Virginia Department of Emergency Management

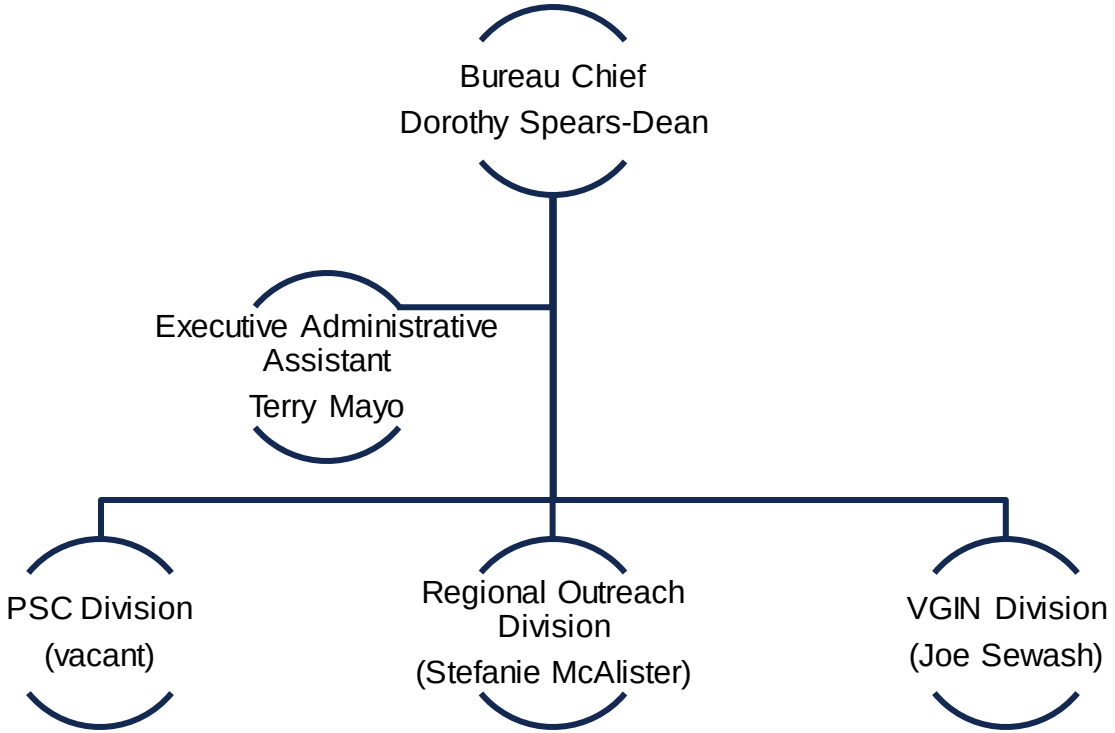
9-1-1 & Geospatial Services Bureau Webinar
Topic: Transition Update

Date: Aug 19, 2020

Agenda

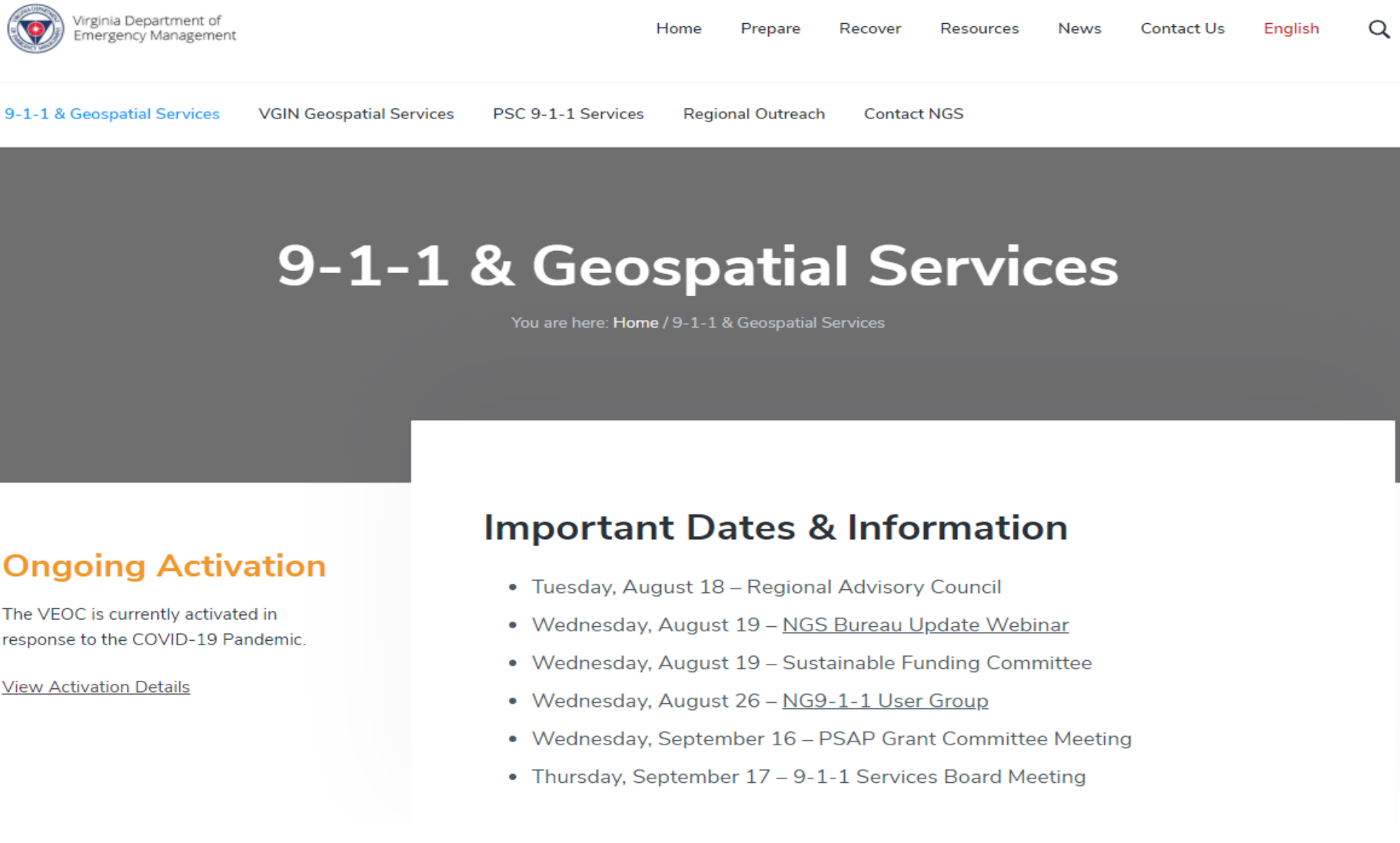
- Welcome
- Bureau Update
- PSAP Grant Program
- Text-to-9-1-1 and NG9-1-1 Deployments
- NG9-1-1 GIS Data Efforts
- VBMP Orthoimagery Program
- NG9-1-1 Sustainable Funding Committee
- Regional Advisory Council (RAC)
- Upcoming Board Meetings

Bureau Org Chart



Bureau Website

https://www.vaemergency.gov/911-geospatial/



PSAP Grant Program

- Accepting grant and funding reimbursements
- New mailbox…psapgrants@vdem.virginia.gov
- NG9-1-1 funding requests are due Aug 31st
- Annual progress reports and grant closure forms are also due Aug 31st
- Deadline to submit a PEP grant is Sept 30th
- Re-issuing NG9-1-1 funding awards
- New webpage: https://www.vaemergency.gov/911-geospatial/psc-9-1-1-services/psap-grant-program/
- PSAP Grant Committee meeting is on Sept 16th

Text to 9-1-1

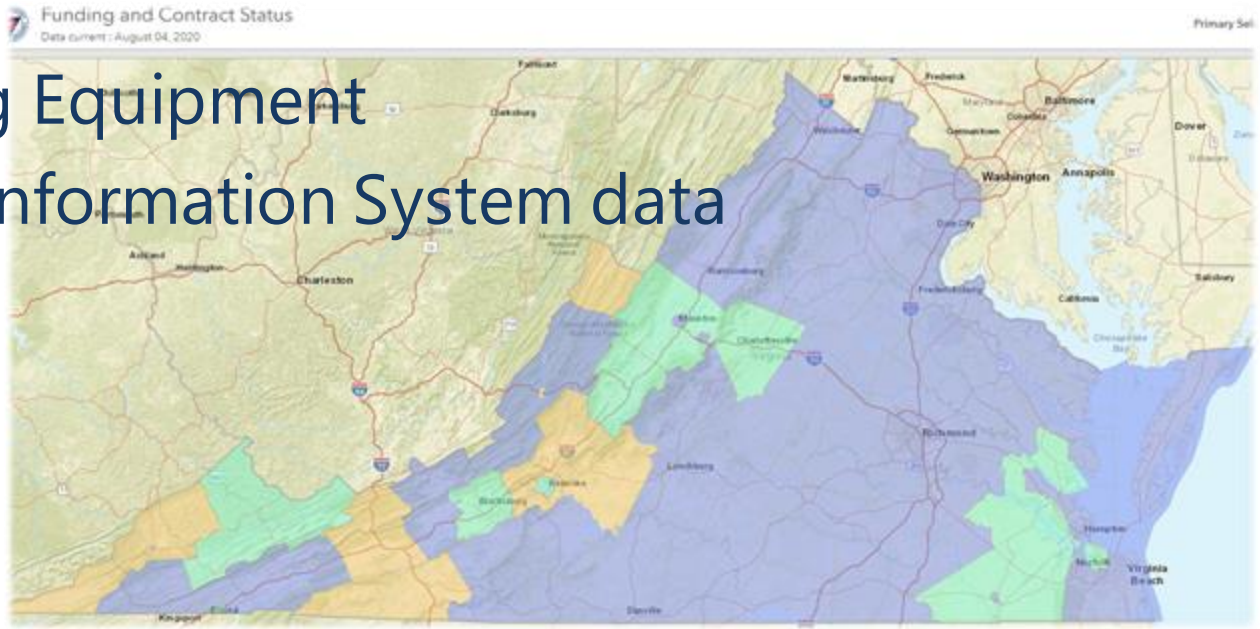
- § 56-484.16 On or before July 1, 2020, **each PSAP in the Commonwealth shall deploy equipment, products, and services necessary or appropriate to enable the PSAP to receive and process calls for emergency assistance sent via Short Message Service (SMS) text messages** in a manner consistent with FCC Order 14-118 and any other FCC order that affects the deployment of SMS text-to-9-1-1. Upon such deployment, the PSAP shall notify the FCC's PSAP Text-to-911 Readiness and Certification Registry.
- Commonwealth's PSAPs were very successful
- Team effort among PSAPs, vendors and the RCs

NG9-1-1 Deployments

- Fairfax County deployed June 3
- Loudoun County in testing phase now with deployment scheduled for 8/25/20
- Deployment path forward (projected through Dec 2021):
  - Fairfax/Alexandria selective router region
  - Early readiness localities (about 7)
  - then Winchester/Fredericksburg, Charlottesville/Farmville, Chester/Stuart, High/Jefferson

NG9-1-1 Deployment Efforts

- NGS will continue to work with PSAPs, GIS, AT&T and vendors
- Focus on the 3 primary project areas:
  - Connectivity
  - Call Handling Equipment
  - Geographic Information System data

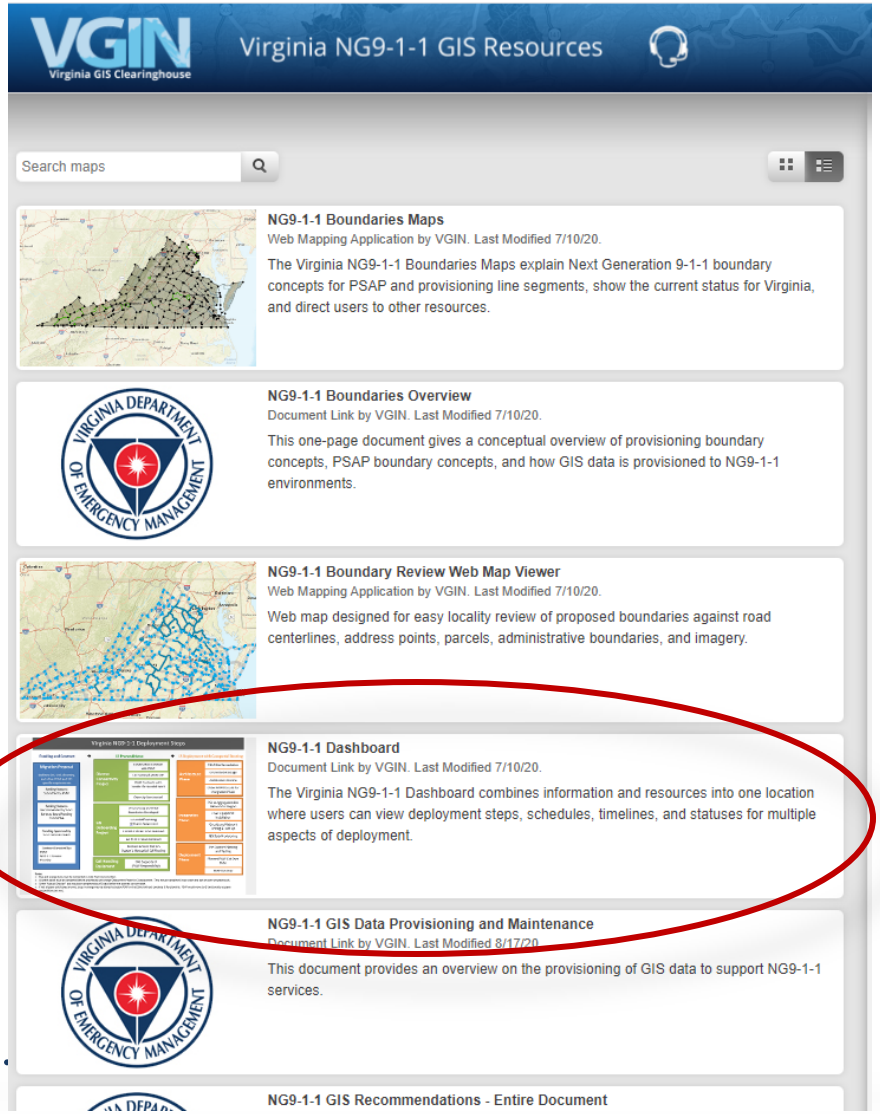


NG9-1-1 Resources

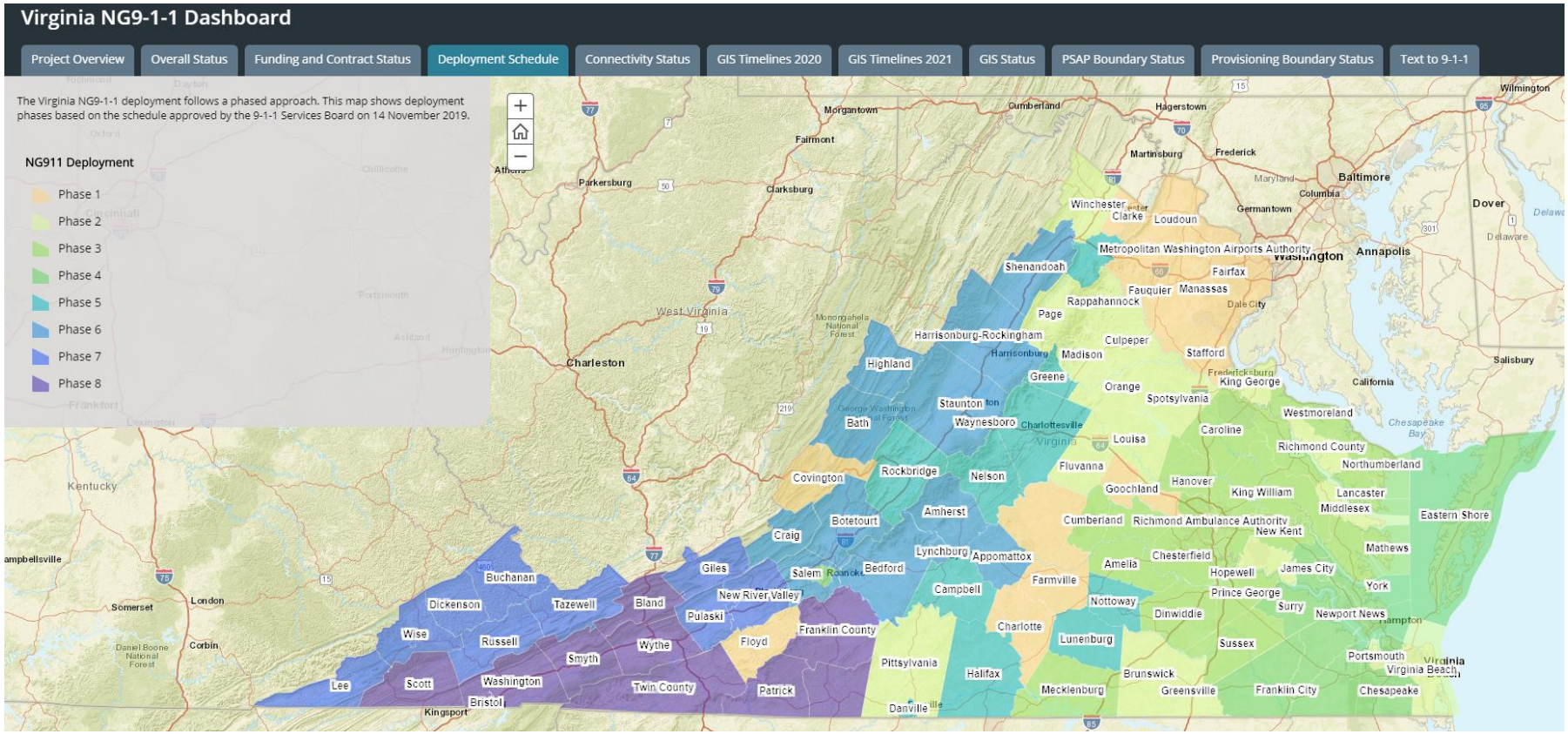
- Deployment resources:

  https://vgin.maps.arcgis.com/home/index.html

NG9-1-1 Resources

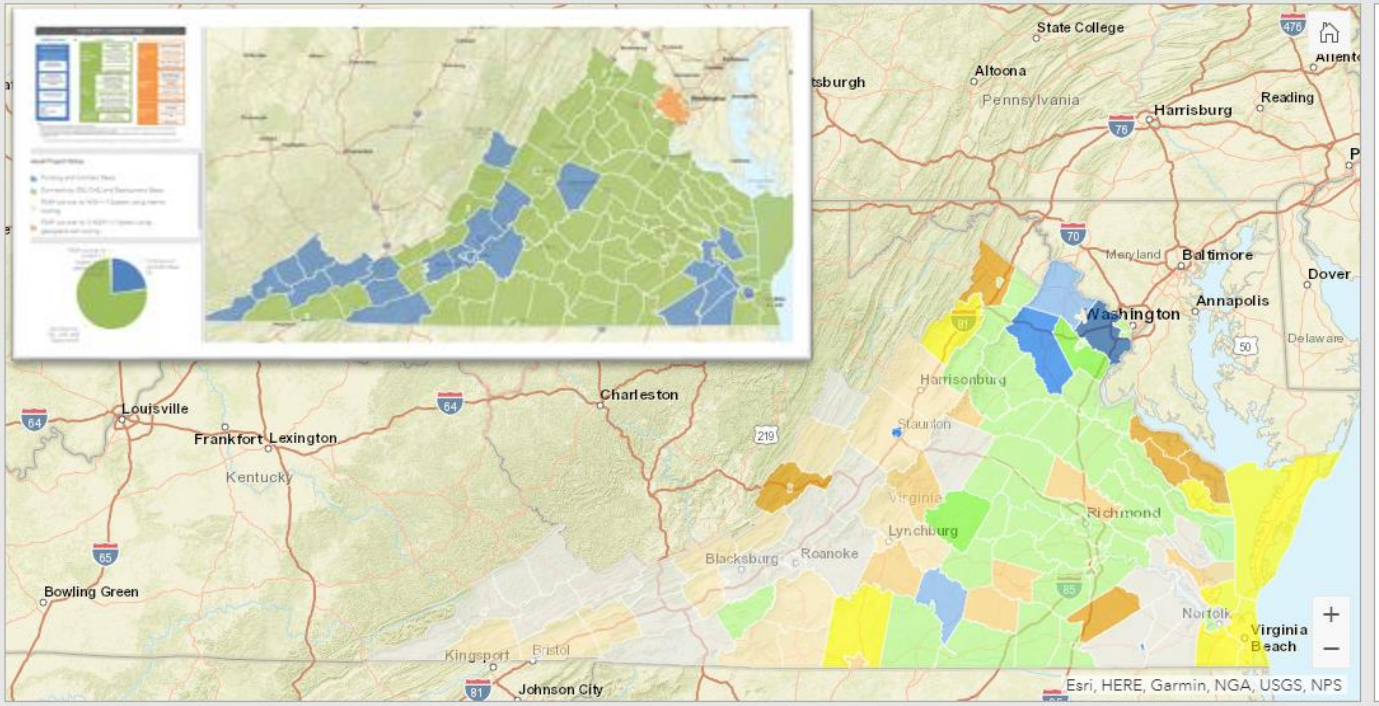


NG9-1-1 Dashboard



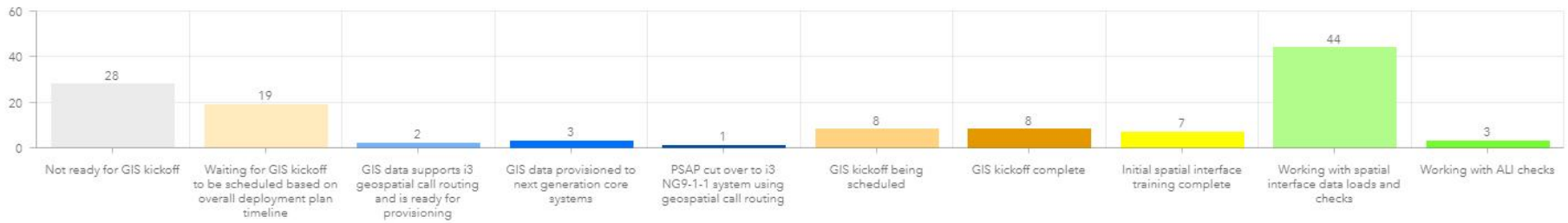
Virginia NG9-1-1 Dashboard

Project Overview | Overall Status | Funding and Contract Status | Deployment Schedule | Connectivity Status | GIS Timelines 2020 | GIS Timelines 2021 | GIS Status | PSAP Boundary Status



GIS Onboarding Project Status

- Not ready for GIS kickoff
- Waiting for GIS kickoff to be scheduled based on overall deployment plan timeline
- GIS kickoff being scheduled
- GIS kickoff scheduled
- GIS kickoff complete
- Initial spatial interface training being scheduled
- Initial spatial interface training scheduled
- Initial spatial interface training complete
- Working with spatial interface data loads and checks
- Working with ALI checks
- Ready for mutual decision of ability of GIS data to support i3 geospatial call routing
- GIS data supports i3 geospatial call routing and is ready for provisioning
- GIS data is not ready to support i3 geospatial call routing; locality will use interim step



The GIS Project occurs when localities start working with solution partners to make data available to the ESInet. This step must be completed 90 days before scheduled cut-over.

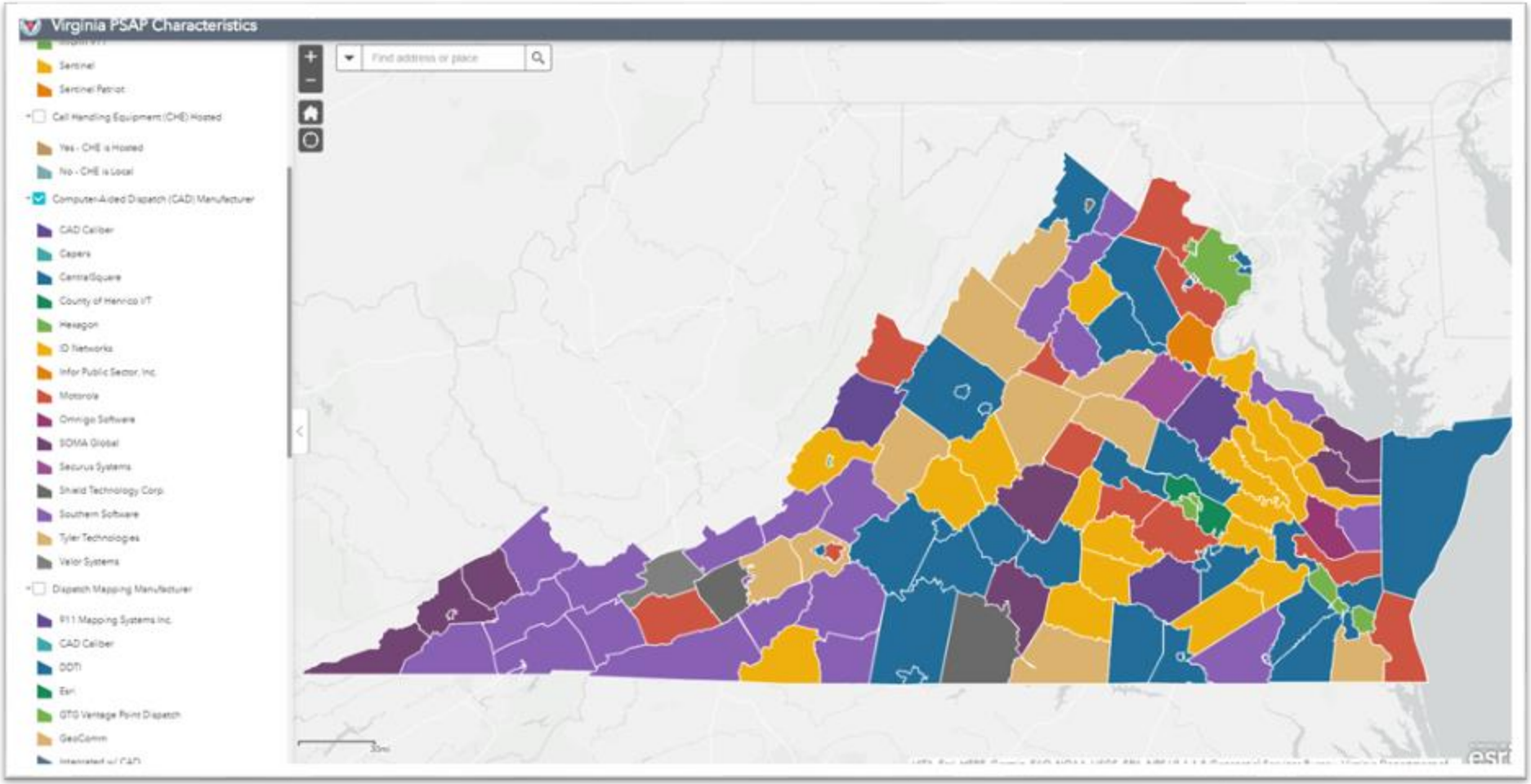
Status 20200814: 6 complete with GIS; 70 working with Intrado; 19 waiting; 28 not eligible

NG9-1-1 Boundaries

97%	64%	62%	82%	79%
117 of 121 PSAPs have a PSAP segment complete	78 of 121 PSAP boundaries are complete	76 of 122 provisioning boundaries are complete	327 of 399 PSAP segments are complete	314 of 398 provisioning segments are complete
Trend in Count Since 20200731				
0	+ 3	+ 3	+ 4	+ 4

Status 20200814

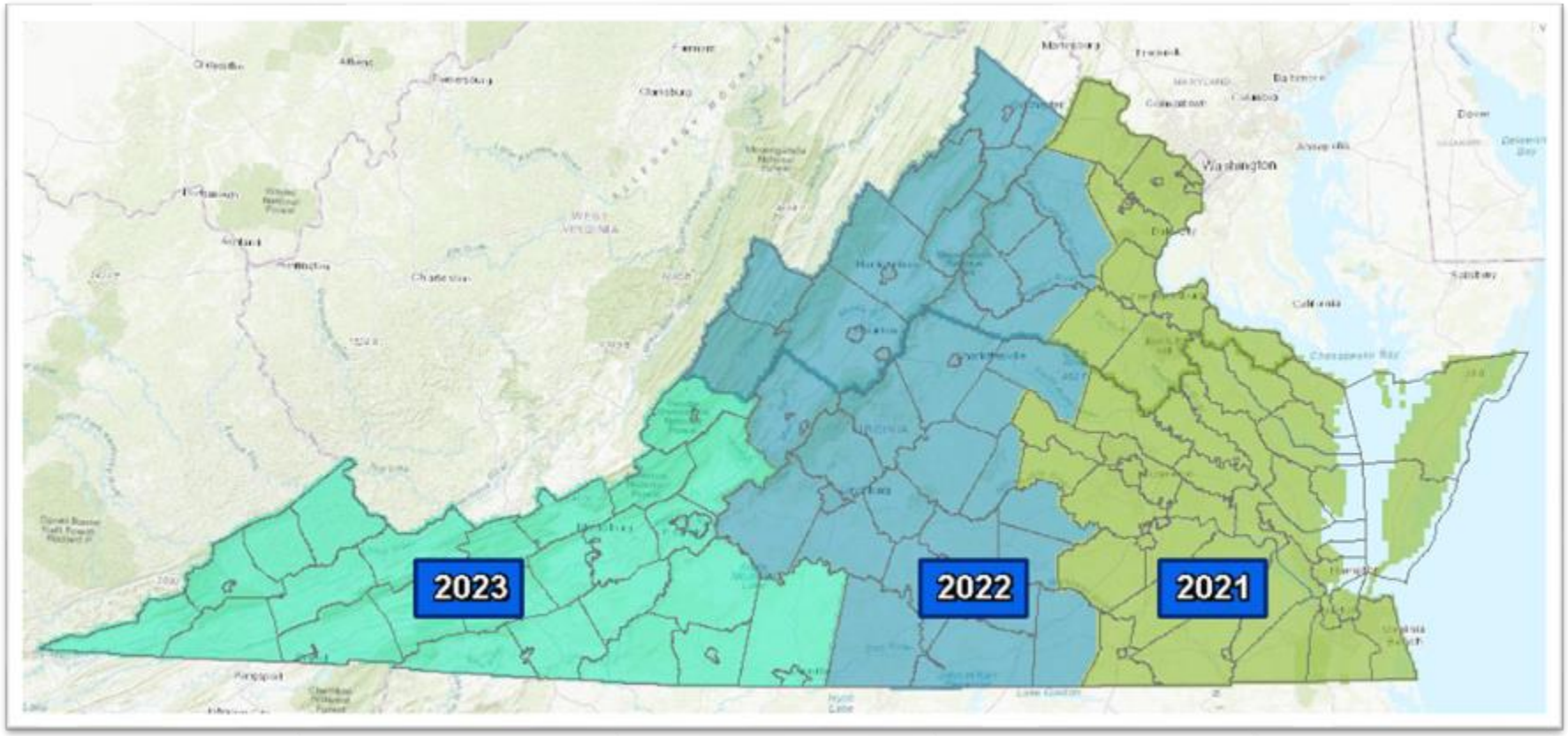
Virginia PSAP Characteristics



VBMP Orthoimagery

- Gerry Bernhardt: Geospatial Program Manager
  - gerard.bernhardt@vdem.virginia.gov
  - 804.773.0780
- 2021 Flying Season
  - Locality buy-up outreach: Fall 2020
  - Locality buy-up commitment: December 15, 2020

VBMP Orthoimagery



Funding Committee

- Mitigate impact of NG9-1-1 recurring costs

- Committee members:
  - Christian Collier (Small PSAP)
  - J.R. Powell (Medium PSAP)
  - Eddie Reyes (Large PSAP)
  - Sheriff Brian Hieatt
  - Jolena Young (Board member)
  - Joe Lerch (VACo)
  - Terry Hall (VML)

Regional Advisory Council (RAC)

- Region 1 – Tory Maye
- Region2 – Joell Kight
- Region 3 – Ben Duncan
- Region 4 – Chris Akers (P) | Jolena Young (A)
- Region 5 – Terry Hall (P) | Tony Castillo (A)
- Region 6 – Chris Caldwell (P) | John Powers (A)
- Region 7 – Steve McMurrer (P) | Michele Surdam (A)
- APCO – Stephen Williams | NENA – Katie Boone
- IT Reps – Kurt Plowman and Jeff Shupe

State 9-1-1 Comprehensive Plan

9-1-1 Comprehensive Plan

In Virginia, 9-1-1 personnel, resources and systems provide the public – using any communications device or method, and in any language – with rapid reliable and accurate emergency services

Strategic Initiatives

1. Assess impact of NG9-1-1 on existing statewide 9-1-1 capabilities and services	2. Improve accessibility to 9-1-1 services and availability of information about the 9-1-1 ecosystem	3. Training recommendations for the NG9-1-1 telecommunicator	4. Employ analytics to identify future information services

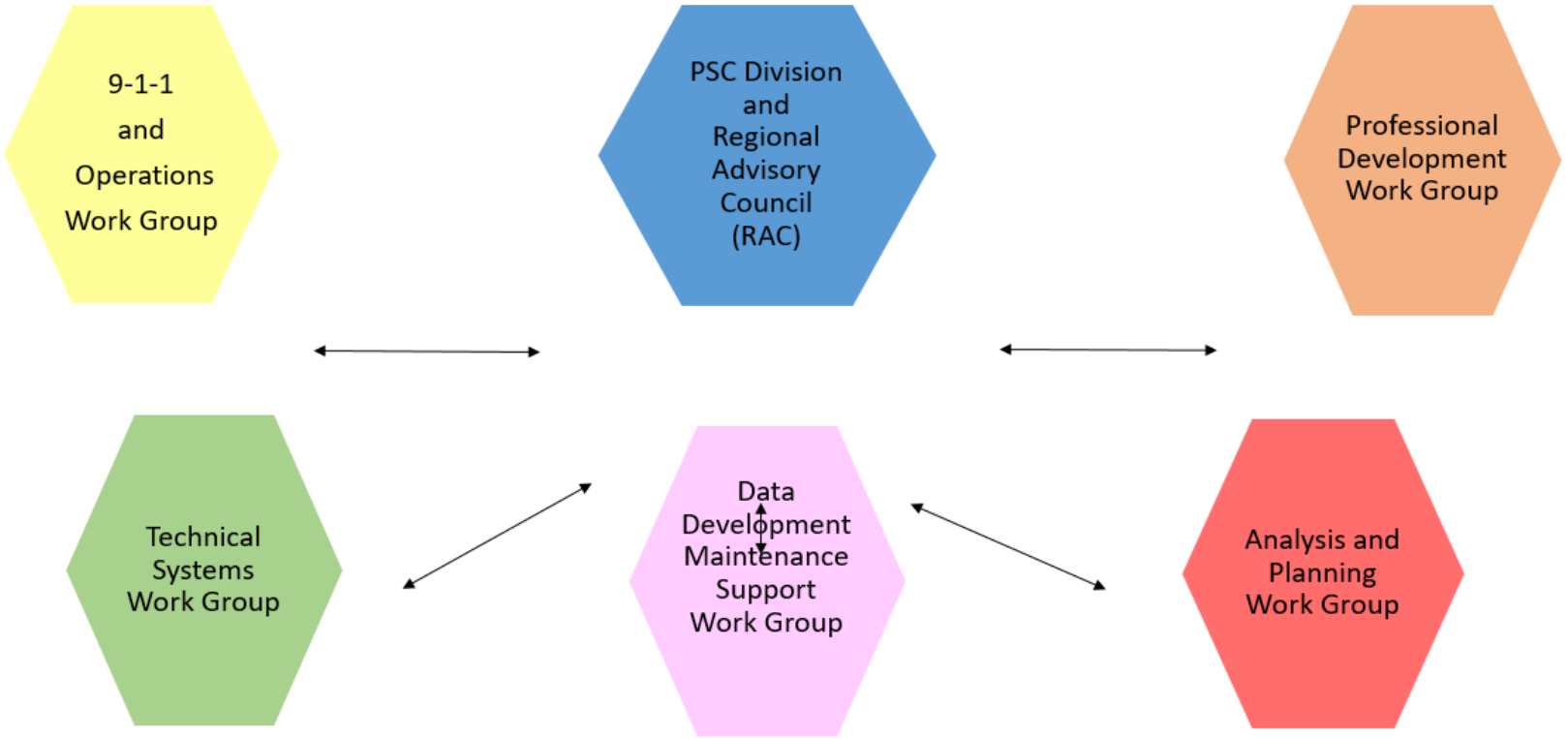
Priorities

9-1-1 and Operations	Professional Development	Technical Systems	Data Development, Maintenance and Support	Analysis and Planning

• Address the needs of the deaf and hard of hearing community
• Access to foreign language services
• Increased interaction with organizations that represent local government
• Engagement with other public safety focused disciplines and government agencies
• Multiple avenues for data sharing (ISP to PSAPs) to help differentiate what's important from noise
	• Establish 9-1-1 as an independent discipline and explore 9-1-1 branding
	• Additional pedagogies for telecommunicator training
	  ○ NG9-1-1 & FirstNet
	  ○ Regional focus
	  ○ Aligned with current technology
	  ○ Related to other public safety disciplines
	  ○ Facilitates sharing of training materials
	• Identify innovative approaches to recruitment and retention from private sector
	• Wellness
		• Incentivize regional projects
		• Dedicated IT staff and resources to support systems (cybersecurity)
		• Maintenance after grant funding ends
		• Statewide approaches to hosted systems
		• CAD to CAD interfaces
		• Challenge of managing projects that involve multiple vendors
		• Integration of 3-1-1 and similar systems with PSAP
		• Interoperability
			• GIS data maintenance and work flows
			• Overall cost of maintenance
			• Data sharing (among PSAPs)
			• Coordinating PSAP boundary support
			• Best practices for GIS quality metrics
			• Interstate data sharing
			• Impact of visual media and records on PSAPs
				• Peer exchange for analytical reporting, development of metrics, assessing staff efficiency, and significant events
				• Include 9-1-1 in training and exercise activities
				• Understanding location accuracy
				• Facilitate 9-1-1/GIS interaction
				• Visibility of 9-1-1 calls from initiation to response

D.Spears-Dean – 07/01/20
Status: Public Release

RAC Work Groups



Upcoming Board Meetings

- 9-1-1 Services Board Meeting – Sept 17th
- VGIN Advisory Board Meeting – Oct 14th

Questions