



DO THE FIVE

Help stop coronavirus

- 1 **HANDS** Wash them often
- 2 **ELBOW** Cough into it
- 3 **FACE** Don't touch it
- 4 **SPACE** Keep safe distance
- 5 **HOME** Stay if you can

March 24, 2020 Emergency Called Board Meeting
1 Commerce Street
Montgomery, AL

Agenda

Introduction

- ❖ Call to Order
- ❖ Roll Call
- ❖ Agenda Approval
- ❖ Phone Introductions

Staff Review

- ❖ Continuity of Operations Review
 - Staff Activity & Availability
 - ECD/PSAP Needs
- ❖ Upcoming Action Items
 - Administrative Rules Filing
 - Contract Review
- ❖ COVID19-related Items
 - Indigital Update
 - Powers of Executive Director

Closing

- ❖ Emergency Business
- ❖ Public Comments
- ❖ Next Meeting
- ❖ Adjournment



If you haven't done so, please announce yourself.

Continuity of Operations Review

Staff Activity & Availability

- ✓ 1 Commerce Building is closed to visitors until further notice.
- ✓ COVID-19 workplan in place.
- ✓ Office phone numbers appropriately configured/forwarded.
- ✓ GIS Program Manager position filled.
- ✓ Postponed Board-hosted, in-person training.

ECD/PSAP Needs

- ✓ Monitor network health and call volumes.
- ✓ ALEMD program alert created, approved by ADPH, and sent to participating Districts.
- ✓ COVID-19 positive address list for Districts for field unit safety.
- ✓ PSAP staffing interactive map.

COVID-19 Interactive PSAP Staffing Map

Home ▾ PSAP Staffing Level

Details Add ▾ Basemap Analysis

About Content Legend

Legend

Current Staffing

- 100%
- Less Than 80%
- Less Than 50%

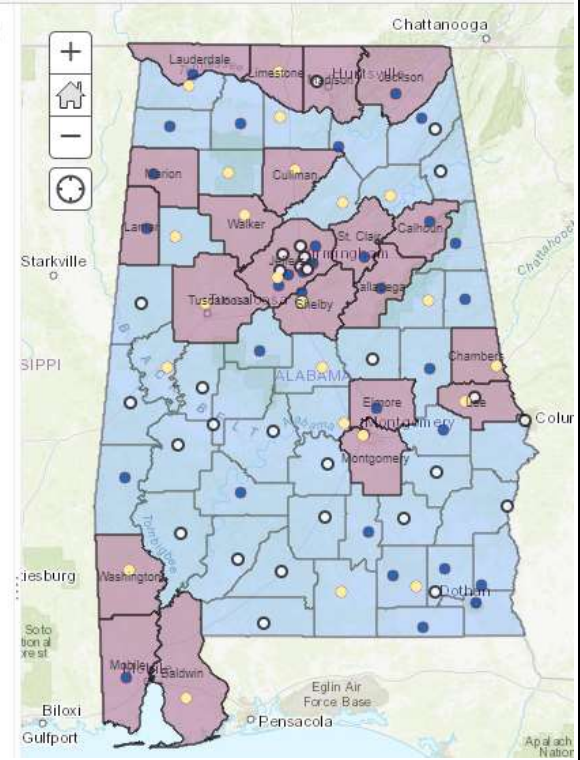
No Current Staff Update

- Responded
- Not Responded

Alabama Counties COVID-19 Positive



Alabama Counties COVID-19 Negative



Upcoming Action Items

Administrative Rules Amendments

- ✓ Notice of Intended Action Filed, March 11th
- Publish in Administrative Monthly, March 31st
- Public Hearing, May 20th (between April 15th and June 9th)
- Final draft rules adoption, May 20th
- Certification following final adoption, by June 4th
(or within 15 days of final adoption)
- Rules Effective, July or August


Upcoming Action Items

Contract Review

- ✓ Evaluation Committee recommended action to Executive Director & Board

The Committee unanimously voted to recommend the firm of Brunson, Barnett, and Sherrer, P.C. for the Board's general legal services and directed Mrs. Missildine to initiate the contract negotiation process as well as advise the current General Counsel of the same.

- ✓ Contract in negotiation with BBS
- Contract Review paperwork filed, prior to March 26th
- Contract Review Committee meets, April 9th
- Contract goes into effect, upon Governor's approval



COVID-19 Update



The easiest and most efficient way to notify INdigital of trouble or to report a problem is to call the NSOC (National Service Operations Center) at (877)469-2010 or email support@indigital.net.
The NSOC is staffed 24/7/365.

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Policy Routing Changes for Pandemics – COVID 19

Summary:

If there is a sustained increase in 9-1-1 call volume that exceeds the capacity of on-duty telecommunicators, or a PSAP does not have adequate staffing to remain online, policy routing changes can be made within the ESRP. These changes will allow the use of MEVO by responders (fire, law, EMS personnel) unaccustomed to using traditional 9-1-1 call handling system. The placement of additional MEVO devices may also be needed to accommodate this call volume increase.

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Policy Routing Changes for Pandemics – COVID 19

Procedure:

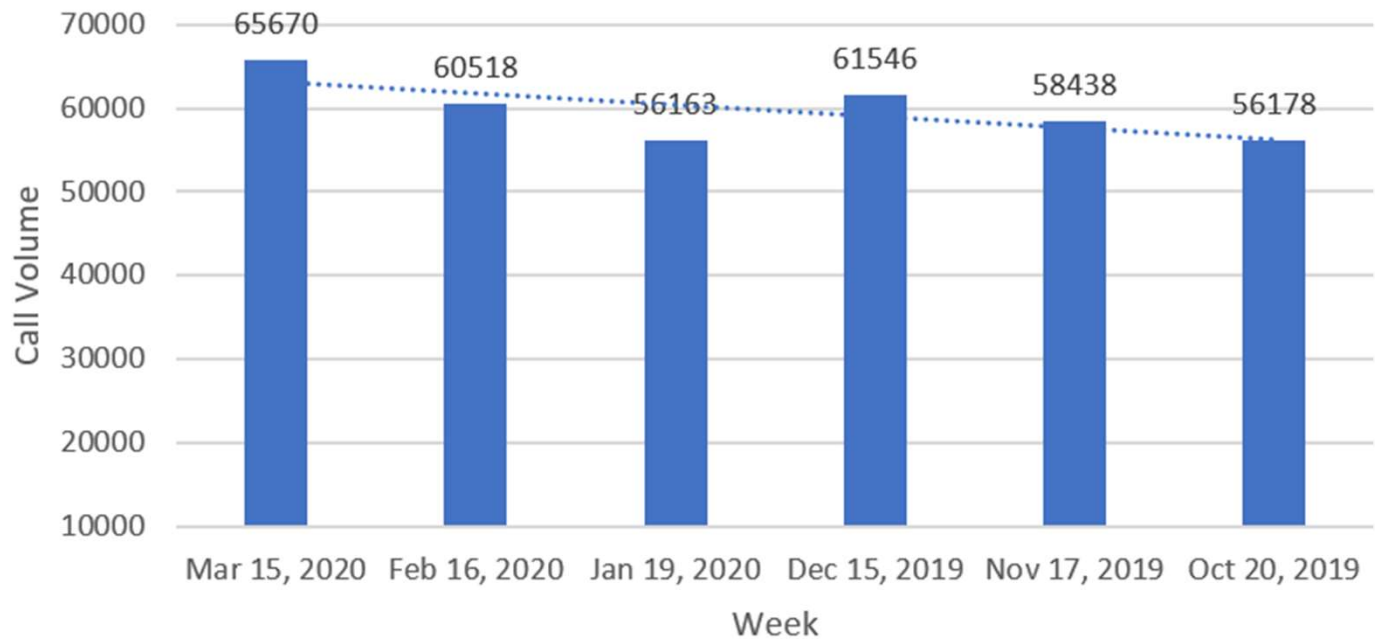
1. Responders answering MEVO will watch the [training video](#) concerning how to use MEVO.
2. A request will be made to the NSOC at 877-469-2010 by a PSAP experiencing sustained, increased 9-1-1 call volumes to adjust the number of concurrent SIP sessions the PSAP can receive to something manageable by on-duty telecommunicators; this change will be made in the ESRP.
3. Policy routing will be changed to reflect the PSAP's MEVOs as the alternate route.
4. Responders will continue to use MEVO for this increased 9-1-1 call volume until which time the PSAP deems it no longer necessary.
5. Once notified that the changes in policy routing are no longer needed, the NSOC will implement standard policy routing.

Optional: Additional MEVO phones can be made available for utilization

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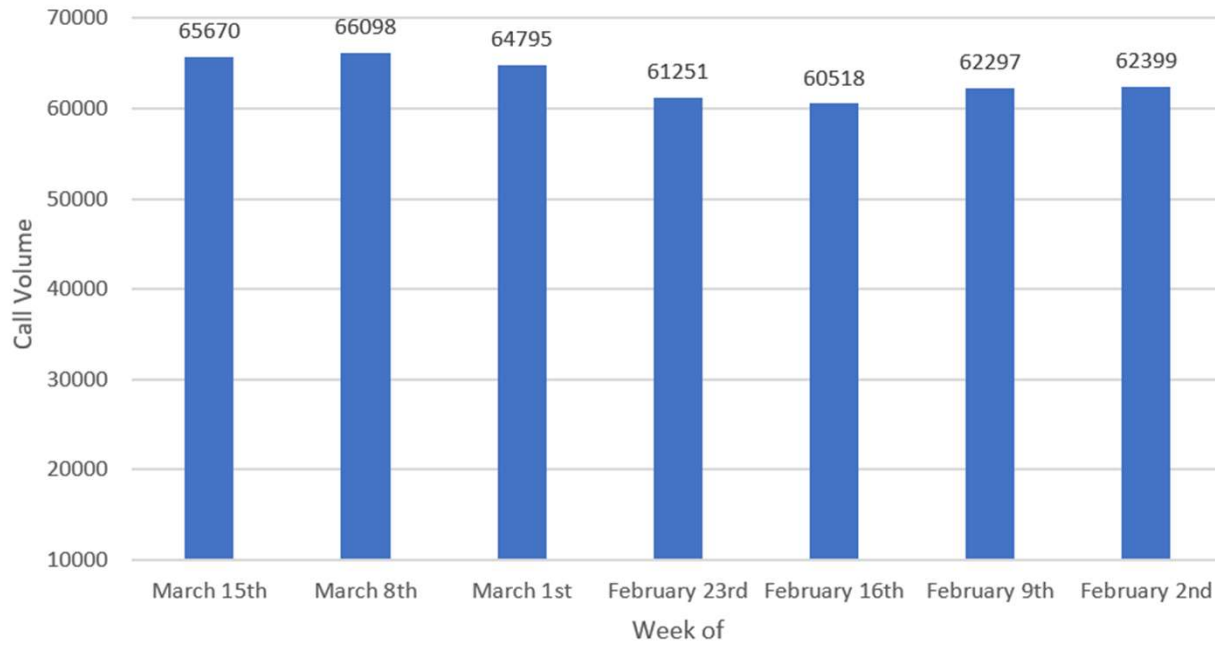
Trailing Third Full Week in the Month



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Alabama ESRP Weekly Call Volumes



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COVID-19
Powers of
Executive
Director
Recommendation

- Pursuant to the March 18, 2020 Proclamation by Governor Ivey and all subsequent orders, laws, rules, or regulations issued pursuant hereto, the members of the Alabama 9-1-1 Board give the Executive Director authority to take necessary actions limited to matters within the Board's statutory authority that is necessary to respond to COVID-19 and necessary to perform essential minimum functions of the governmental body and shall remain in full force and effect for the duration of the public health emergency unless rescinded or extended by proclamation.

Emergency Business

BOARD MEMBERS



Public Comments

OPEN FORUM



Next Board Meeting

APRIL 8, 2020

10AM

1 COMMERCE STREET

MONTGOMERY, AL



Adjournment



