



ALABAMA 911 BOARD

**November 19, 2025
9AM Public Hearing & 10AM Board Meeting
Montgomery, Alabama**



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Alabama 9-1-1 Board



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Public Hearing Agenda

❖ Call to Order

❖ Introduction of Proposed Changes on:

- Proposed Rule Amendment 585-X-4-.09
- Proposed Rule Amendment 585-X-5-.02-8

❖ Public Comments

❖ Discussion

❖ Adjournment



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585-X-4-.09 Additional Distributions To Emergency Communication Districts From The Cost Recovery Fund.

The Board recognizes that it is of utmost importance that each Emergency Communication District (ECD) validly formed and operating within the State of Alabama as of September 30, 2011, at a minimum, be made whole, as contemplated by the passage of Act 2012-293 and adoption of the statewide 911 charges heretofore made.

In the event two or more ECDs have consolidated during the preceding fiscal year or consolidated before a Board decision regarding additional distributions to ECDs in November, then if a distribution is made, the distribution that an ECD would have received prior to consolidation shall be made to the consolidated, surviving ECD.

Author: Leah Missildine

Statutory Authority: Code of Ala. 1975, §§[11-98-1](#); [11-98-4.1](#); [11-98-5](#), [11-98-5.2](#), [11-98-6](#), as amended.

History: New Rule: Filed May 16, 2018; effective June 30, 2018.

Amended: Published May 29, 2020, effective July 13, 2020.

Amended: Published November 27, 2024; effective January 11, 2025.



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Proposed Rule Amendment 585-X-4-.09

585-X-4-.09

Additional Distributions To Emergency
Communication Districts From The Cost Recovery
Fund.

(1) The Board recognizes that it is of utmost importance that each Emergency Communication District (ECD) validly formed and operating within the State of Alabama as of September 30, 2011, at a minimum, be made whole, as contemplated by the passage of Act 2012-293 and adoption of the statewide 911 charges heretofore made.

(a) Purpose - This rule establishes the authorized uses of the separate account funded by the statewide 911 charges remitted to the Alabama 911 Board, specifically for carrier and Emergency Communication District (ECD) services.

(b) Allocation of Funds

i. Primary Use of Funds - Except as otherwise provided in Section 11-98-4.1(6), the Alabama 911 Board shall deposit each month into a separate account—whether or not part of the 911 Fund—an amount equal to the remaining balance of the statewide 911 charges remitted for that month. These funds shall be used exclusively for:

- Costs related to administering a statewide 911 voice and data system in compliance with FCC technological requirements and Section 11-98-4.1(e)(8). Examples include: recurring network charges for call delivery, periodic and/or recurring licenses for user access to data maintenance platforms, NG911 GIS services, language translation services, transitional costs from legacy to NG911, etc.



Proposed Rule Amendment 585- X-4-.09 (continued)

- Payment of actual and direct costs incurred by CMRS providers in complying with wireless E-911 service requirements established by the FCC Order and any related FCC rules or regulations. Eligible costs include, but are not limited to: Designing, upgrading, purchasing, leasing, programming, installing, testing, or maintaining necessary data, hardware, and software for Phase II Enhanced 911. Incremental costs of operating Phase II Enhanced 911.

ii. Secondary Use of Funds - After fulfilling the obligations in paragraph (a), any remaining funds may be allocated for the following purposes:

- Funding required training and certification of public safety telecommunicators in 11- 98-4.1 (e) (9) and 11-98-16.

- Funding advisory services provided to ECDs by the Board under 11-98-4.1.

- Funding a grant program for ECDs demonstrating financial hardship.

- Equal distribution among ECDs, as determined by majority vote of the Board.

(c) Fiscal Year-End Balance

The Board establishes the maximum allowable balance to be carried over in the Carrier and ECD Services account| at the conclusion of each fiscal year as not to exceed one month's baseline distribution due to ECDs.

(2) In the event two or more ECDs have consolidated during the preceding fiscal year or consolidated before a Board decision regarding additional distributions to ECDs in November, then if a distribution is made, the distribution that an ECD would have



Proposed Rule Amendment 585-X-5-.02-8

“Upon notice of noncompliance, the District’s failure to return to compliance will result in some of the District’s funding eligibility being forfeited.”

maintain certification.

(8) Penalties.

(a) Penalties shall be imposed for Districts that are noncompliant and notice of noncompliance shall be provided to the District by the Board. Upon notice of noncompliance, the ~~following timeframes shall begin:~~

Non-District's failure to return to compliance Timeframes following notification	Percent District Withholding
3 months	25% of monthly distribution
6 months	50% of monthly distribution
9 months	75% of monthly distribution
Non-District's failure to return to compliance Timeframes following notification	Percent District Withholding
12 months	100% of monthly distribution

~~(b) District withholdings due to noncompliance will be held in escrow until the District becomes compliant. When a District becomes compliant, the monthly distribution will be restored along with any withheld funds on the Board's next monthly distribution will result in some of the District's funding eligibility being forfeited.~~

~~(c)~~ (b) For good cause shown, the Board reserves the right to waive any requirement imposed by these rules.

Author: Leah Missildine/Alabama 911 Board

Statutory Authority: Code of Ala. 1975, §6-11-98-4 1



Public Hearing Comments

❖ Written Comments

❖ Public Comments

- Come to the podium.
- State your name and the organization you are representing with your comments today.
- Please limit your comments to three (3) minutes.



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Public Hearing

❖ **Discussion**

❖ **Adjournment**



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ALABAMA 911 BOARD

**November 19, 2025
9AM Public Hearing & 10AM 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 2)
- ❖ Minutes Approval (Tab 3)
- ❖ Guest Introductions

Programmatic Reports

- ❖ Finance (Tab 4)
- ❖ Certification & Training (Tab 5)
- ❖ Technology (Tab 6)
- ❖ Governance (Tab 7)

Closing

- ❖ Old Business (Tab 8)
- ❖ New Business (Tab 9)
- ❖ Public Comments
- ❖ Next Meeting
- ❖ Adjournment





Welcome, Arjun!

Hi, I'm Arjun Singh Brar — a Geographic Information Systems (GIS) specialist with a strong foundation in environmental science, graduating with a B.S. in GIS from Auburn University at Montgomery in July 2025.

I bring hands-on expertise in ESRI's ArcGIS software suite, including ArcMap, ArcGIS Pro, and ArcScene, with applied skills in spatial analysis, cartographic design, and geodatabase management. My academic journey is complemented by real-world experience — from presenting investment research at the 2024 CFA Southern Classic (Top 5 Finalist, Southern U.S.) to attending the prestigious GAME Forum in New York.

Beyond GIS, I've developed strong leadership and communication skills through four years as a Warhawk Recruiter for AUM Admissions, leading hundreds of campus tours and engaging with diverse student audiences.

I also bring international agricultural experience, having helped manage a 500+ acre family farm in India. I oversaw logistics and coordinated crop transport (corn, wheat, rice, potatoes), developing strategic planning and operational management skills in fast-paced, high-stakes environments.

I'm passionate about integrating spatial data and environmental insight to solve real-world problems — especially in agriculture, land use, and sustainability. Let's connect if you're looking for someone who bridges technical GIS skills with on-the-ground experience.

Finance

TAB 3



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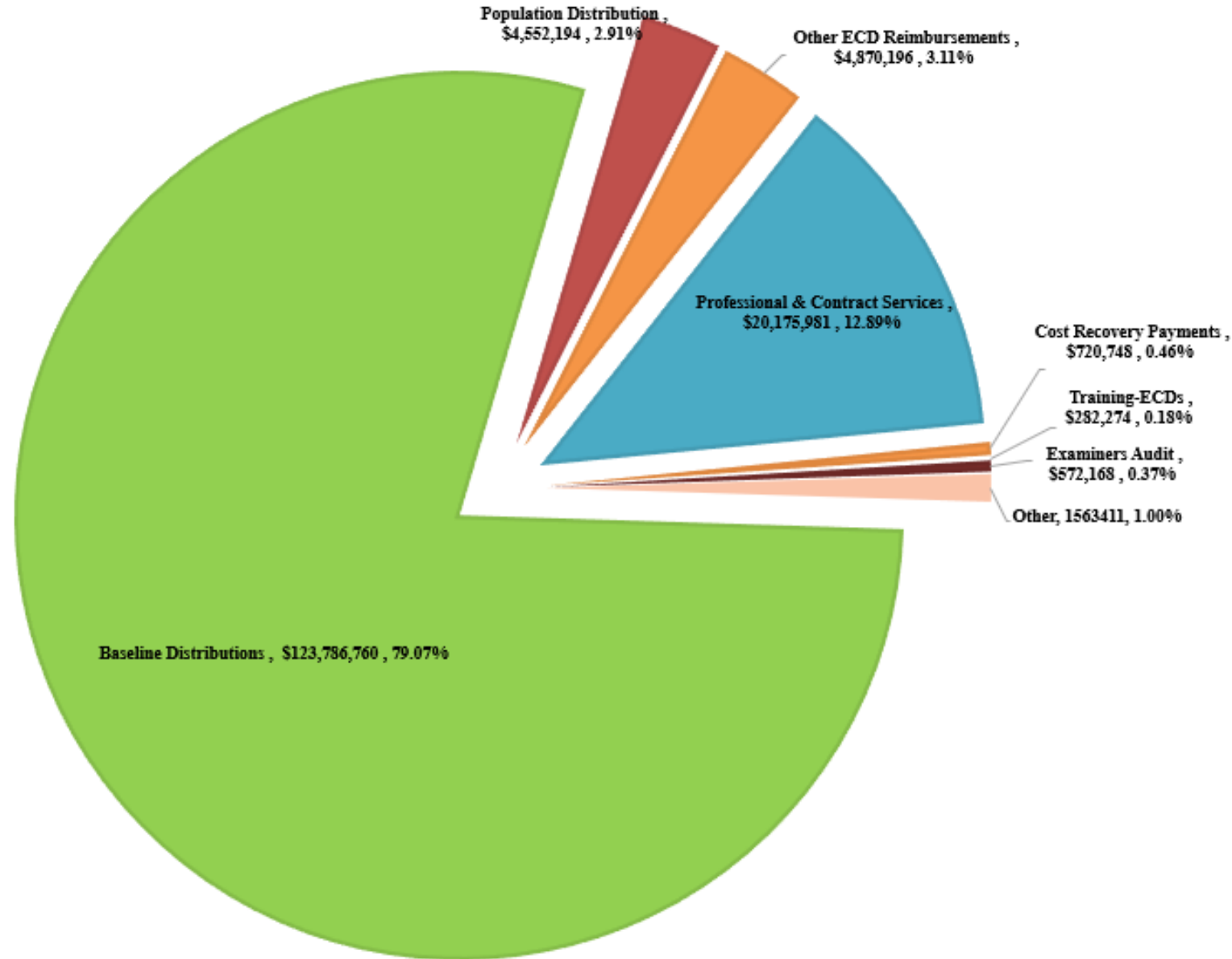
Finance

- ❖ **Financial Statements**
- ❖ **Revenue Recap**
- ❖ **Distribution Recap**
- ❖ **Previous Grant Cycle Updates**
- ❖ **Legacy Cost Reimbursements**
- ❖ **FY2026 Budget**
- ❖ **FY25-FY26 Cost Recovery**
- ❖ **Mid-5-year CPI Snapshot**



Statement of Revenue and Expenses - Modified Cash Basis Total Funds
For twelve months ending September 30, 2025

	Sep-25	Fiscal Year to Date (12 Months)
Revenues		
Carrier Receipts	\$ 13,075,481	\$ 156,403,606
Interest Income	\$ 32,244	\$ 389,047
Other Income	\$ 1	\$ 17,181
User Conference Income	\$ -	\$ 99,776
Total Revenues	\$ 13,107,726	\$ 156,909,610
Expenses		
Baseline Distributions	\$ 10,315,563	\$ 123,786,760
Population Distribution	\$ 412,855	\$ 4,552,194
Other ECD Reimbursements	\$ 19,848	\$ 4,870,196
Grants to ECDs	\$ -	\$ (27,266)
Professional & Contract Services	\$ 1,419,356	\$ 20,175,981
Cost Recovery Payments	\$ 9,260	\$ 720,748
Training-ECDs	\$ -	\$ 282,274
Examiners Audit	\$ -	\$ 572,168
Salaries and Related Taxes and Benefit	\$ 75,632	\$ 982,218
Travel and Training	\$ 8,063	\$ 166,911
Rent and Utilities	\$ 15,715	\$ 187,269
Depreciation	\$ 4,834	\$ 58,029
Office Expenses	\$ 6,909	\$ 109,629
Software and Hardware Leases	\$ 3,456	\$ 32,631
Insurance	\$ -	\$ 9,031
Vehicle Related Expenses	\$ 1,116	\$ 17,693
Dues and Subscriptions	\$ -	\$ -
Total Expenses	\$ 12,292,607	\$ 156,496,466
Change in Net Position	\$ 815,119	\$ 413,144
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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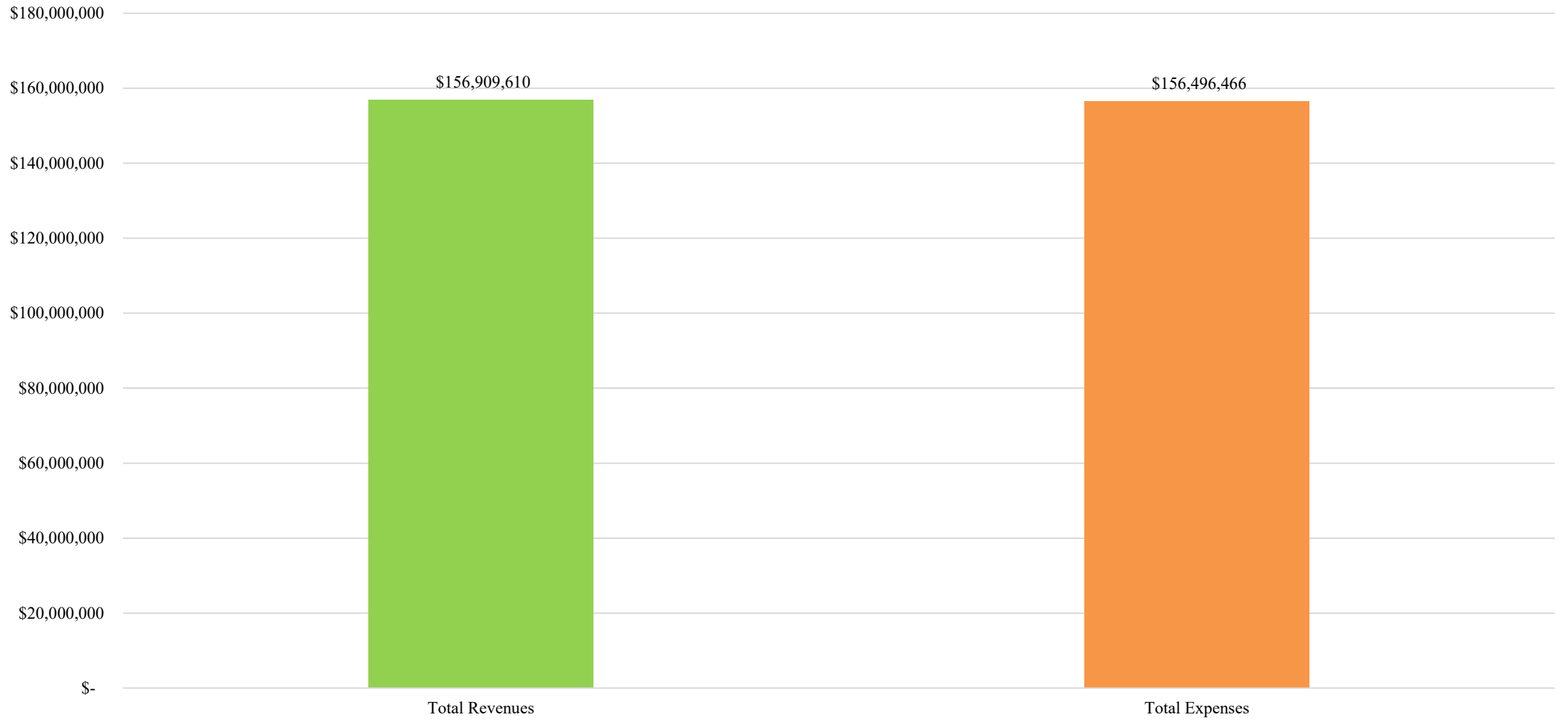


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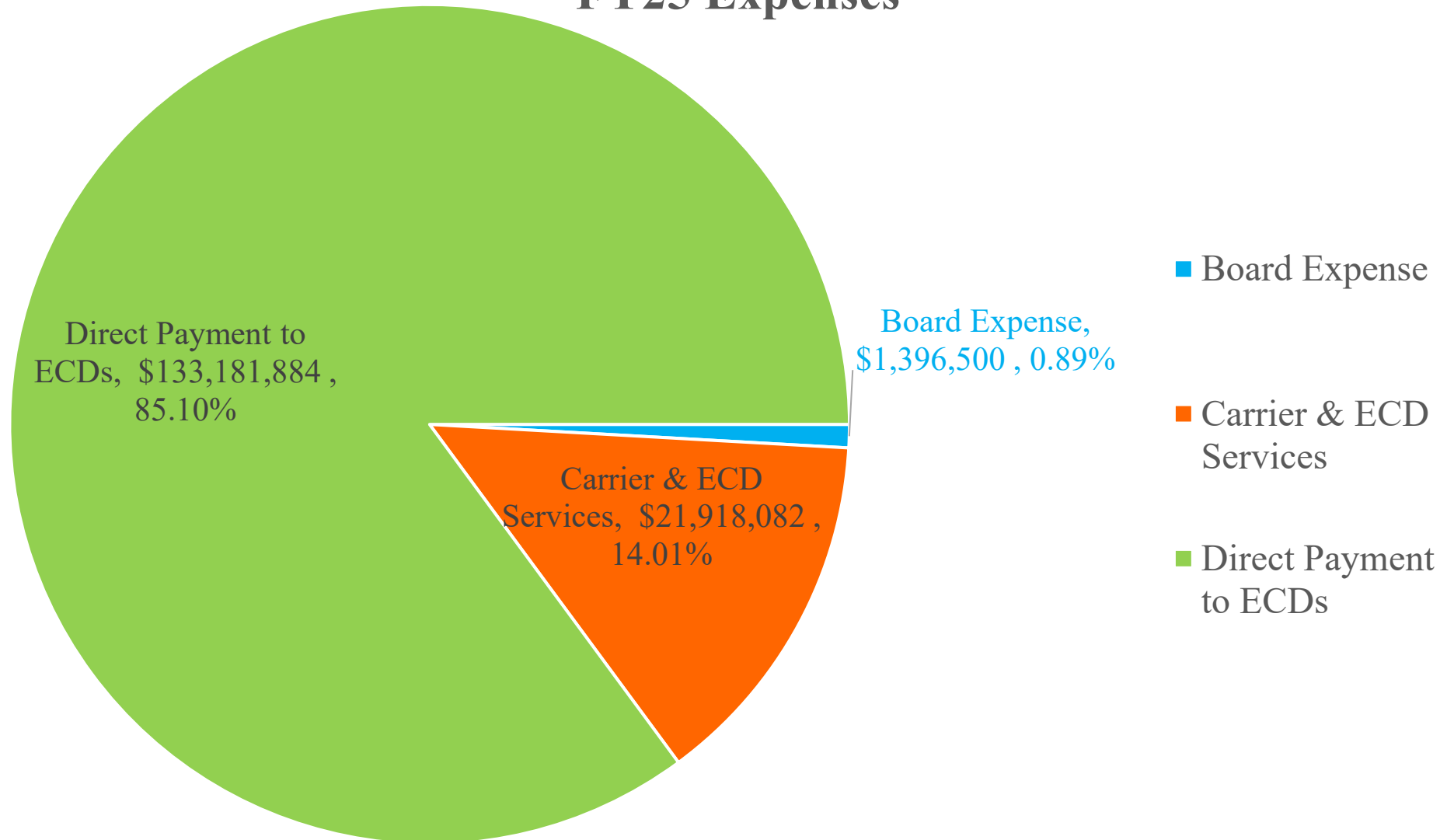


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FY25 Revenues versus Expenses



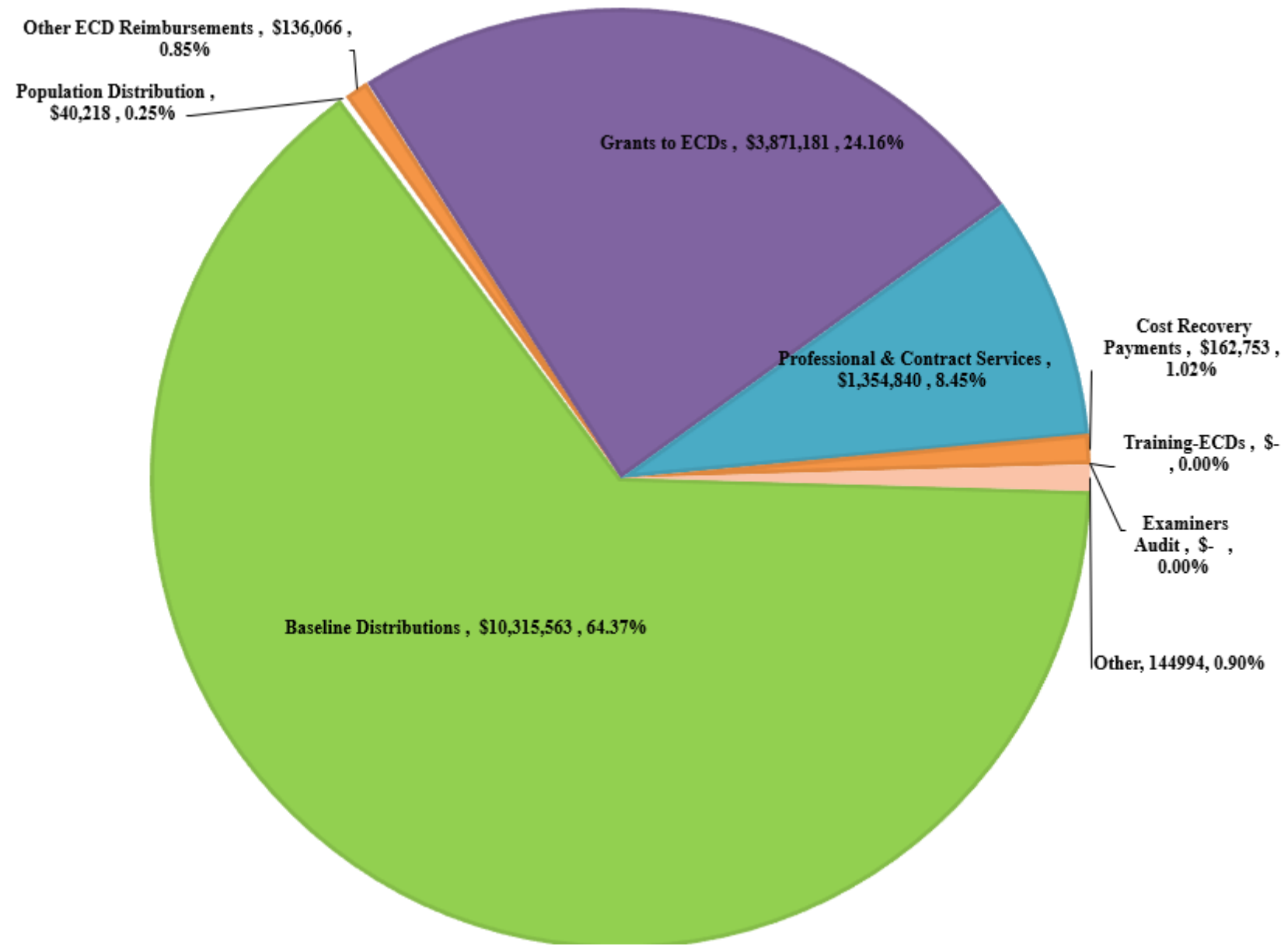
FY25 Expenses



Statement of Revenue and Expenses - Modified Cash Basis Total Funds
For one month ending October 31, 2025

	Oct-25
Revenues	
Carrier Receipts	\$ 12,931,386
Interest Income	\$ 34,685
Other Income	\$ 2,926
User Conference Income	\$ -
Total Revenues	\$ 12,968,997
Expenses	
Baseline Distributions	\$ 10,315,563
Population Distribution	\$ 40,218
Other ECD Reimbursements	\$ 136,066
Grants to ECDs	\$ 3,871,181
Professional & Contract Services	\$ 1,354,840
Cost Recovery Payments	\$ 162,753
Training-ECDs	\$ -
Examiners Audit	\$ -
Salaries and Related Taxes and Benefit	\$ 73,841
Travel and Training	\$ 19,802
Rent and Utilities	\$ 15,903
Depreciation	\$ 4,838
Office Expenses	\$ 10,129
Software and Hardware Leases	\$ 9,034
Insurance	\$ 8,736
Vehicle Related Expenses	\$ 2,711
Dues and Subscriptions	\$ -
Total Expenses	\$ 16,025,615
Change in Net Position	\$ (3,056,618)

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Statement of Assets, Liabilities and Net Position - Modified Cash Basis
October 31, 2025

ASSETS

Current Assets

Revenue - ServisFirst	\$	13,181,912
Operating - ServisFirst		1,158,744
Reserves - ServisFirst		15,775,808
Examiners - ServisFirst		14,704
Grants & Training - ServisFirst		88,056
Federal Grants - ServisFirst		253
Employee Flex - ServisFirst		6,261
Accounts Receivable		

Total Current Assets 30,225,738

Net Property and Equipment 170,774

Total Assets 30,396,512

LIABILITIES AND NET POSITION

PREVIOUS FORMAT

Current Liabilities

Accounts Payable	1,421,354
Payroll Tax Liabilities	5,175
Credit Card Liabilities	6,981

Total Current Liabilities 1,433,510

Net Position

Restricted - net investment in property and equipment	170,774
Unrestricted	28,792,228

Total Net Position 28,963,002

Total Liabilities & Net Position \$ 30,396,512

For Internal Management Purposes Only.

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Statement of Assets, Liabilities and Net Position - Modified Cash Basis
October 31, 2025

ASSETS

Current Assets

Revenue - ServisFirst	\$	13,181,912
Operating - ServisFirst		1,158,744
Carrier & ECD Services - ServisFirst		15,775,808
Examiners - ServisFirst		14,704
Gifts, Grants & Other Revenue - ServisFirst		88,056
Federal Grants - ServisFirst		253
Employee Flex - ServisFirst		6,261
Accounts Receivable		

Total Current Assets 30,225,738

Net Property and Equipment 173,345

Total Assets 30,399,083

LIABILITIES AND NET POSITION

NEW FORMAT OPTION

Current Liabilities

Accrued ECD Baseline Distributions	10,315,563
Accounts Payable	1,433,341
Payroll Tax Liabilities	5,175
Credit Card Liabilities	6,981

Total Current Liabilities 11,761,061

Net Position

Restricted - net investment in property and equipment	173,345
Unrestricted	18,464,677

Total Net Position 18,638,022

Total Liabilities & Net Position \$ 30,399,083

For Internal Management Purposes Only.

The financials have not been compiled, reviewed, or audited.

No assurance is provided on the financial statements.

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**Alabama 911 Board
Monthly Disbursement Calculation
FY2026**

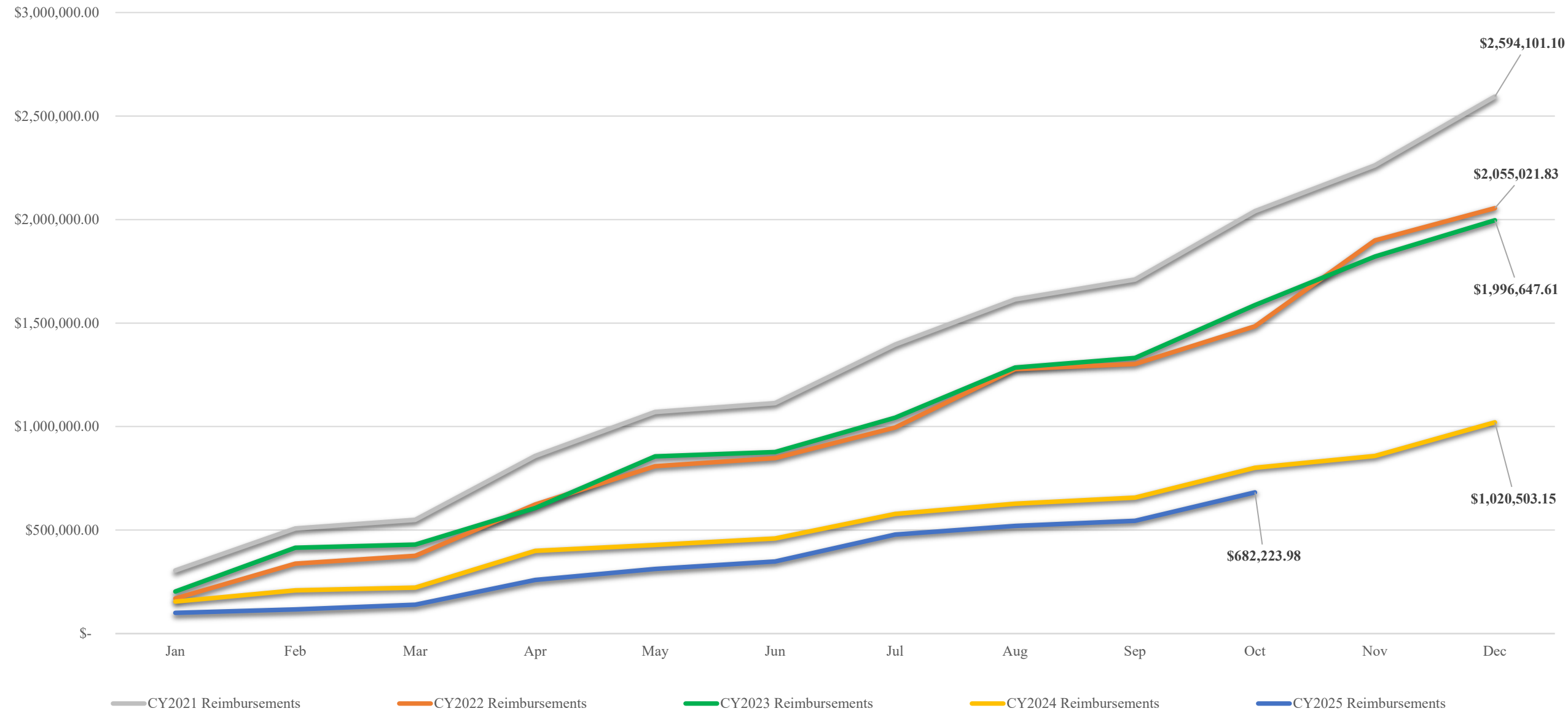
	October 2025 Distribution	November 2025 Distribution
Service Charge Revenues		
Prior Month Carrier Receipts @ \$2.23 per Payment Engine	\$ 10,786,287.07	\$ 10,656,654.78
Prior Month Carrier Receipts from State of Alabama Department of Revenue (DoR) @ \$2.23	<u>\$ 2,289,194.26</u>	<u>\$ 2,274,731.36</u>
Total (agrees to prior month financial statements)	\$ 13,075,481.33	\$ 12,931,386.14
Operating Distribution		
Amount subject to Operating Distribution	\$ 13,075,481.33	\$ 12,931,386.14
Less: Calculated 1% Operating Account	<u>\$ (130,754.81)</u>	<u>\$ (129,313.86)</u>
Remaining to be distributed	\$ 12,944,726.52	\$ 12,802,072.28
80 % of remaining subject to ECD Distribution	\$ 10,355,781.21	\$ 10,241,657.82
20 % of remaining subject to Carrier & ECD Services	\$ 2,588,945.30	\$ 2,560,414.46
ECD Distribution		
Amount subject to ECD Distribution	\$ 10,355,781.21	\$ 10,241,657.82
1/12 of ECD's Annual Baseline	<u>\$ 10,315,563.34</u>	<u>\$ 10,315,563.34</u>
Remaining to be Disbursed Based on Population (if positive) OR Amount to be transferred from	\$ 40,217.87	\$ (73,905.52)
Carrier & ECD Services Distribution		
Amount Subject to Carrier & ECD Services	2,588,945.30	2,560,414.46
Less any amount sufficient to satisfy the base distribuion to ECDs for the month	<u>-</u>	<u>(73,905.52)</u>
Amount to be transferred to Carrier & ECD Services	2,588,945.30	2,486,508.94
Summary of Distribution of Month's 911 Charges Collected		
Total Calculated Distributable Total Above	\$ 13,075,481.33	\$ 12,931,386.14
Less: Calculated 1% Operating	\$ (130,754.81)	\$ (129,313.86)
Less: ECD Baseline Distribution	(10,315,563.34)	(10,315,563.34)
Less: ECD Population Distribution, if any	(40,217.87)	-
Less: Carrier & ECD Services Distribution	<u>\$ (2,588,945.30)</u>	<u>\$ (2,486,508.94)</u>
Remaining Balance	\$ -	\$ -

Prior Grant Cycles Updates

- ❖ Grant Cycle 7 – All projects have been completed.
- ❖ Grant Cycle 8 – All projects have been completed.
- ❖ Grant Cycle 9 – 22 of 34 projects have been completed; awaiting additional information about local financial sustainability, per the grant project agreement for one other project categorized as Financial Hardship or PST Wage Increase/Staffing. *Randolph County was reported complete in the July 2025 report, but there are still outstanding items on the GIS portion of the grant project.
- ❖ Grant Cycle 10 – 0 of 24 projects have been completed. Award funds were paid to all awarded ECDs on October 24, 2025.



Legacy Cost Reimbursement: Program Year Costs



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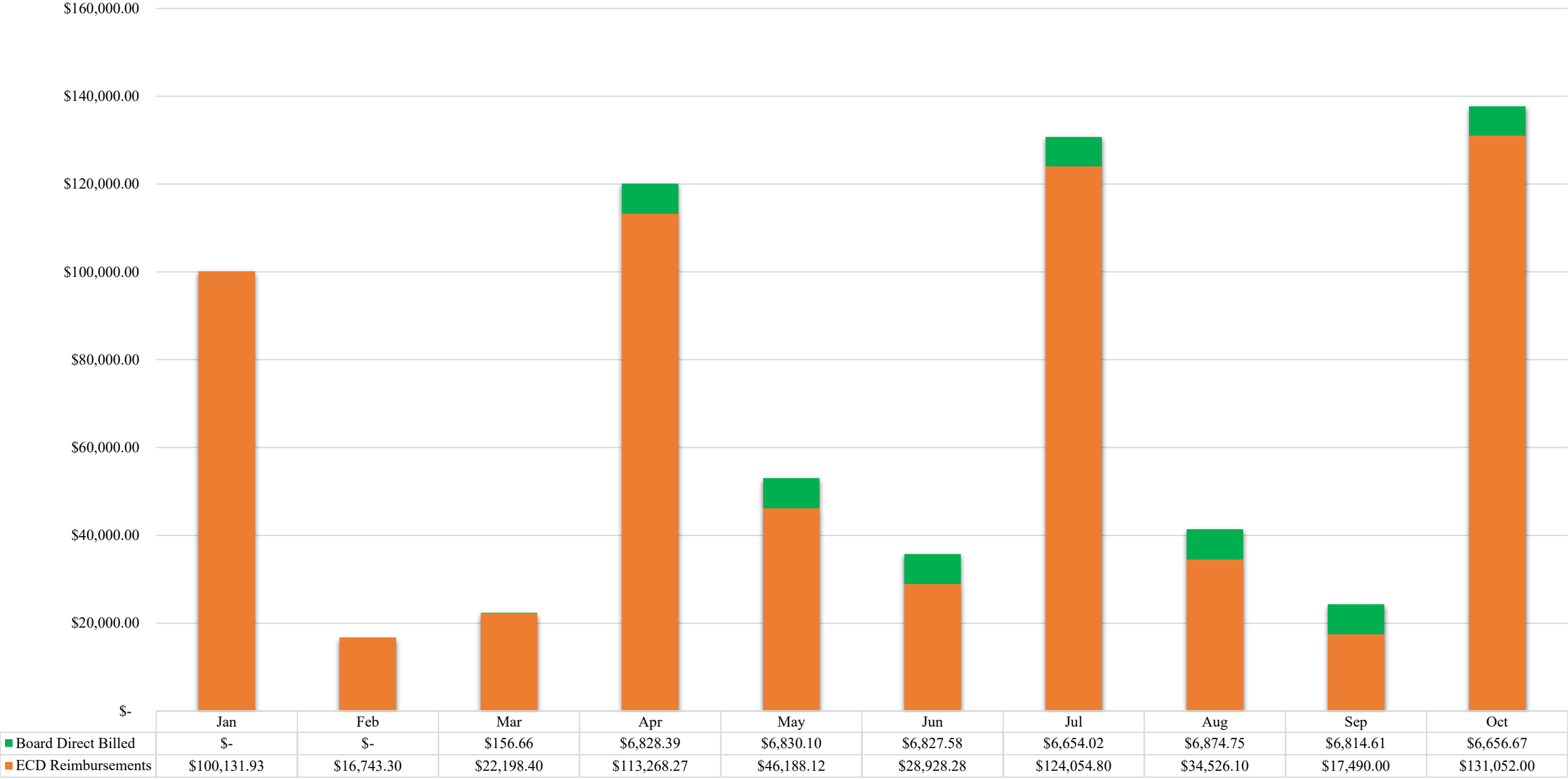


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Legacy Cost Reimbursement: ECD Reimbursements and Board Direct Billed



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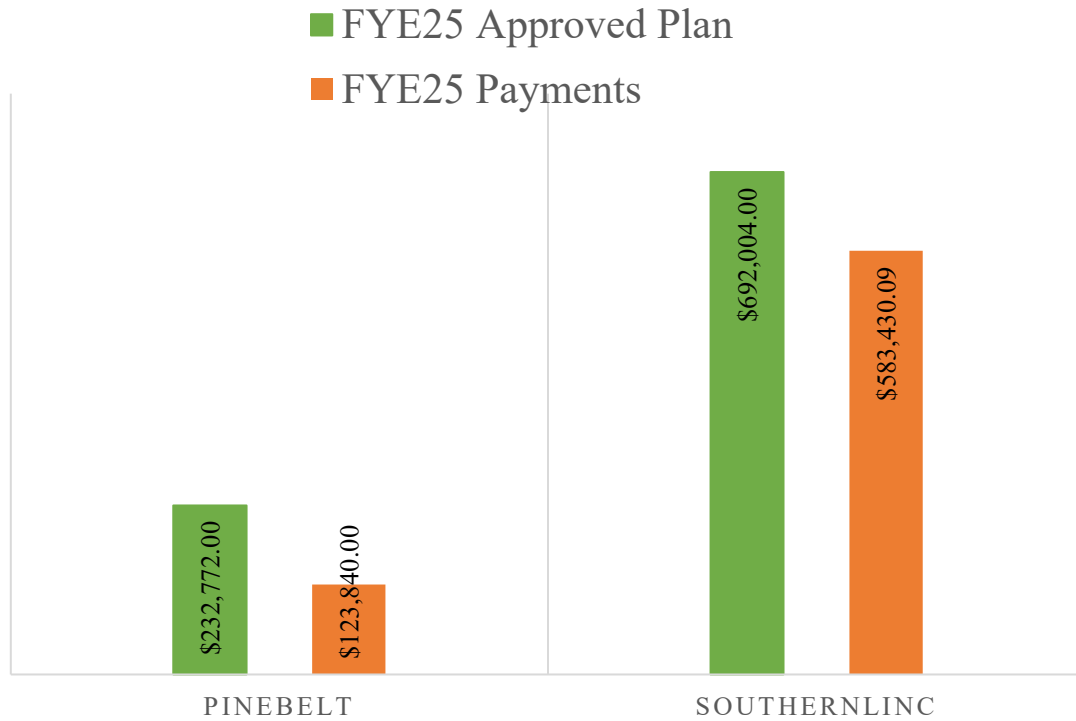
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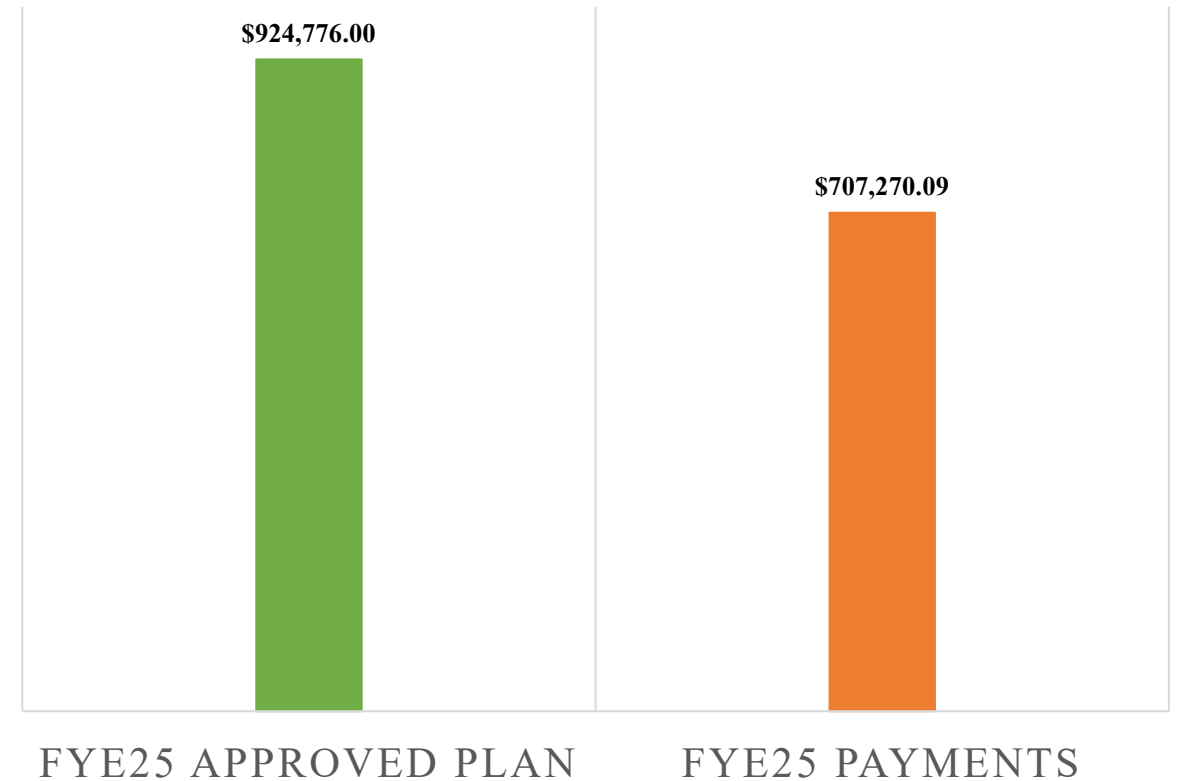
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FY25 Cost Recovery Summary

COST RECOVERY - BY CARRIER

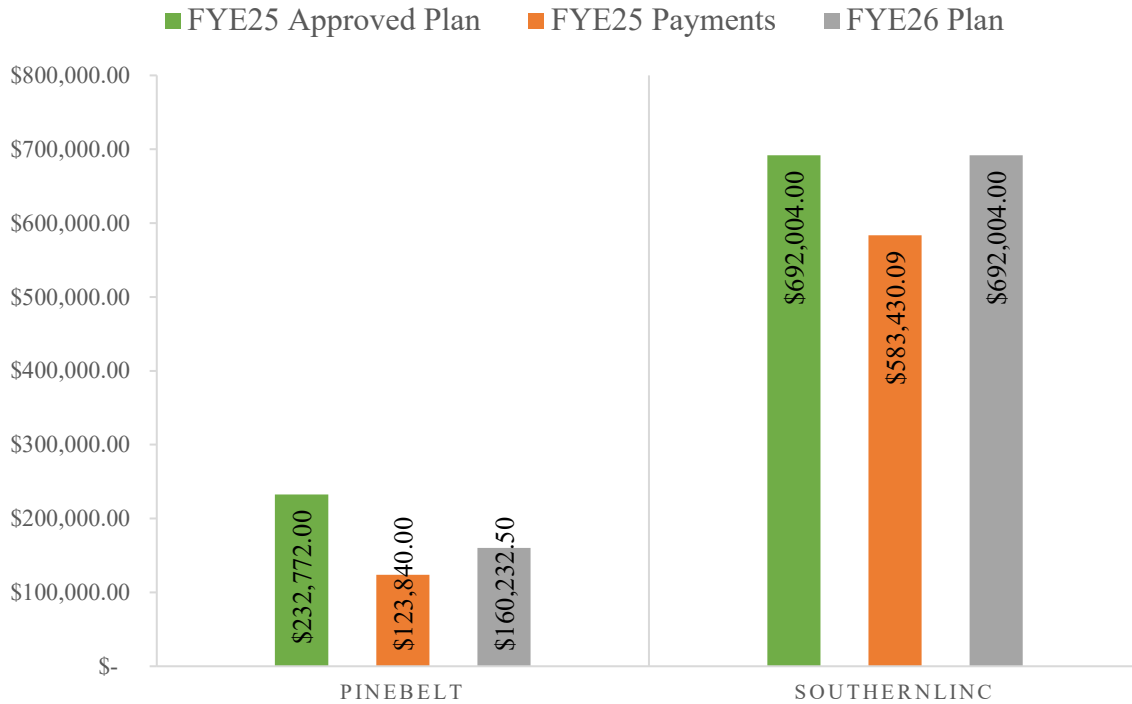


COST RECOVERY - ALL

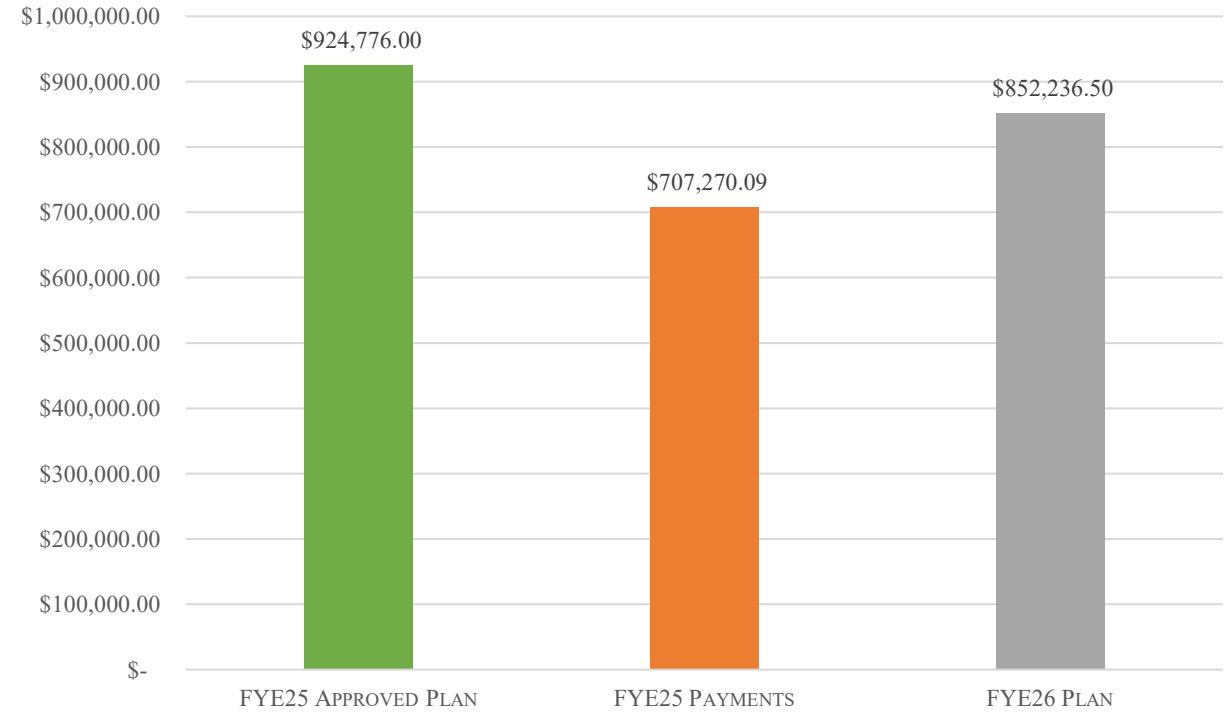


FY25 & FY26 Cost Recovery Plans Comparison

COST RECOVERY - BY CARRIER PREVIOUS YEAR'S PLAN VERSUS ACTUAL VERSUS CURRENT YEAR'S PLAN



COST RECOVERY - ALL PREVIOUS YEAR'S PLAN VERSUS ACTUAL VERSUS CURRENT YEAR'S PLAN



Next Steps (as presented in September 2025 Board Meeting)

- Consider Unclaimed Cost Recovery Declaration at upcoming meeting
- Consider Interest Income Distribution
- Separate Baseline Distribution from Population Distribution each month
 - ✓Baseline on 15th
 - ✓Population on 20th
- Continue to process reimbursements, as usual, with payout final business day of the month



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Historical Consumer Price Index (CPI-U) Data												
YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2023	299.170	300.840	301.836	303.363	304.127	305.109	305.691	307.026	307.789	307.671	307.051	306.746
2024	308.417	310.326	312.332	313.548	314.069	314.175	314.540	314.796	315.301	315.664	315.493	315.605
2025	317.671	319.082	319.799	320.795	321.465	322.561	323.048	323.976	324.800			
2026												
2027												

For awareness only.

Source: Bureau of Labor Statistics as of 10/30/2025.

CPI Inflation Calculator

\$

in

January

2023

has the same buying power as

\$1.09

in

September

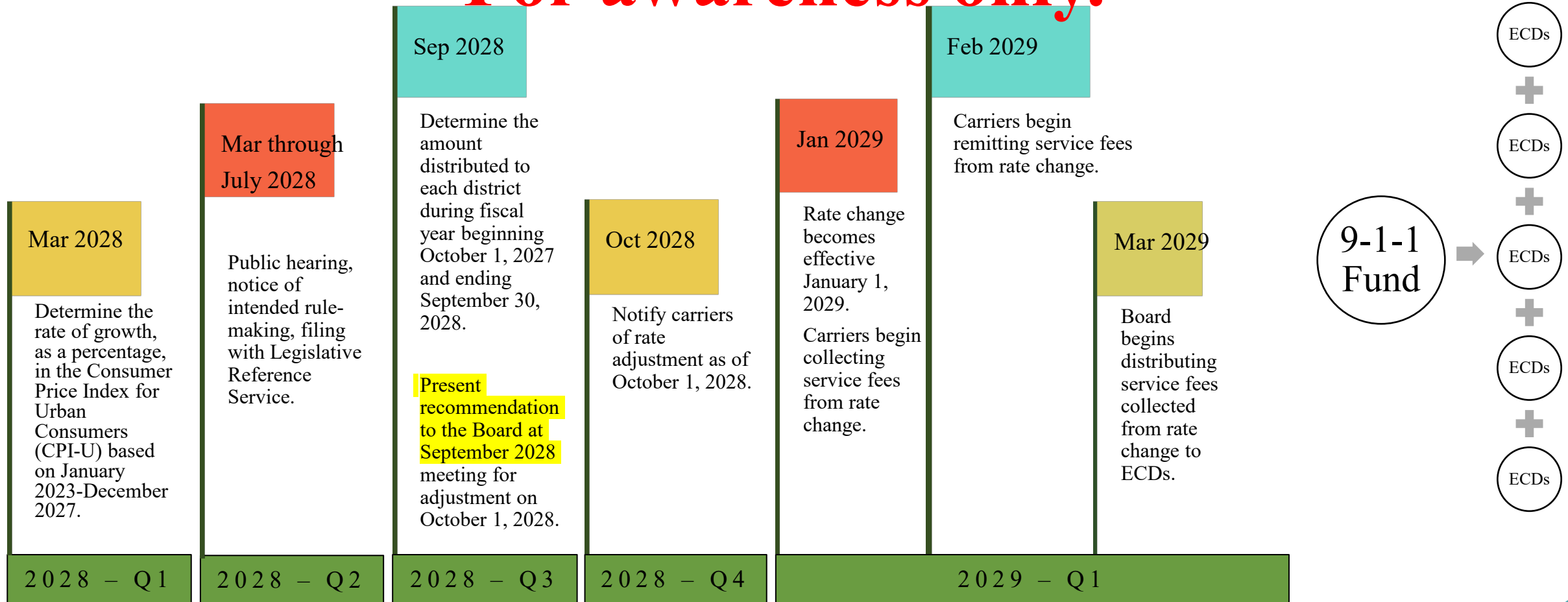
2025

Calculate



2028 CPI Implementation and Timeline

For awareness only.



Certification & Training

TAB 5



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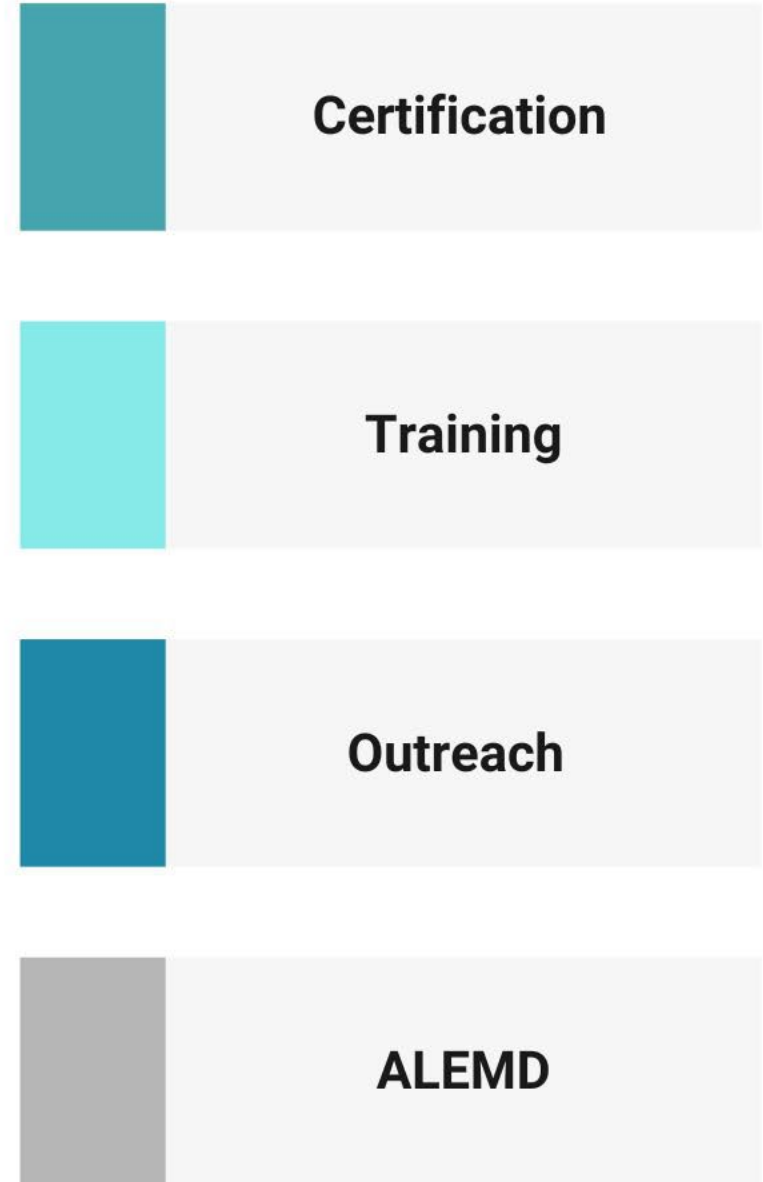


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Certification & Training

BOARD MEETING REPORT

November 19, 2025

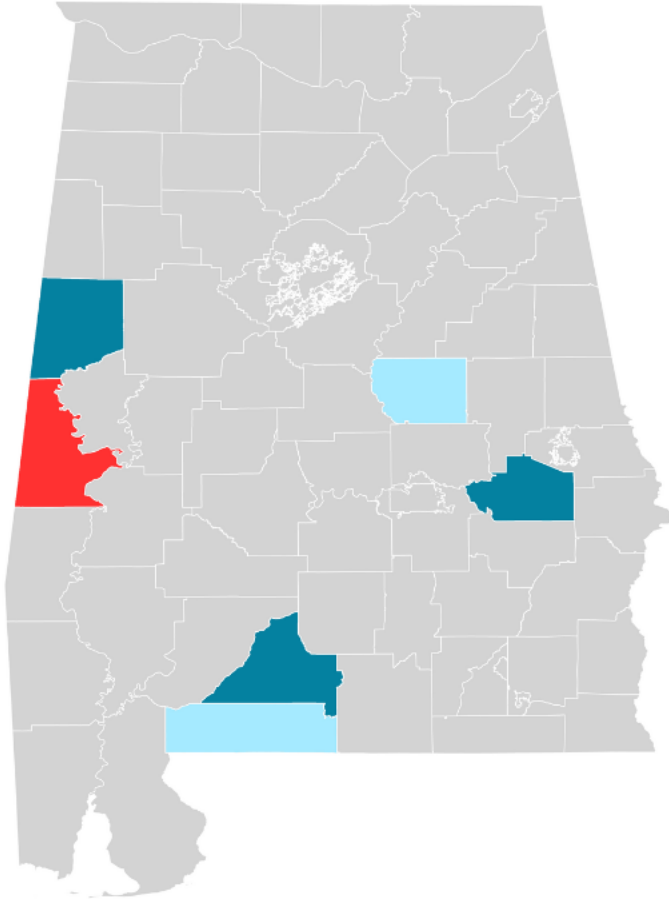


Certification and Training

NONCOMPLIANCE NOTIFICATIONS

Current Active Notifications

Data accurate as of November 13, 2025



Sumter ECD

Conecuh ECD

Macon ECD

Pickens ECD

Coosa ECD

Escambia ECD

6



0-30 Days Old Notification



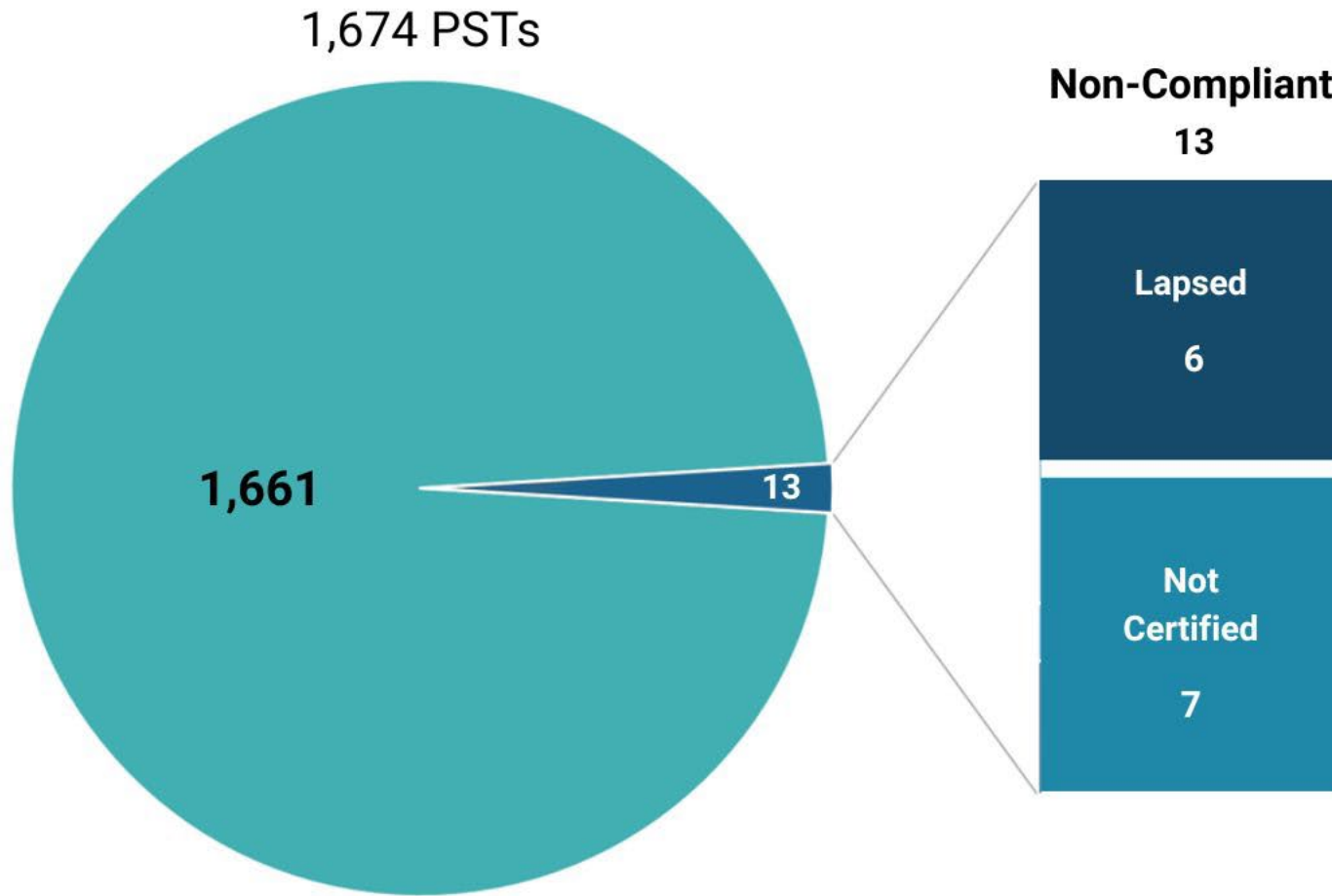
30-60 Days Old Notification



90+ Days Old Notification

Certification and Training

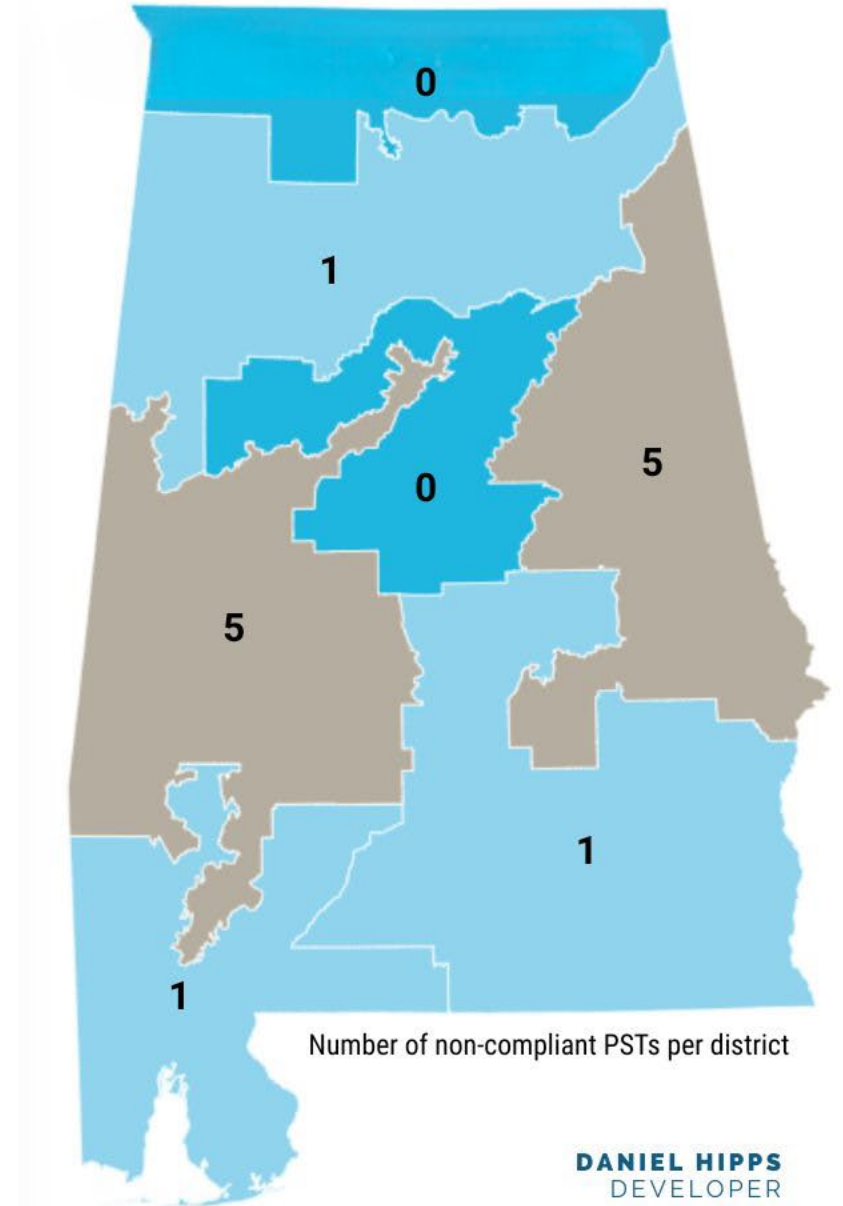
CERTIFICATION



Data accurate as of November 13, 2025

LAURA EHRHART
MANAGER

Timeline: September - October 2025



DANIEL HIPPS
DEVELOPER

Certification and Training

TRAINING



268



AL 9-1-1 Professionals
attended Board staff
sessions at GCC

288



CEUs earned
from Board provided
in-person classes

350



CEUs issued
from Board staff
sessions at GCC

1,296



CEU hours
earned from Virtual
Academy platform



LAURA EHRHART
MANAGER

Timeline: September - October 2025



DANIEL HIPPS
DEVELOPER

Certification and Training

OUTREACH




LAURA EHRHART
MANAGER

Timeline: September - October 2025

DANIEL HIPPS
DEVELOPER

Certification and Training

OUTREACH


**Alabama 9-1-1 Board**
Published by Laura James · October 2 ·


The countdown is on! Registration for the 2026 Alabama 9-1-1 Conference is NOW OPEN. We're bringing Space to Alabama 9-1-1 at the Marriott Huntsville Space & Rocket Center. Prepare for a week that will be Mission Driven. Impact Focused.

Here's what to expect:

- Three educational tracks daily
- Pre- and post-conference sessions
- Multiple networking opportunities ...including one revealed in this video (sponsored by INdigital) + another to be announced later
- and a whole A LOT more to come, so stay tuned!

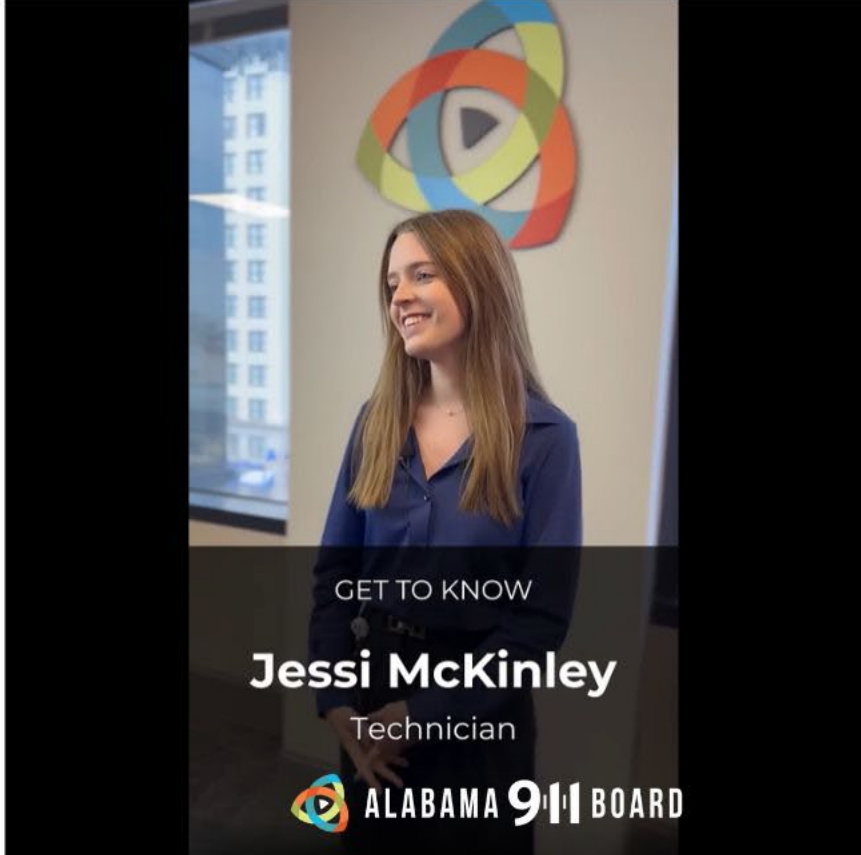
Don't miss your chance to launch with us May 4-7, 2026!
Register now: <https://www.eventleaf.com/e/AL911>



**Alabama 9-1-1 Board**
Published by Laura James · September 23 ·

Get to Know Us: Episode 5
Our newest team member, Jessi, is taking the spotlight!

From her child-actor days to her strong feelings about driving directions, a love for very specific sweet treat, and of course her contagious giggles ... You'll definitely want to watch (and probably giggle right along with her).



GET TO KNOW
Jessi McKinley
Technician
ALABAMA 9-1-1 BOARD



Certification and Training

ALEMD



241

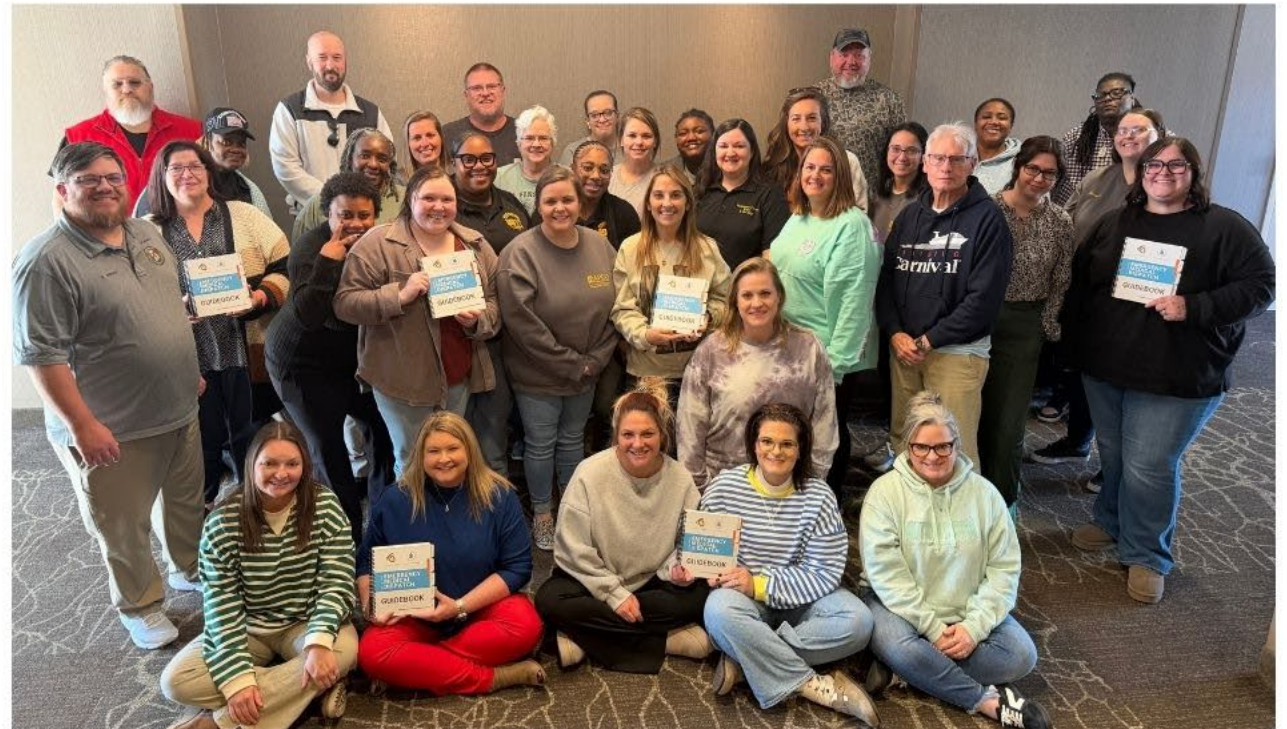
Refresher Course Completions
on Virtual Academy

63

Two-Hour Online Session Completed
on Virtual Academy

32

Practitioners certified with
updated 2nd edition program - Nov 11th



Data accurate as of November 13, 2025

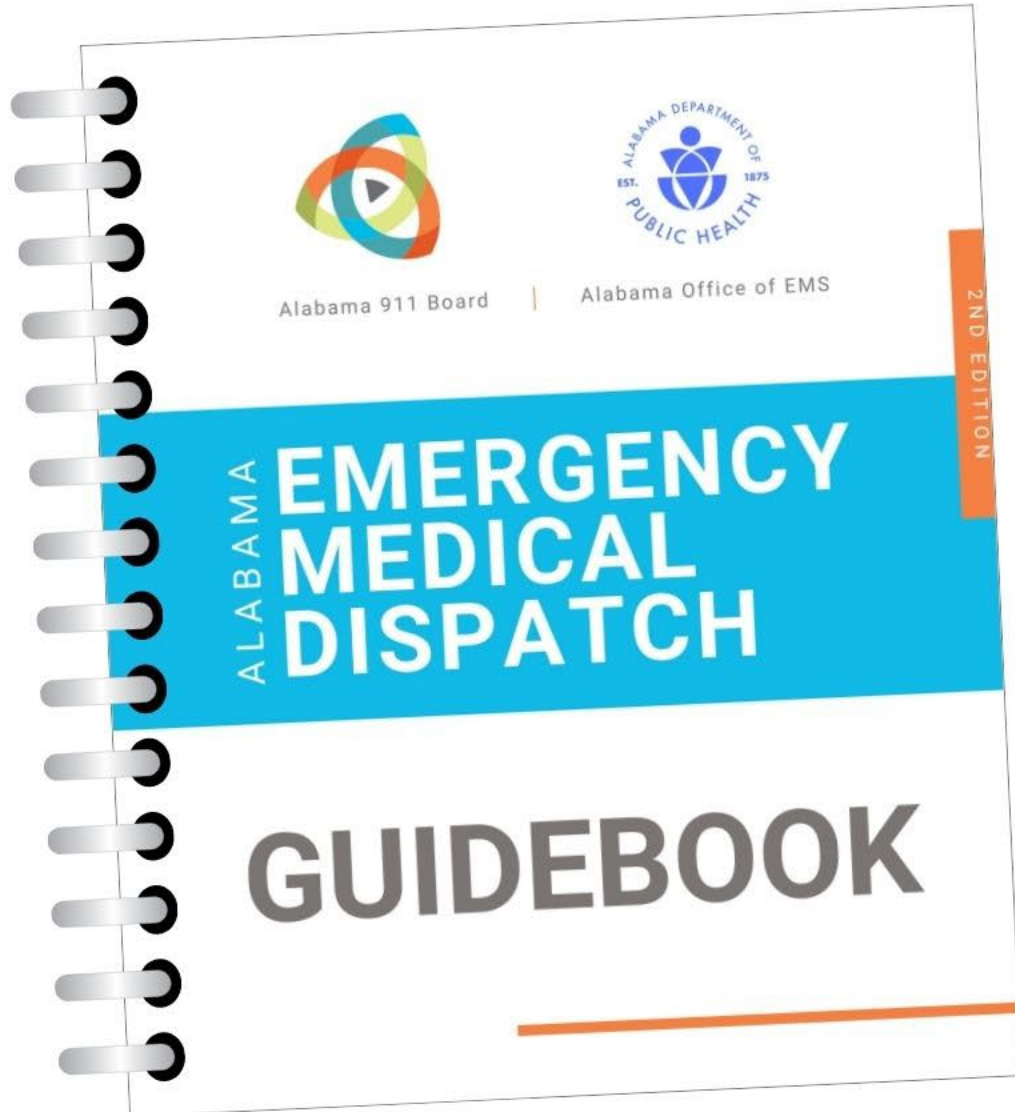
LAURA EHRHART
MANAGER

Timeline: September - October 2025

DANIEL HIPPS
DEVELOPER

Certification and Training

ALEMD



42

Requests

Forty-Two PSAPs requested updated ALEMD guidebooks

10

PSAP delivery

Ten agencies have had their books delivered to the PSAP

13

Shipped

Thirteen agencies had their materials shipped

11

In-Person

Eleven agencies received their guidebooks in person when attending the November 10th EMD class

8

Scheduled

The remaining eight agencies will have their guidebooks delivered in-person within the month of November

Certification and Training

ALEMD



LAURA EHRHART
MANAGER



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



Summary

The Alabama Emergency Medical Dispatch (ALEMD) Course certifies telecommunicators to deliver lifesaving medical guidance to callers, using protocols developed in partnership with the Alabama Office of EMS. This program provides a unified protocol for Emergency Medical Dispatch in Alabama, meeting or exceeding national standards. The ALEMD Program delivers standardized, simulation-based training for Public Safety Telecommunicators. To earn certification, students must complete all prerequisites, an online pre-course, a two-day in-person class, and pass the required assessments. Certification is valid for 24 months and requires ongoing CEUs and CPR/T-CPR maintenance for renewal.

Guidebooks (printed or digital) are for use only by individuals who have completed all training requirements and are affiliated with a participating agency.



Prerequisites

- Hold a valid Alabama PST certification
- Possess a current CPR or Telecommunicator CPR (T-CPR) certification
- Be employed by or affiliated with a recognized PSAP or ECD

Prerequisites must be verified prior to class by instructor.

**Prerequisites include FEMA and DHS training. This is part of the initial certification and does not count towards continuing education and does not need to be uploaded or submitted to the Board.*



Class Registration

- All ALEMD 2nd Edition Practitioner classes will be posted on the [Training Registration page](#)
- All classes are open to all agencies statewide – regardless of the hosting PSAP



DANIEL HIPPS
DEVELOPER

Timeline: September - October 2025

Technology

TAB 5



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Alabama 9-1-1 Board



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Technology

- ❖ **ANGEN**
- ❖ **GIS**





Alabama Next Generation Emergency Network

ANGEN 2.0

Report for September 1 - October 31, 2025

November 19, 2025

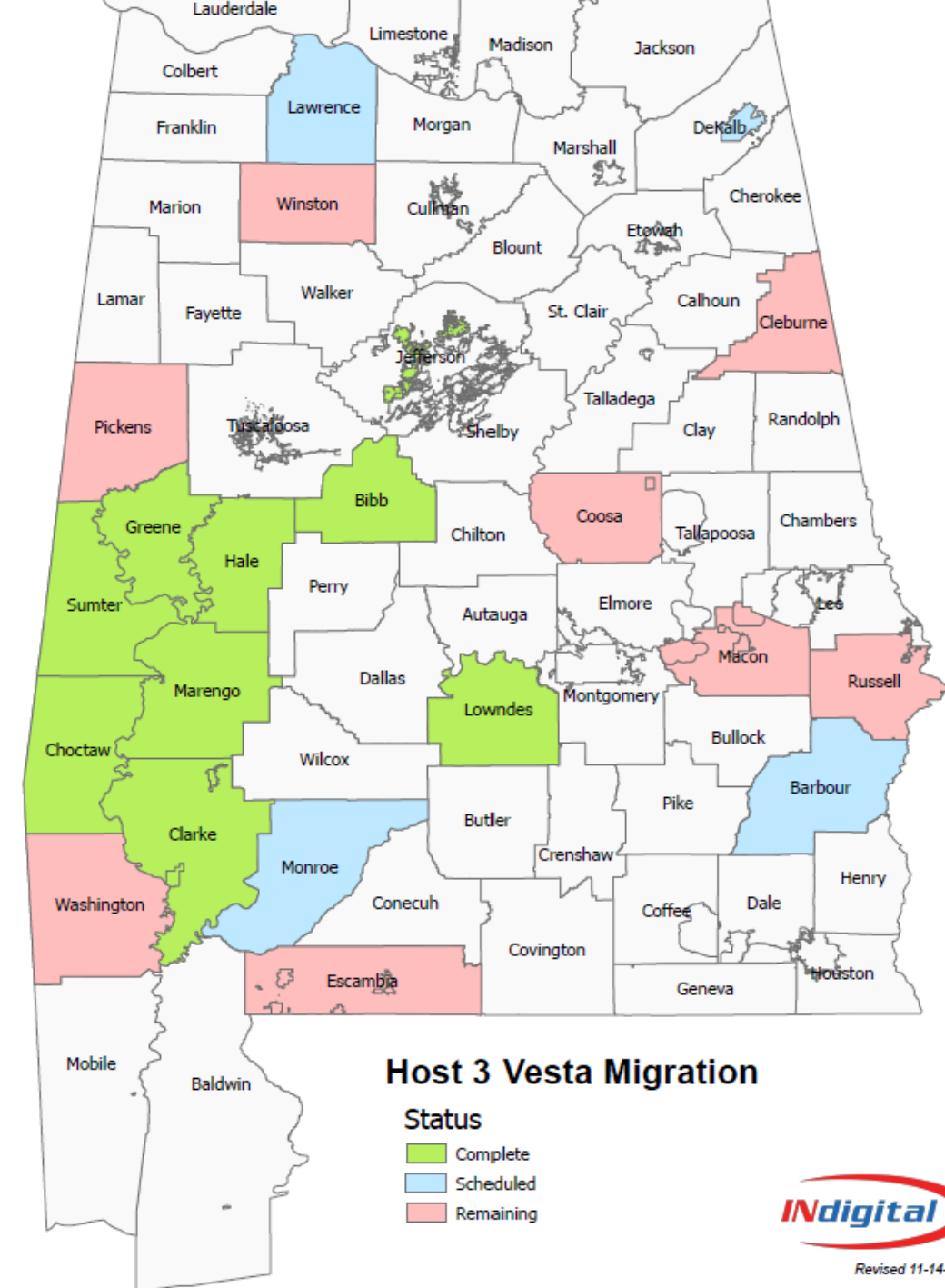
ANGEN Improvements

Host 3 Vesta Migration

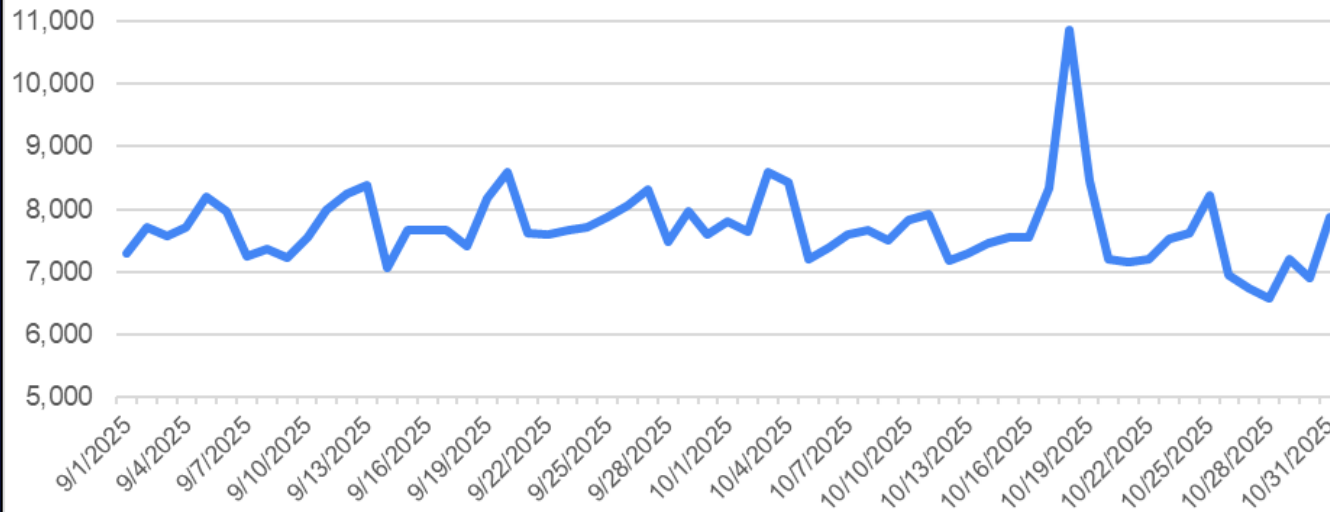
The new Vesta Host 3 controller will be available to all Hosted Vesta PSAPs currently on Host 1. There are 12 complete and 12 ECD's remaining to move. Upgrading to the new host platform will provide additional redundancy and better services and reliability.

Currently Pending:

- Barbour (scheduled 12/02)
- Cleburne
- Coosa (to include Goodwater)
- Escambia (to include Escambia SO, Atmore, Brewton, E Brewton, Flomaton and Poarch Creek)
- Ft. Payne (scheduled 12/10)
- Lawrence (scheduled 12/03)
- Macon (to include Shorter, Notasulga, Macon SO)
- Monroe (scheduled 11/19)
- Pickens
- Russell (to include Phenix City)
- Washington
- Winston



Call Counts September 1 - October 31, 2025



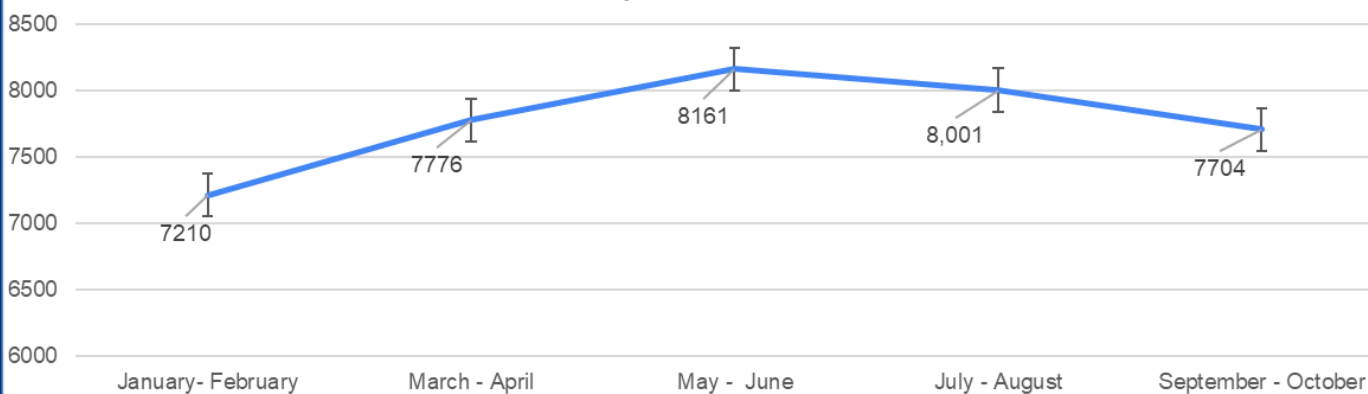
The busiest day during the reporting period was October 18th with 10,863 calls processed. This was also the 2nd-highest call volume day of the year.

There have been a total of 469,988 calls since the last reporting period.

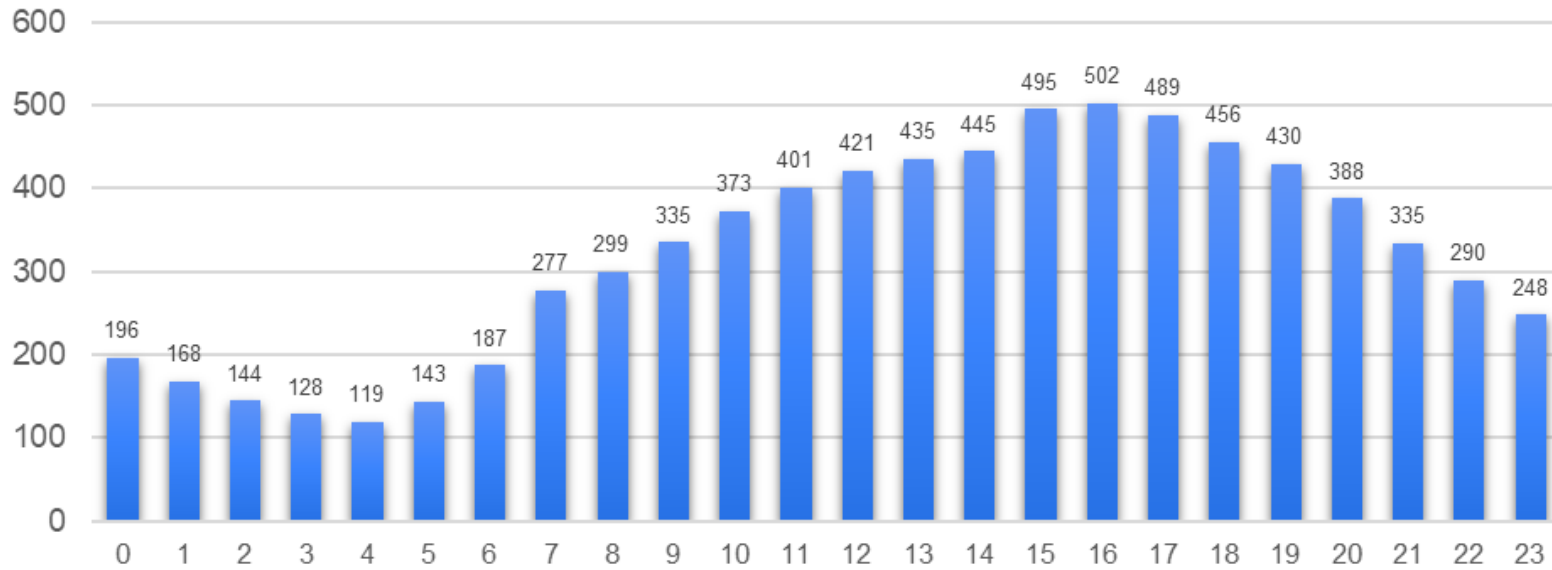
The lowest call volume day was August 10th, with 7,077 calls processed.

The average daily call volume was 7,704, down from 8,001 in the previous reporting period.

Call Volume Average Trends January - October 2025

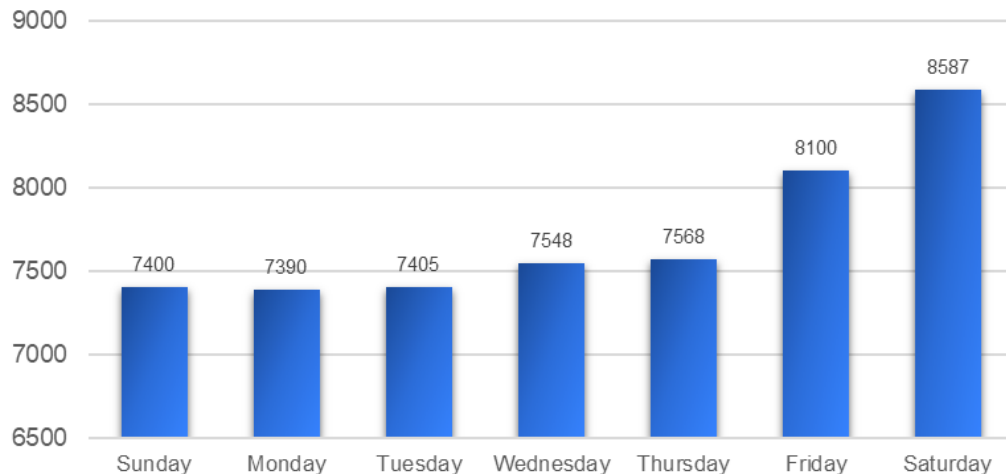


Average Calls by Hour
September 1 - October 31, 2025

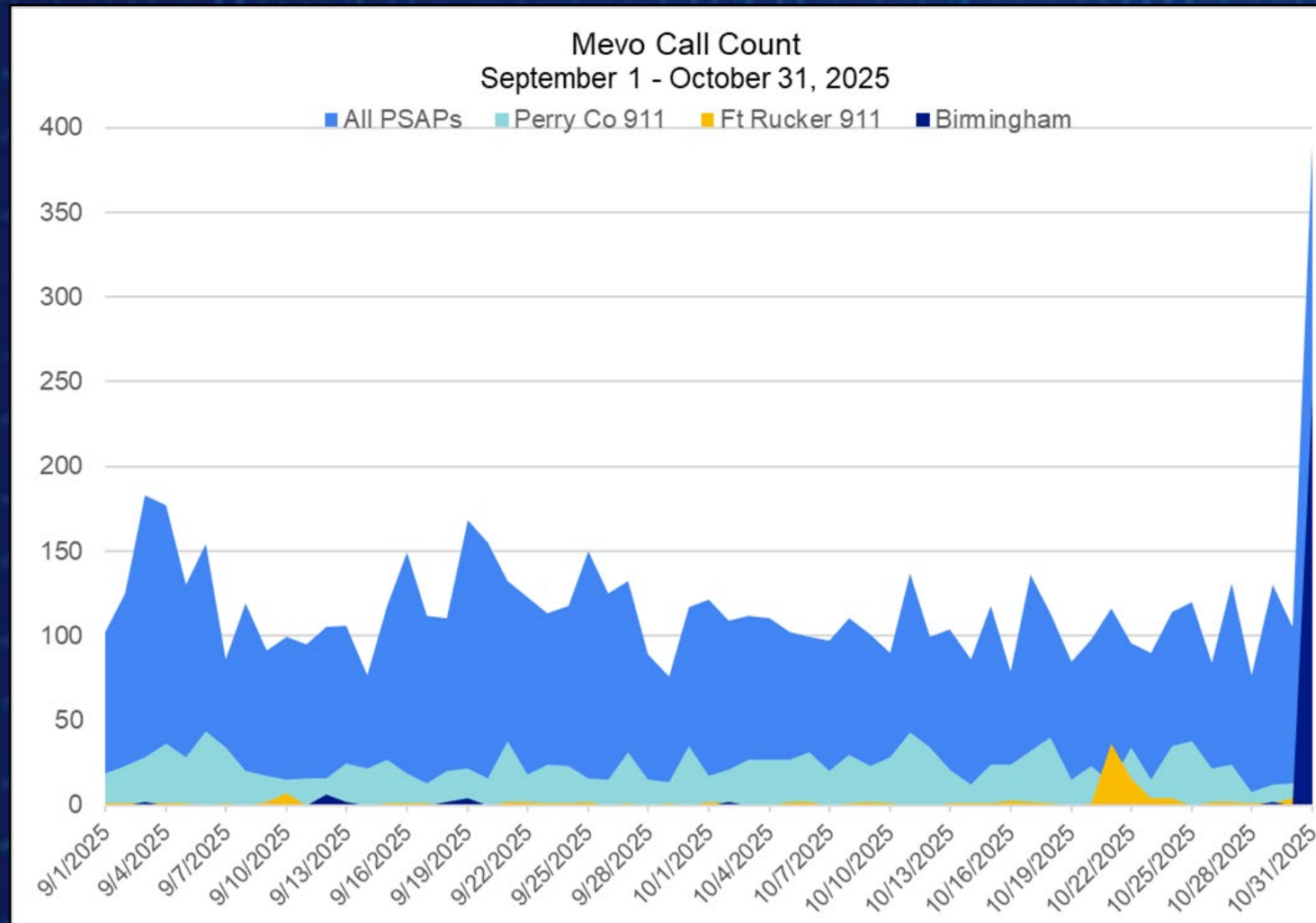


The 4:00 a.m. hour was the least busy, and the 4:00 p.m. hour was the most active for the reporting period.

Average Daily Call Volume
September 1 - October 31, 2025



Saturday proved to have the heaviest call volume, with Monday showing the least for the reporting period.

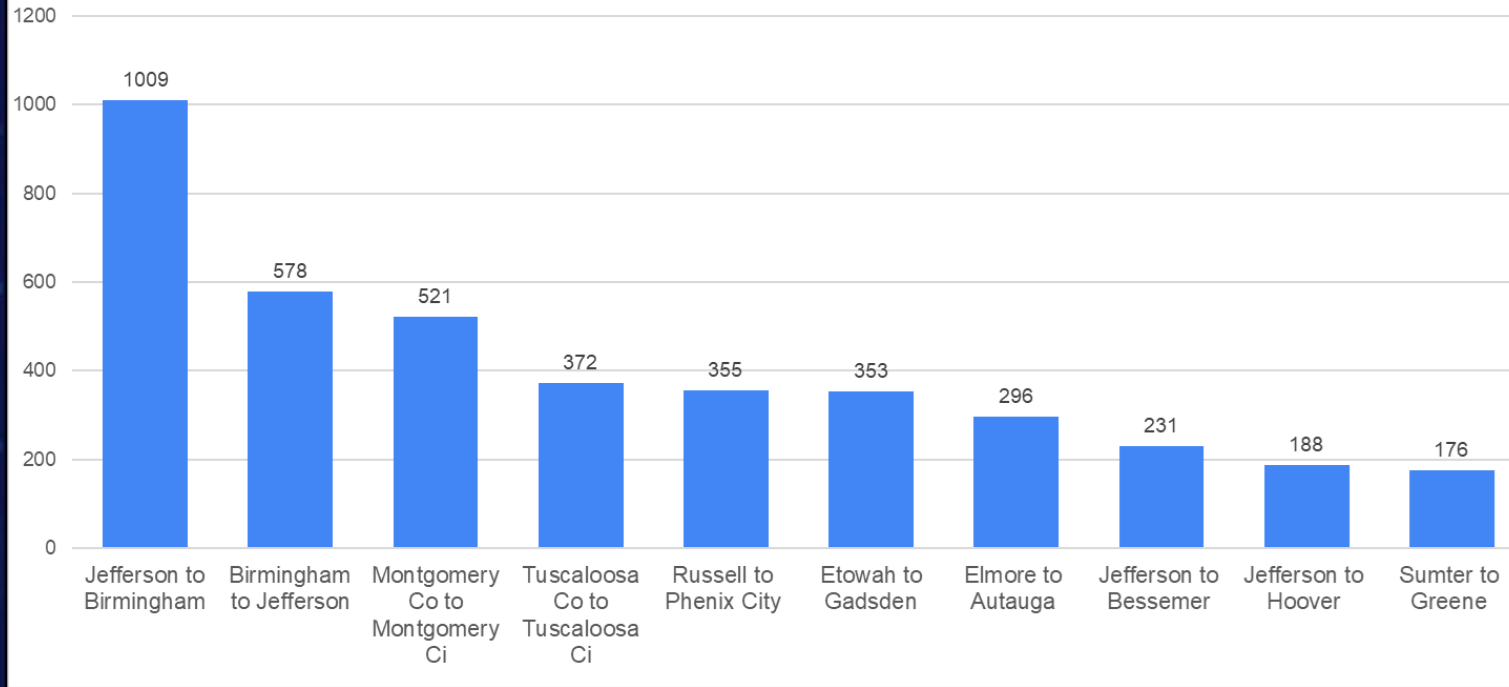


There were 7,195 total MEVO call count this reporting period with an average of 117 per day.

Previous reporting period: 7,746 total calls, averaging 124 per day.

**Perry County and Ft Rucker operate solely on MEVO.*

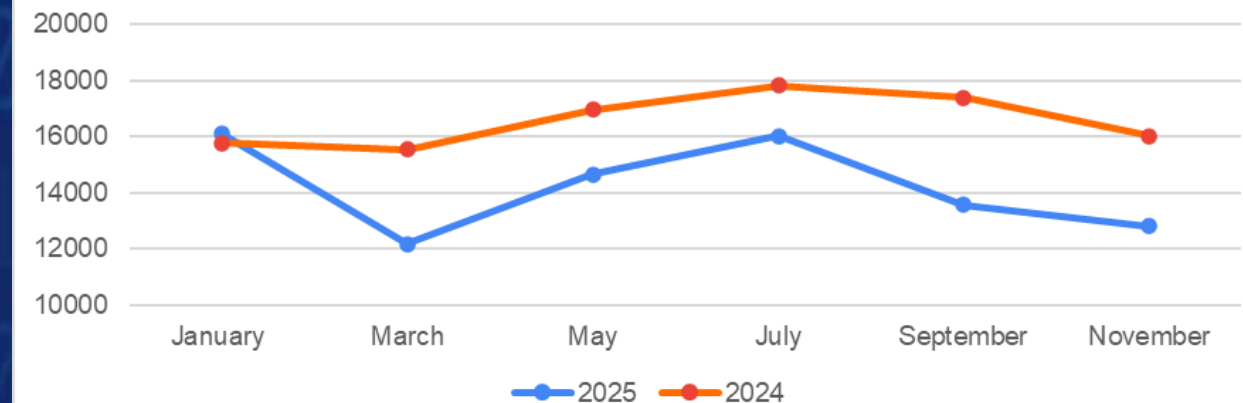
Top 10 Primary to Primary Transfers
September 1 - October 31, 2025



There were 12,797 Primary-to-Primary PSAP transfers for the reporting period, showing a nearly 6% decrease from the last reporting period of 13,569.

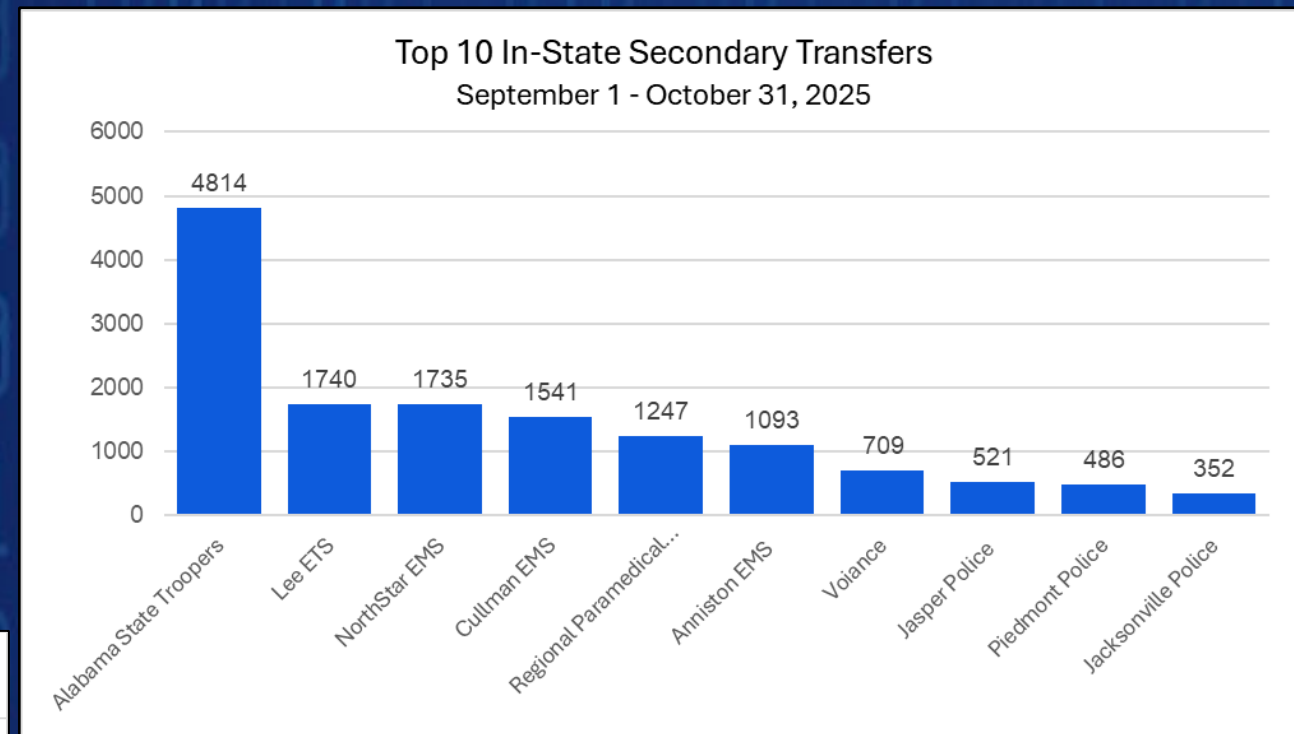
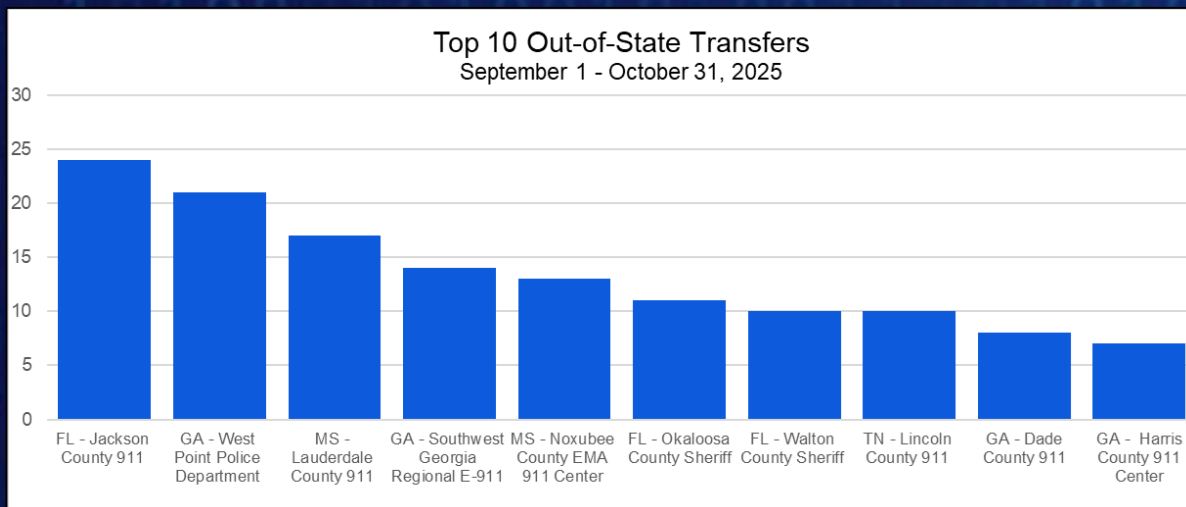
Primary transfers are trending below the majority of previous year reporting periods.

Primary to Primary Transfers
Trends 2025/ 2024



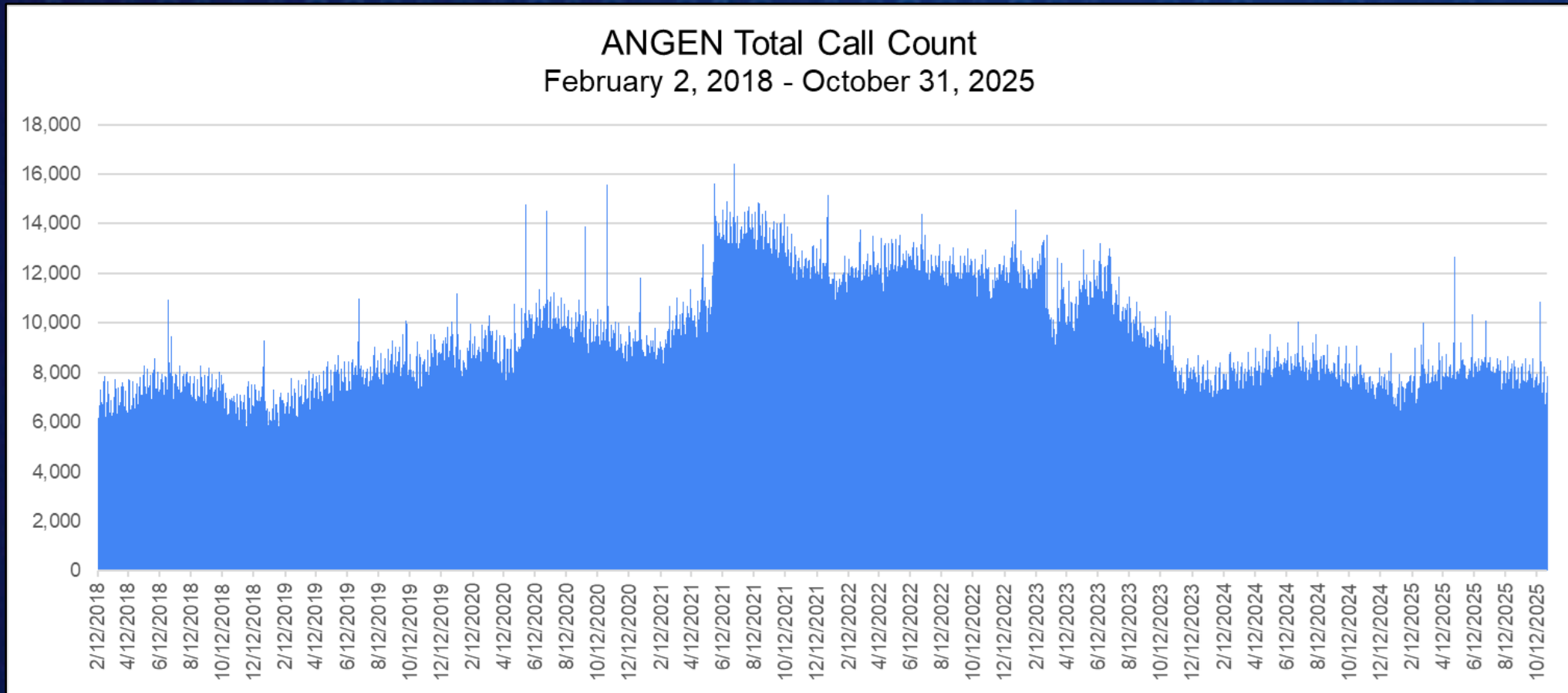
There were 15,543 in-state secondary transfers during the reporting period.

*These are a combination of on-network and off-network (through PSTN connectivity) transfers.



There were 419 Out-of-State PSAP transfers for the reporting period, down from 516 in the last reporting period.

*These are a combination of on-network (through border connectivity) and off-network (through PSTN connectivity) transfers.



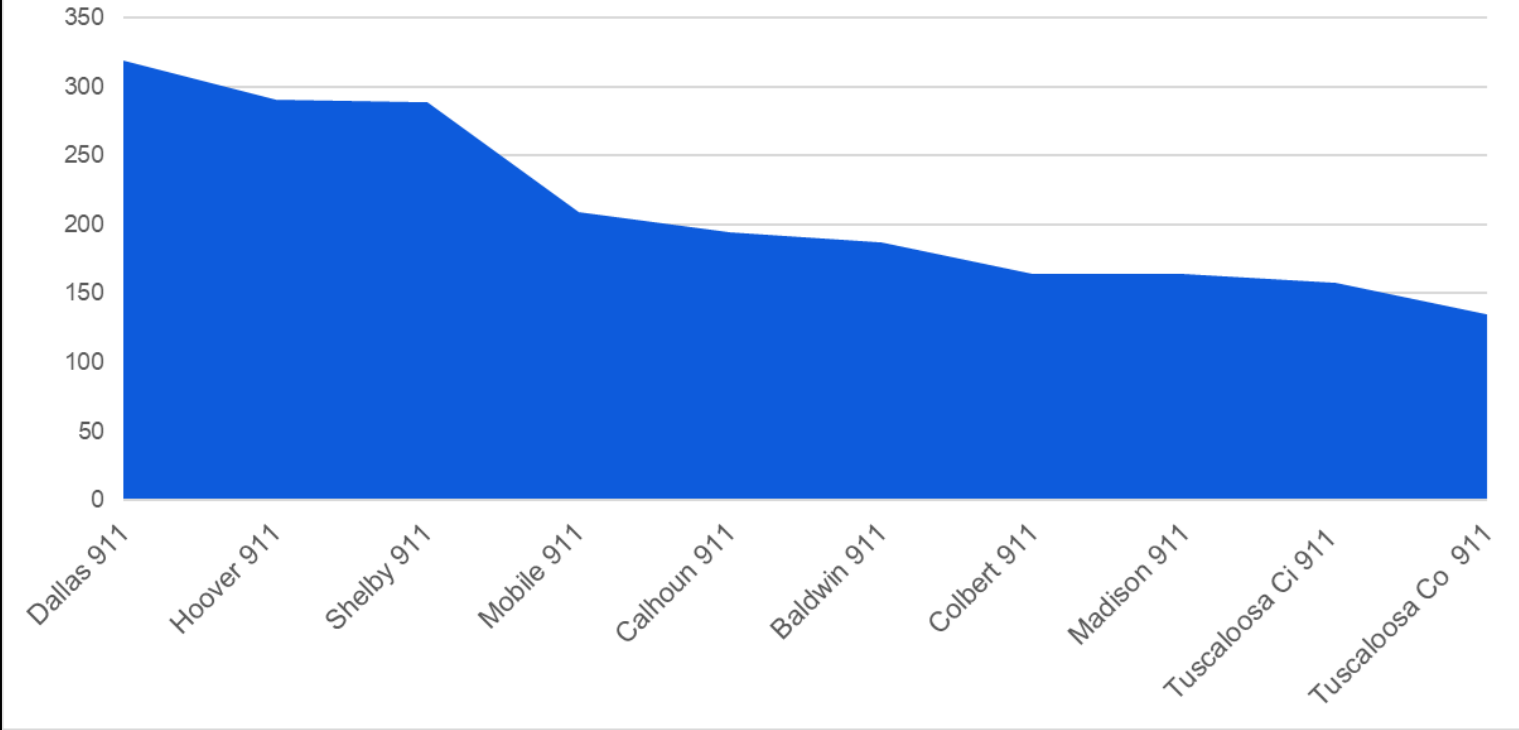
ANGEN has now processed over 26.1 million calls!

Total Call Volume for February 12, 2018 – October 31, 2025: 26,148,351

Text for 911

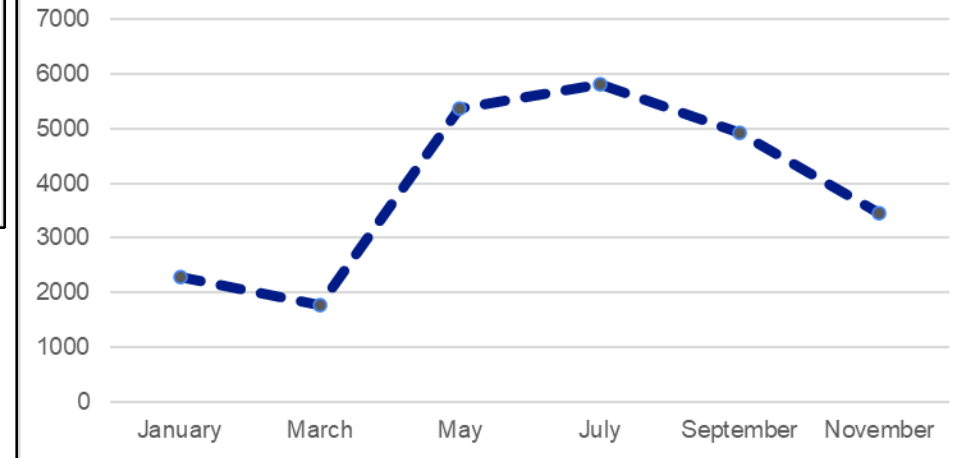


Top 10 PSAPs - Text to 911

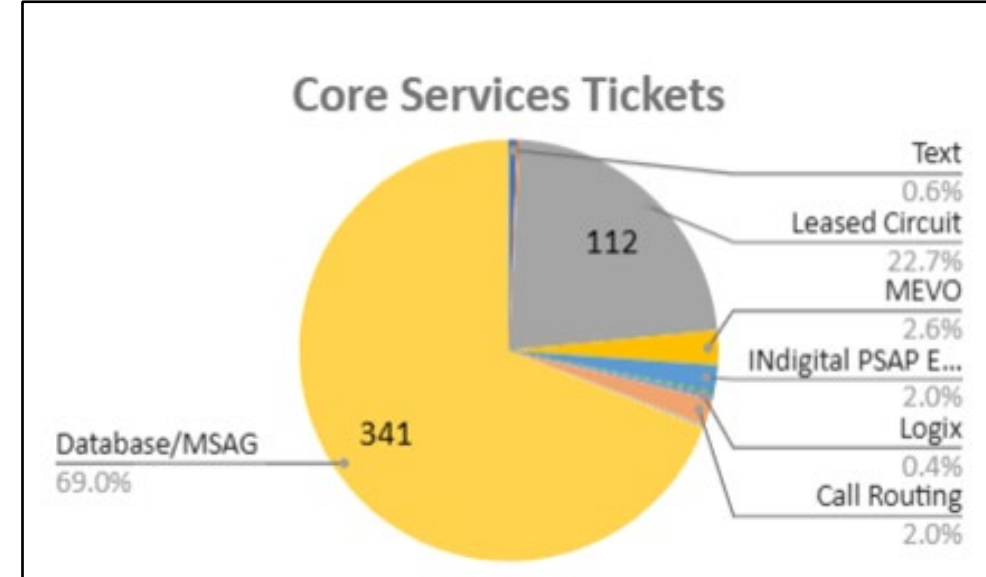
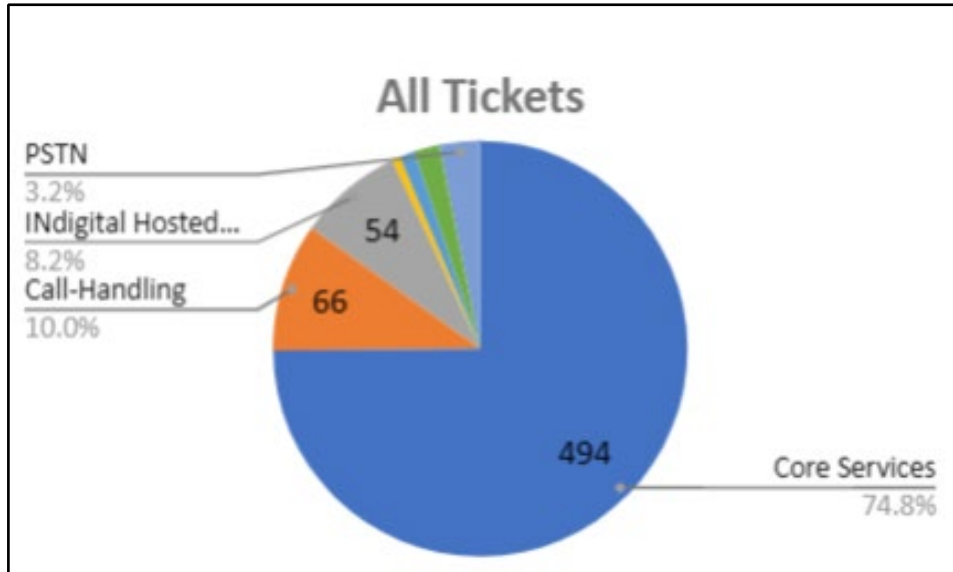


There were 3,460 inbound texts to 911, a drop of 1,459 from the last reporting period.

Text to 911 Trends
2025 Reporting Periods



Support Tickets



A total of 660 tickets have been created since the last report.

74.8% of those tickets were core services related.

The easiest and most efficient way to notify INdigital of trouble or to report a problem is to call the NSOC at 877.469.2010 or email support@indigital.net. The NSOC is staffed 24/7/365.

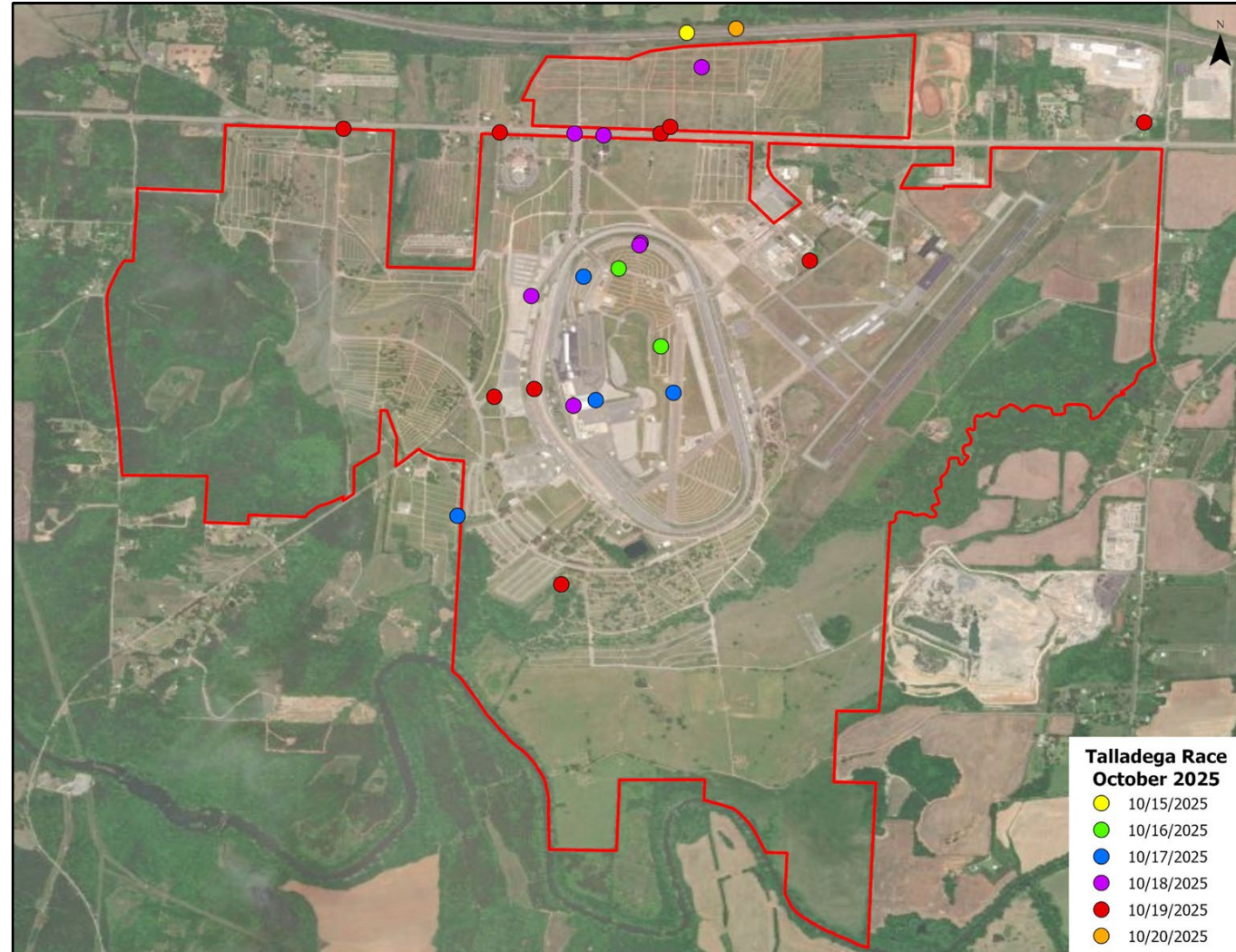
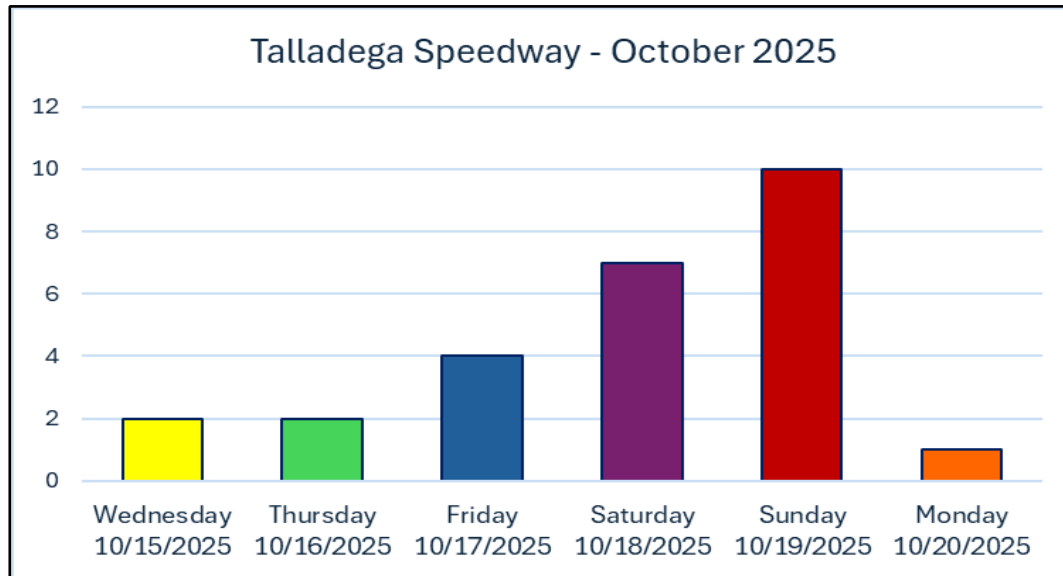
Significant Events

Talladega Speedway Geo-Routing



Geo-Routing for the Talladega fall races began on the morning of October 10th and went through October 20th.

Calls were geo-routed to the PSAP located on the racetrack to the Command Post phones (remote Vesta positions) for the entirety of the event.



Project Review



Michael David Smith manages most Alabama projects, as well as covering other states. Current Alabama Projects:

PSAP Moves/Renovations		
Wilcox 911	PSAP Move	Postponed 10/20/2025/Rescheduled 01/13/26
Covington 911	Remodel, new server room	Scheduled completion 12/09/25
Gadsden 911	PSAP Move	Tentative Q1 2026
Chilton 911	PSAP Move	Tentative Q1 2026
Lauderdale 911	PSAP Move	Scheduled April 2026
Adamsville 911	PSAP Move	<i>scheduled 11/05-06/2025 (completed)</i>
Other Projects		
Jefferson 911	Starlink x3	Installation complete, final testing 11/18/25
Cullman Co	Viper Upgrade	Scheduled January 2026
Marengo 911	SBC and Cloud PBX	In progress
Mobile 911	RapidSOS Communicator	In progress
Perry 911	Vesta Deployment	In progress
Jefferson 911	Vesta Deployment	In progress
Washington 911	Vesta Refresh	Scheduled Q1 2026
Clarke 911	Vesta Refresh	Scheduled Q1 2026
Sumter 911	Vesta Refresh	Scheduled Q1 2026
Mobile 911	Starlink	<i>Installation complete, Completed 10/23/25</i>
Etowah	Vesta Deployment	<i>Completed 10-27-25</i>

Questions?



877.469.2010
support@indigital.net
info@indigital.net

1616 Directors Row,
Fort Wayne, IN 46808

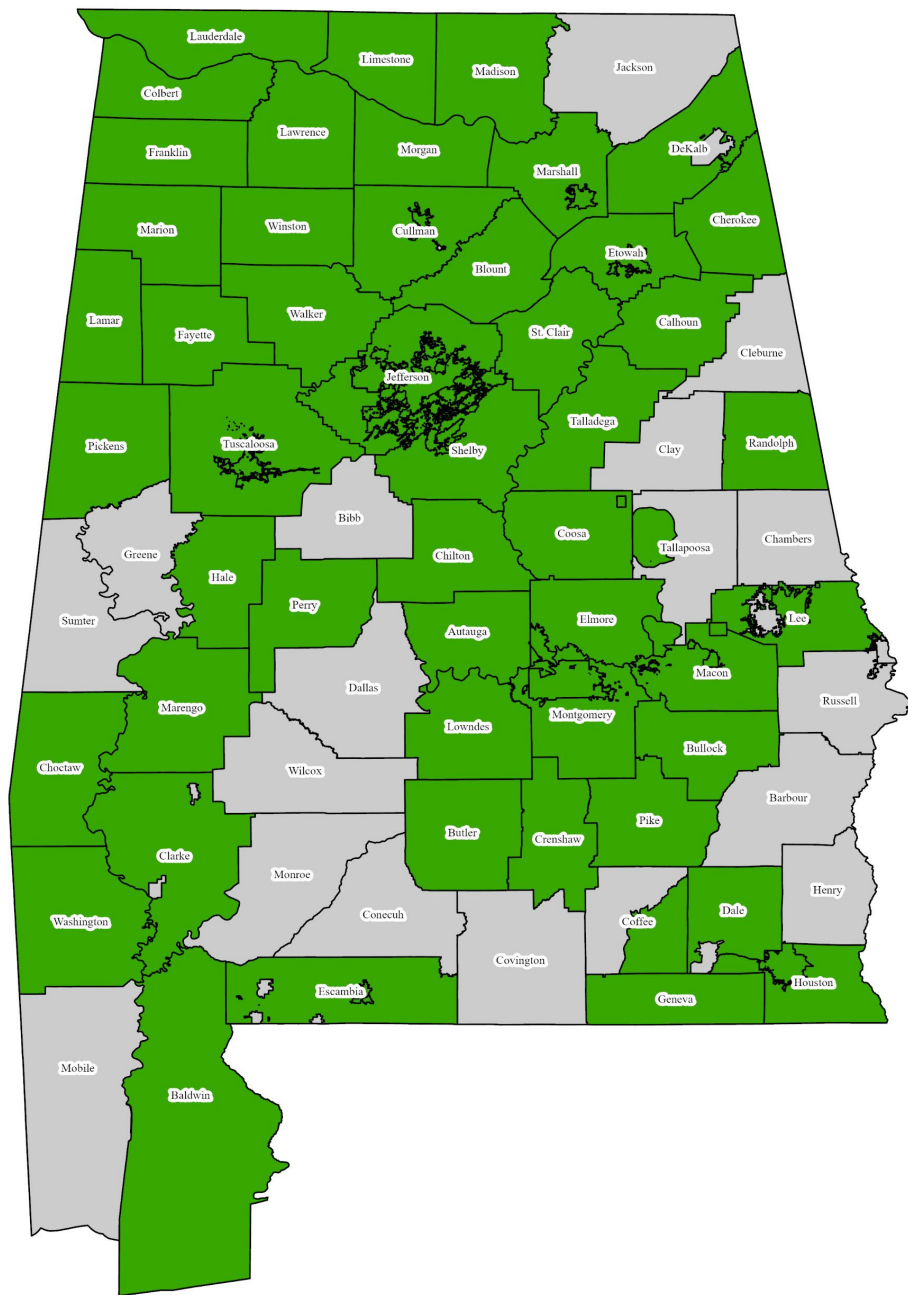


Melissa Carpenter
mcarpenter@indigital.net
334.531.9152

Technology

- ❖ ANGEN
- ❖ GIS





PSAPs GIS Program Has Visited

- 78 PSAPs have been visited in person
- Representing 74% of all PSAPs in the State
- 51 County PSAPs
- 27 Municipal PSAPs

Visited This Period

New Visit

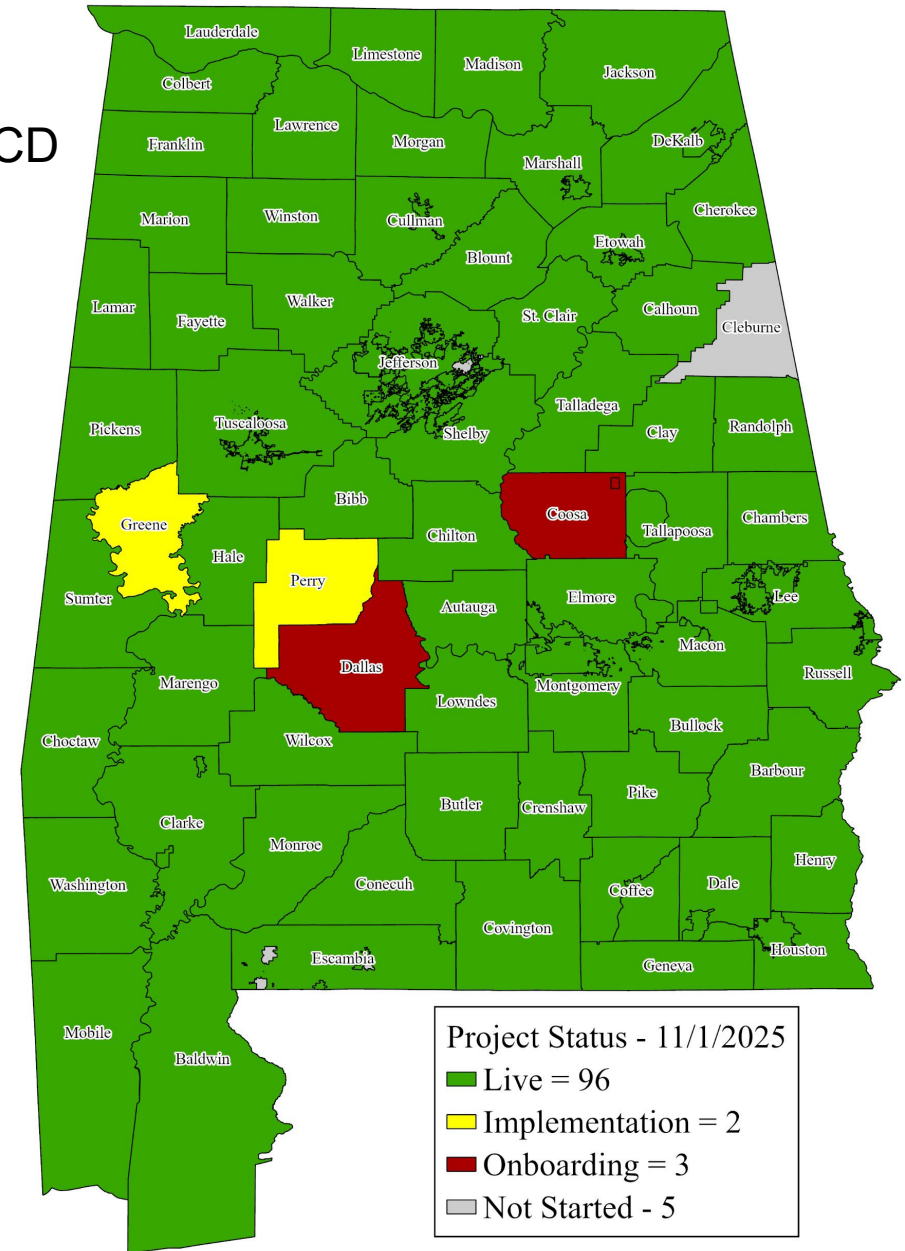
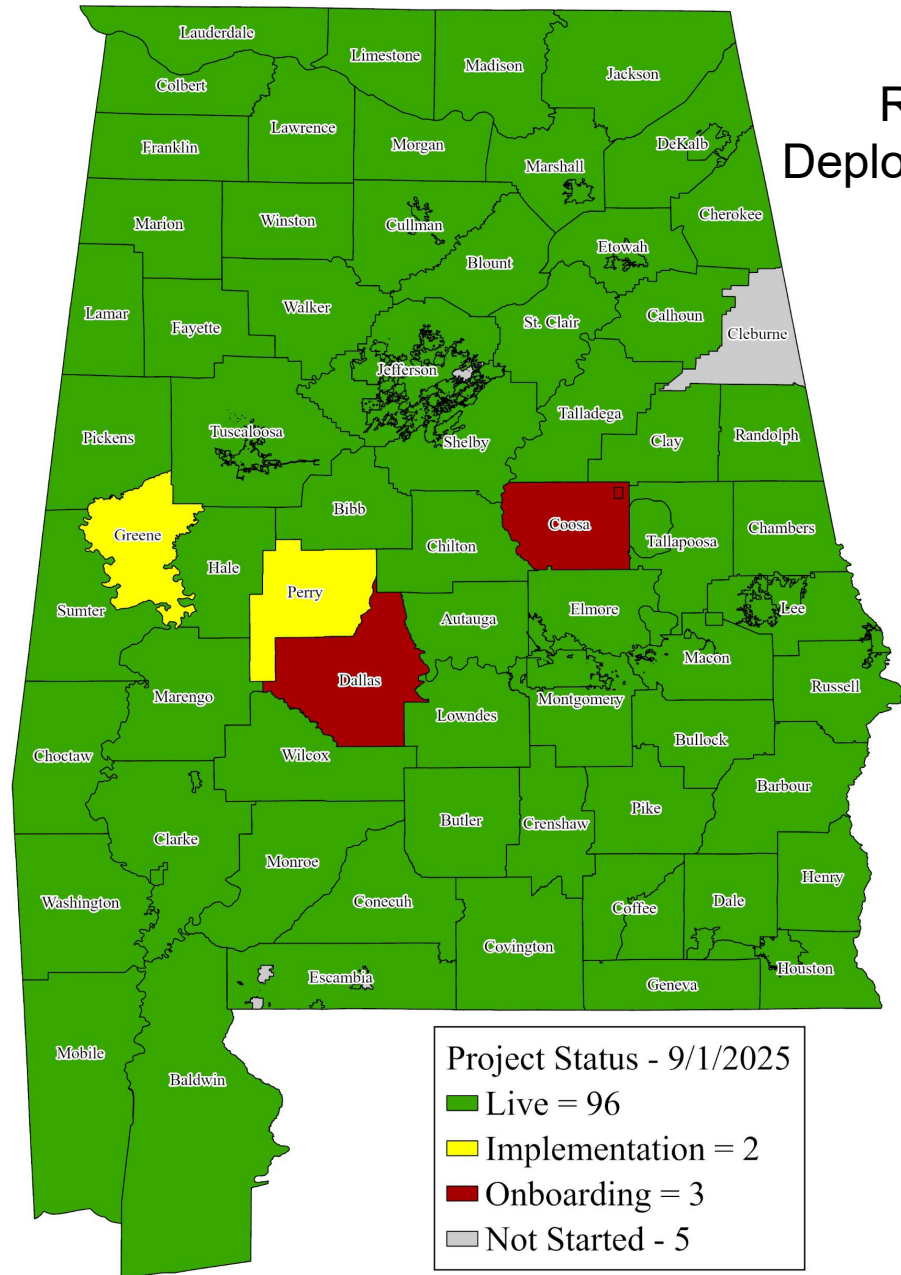
None

Re-Visit

City of Irondale



RapidSOS Project Deployment Status by ECD



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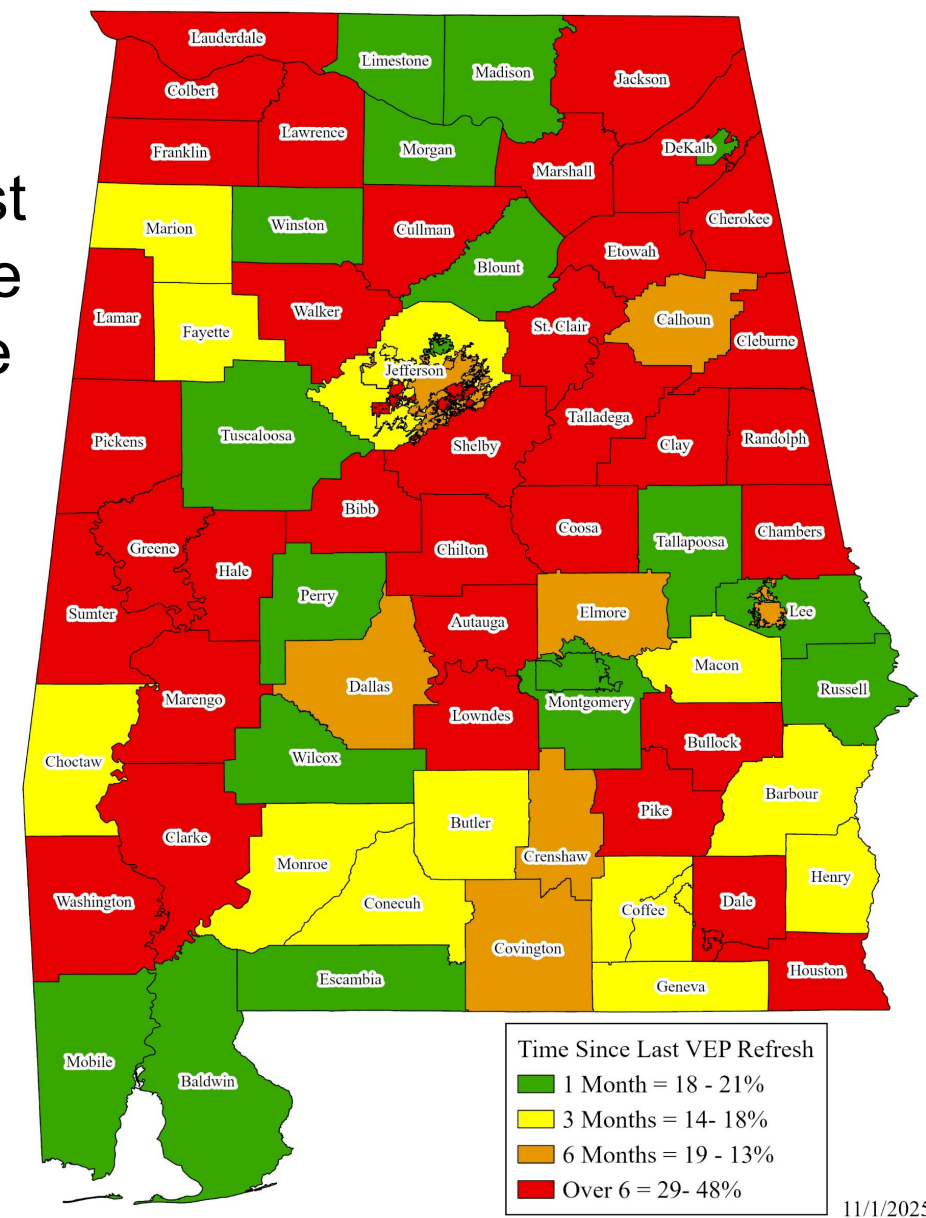
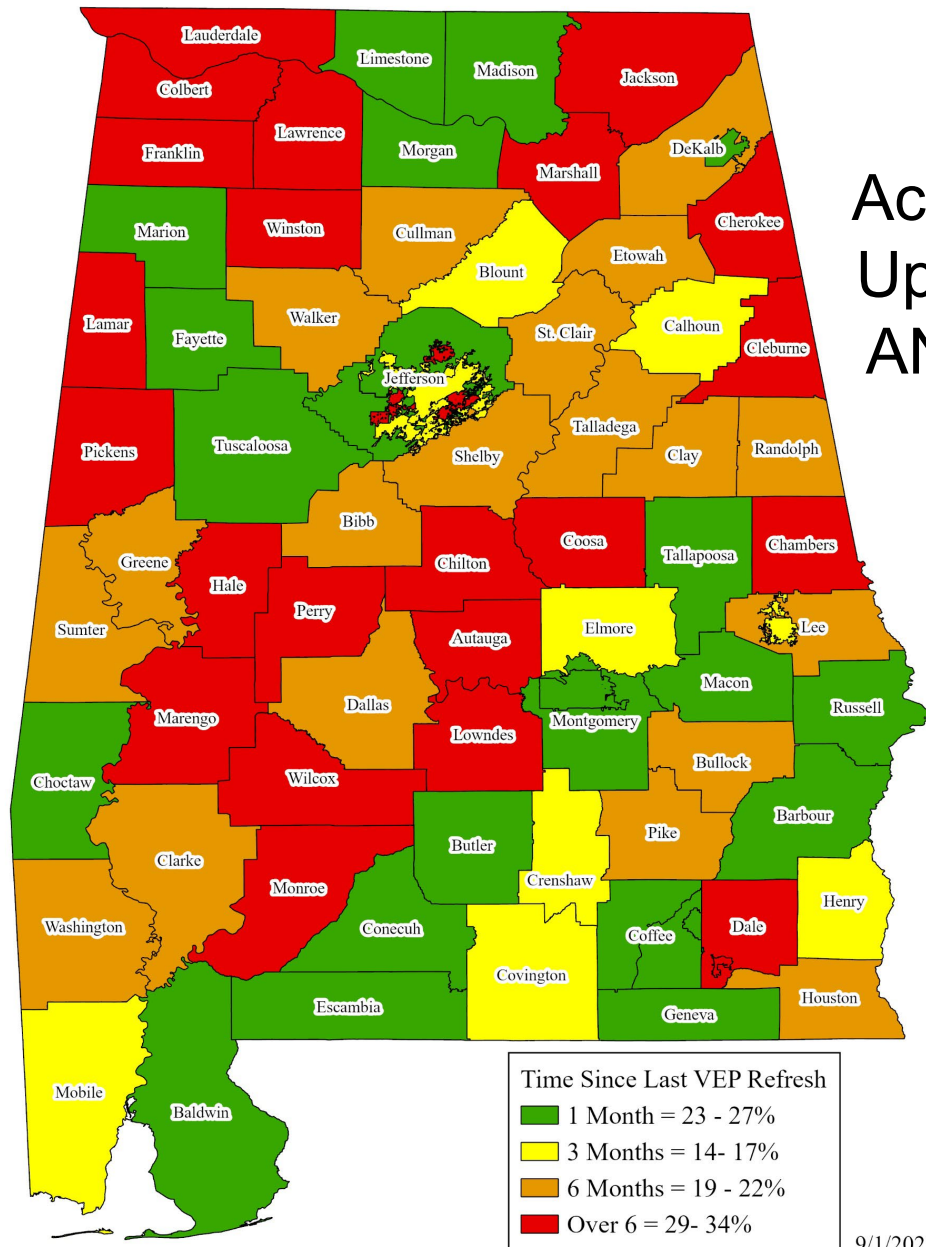


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ECD Data Recency: Accounts for last Upload, Validate AND Aggregate



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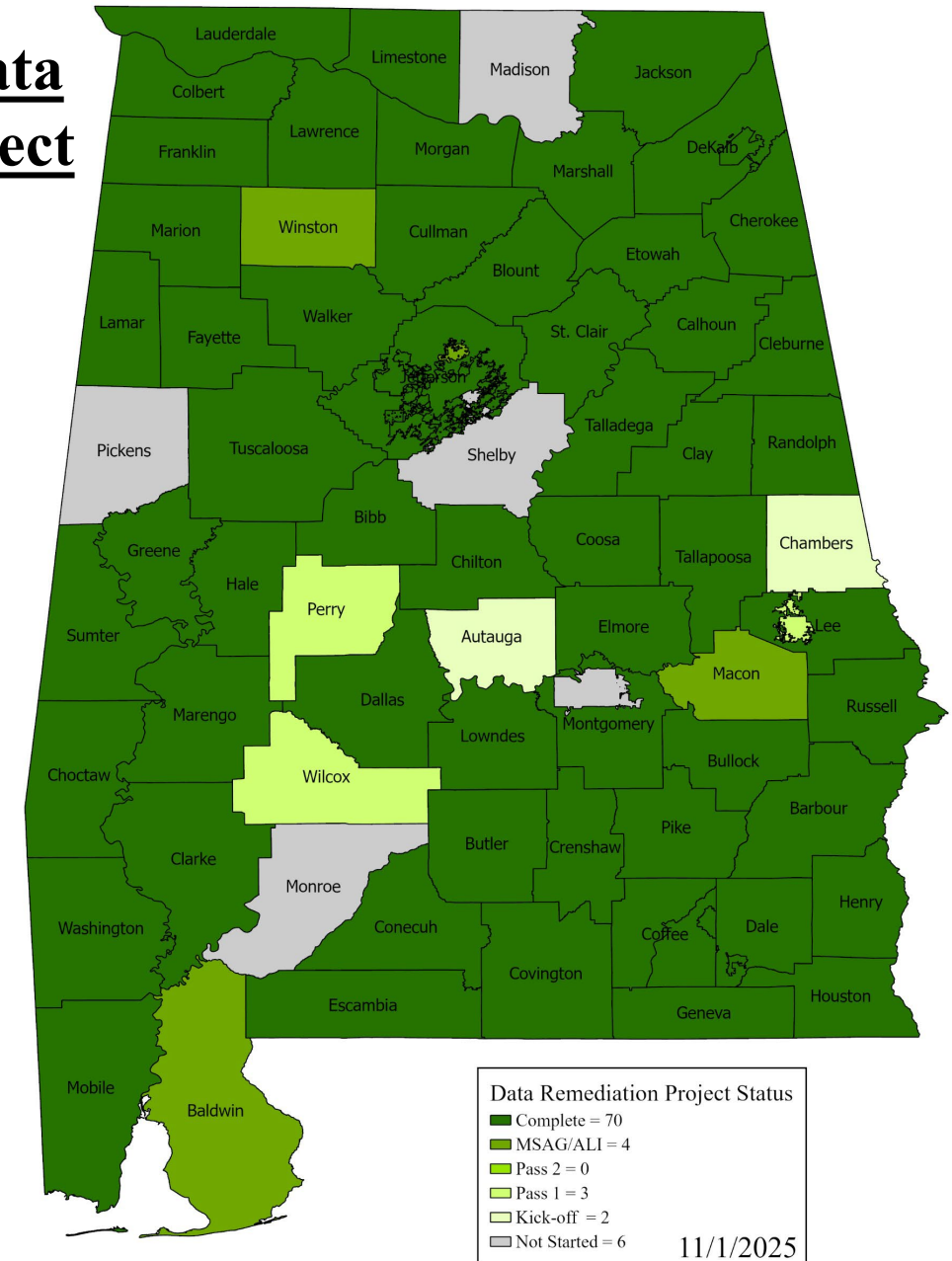
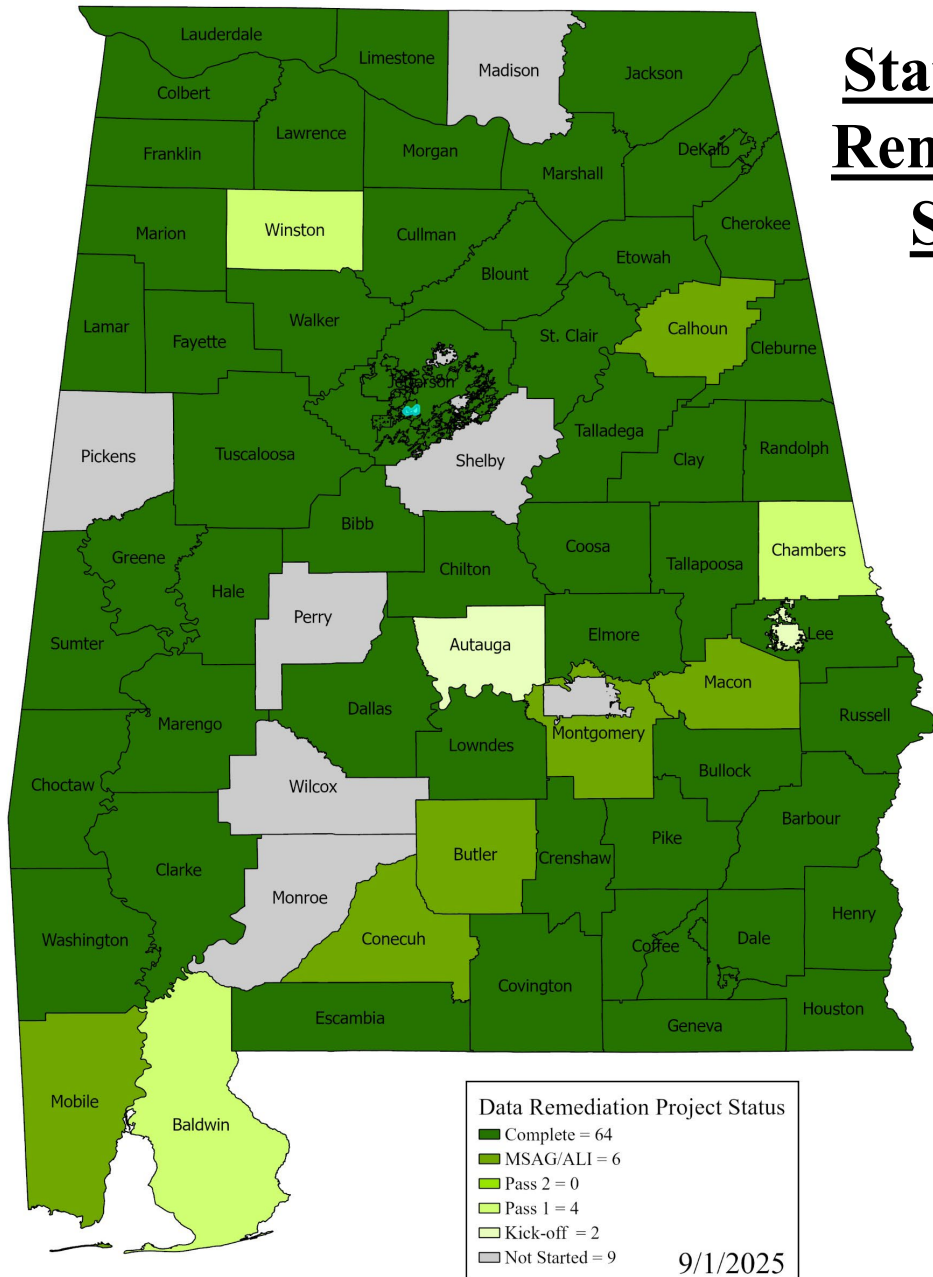
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Statewide GIS Data Remediation Project Status by ECD



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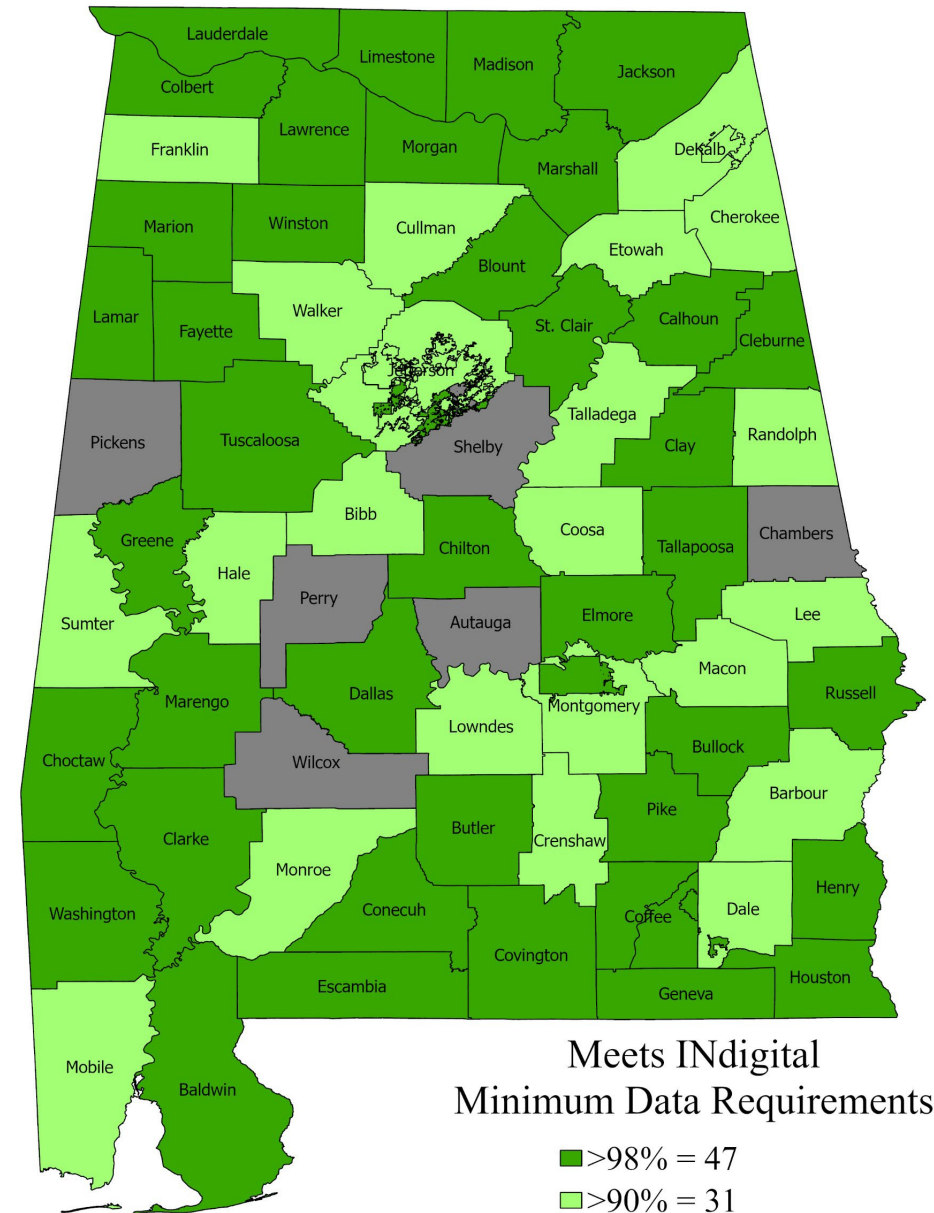
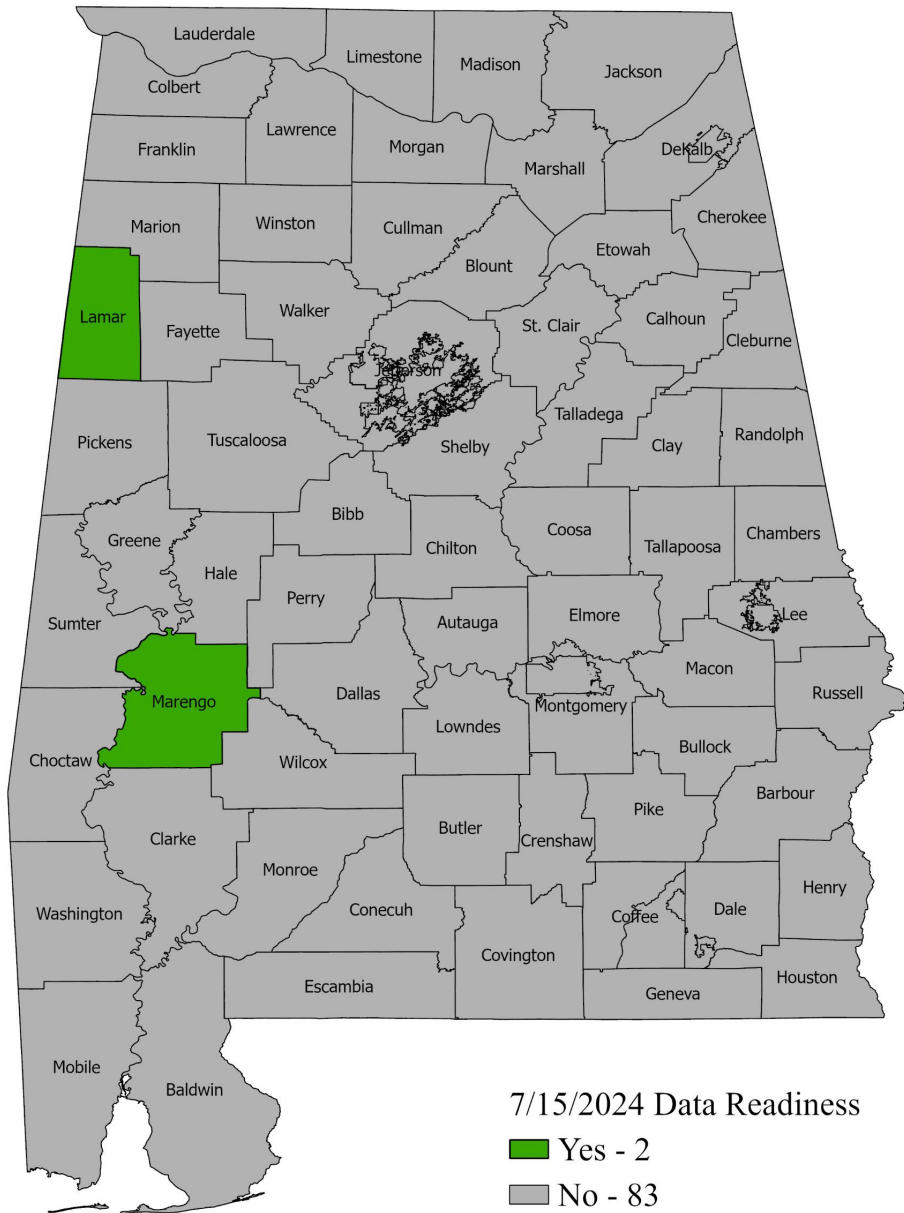


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11/1/2025



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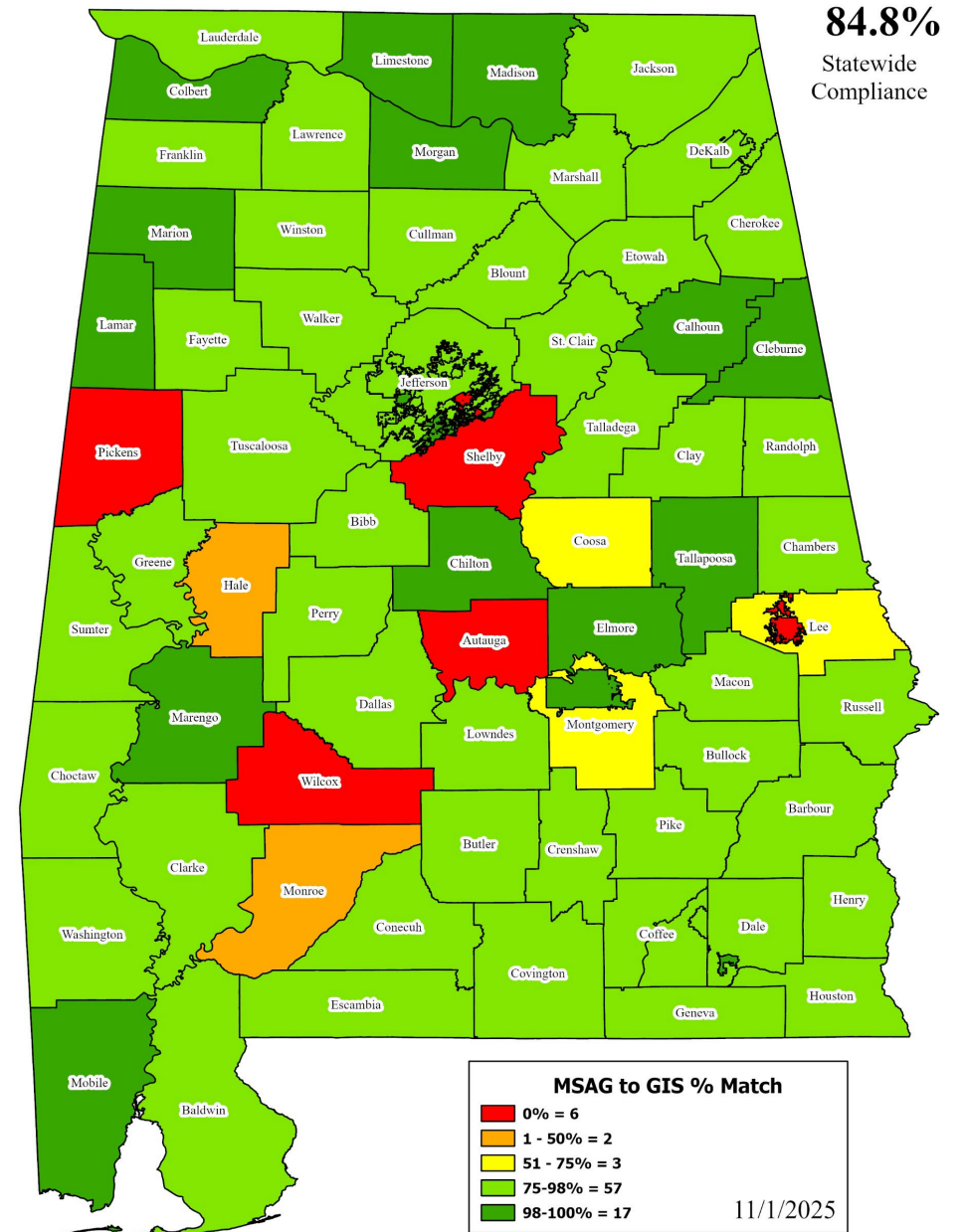
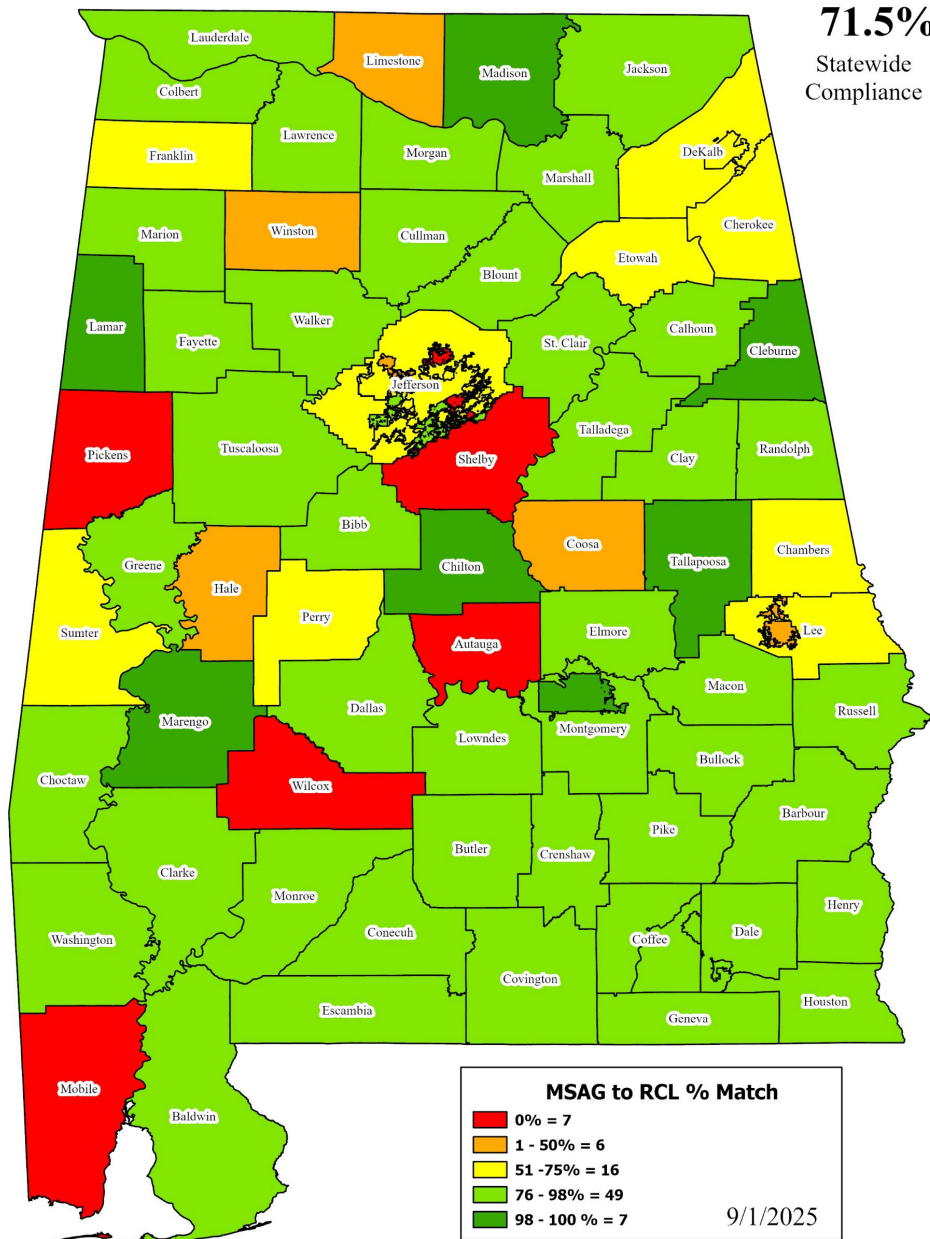
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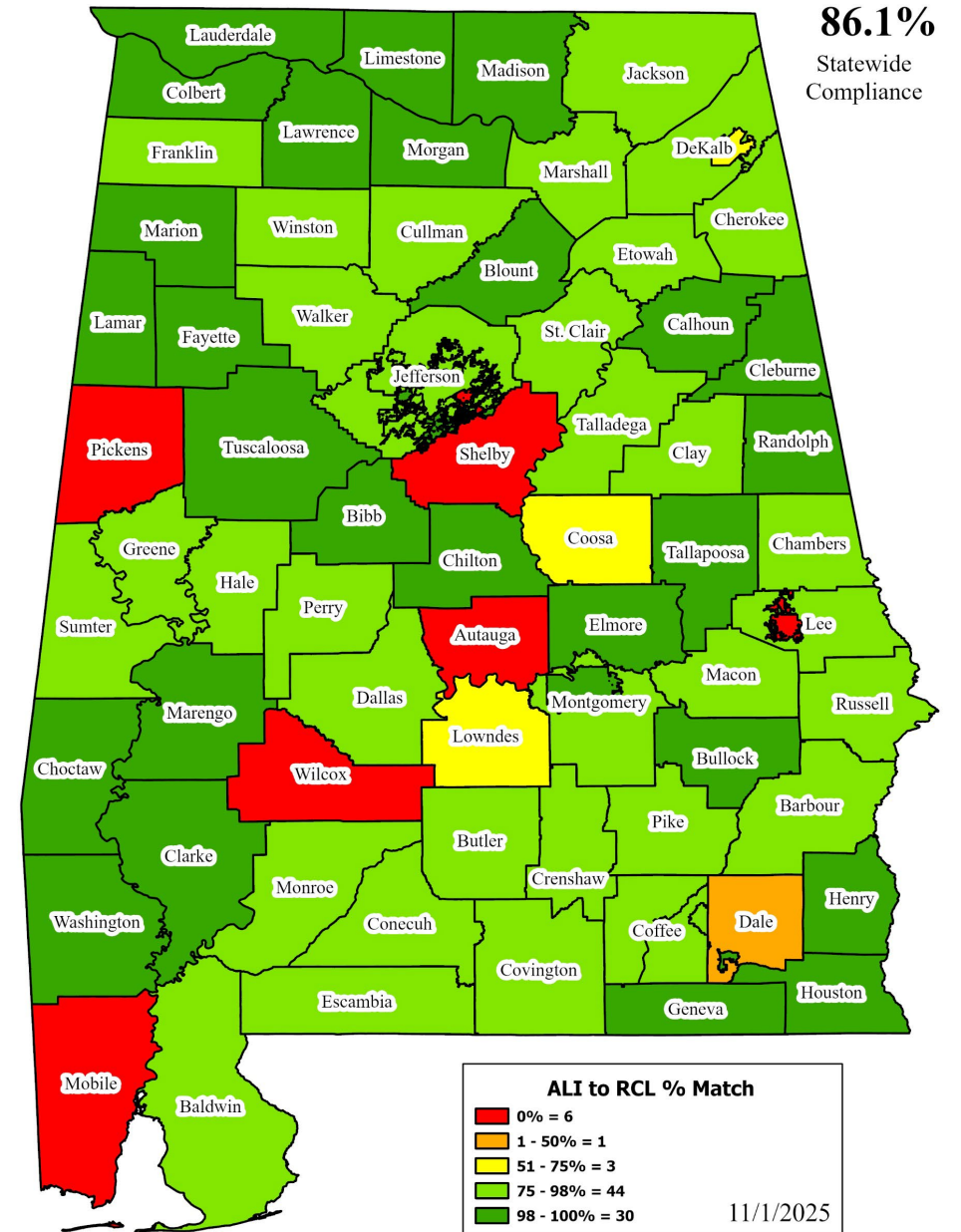
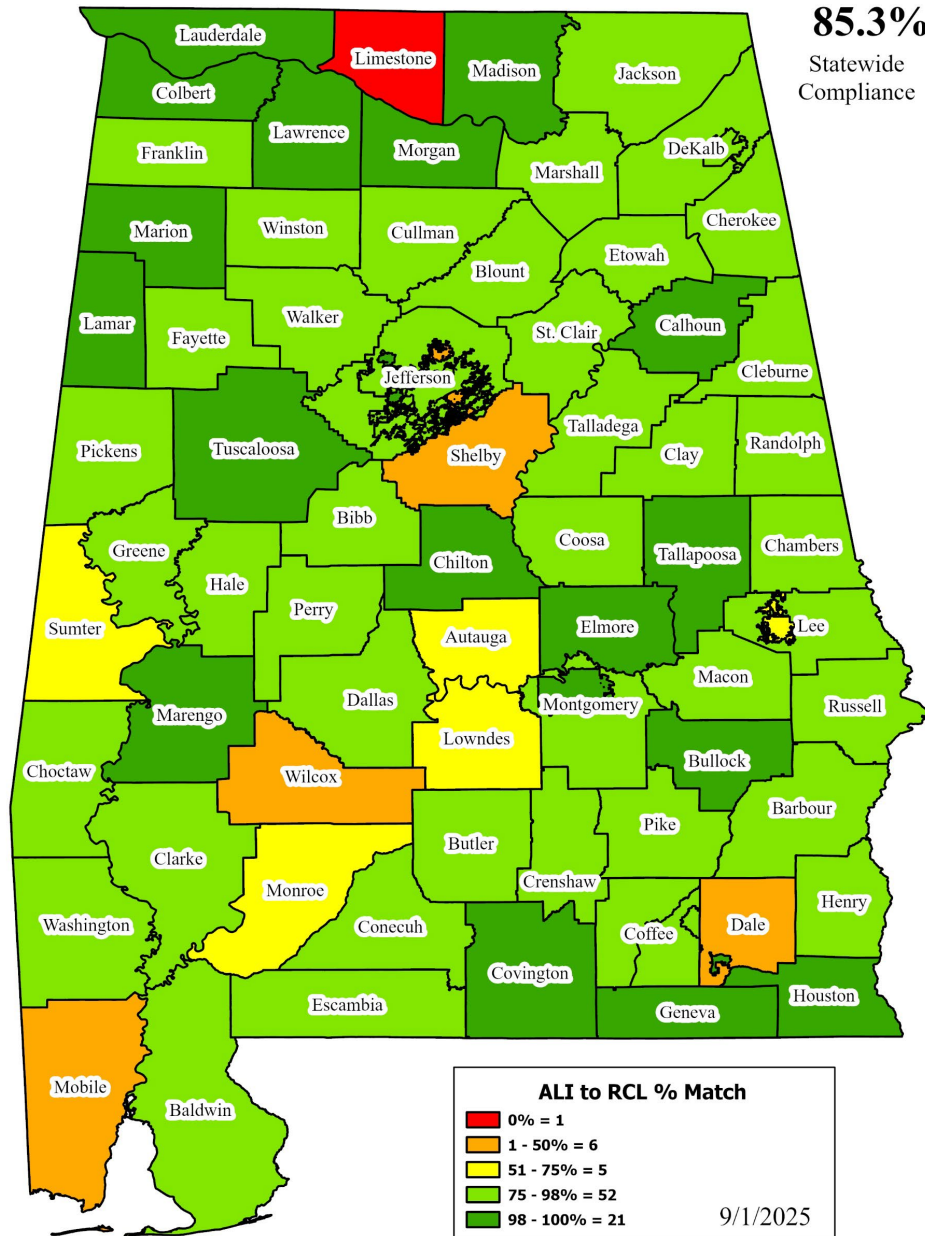
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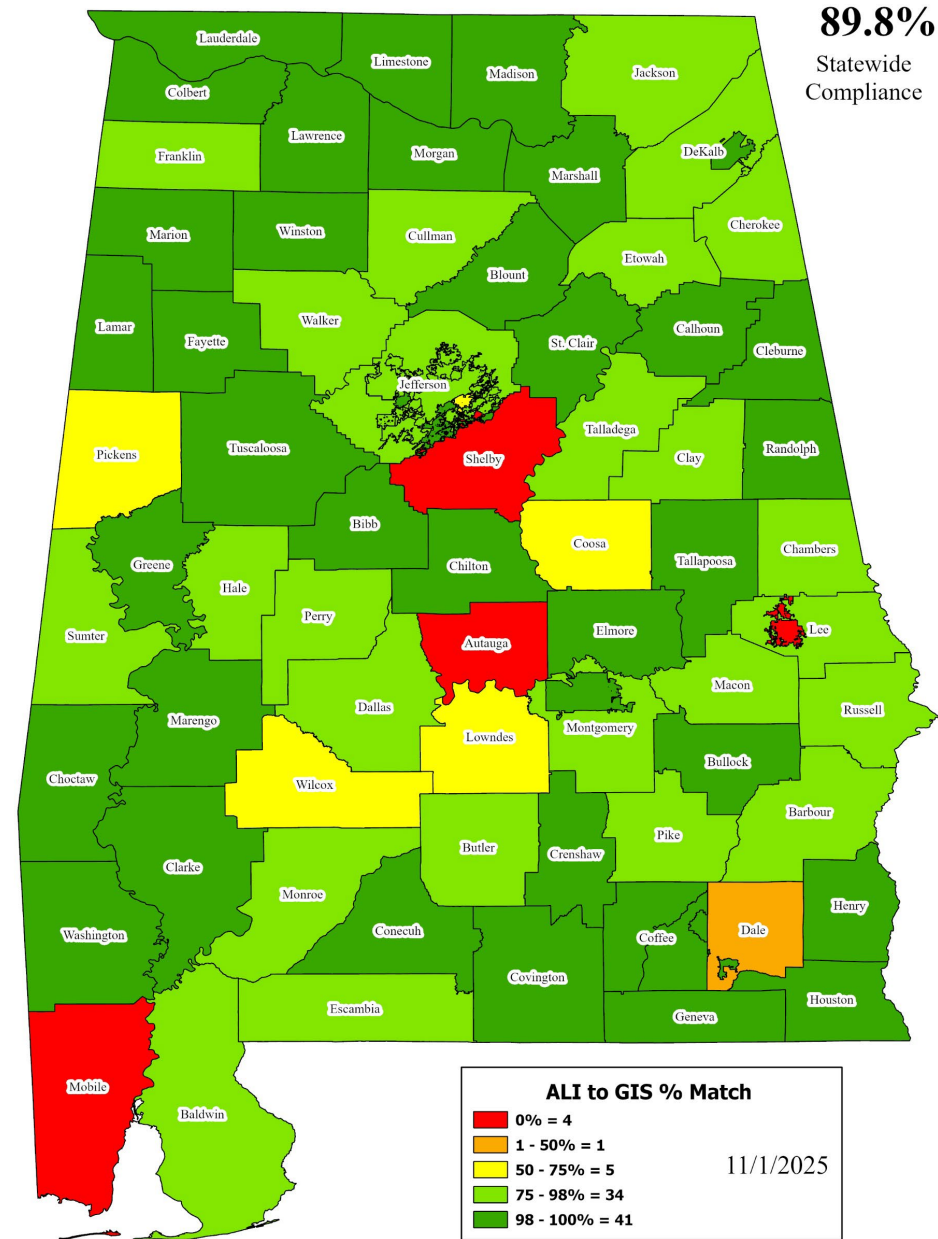
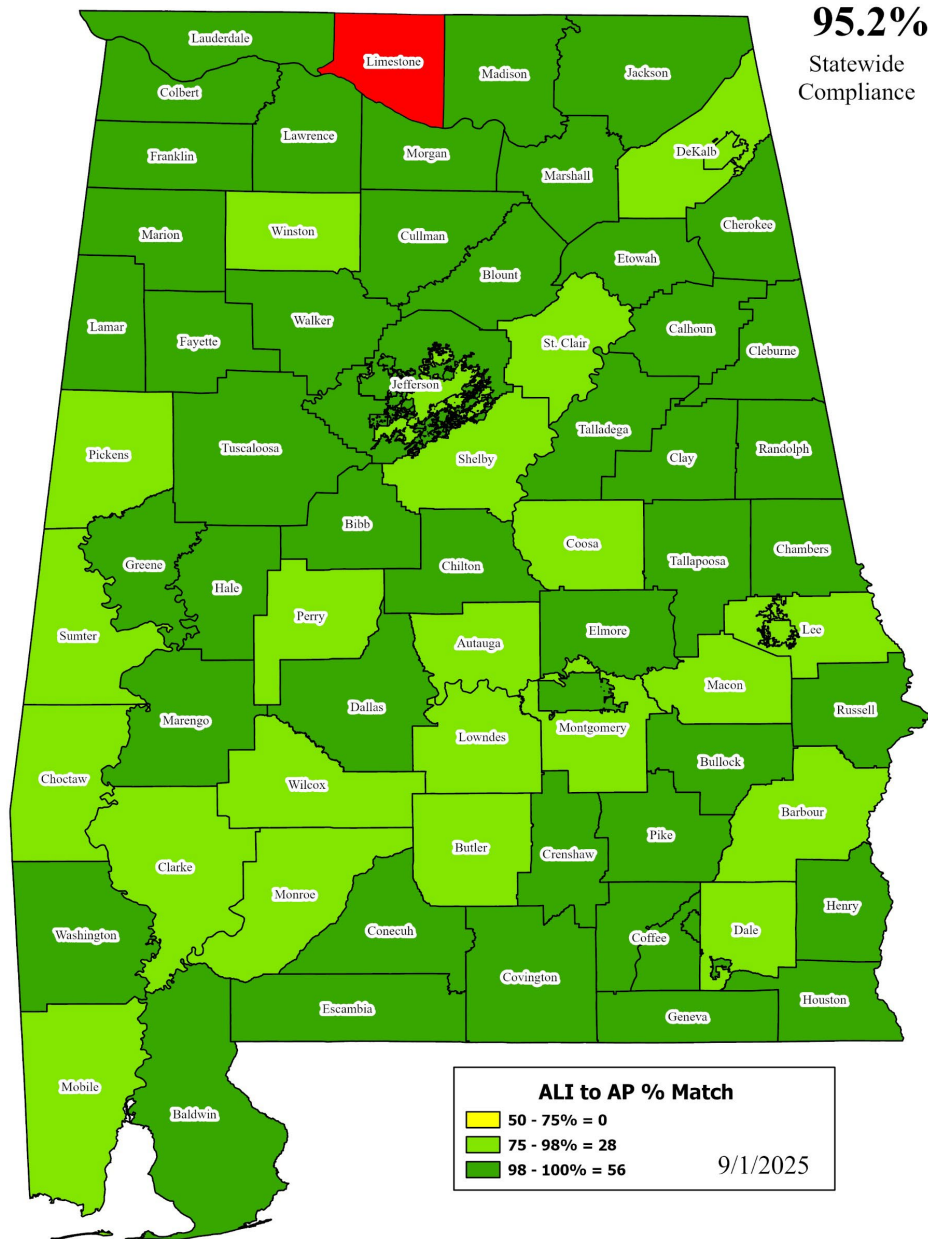
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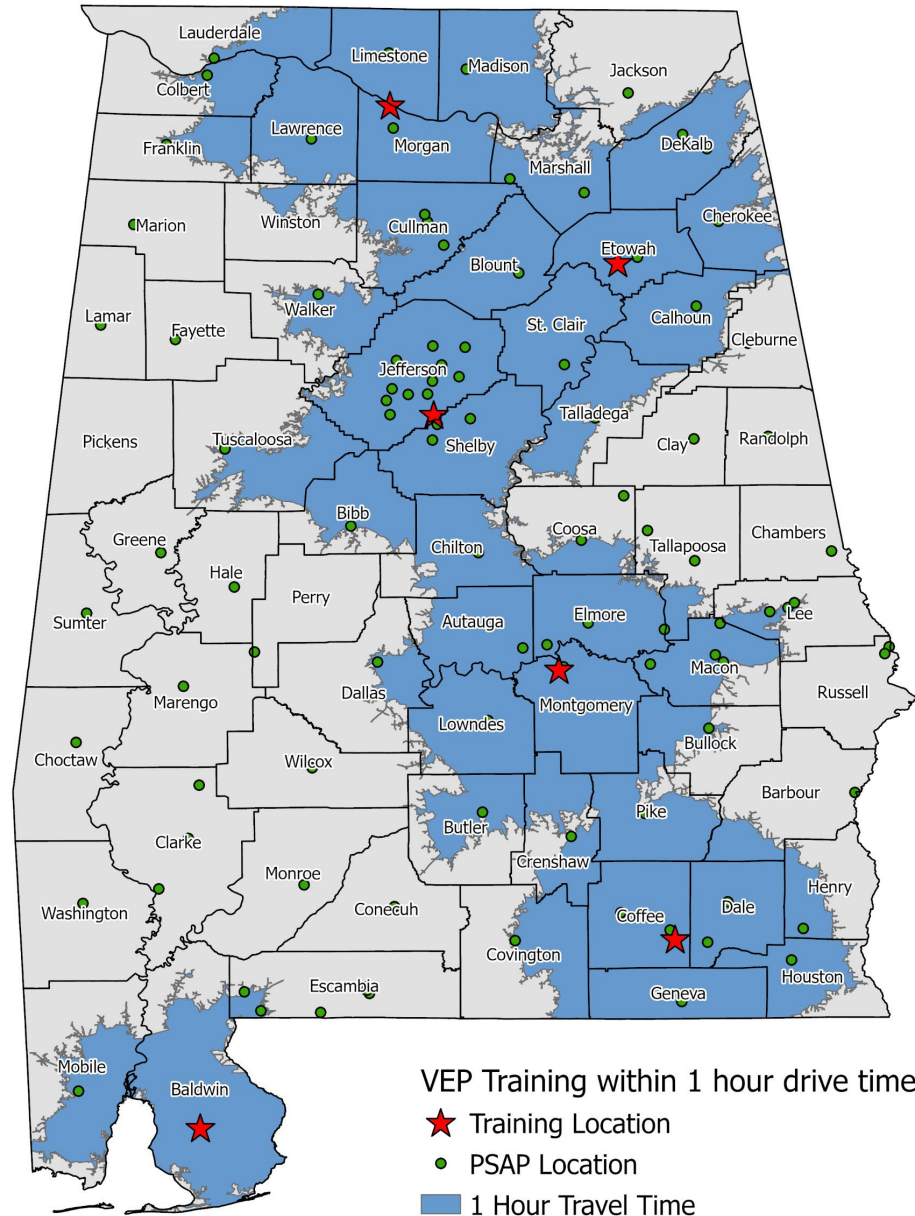
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VEP Training within 1 Hour Drive of a PSAP

- Map represents VEP training locations within a one-hour drive of Alabama PSAPs.
- 7 VEP training classes held statewide with each class delivered over two days.
- 74 of Alabama's 106 PSAPs fall within this travel distance.
- 68 attendees completed training.
- Representing 35 PSAPs.



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Governance

TAB 6



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Governance

❖ **Rule-making Next Steps**



Rule-making Options Progress

	Option 1	Option 2	Option 3	Option 4
NOIA deadline	June 20, 2025	August 20, 2025	August 20, 2025	September 19, 2025
Publication of NOIA	June 30, 2025	August 29, 2025	August 29, 2025	September 30, 2025
Comment Period Starts+35	August 4, 2025	October 3, 2025	October 3, 2025	November 4, 2025
Comment Period Ends+90	September 28 17, 2025	November 27 19, 2025	November 27 19, 2025	November 19, December 29, 2025
Public Hearing	September 17, 2025 (Board Meeting)	November 19, 2025 (Board Meeting)	November 19, 2025 (Board Meeting)	November 19, 2025 (Board Meeting)
Adopt Final Language	September 17, 2025 (Board Meeting)	November 19, 2025 (Board Meeting)	November 19, 2025 (Board Meeting)	November 19, 2025 (Board Meeting)
+15 from Adoption of Final Language	Oct 2, 2025	December 4, 2025	December 4, 2025	December 4, 2025
Certification Filing Deadline	September 19, 2025	November 18, 2025	December 19, 2025	December 19, 2025
Publication Date	September 30, 2025	November 26, 2025	December 31, 2025	December 31, 2025
Effective Date	November 14, 2025	January 10, 2026	February 14, 2026	February 14, 2026
Pros/Cons	We will not know year-end financials. We may not know if the previous findings of sunset review are satisfied.	This timeline does not work because the filing deadline is prior to the board meeting.	We should know the content of legal compliance as well as sunset reviews. We will not have the independent audit yet.	We should know the content of legal compliance as well as sunset reviews. We will not have the independent audit yet.



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585-X-4-.09 Additional Distributions To Emergency Communication Districts From The Cost Recovery Fund.

The Board recognizes that it is of utmost importance that each Emergency Communication District (ECD) validly formed and operating within the State of Alabama as of September 30, 2011, at a minimum, be made whole, as contemplated by the passage of Act 2012-293 and adoption of the statewide 911 charges heretofore made.

In the event two or more ECDs have consolidated during the preceding fiscal year or consolidated before a Board decision regarding additional distributions to ECDs in November, then if a distribution is made, the distribution that an ECD would have received prior to consolidation shall be made to the consolidated, surviving ECD.

Author: Leah Missildine

Statutory Authority: Code of Ala. 1975, §§[11-98-1](#); [11-98-4.1](#); [11-98-5](#), [11-98-5.2](#), [11-98-6](#), as amended.

History: New Rule: Filed May 16, 2018; effective June 30, 2018.

Amended: Published May 29, 2020, effective July 13, 2020.

Amended: Published November 27, 2024; effective January 11, 2025.



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Proposed Rule Amendment 585-X-4-.09

585-X-4-.09

Additional Distributions To Emergency
Communication Districts From The Cost Recovery
Fund.

(1) The Board recognizes that it is of utmost importance that each Emergency Communication District (ECD) validly formed and operating within the State of Alabama as of September 30, 2011, at a minimum, be made whole, as contemplated by the passage of Act 2012-293 and adoption of the statewide 911 charges heretofore made.

(a) Purpose - This rule establishes the authorized uses of the separate account funded by the statewide 911 charges remitted to the Alabama 911 Board, specifically for carrier and Emergency Communication District (ECD) services.

(b) Allocation of Funds

i. Primary Use of Funds - Except as otherwise provided in Section 11-98-4.1(6), the Alabama 911 Board shall deposit each month into a separate account—whether or not part of the 911 Fund—an amount equal to the remaining balance of the statewide 911 charges remitted for that month. These funds shall be used exclusively for:

- Costs related to administering a statewide 911 voice and data system in compliance with FCC technological requirements and Section 11-98-4.1(e)(8). Examples include: recurring network charges for call delivery, periodic and/or recurring licenses for user access to data maintenance platforms, NG911 GIS services, language translation services, transitional costs from legacy to NG911, etc.



Proposed Rule Amendment 585- X-4-.09 (continued)

- Payment of actual and direct costs incurred by CMRS providers in complying with wireless E-911 service requirements established by the FCC Order and any related FCC rules or regulations. Eligible costs include, but are not limited to: Designing, upgrading, purchasing, leasing, programming, installing, testing, or maintaining necessary data, hardware, and software for Phase II Enhanced 911. Incremental costs of operating Phase II Enhanced 911.

ii. Secondary Use of Funds - After fulfilling the obligations in paragraph (a), any remaining funds may be allocated for the following purposes:

- Funding required training and certification of public safety telecommunicators in 11- 98-4.1 (e) (9) and 11-98-16.

- Funding advisory services provided to ECDs by the Board under 11-98-4.1.

- Funding a grant program for ECDs demonstrating financial hardship.

- Equal distribution among ECDs, as determined by majority vote of the Board.

(c) Fiscal Year-End Balance

The Board establishes the maximum allowable balance to be carried over in the Carrier and ECD Services account| at the conclusion of each fiscal year as not to exceed one month's baseline distribution due to ECDs.

(2) In the event two or more ECDs have consolidated during the preceding fiscal year or consolidated before a Board decision regarding additional distributions to ECDs in November, then if a distribution is made, the distribution that an ECD would have



Proposed Rule Amendment 585-X-5-.02

“Upon notice of noncompliance, the District’s failure to return to compliance will result in some of the District’s funding eligibility being forfeited.”

maintain certification.

(8) Penalties.

(a) Penalties shall be imposed for Districts that are noncompliant and notice of noncompliance shall be provided to the District by the Board. Upon notice of noncompliance, the ~~following timeframes shall begin:~~

Non-District's failure to return to compliance Timeframes following notification	Percent District Withholding
3 months	25% of monthly distribution
6 months	50% of monthly distribution
9 months	75% of monthly distribution
Non-District's failure to return to compliance Timeframes following notification	Percent District Withholding
12 months	100% of monthly distribution

~~(b) District withholdings due to noncompliance will be held in escrow until the District becomes compliant. When a District becomes compliant, the monthly distribution will be restored along with any withheld funds on the Board's next monthly distribution will result in some of the District's funding eligibility being forfeited.~~

~~(c)~~ (b) For good cause shown, the Board reserves the right to waive any requirement imposed by these rules.

Author: Leah Missildine/Alabama 911 Board

Statutory Authority: Code of Ala. 1975, §6-11-98-4 1



Old Business

TAB 7



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Old Business

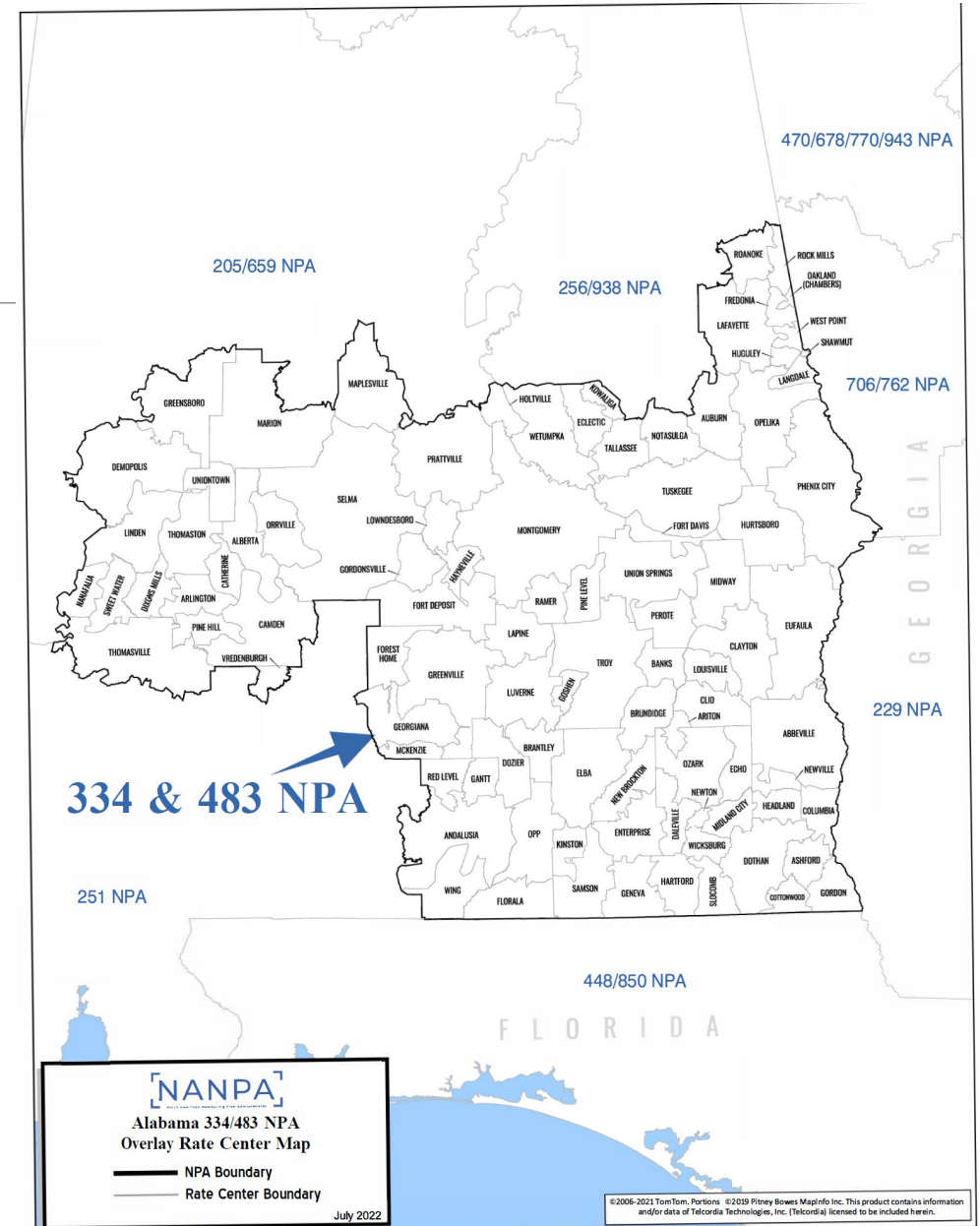
- ❖ **NANPA PL-626**
- ❖ **CY2026 Meetings - Quarterly**



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

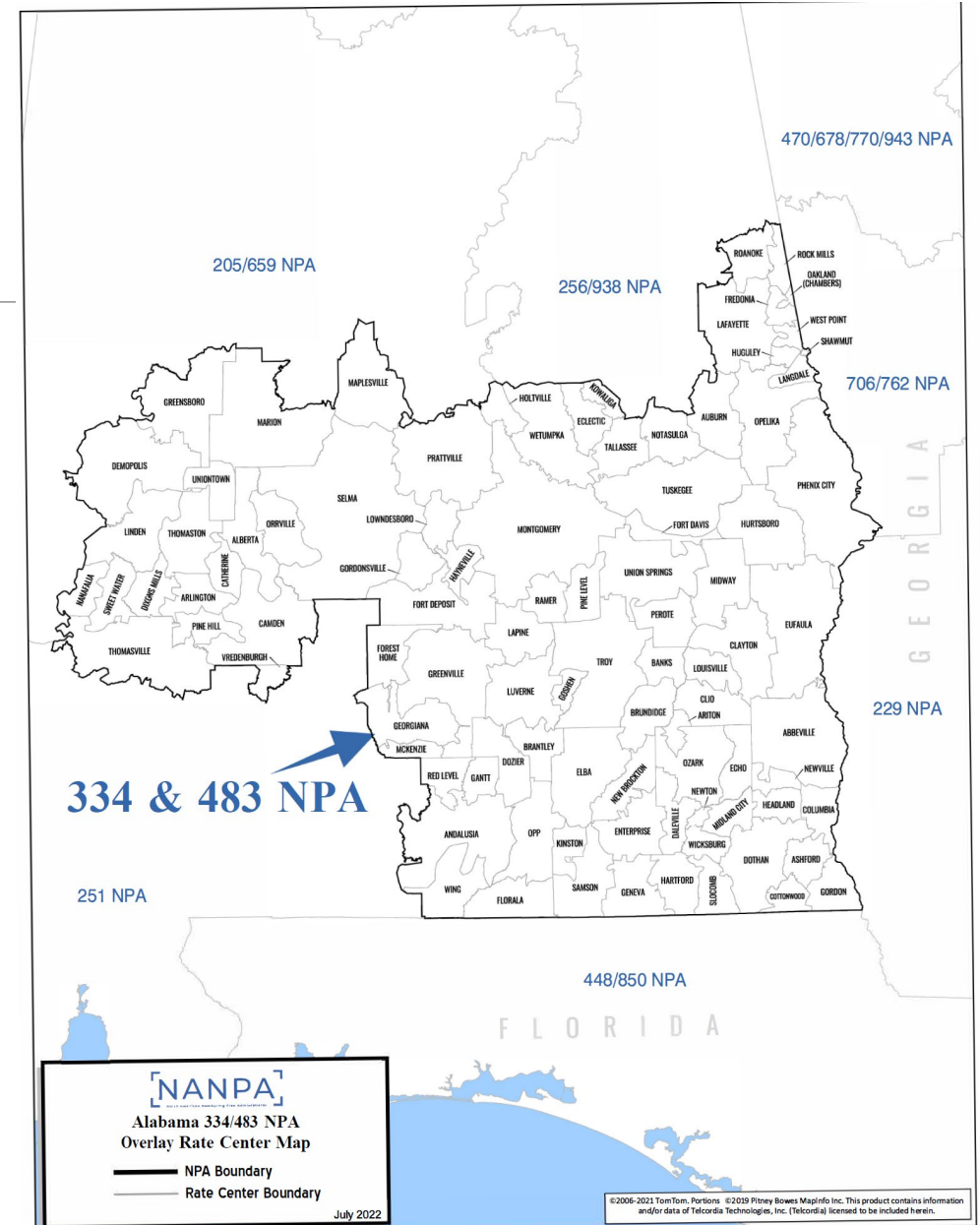
Implementation of Relief Plan

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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Old Business

- CY2026 Meetings → Quarterly Meetings w/Worksessions the previous afternoon
 - February 17-18, 2026
 - May 19-20, 2026
 - August 18-19, 2026
 - November 17-18, 2026



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New Business

TAB 8



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New Business

- ❖ **Verizon Valid Request Extension Letter**
- ❖ **RDA Revision Engagement**
- ❖ **Letter to AAND re: Upcoming Board Vacancies**
- ❖ **Transition Plan**



Facilitating Implementation of Next Generation 911 Services (NG911), Report and Order, PS Docket Nos. 21-479 and 18-64

- ❖ FCC Order designed to expedite NG911 transition
- ❖ stressed the importance of establishing a framework to ensure that NG911 deployments occur in a timely fashion
- ❖ first nationwide NG911 transition rules that define the responsibilities and set deadlines for originating service providers to implement NG911 capabilities on their networks and deliver 911 calls to NG911 systems
- ❖ require originating service providers (OSPs) to transition to NG911 in two phases in response to a request by a state or local 911 authority
 - Phase 1-OSPs must deliver 911 traffic in IP-based Session Initiation Protocol (SIP) format to delivery points designated by the 911 authority
 - Phase 2-OSPs must deliver 911 traffic to designated delivery points in an IP-based SIP format that supports routing, caller location, and transmission of emergency information in accordance with NG911 commonly accepted standards
- ❖ require OSPs to be responsible for the costs of delivering 911 traffic in the required format to designated NG911 delivery points within the state
- ❖ preserve the authority of state and local government to adopt alternative approaches to the configuration, timing, and cost responsibility for NG911 implementation within their jurisdictions



Executive Director Transition Plan

Timeline: September 2025 – December 2026

The Alabama 911 Board has implemented a structured succession plan to ensure leadership continuity, operational stability, and strategic progress during the transition of the Executive Director role. This plan is divided into four assertive phases:

- **Phase 1: Transition Planning (Sept–Oct 2025)**
- **Phase 2: Recruitment & Selection (Nov 2025–Mar 2026)**
- **Phase 3: Onboarding & Knowledge Transfer (Apr–Dec 2026)**
- **Phase 4: Full Handover & Evaluation (Late 2026)**

Outcome: This timeline ensures a seamless leadership change, mitigates operational risk, and positions the Alabama 911 Board for sustained success in an evolving public safety environment. Acceptance of this plan approves the timeline, the Executive Director Job description and compensation, the role of the Executive Advisor, a temporary director policy, engagement of the Executive Committee, and appointment of the Deputy Director to a temporary position.



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Public Comments

OPEN FORUM



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Next Board Meeting

FEBRUARY 18, 2026

10:00AM

MONTGOMERY, AL



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Adjournment



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