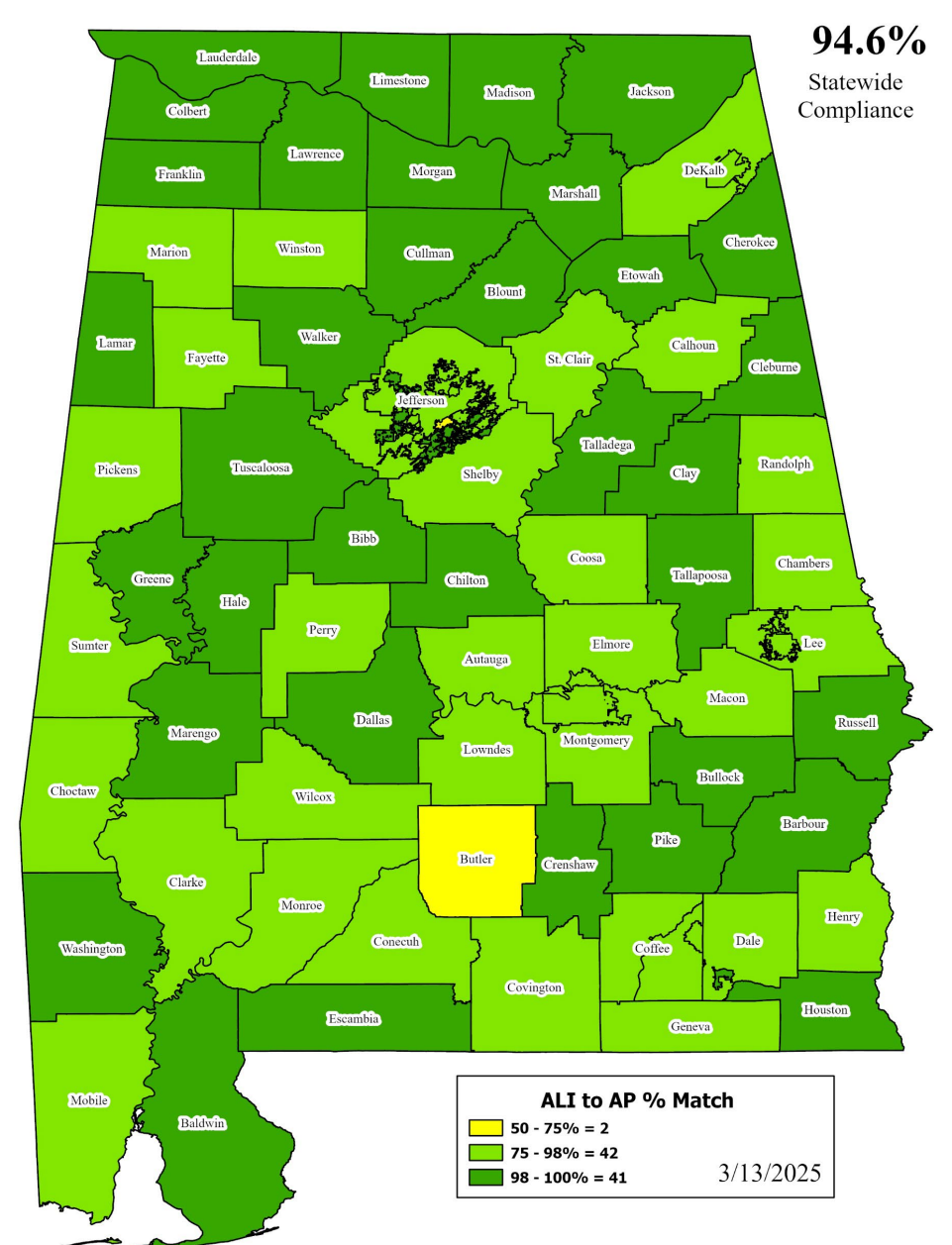
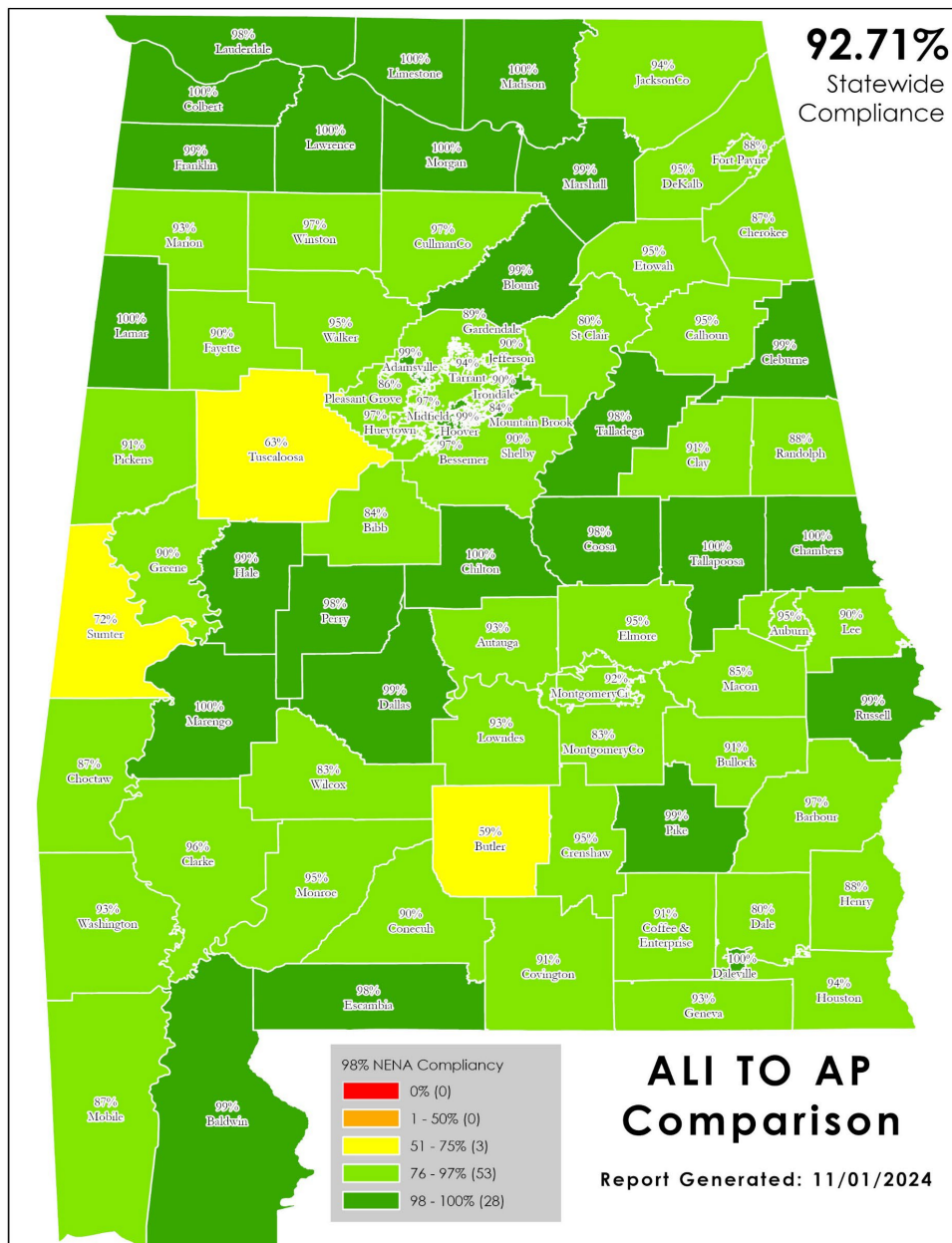
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Governance

TAB 6



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Alabama 9-1-1 Board



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Governance

- ❖ **Administrative Rule Amendments, Effective 01/11/2025**
- ❖ **HB 25 Prefiled by Representative Oliver**
- ❖ **HB263 Sponsored by Representatives Oliver & Wood**



Old Business

TAB 7



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Alabama 9-1-1 Board



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Old Business

- ❖ **Ethics Commission Requirement –2024 Statement of Economic Interests due by April 30, 2025**
 - [Online SEI Form](#)
 - [Who Must File](#)



New Business

TAB 8



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New Business

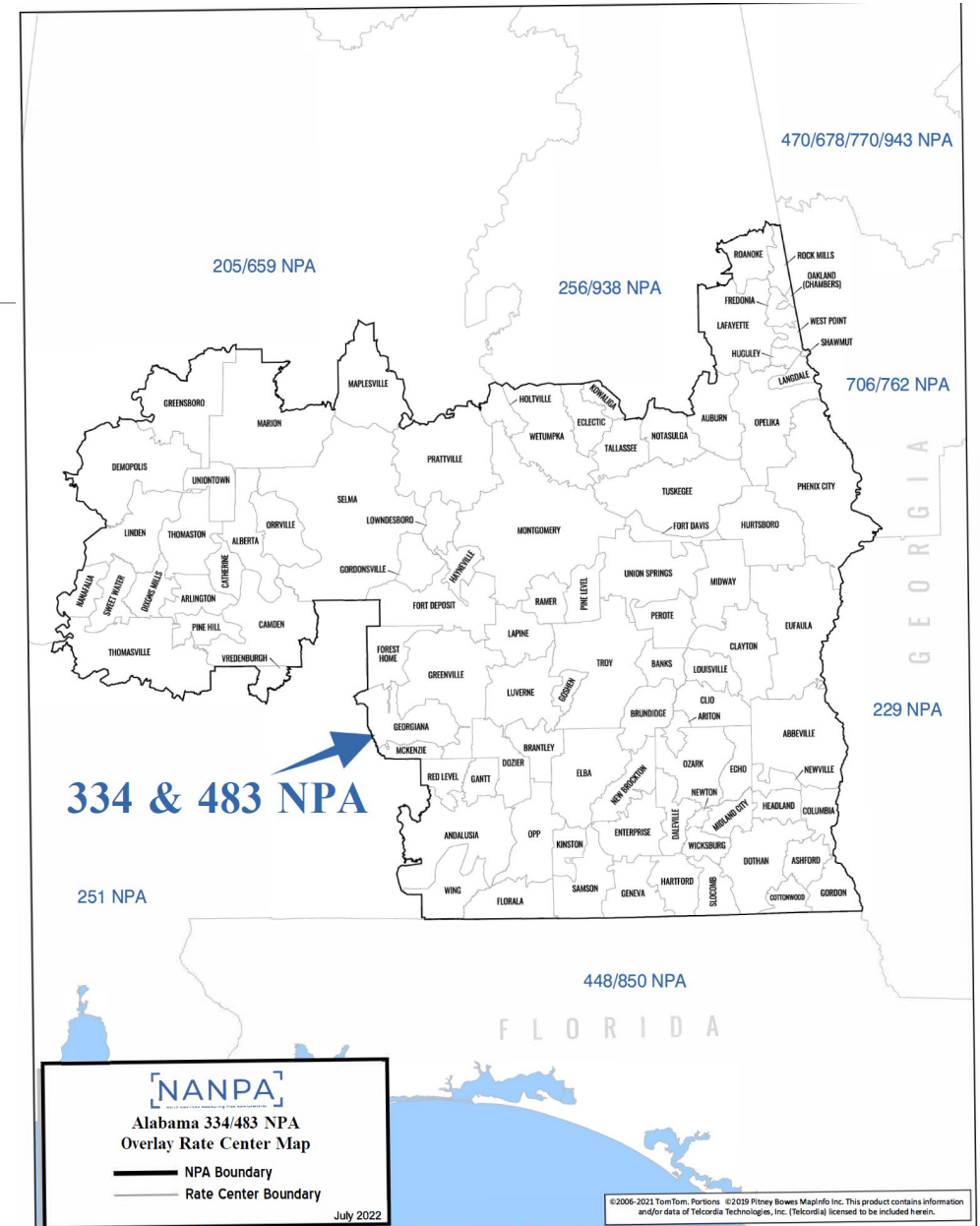
- ❖ **NANPA PL-626**
- ❖ **Mileage Rate effective January 1, 2025**
- ❖ **Communication from local ECD**
- ❖ **Quote from Examiners for ECD audits for 10/1/2022 – 9/30/2024**



NANPA PL-626

General Description

On March 5, 2024, the Alabama Public Service Commission (Commission), in Docket No. 33429, approved an all-services distributed overlay over the 334 NPA. Cities in the 334 NPA include but are not limited to Montgomery, Dothan, Auburn, Prattville, Phenix City, Enterprise, Opelika, Selma and many other smaller communities. The new **483 NPA** will serve the same geographic area currently served by the existing 334 NPA. Additionally, central office (CO) codes in the 334 NPA will be available for assignment only when all assignable prefixes in the 334 NPA have been assigned. The 334-334 NXX will be released as an assignable CO code after the new 483 NPA in-service date.



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NANPA PL-626

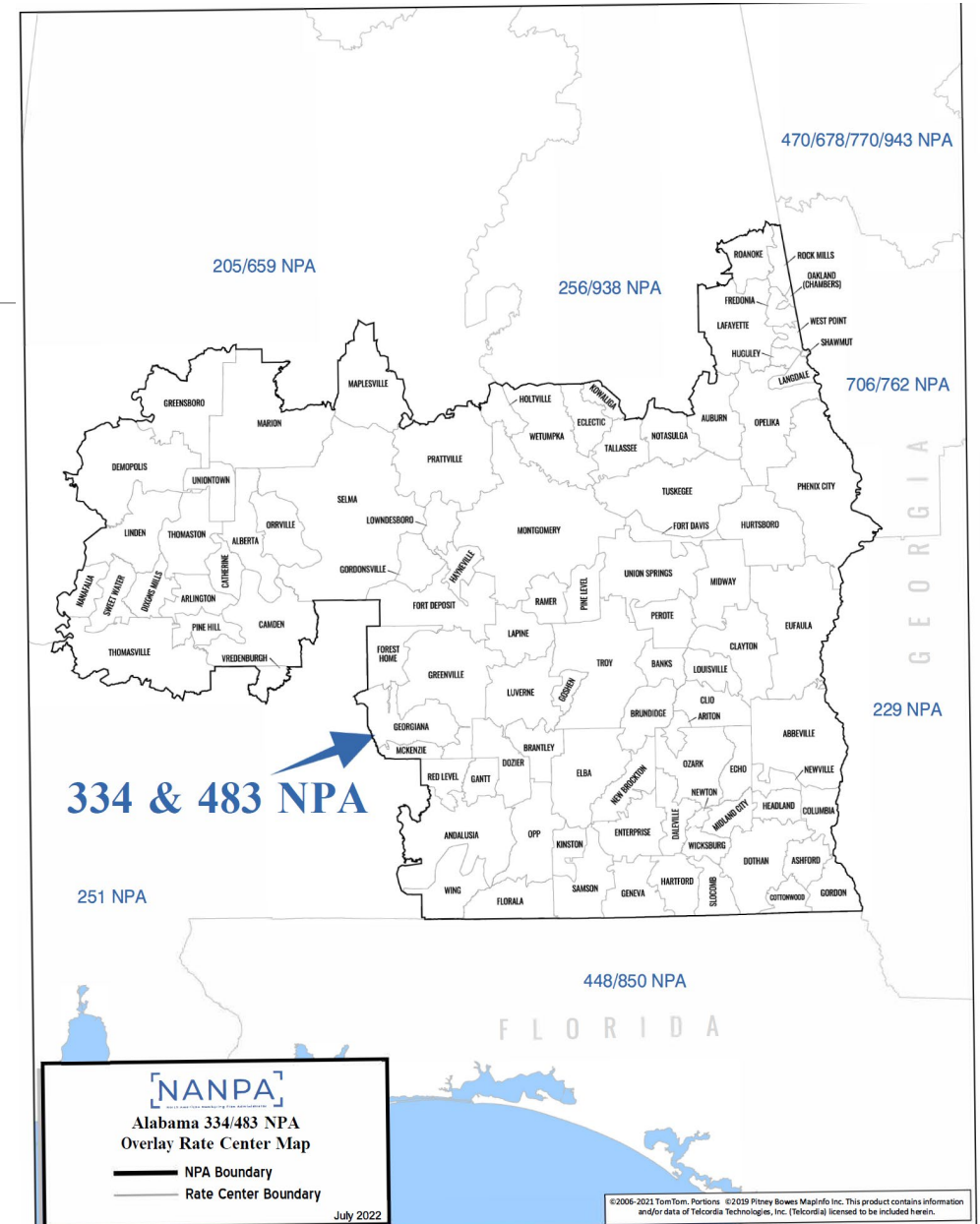
Implementation of Relief Plan

Implementation of the 334/483 NPA overlay is as follows:

	Date
Network preparation and customer education begins	1/23/2025
Start of permissive 10-digit dialing	7/23/2025
End of permissive dialing and start of mandatory 10-digit dialing	1/23/2026
Earliest date CO codes in the new 483 NPA may be ordered through NANPA*	12/19/2025
Earliest new 483 NPA CO code activation date**	2/23/2026

*CO codes in the 483 NPA are available only when all assignable CO codes in the 334 NPA are assigned.

**In-service date of the new 483 NPA overlay



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<https://al911board.com>



State of Alabama
Comptroller
Kathleen D. Baxter, PhD, CGFM, CPM

Mileage Rate Change (Effective January 1, 2025)

Mileage Rates

- **Effective January 1, 2025, the mileage rate is 70 cents per mile.**
- Effective January 1, 2024, the mileage rate is 67 cents per mile.
- Effective January 1, 2023, the mileage rate is 65.5 cents per mile.
- Effective July 1, 2022, the mileage rate is 62.5 cents per mile.
- Effective January 1, 2022, the mileage rate is 58.5 cents per mile.
- Effective January 1, 2021, the mileage rate is 56 cents per mile.
- Effective January 1, 2020, the mileage rate is 57.5 cents per mile.

New Business

- ❖ **NAPA PL-626**
- ❖ **Mileage Rate effective January 1, 2025**
- ❖ **Communication from local ECD**
- ❖ **Quote from Examiners for ECD audits for 10/1/2022 – 9/30/2024**



Public Comments

OPEN FORUM



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Next Board Meeting

MAY 21, 2025

10:00AM

MONTGOMERY, AL



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Adjournment



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