ALABAMA 911 BOARD

Tuesday, October 27,

talk about it TUESDAY

Our Team

334.440.791

Caleb Branch

Laura James Ehrhart

Arjun Brar

Anderson Brooms

Daniel Hipps

Rachel Morrison

Michelle Peel

Jessi McKinley

Cassie Sherrer

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Certification & Training:

Updates, Expectations & What's Ahead

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PST Reimbursements

- Where we are now
- How to submit a request
- What’s changing going forward
- The APCO transition: what you need to know

PST Certiication Mandate
Act 2022 -387

October 15, 2022

Established

Defined

Effective

January 11, 2025

365 → 180

60% → 100%

30/30

February 14, 2026

~~Witheld~~

↓

Forfeited

Rule 585-X-5

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Snapshot of noncompliance measured total days per ECD

9 ECDs have been noncompliant for 120 days or more

9 ECDs have been noncompliant for 60-119 days

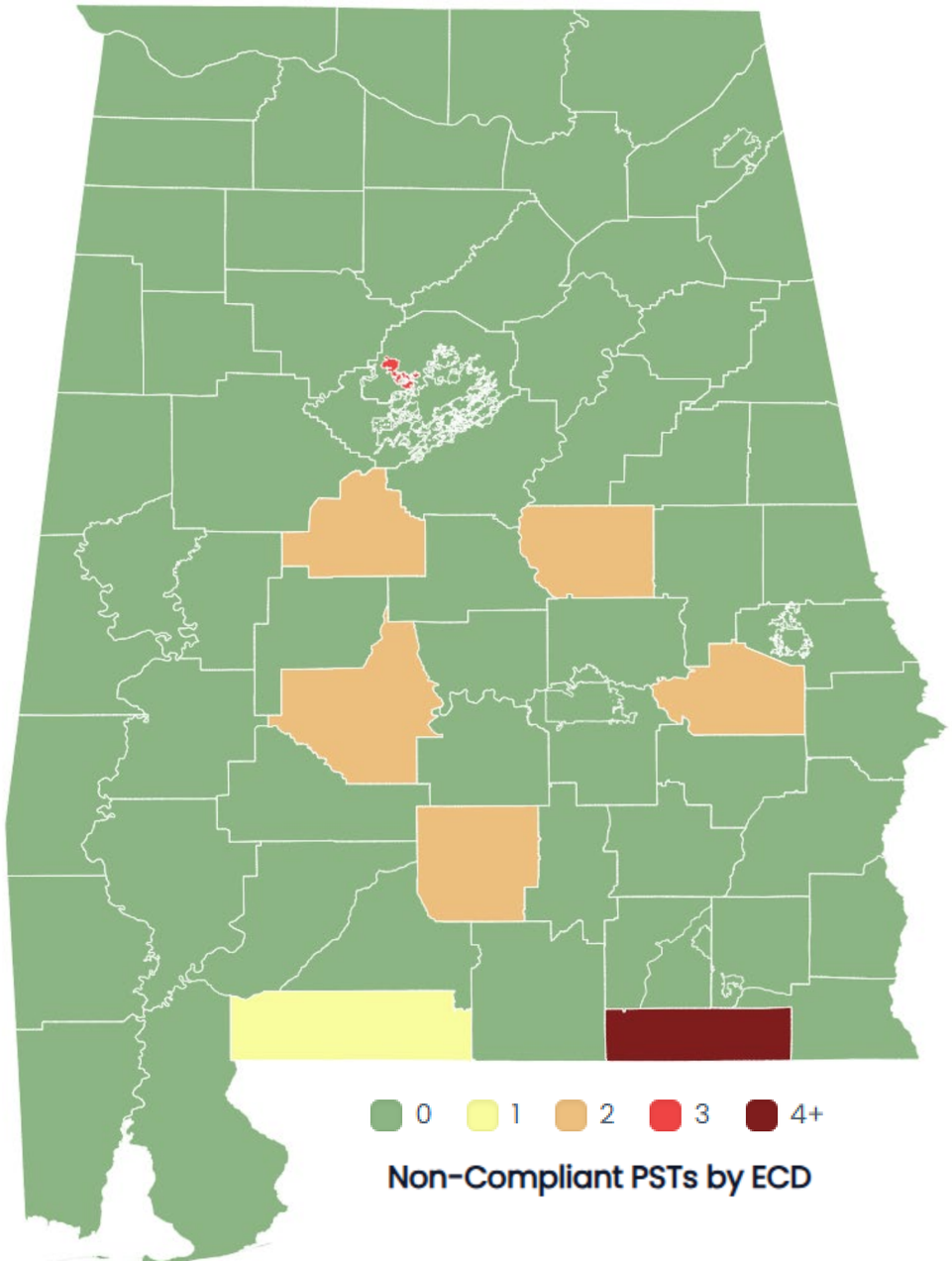
11 ECDs have been noncompliant for 30-59 days

24 ECDs have been noncompliant for 1-29

32 ECDs have NEVER received a noncompliance notice

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Current PST Mandate Noncompliance



Geneva ECD	4
Adamsville ECD	3
Macon ECD	2
Dallas ECD	2
Coosa ECD	2
Butler ECD	2
Bibb ECD	2
Escambia ECD	1

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585 - X - 5. 6
Rule Addition

- Eligibility Status
- Reimbursements
- Non -statutory mandated funds
- Noncompliance timeline
- Corrective Action
- Grants

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Text -to -911

Is your center ready?

- Is every PST logged in to your text-to-911 platform 24/7?
- Internal (PSAP) Education to accompany Public Campaign

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Texty SM

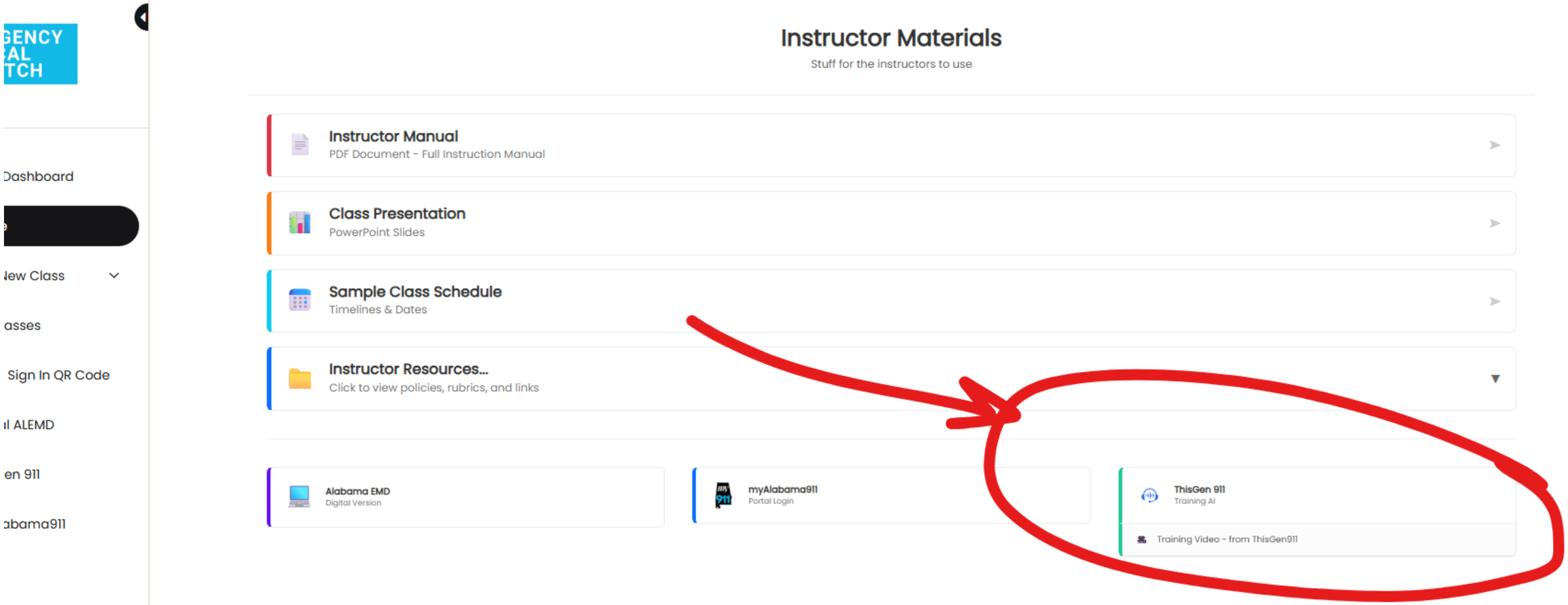
Axon 911 | Prepared

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ALEMD

- **Guidebooks**
  - PSAP need
  - Instructor need
- **Registering for classes**
  - Public vs. Internal
- **Secondary PSAPs**
  - Cost
  - Exceptions
- **Instructors**
  - Student Workbooks
  - Prerequisite verification

ThisGen 911 Changes



What's happening in Alabama 911?



We want to share your wins
and highlight the
GOOD that's going on
in Alabama 911!

Laura@al911.gov

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UPCOMING training

10/28- Calera - Crisis Call Taking

11/09- Montgomery - Sweet Home 911, ANGEN Tools Unpacked

12/01- Dothan - T-CPR: Beyond Certification, From Recognition to Resuscitation

12/03- B’ham - T-CPR: Beyond Certification, From Recognition to Resuscitation

12/04- H’ville - T-CPR: Beyond Certification, From Recognition to Resuscitation

1/12- TBD - The Individual Impact: Shaping Culture in 911

1/14- TBD - The Individual Impact: Shaping Culture in 911

2/2- Dothan - Crisis Call Taking

2/2- Dothan - Crisis Call Taking

2/8- Montgomery - NENA CMCP

2/23- TBD - ALEMD Instructor

3/9- TBD - CTRL Yourself- Better habits. Safer clicks. Fewer surprises.

- 12/01- Dothan
- 12/03 - B’ham
- 12/04 - Hunstville

Not a certification course. A confidence course.

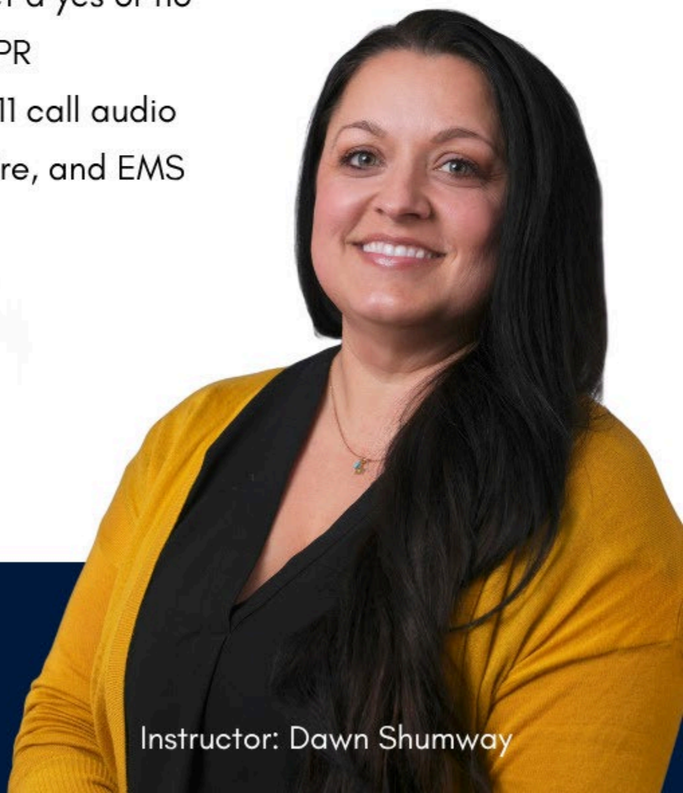
T-CPR Beyond Certification

FROM RECOGNITION TO RESUSCITATION

- Recognizing cardiac arrest in the first seconds of the call
- Handling unclear callers when you can’t get a yes or no
- Busting common myths about Telephone CPR
- Practical coaching techniques using real 911 call audio
- Building stronger teamwork between 911, Fire, and EMS

8:00 A.M. - 5:00 P.M.

provided by ALABAMA 911 BOARD



Instructor: Dawn Shumway

presented by NAMI
National Alliance on Mental Illness

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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



TUESDAY, OCTOBER 27
Calera Police Dept.

WEDNESDAY, OCTOBER 28
Calera Police Dept.

8:00 A.M. - 5:00 P.M.

- 10/28 - Calera
- 2/2 - Dothan
- 2/3 - Dothan

Laura@911.gov

One 8-Hour class, offered two days in a row

The Individual Impact:
Shaping Culture in 911

- 1/12 - TBD
- 1/14 - TBD



Shannon Polito

THE HEALTHY DISPATCHER

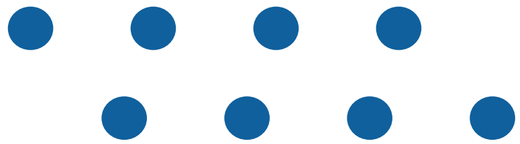
HEALTHY CENTERS SAVE MORE LIVES



- 11/9 Montgomery
- January - TBD

- 2/8 -2/12

Center Manager Certification Program



NENA
THE 9-1-1 ASSOCIATION

CMCP
UNLOCK YOUR FUTURE.

February 23-25, 2027

Location: TBD

8:00 A.M. - 5:00 P.M.

Alabama 911 Board

Alabama Office of EMS

ALEMD 2ND EDITION INSTRUCTOR

ALABAMA EMERGENCY MEDICAL DISPATCH

2ND EDITION

2027 ALABAMA 911 CONFERENCE

Where Passion & Profession Meet

Huntsville, AL | Von Braun Center

registration OPEN

MAY 3 - 6, 2027

https://www.eventleaf.com/e/alabama911

FBSMZ!CJSE

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EDUCATIONAL SESSIONS ONLY

THROUGH DEC 31, 2026 • $249 & $99 AFTER

2027 ALABAMA 9 1 1 · CONFERENCE

Where Passion & Profession Meet

Huntsville, AL | Von Braun Center

call for PAPERS

DEADLINE TO SUBMIT : DECEMBER 1, 2026

REMINDERS

PST & Legacy Reimbursement

Submit by 10th

2026 ECD Minimum Accounting

November 30, 2026

UPLOAD

VALIDATE

AGGREGATE

Legacy: submissions accepted through 12/31/26- for services prior to October 1, 2026

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Questions?

