

Talk About It Tuesday



June 9, 2026



@alabama911board



Alabama 9-1-1 Board

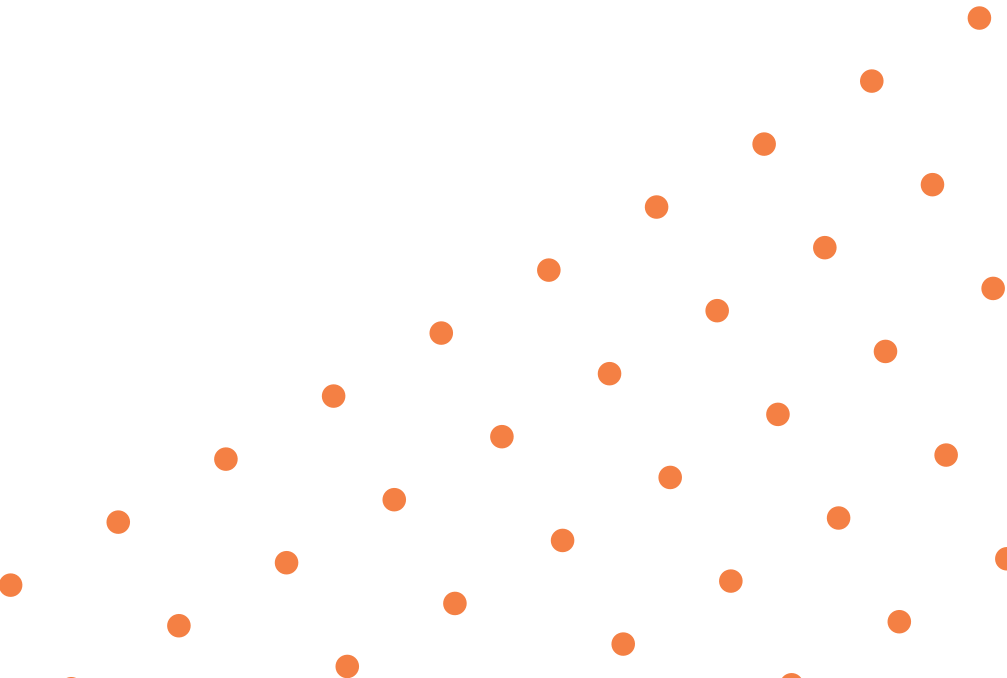


@al911board



al911board.com

Board Update



@alabama911board



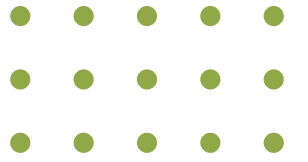
Alabama 9-1-1 Board



@al911board



al911board.com



Anderson Brooms steps into the Director of Operations role, leading the Board's internal program teams.

What this means

- **Proven leadership**

Deep organizational knowledge and a strong commitment to the Board's mission.

- **Immediate transition**

Anderson begins shifting responsibilities right away.

- **Operational focus**

He will help lead the Board's operational initiatives going forward.

Congratulations, Anderson, on a well-deserved promotion.

Join the Alabama 9-1-1 Board Team

Director of Field Coordination

CLOSES FRIDAY, JUNE 12

- Application period closes this Friday.
- Candidate review are ongoing.
- Field-based role managing regional Field Coordinators.

GIS Program Manager

POSTING WEDNESDAY, JUNE 10

- Opens following Anderson's promotion.
- Supports statewide GIS initiatives.
- Advances NG9-1-1 deployment efforts.

Please share these openings with qualified candidates across your organization and region.

WHAT THE LAW SAYS

Inside Act 2026-371

Adds one new section, § 11-98-4.3, directing the Board to measure 9-1-1 readiness and, on referral from the Attorney General, to audit a district's performance.

THE READINESS SYSTEM

Measuring Readiness

- Readiness is a district's ability to answer, receive, and transfer 9-1-1 calls and texts and dispatch the right responder quickly to the correct location.
- The Board establishes a measurement system built on NENA and APCO best practices.
- It may collect data such as call volume, answer and processing times, unanswered and dropped calls, and crime-related calls.

ON ATTORNEY GENERAL REFERRAL

Performance Audits

- When the Attorney General refers a performance complaint, the Board audits the district through interviews and on-site inspection or real-time monitoring.
- Within 60 days, the Board submits a public report to the Attorney General evaluating readiness and noting any deficiencies.
- If deficiencies are found, the report includes a remediation plan, and the Board supervises its implementation.

Effective October 1, 2026

· Implemented through Rule 585-X-6, adopted under the Alabama Administrative Procedure Act.



@alabama911board



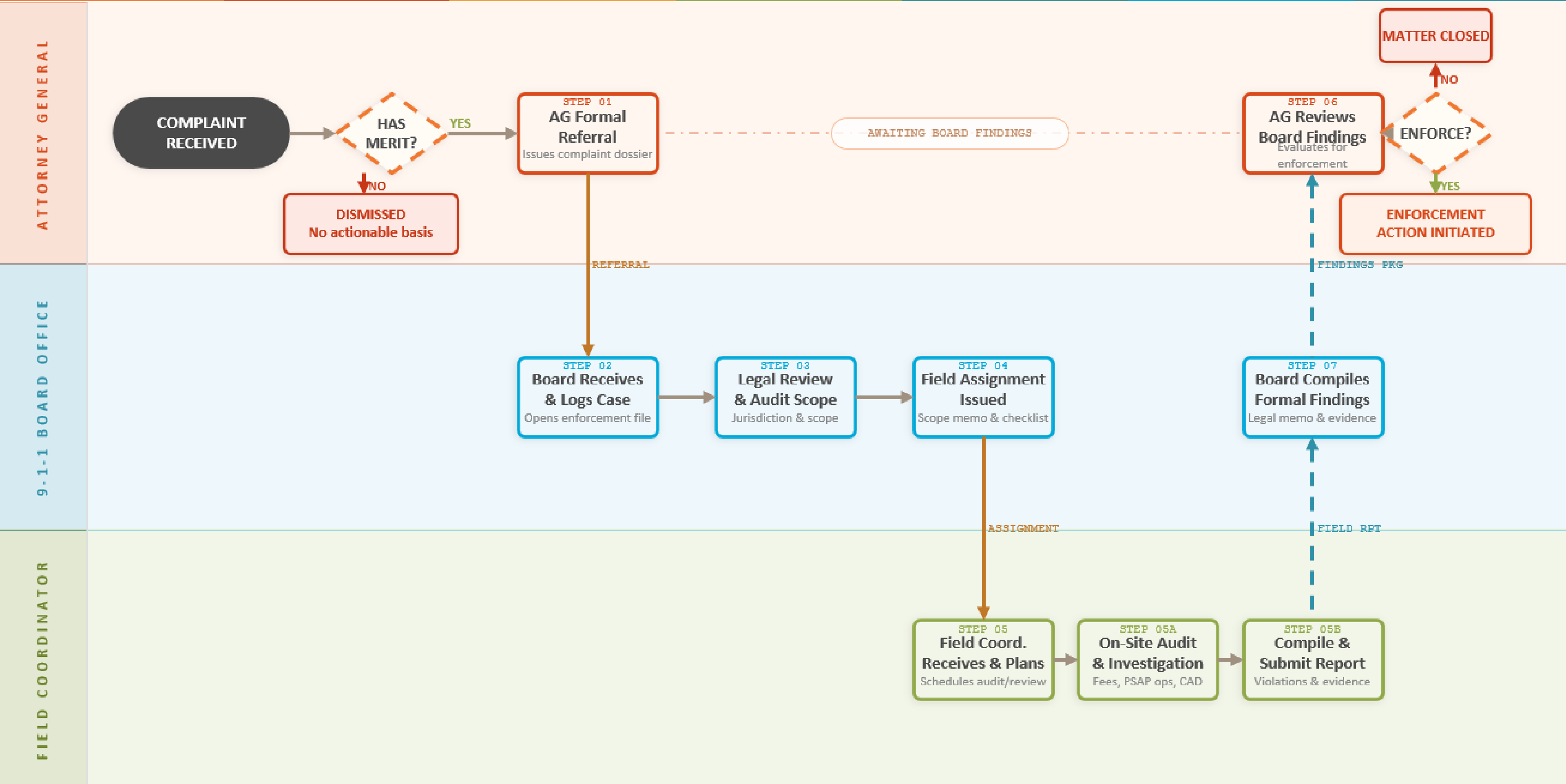
Alabama 9-1-1 Board

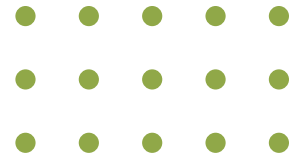


@al911board









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









Act 2026-371 Rulemaking Timeline

- 
Board Set Rulemaking Timeline MAY 2026
 Stakeholder-engaged rulemaking path approved at the May 2026 Board meeting.
- 
Draft rule circulated
 Comprehensive draft of Rule 585-X-6 shared with the advisory group for review and comment.
- 
First working-group meeting JUNE 10 · 1:00 PM
 Virtual session to begin working through the draft together.
- 
Working-group sessions SUMMER 2026
 A series of meetings over the coming months to refine and streamline the draft.
- 
Gulf Coast Conference work session
 Open work session and feedback gathered
- 
Formal rulemaking
 Filed through the Administrative Procedure Act process once the group's input is incorporated.

Advisory Group

Appointed by Board members to review Rule 585-X-6

 Kevin Jenkins <i>Calhoun County</i>	 Roy Waite <i>Clarke County</i>
 Alan Campbell <i>Shelby County</i>	 Tim Thomas <i>Walker County</i>
 Jeanie Pharis <i>Morgan County</i>	 Sabrina Dobbins <i>DeKalb County</i>
 Chad Sowell <i>Henry County</i>	 Cassie Scherrer <i>Tuscaloosa County</i>

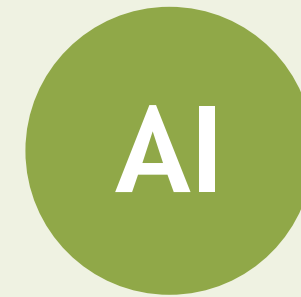


Montgomery Pilot & Analytics Initiative



Voluntary Readiness Assessment

The Board is partnering with the City of Montgomery on a voluntary assessment and readiness effort tied to Act 2026-371.



AI-Assisted Analytics Pilot

Montgomery also serves as a pilot site for AI-assisted analytics and quality-monitoring efforts.

Lessons learned will help shape future statewide readiness and performance-measurement initiatives.



Questions?

Upcoming Training

[Our Website](#)

[myAlabama911](#)

FREE to attend



TRAINING CLASS ANNOUNCEMENT



Crisis Call Training for Emergency Communication Centers

- Recognizing potential mental health-related calls
- Role of call-takers in a crisis response system
- Suicide assessment and intervention
- Call management and transfers to 988 and warm line
- Scenario based training



MADISON COUNTY 911
1570 Old Monrovia Road NW
Huntsville, AL



Thursday, June 11, 2026
8:00 a.m. - 5:00 p.m.



334.440.7911
education@al911board.com

*VERY LIMITED
number of seats*

Basic PST Certification

40-Hour State Required Course

July 27-31, 2026

Birmingham, AL



8:00 a.m. – 5:00 p.m.

Hosted in the Birmingham area –
Venue TBD

Available to Primary and Secondary PSAPs



app.al911board.com/training-registration



One of the last classes of 2026!

ALABAMA

EMERGENCY MEDICAL DISPATCH

2ND EDITION

ALEMD 2ND EDITION INSTRUCTOR

8/25 - LOCATION TBD
11/17 - LOCATION TBD



Alabama 911 Board



Alabama Office of EMS

ALEMD 2ND EDITION PRACTITIONER

6/16 - BIRMINGHAM
6/17- GADSDEN
6/24- GROVE HILL

Adamsville 911
Advantage EMS
Alexander City 911
Barbour 911
Bessemer 911
Birmingham 911
Chilton 911
Coffee 911
Colbert 911
Conecuh 911
Covington 911
Crenshaw 911
Cullman EMS
Dale 911
Dothan 911
Elmore 911
Enterprise 911
Escambia 911
Etowah 911
Franklin 911
Gardendale 911
Geneva 911

STICKERS ON THE WAY!

ALEMD 2nd Edition Guidebook Update

Guidebook update stickers are on their way to your agency – be on the lookout!



Damaged stickers or need extras? Reach out for replacements.

- **8 stickers** per guidebook – one for each updated page. Full instructions are included in the package.
- **Begin using the updated caller instructions immediately.**
- **Tip:** trim edges before peeling the backing. Extras are included.
- Digital guidecards in the **ALEMD Portal** are already updated.

Questions?: laura@al911board.com

Haynes Ambulance
Henry 911
Hueytown 911
Jefferson 911
Lamar 911
Lauderdale 911
Lawrence 911
Limestone 911
Marion 911
Marshall 911
Mobile 911
Monroe Co 911
Pelham 911
Pike 911
Pleasant Grove 911
Randolph Co 911
Shelby 911
St Clair 911
Talladega 911
Tallapoosa 911
Tallasse 911
Walker 911
Winston 911



Board Meeting Changes

August 18 – Board Work Session 9 AM – The Lodge at Gulf State Park

August 19 – Board Meeting – 10 AM – The Lodge at Gulf State Park

November 17 – Board Work Session – 1 PM – Tuscaloosa County 911

November 18 – Board Meeting – 10 AM – Tuscaloosa County 911



@alabama911board



Alabama 9-1-1 Board



@al911board



al911board.com

GRANT CYCLE

OPEN now

11

Strictly for:
NG911 call handling equipment solution (CHE) projects

**Apply by:
June 19, 2026**





Reminders

FY26 Legacy 9-1-1 Cost Reimbursement submissions are due by the 10th of each month. The FY26 form is [here](#).



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](#).

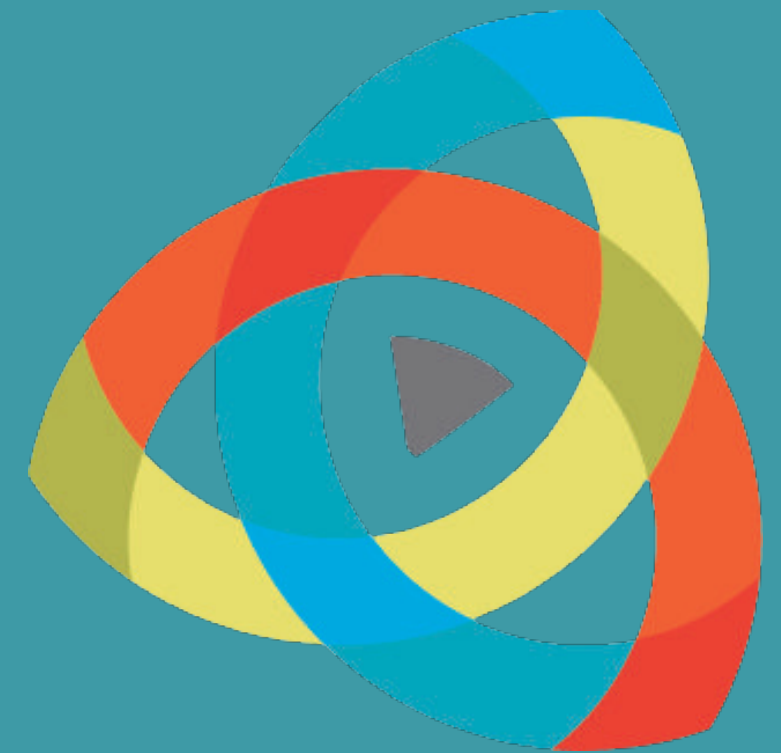


Upload, validate, aggregate your GIS data to the State office VEP every two weeks.



What Should We Talk About Next?

- ✔ Submit grant applications before June 19.
- ✔ Share open positions with qualified candidates.
- ✔ Participate in Rule 371 stakeholder discussions.
- ✔ Stay engaged with Board meetings and statewide initiatives.



Together, we continue strengthening 9-1-1 service across Alabama.

Questions?