



ALABAMA 911 BOARD

EDUCATION AND OUTREACH

PROGRAM UPDATE

October 13, 2025



WHO

ARE WE



Laura James Ehrhart
Manager
Laura@al911board.com



Daniel Hipps
Developer
Daniel@al911board.com



HELLO

my name is

NEW

Certification & Training



CERTIFICATION

COMPLIANCE

Alabama Public Safety Telecommunicator Certification Program

Act 22-387

- **100%**- required
 - **30** days- to report new hires
 - myAlabama911
 - Virtual Academy
 - **40**-Hour PST- certification
- **180**- Days to certify
 - Basic PST
 - Reciprocity
 - **12**- Hours CEUs
 - per renewal period

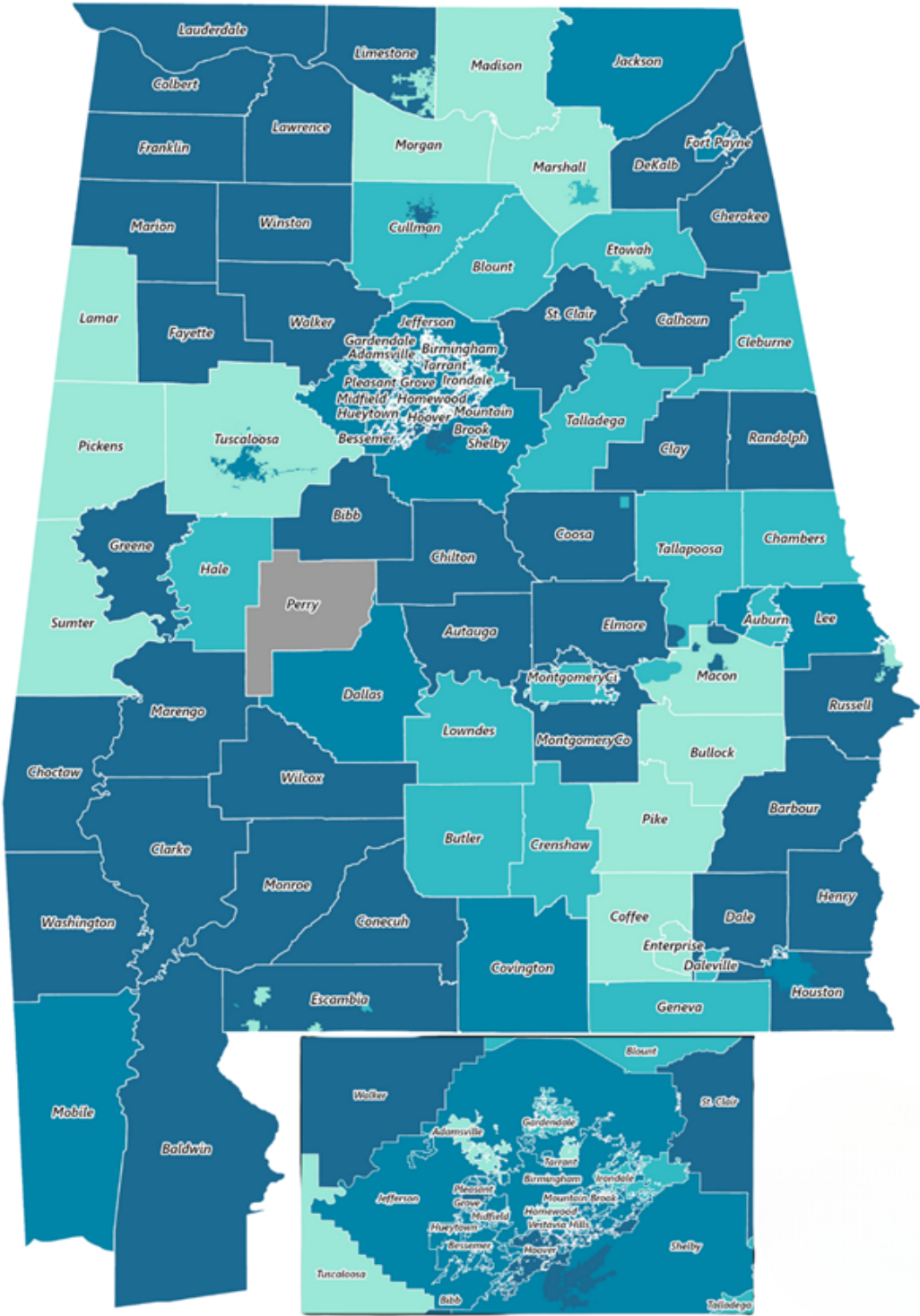


CERTIFICATION

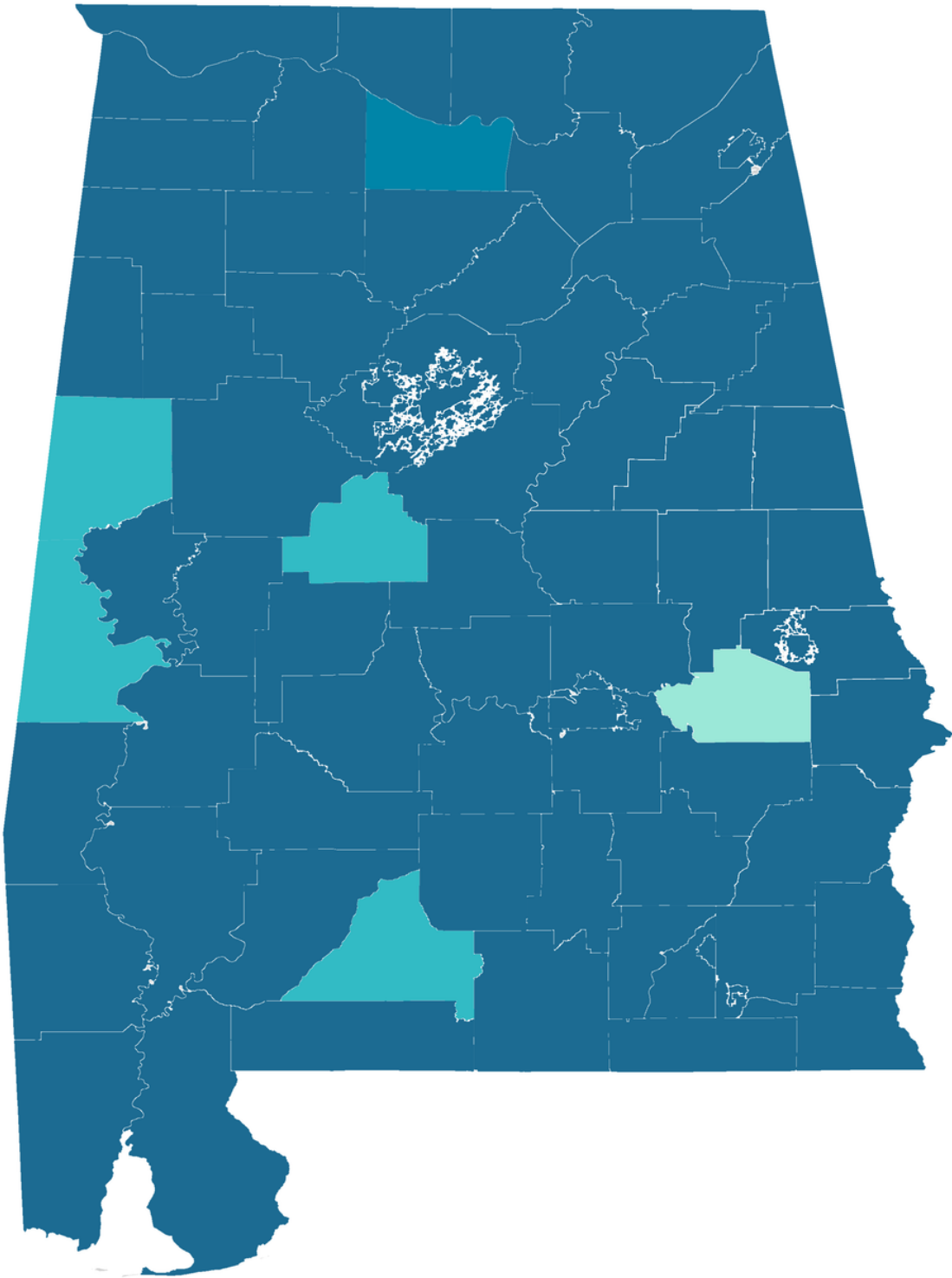
Sept. 2024

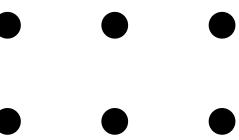
PSAP PROGRESS

Current



47	100%	98
17	95% - 99%	1
24	75% - 94%	4
20	60% - 74%	1
1	Under 60%	0

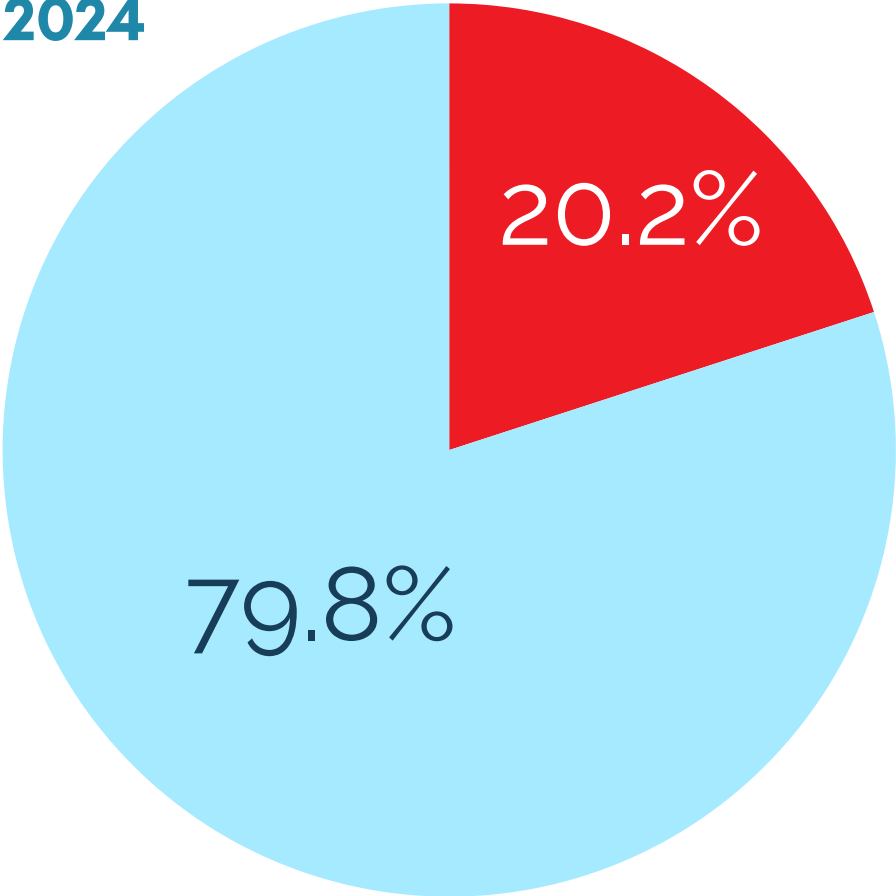




CERTIFICATION

PST PROGRESS

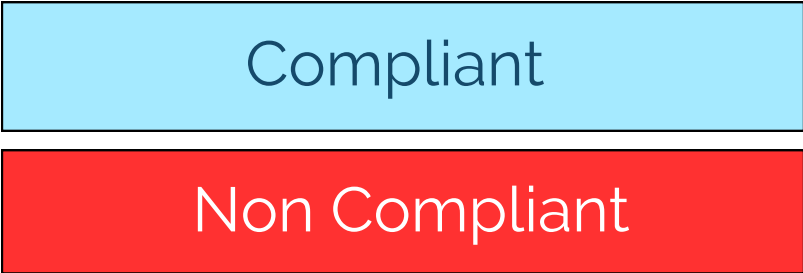
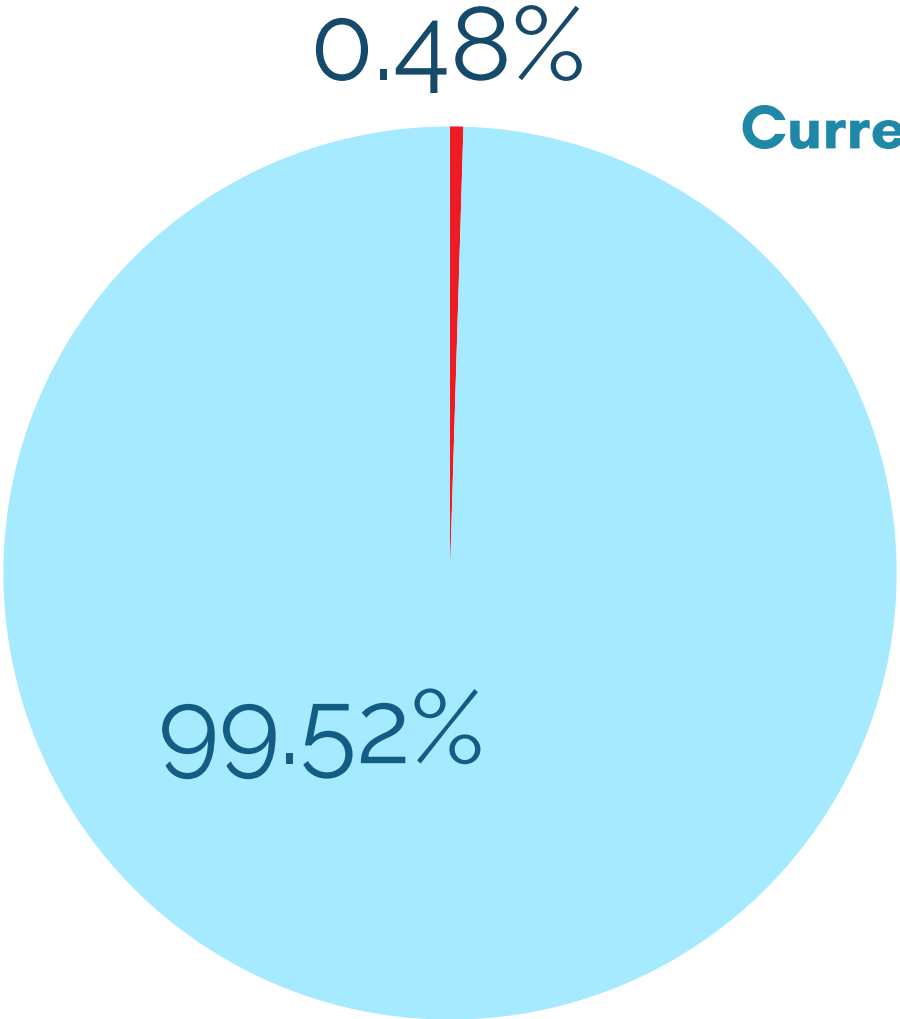
Sept. 2024



24.71%



Current



CERTIFICATION

COMPLIANCE

Current Active Notifications

Data accurate as of October 10th, 2025

~~Bibb ECD~~

Conecuh ECD

Macon ECD

Pickens ECD

Sumter ECD



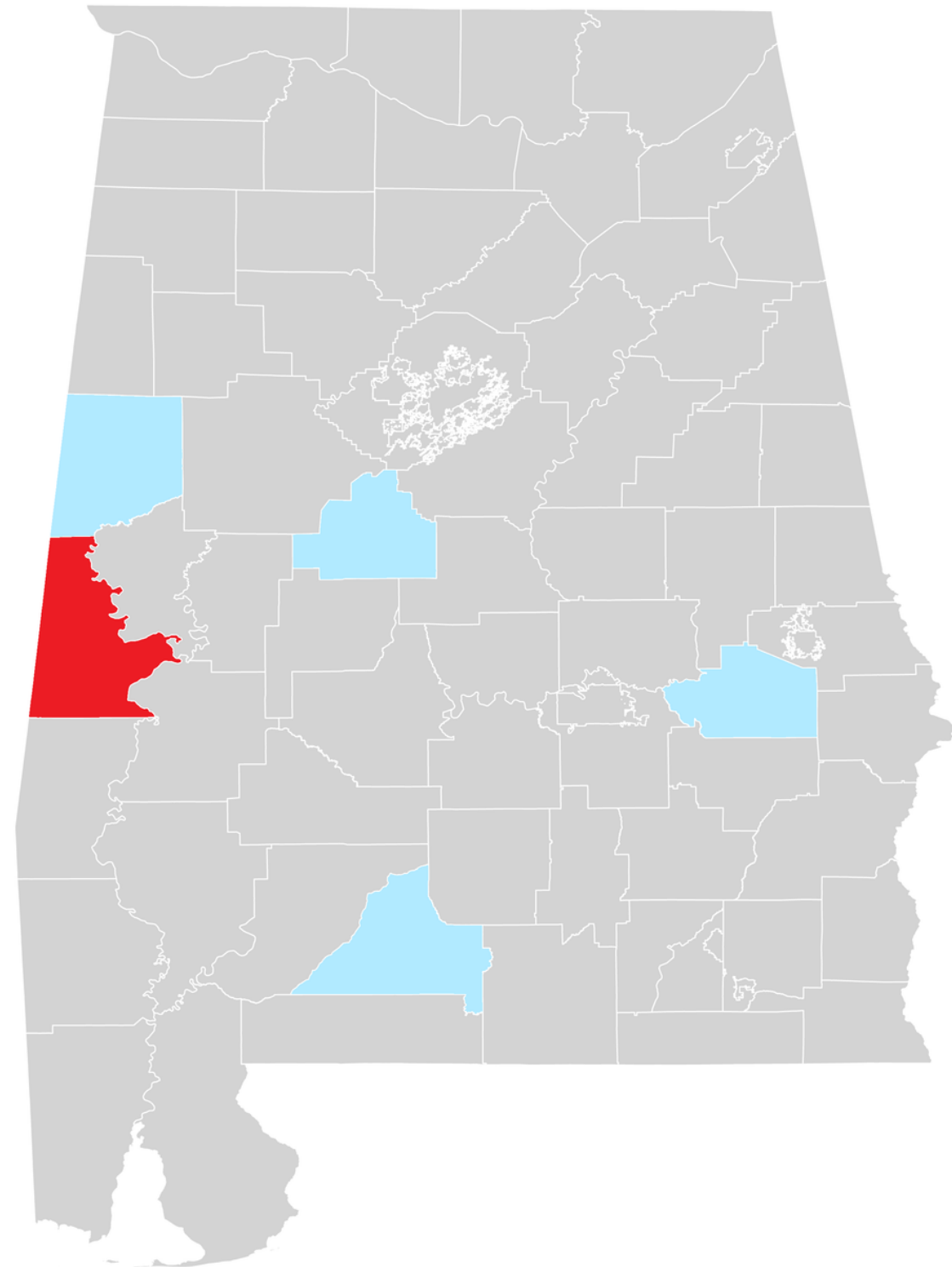
0-30 Days Old Notification



30-60 Days Old Notification



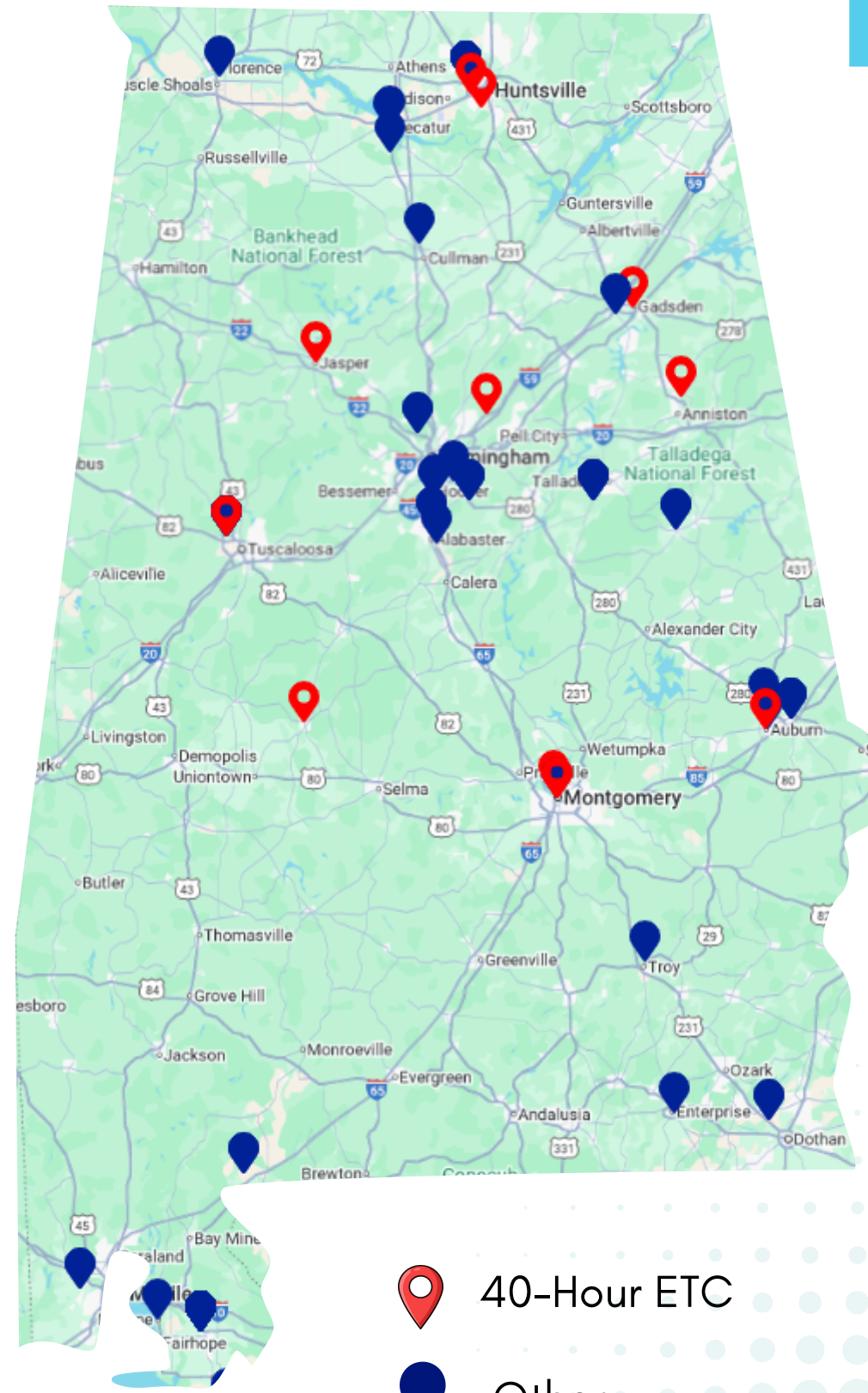
90+ Days Old Notification



TRAINING

LOCATIONS

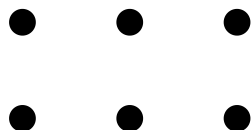
Where We've Been July 2024- Today



 40-Hour ETC

 Other



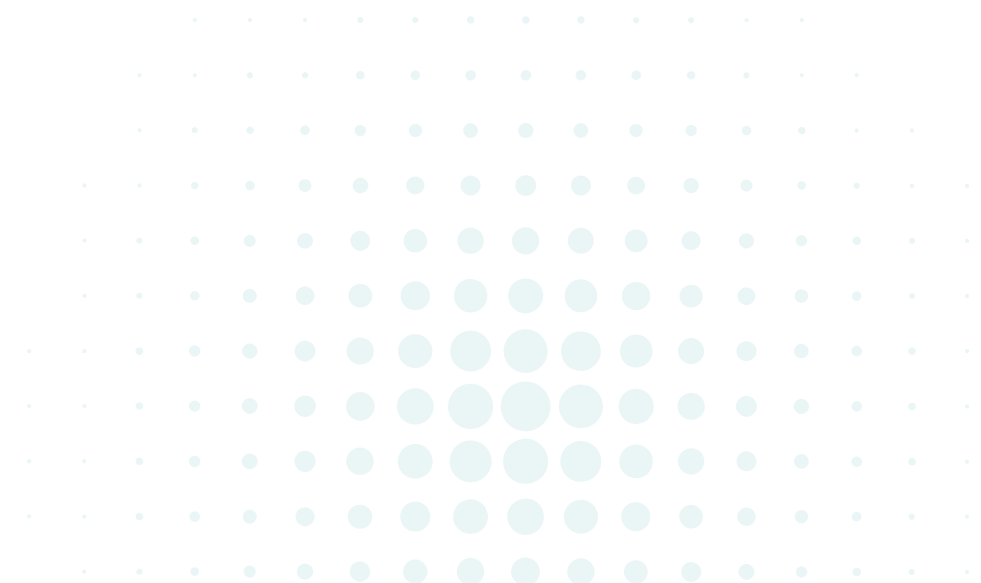


CLASS

ATTENDANCE

When comparing attendance to the estimated number of Public Safety Telecommunicators (PSTs) within roughly 40 miles of each host city, several locations demonstrated exceptional engagement and turnout.

Classes hosted in the cities of **Mobile, Huntsville, Montgomery, Birmingham, and Dothan** stood out with particularly strong participation, showing that these regions are highly invested in ongoing training and professional development.



UPCOMING

CLASSES



app.al911board.com/training-registration

anderson@al911board.com
334-440-7911

VEP TRAINING

Are you confused about what to do with your remediated data and the Client Verify requirements? Please bring a laptop with ESRI ArcPro or Map installed and VEP login credentials, as well as any questions you have regarding VEP.

Madison County 911
1570 Old Monrovia Road Northwest
Huntsville, Alabama 35806

9:00 - 4:00 pm each day

October 28-29, 2025

ALABAMA 911 BOARD

WHO SHOULD ATTEND?
ECDs who have had their GIS data remediation completed.



EMOTIONAL and SOCIAL INTELLIGENCE

- Unlock the power of Emotional and Social Intelligence in this dynamic course designed to boost mental health, self-awareness, and connection with others. Gain practical strategies to navigate life and work with more purpose, balance, and fulfillment.

NOVEMBER 3
Tuscaloosa 911
8:00 A.M. - 5:00 P.M.

NOVEMBER 5
Baldwin 911
8:00 A.M. - 5:00 P.M.



CHARLES HEDGESPETH

REGISTER TODAY!

8 HOURS CEUS



Provided by:
ALABAMA 911 BOARD

app.al911board.com/training-registration



UPCOMING

CLASSES

**DO YOU want
to have this class in
your area??**

Laura@al911board.com

presented by
nami
National Alliance on Mental Illness

ALABAMA 911 BOARD

CRISIS CALL TRAINING for EMERGENCY COMMUNICATIONS 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

 **Wednesday, Nov. 19, 2025**
OR
Thursday, Nov. 20, 2025

 **Madison Co. 911**
1570 Old Monrovia Rd NW
Huntsville, AL 35806

 **8:00 a.m. - 5:00 p.m.**

<https://app.al911board.com/training-registration>

 **8 CEUs**

 **laura@al911board.com**

***VERY LIMITED
number of seats***



CLASS

REGISTRATION

Alabama 911 Board
Class Registration Form

Class Registration **Class Request** Class List Alabama EMD

Training Event *
+ Select Class for Registration

Status
Planning

Attendee Status Options

External Registration Link

i Class Description

 Flyer

Class Capacity	Date
Available Seats	Start Time
0	08:00 AM
Available Waitlist	Location
0	

Are you currently employed with a 911 Center in Alabama? * 

☐ Yes ☐ No

Selected PST Information
Employer

External Registration Link

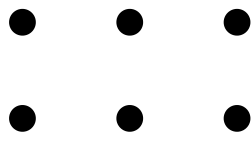
 Certificate issuance is at the discretion of the instructor and may be withheld due to lack of attendance or participation.

 Please ensure your attendance is approved by your supervisor in accordance with your agency's policies.

✓ Submit Registration



app.al911board.com/training-registration



2026

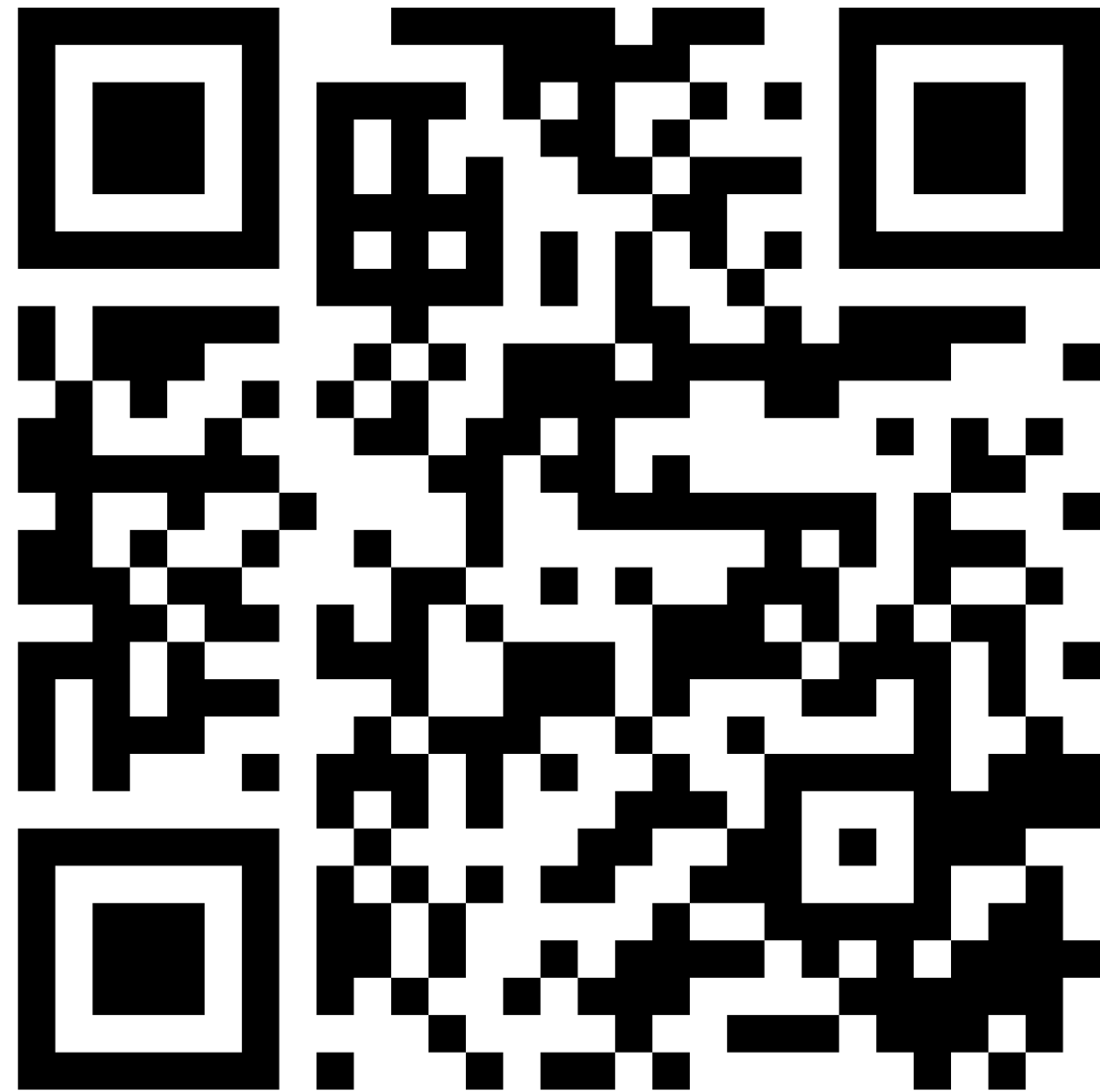
PLANS

- **January** - OTM Cyber - Cyber Security
- **February** - Denise Amber Lee (2.24 & 2.26)
- **March** - Help for the Headset (3.23 & 3.25)
- **MAY** - Alabama 911 Conference (5.4-5.7)
- **NENA** - CMCP
- **NENA** - Center Supervisor
- **Professional** Development Academy



myAlabama911

ALABAMA 911 BOARD CENTRAL



myAlabama911
ALABAMA 911 BOARD CENTRAL

myAlabama911

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Address

 Send Passwordless Login

[Use Email & Password Sign In](#)

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Need Help? [Contact Education & Outreach](#)
at education@al911board.com.



myAlabama911

ALABAMA 911 BOARD CENTRAL

myAlabama911

myDashboard

myEducation

myTraining

myApp Profile

Reciprocity

AL911.net

ALEMD

myTraining

Laura Ehrhart PST

Upcoming Training

MyTraining Upcoming

MyTraining Log

Upcoming Board Hosted Training

DATE	TRAINING COURSE OR CLASS	ORGANIZATION/COMPANY	LOCATION - NAME	ADDRESS	STATUS	OPEN SEATS	OPEN WAITLIST	
10/28/2025	Crisis Call Training for Emergency Communication Centers	NAMI Alabama	Poarch Creek Indian Training Center	6541 Jack Springs Road Atmore, Alabama 36502	Registration Full - Accepting Waitlist	0	5	Details
10/28/2025	VEP Training	DATAMARK Technologies	Madison County 911 - Training Room	1570 Old Monrovia Road Northwest Huntsville, Alabama 35806	Registration Open	30	0	Details
10/29/2025	Crisis Call Training for Emergency Communication Centers	NAMI Alabama	Poarch Creek Indian Training Center	6541 Jack Springs Road Atmore, Alabama 36502	Registration Full - Accepting Waitlist	0	5	Details
11/03/2025	Emotional and Social Intelligence	LevelUp 911 Training	Tuscaloosa 911 - Training Room	7400 Richard M Pierce Parkway Northport, Alabama 35473	Registration Open	1	10	Details
11/05/2025	Emotional and Social Intelligence	LevelUp 911 Training	Baldwin 911 - Training Room	911 Telecommunicator Circle Robertsdale, Alabama 36567	Registration Open	17	5	Details
11/10/2025	Alabama Emergency Medical Dispatch (ALEMD) Practitioner 2nd Edition	Alabama 911 Board	Spring Hill Suites - Canal	4673 Wharf Parkway West	Registration Open	28	10	Details



myAlabama911

ALABAMA 911 BOARD CENTRAL

myAlabama911

myDashboard

myEducation

myTraining

myApp Profile

Reciprocity

AL911.net

ALEMD

myEducation

Laura Ehrhart PST ▾

MyEducation Records

Continuing Education

PST Certification

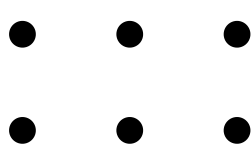
CPR & EMD

Other Cert

Clear Filter



CATEGORY ▾	COURSE NAME	ORGANIZATION/COMPANY	CEU(S)	DATE COMPLETED	CERTIFICATE UPLOAD	
Continuing Education	APCO 2025 Conference	APCO	5.00	07/30/2025	Download	Delete
Continuing Education	The Power of One: Leadership, Wellness, and Culture in the 911 Control Room	Help for the Headset	8.00	07/21/2025		Delete
Continuing Education	Essential Supervision: How to Be the Leader Your Center Needs	The Healthy Dispatcher	8.00	03/20/2025	Print Certificate	Delete
Continuing Education	911der Women Workshop – Just a Dispatcher		4.00	07/25/2024	Download	Delete
Continuing Education	Interpersonal Communication		1.00	04/20/2021		Delete
Continuing Education	De-escalation for Telecommunicators		1.00	04/17/2021		Delete
Continuing Education	Effective Communication for Telecommunicators		2.00	04/16/2021		Delete
Continuing Education	Autism Awareness for 9-1-1 Telecommunicators		1.00	10/24/2020		Delete



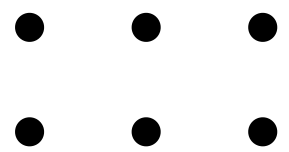
ALEMD

2ND. EDITION



ALABAMA
**EMERGENCY
MEDICAL
DISPATCH**

2ND EDITION



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2025

November

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						



ALABAMA EMS CONFERENCE

Orange Beach, Alabama | November 10th-14th




Alabama 911 Board

Alabama Office of EMS

NOVEMBER 10-11, 2025

Orange Beach, AL

8:00 A.M. – 5:00 P.M.

ALABAMA

EMERGENCY MEDICAL DISPATCH

2ND EDITION

ALABAMA EMS

pre-conference practitioner course

• Required prerequisites: Valid 40-Hour PST* and CPR** certifications

• All prerequisites and required documentation must be submitted by October 10

◦ You will receive an email with all instructions and deadlines within 3-5 business days of registering

• A 2-hour online session through Virtual Academy will be assigned by AL911 Board staff after prerequisite documentation has has been verified

• The online portion must be completed by November 3, prior to attending the in-person classes

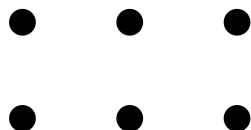
app.al911board.com/training-registration

*APCO, IAED, NENA TCC, Smart Horizons, and PowerPhone/Total Response

**TeleCPR (TCPR) also accepted

Questions? Laura@al911board.com

O. 334.440.7912 or C. 334.451.9984



CURRENT

PRACTITIONERS

- **Updated** certificates will be issued through myAlabama911
- **New** Guidebooks will be sent to each agency
- **Old** Guidebooks must be returned
- **Online** Virtual Academy 2nd. Edition update required (by 1.1.26)





Alabama 911 Board



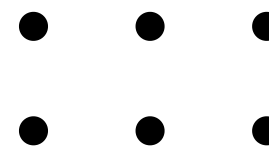
Alabama Office of EMS

2ND EDITION

ALABAMA EMERGENCY MEDICAL DISPATCH

GUIDEBOOK

GUIDE BOOK



ONLINE

DAY ONE, MODULE 1-2

Alabama 911 Board

Alabama 9-1-1 Board

Click on a course to start your training. To review a course, select Description

[Course Archive](#)[See Upcoming Courses](#)[ALEMD](#)

[All](#)[Administrative](#)[Constitutional Criminal Law and Procedure](#)[Corrections](#)[First Line Supervisor](#)[General Patrol](#)[IADLEST Approved](#)

[Investigations](#)[Leadership](#)[School Safety](#)[Telecommunications](#)[Wellness & Resiliency](#)

All Training

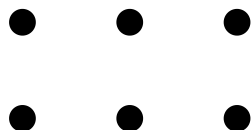
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Alabama Emergency Medical Dispatch (ALEMD) P...

Laura Ehrhart / Daniel Hipps
2.0 Credit Hours

[Description](#)





IN PERSON

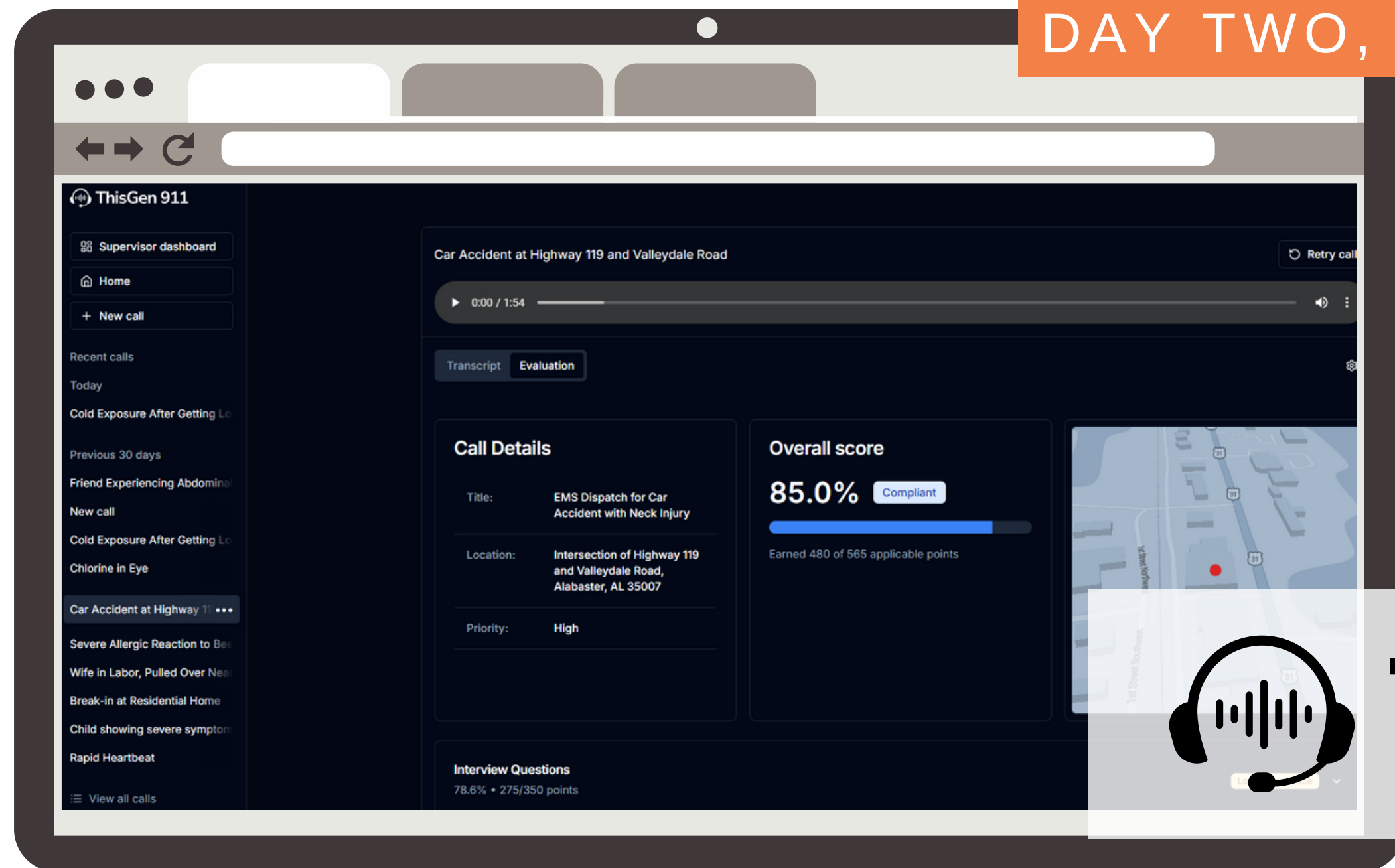
DAY TWO, DAY THREE

- **Modules** 3-4
- **Skills** practice
- **Simulations** through ThisGen 911 app
- **Scenario-Based** learning
- **Final** Assessment



IN PERSON

DAY TWO, DAY THREE



ThisGen 911

DIGITAL EMD

EMD.AL911BOARD.COM



**ALABAMA 911 BOARD**

MEDICAL DISPATCH

[CPR Instructions](#) [Initial Questions](#) [Table of Contents](#)

All Callers - Initial Questions

- 1) "Where is your emergency?"
- 2) "What is the number you are calling from?"
- 3) "Tell me what happened."
- 4) "Is the patient awake and able to speak?"

NO

"Is the patient breathing normally?"

Not breathing normally - CPR Instructions

Breathing normally - Unconscious (Airway Control)

All Callers - Secondary Questions

- "Is the scene accessible to emergency personnel?"
- "Is it safe for emergency personnel to enter?"
- "What is your name?"
- "What is the age and sex of the patient?"

Personal Reminders

- Follow agency policy and procedure for dispatching responders.
- Follow agency policy and procedure in recording a short report.
- Consider the appropriate series of questions, if there are any active ALERTS.

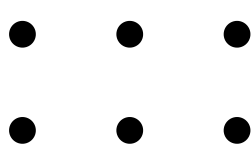
Table of Contents

Abdominal Pain

Allergic Reaction

Altered Mental Status

Amputation

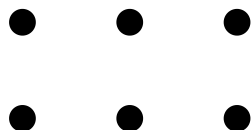


CERTIFICATION

PROCESS



- **Final Grades** determined by skill assessments, class participation, and written exam
- **Certificate** issued within 10 business days in myAlabama911
- **Valid** for two years



INSTRUCTOR

COURSE

- **Upcoming** course – 3–6 months
- **Pre-requisite** change
- **One Week** class
- **New requirement**– open classes
- **Updated** registration and class host process
- **Quarterly** classes



REGISTRATION OPEN!!

MISSION
DRIVEN

05

DAY \$49
PASSES



IMPACT
FOCUSED

26

\$99 FULL
CONFERENCE

ALABAMA 9-1-1 CONFERENCE

HUNTSVILLE MARRIOTT AT THE US SPACE AND ROCKET CENTER

ALABAMA 9-1-1 C@NFERENCE



CALL
FOR
PAPERS

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THANK

YOU!



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