



Virginia Department of
Emergency Management

9-1-1 & Geospatial Services Bureau Webinar

Topic: Transition Update

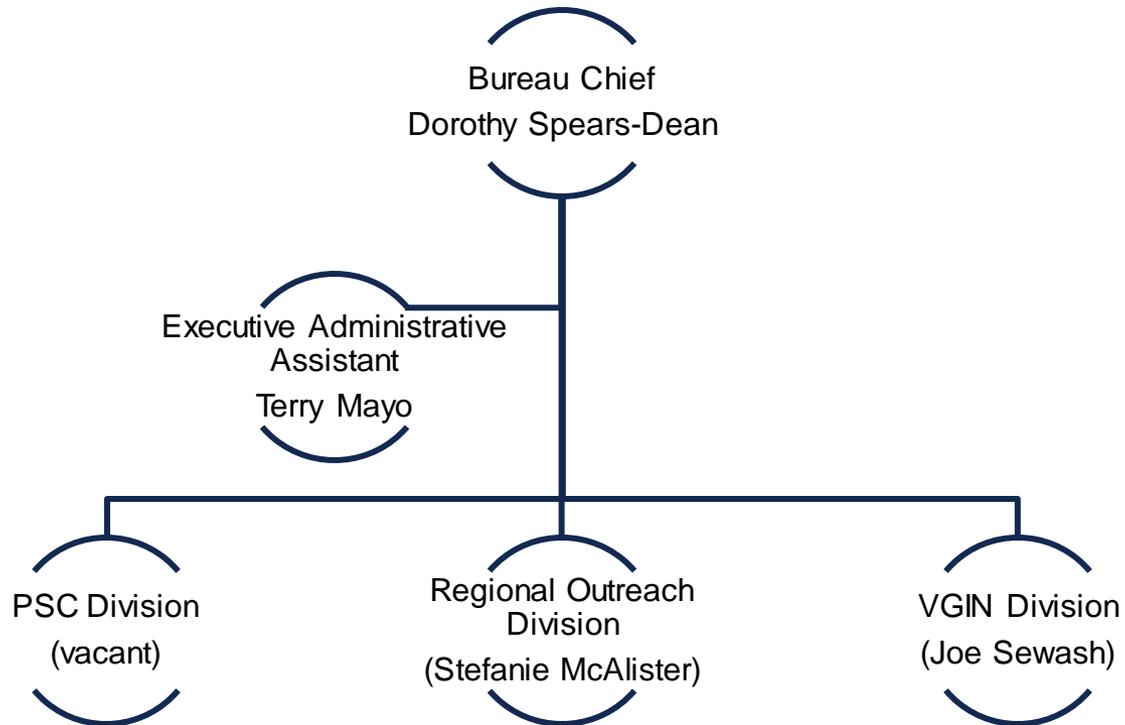
Date: Aug 19, 2020

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/>



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Ongoing Activation

The VEOC is currently activated in response to the COVID-19 Pandemic.

[View Activation Details](#)

Important Dates & Information

- Tuesday, August 18 – Regional Advisory Council
- Wednesday, August 19 – [NGS Bureau Update Webinar](#)
- Wednesday, August 19 – Sustainable Funding Committee
- Wednesday, August 26 – [NG9-1-1 User Group](#)
- Wednesday, September 16 – PSAP Grant Committee Meeting
- Thursday, September 17 – 9-1-1 Services Board Meeting

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



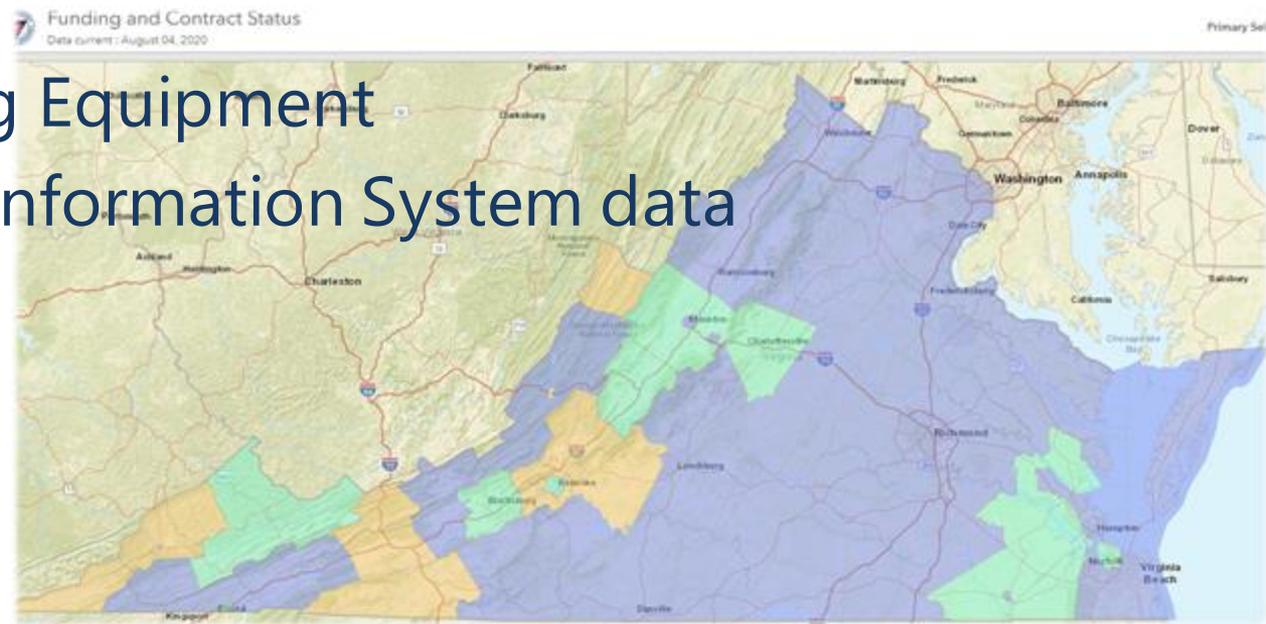
NG9-1-1 Deployment Efforts

- 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

VGIN
Virginia GIS Clearinghouse

Virginia NG9-1-1 GIS Resources

Search maps

NG9-1-1 Boundaries Maps
Web Mapping Application by VGIN. Last Modified 7/10/20.
The Virginia NG9-1-1 Boundaries Maps explain Next Generation 9-1-1 boundary concepts for PSAP and provisioning line segments, show the current status for Virginia, and direct users to other resources.

NG9-1-1 Boundaries Overview
Document Link by VGIN. Last Modified 7/10/20.
This one-page document gives a conceptual overview of provisioning boundary concepts, PSAP boundary concepts, and how GIS data is provisioned to NG9-1-1 environments.

NG9-1-1 Boundary Review Web Map Viewer
Web Mapping Application by VGIN. Last Modified 7/10/20.
Web map designed for easy locality review of proposed boundaries against road centerlines, address points, parcels, administrative boundaries, and imagery.

NG9-1-1 Dashboard
Document Link by VGIN. Last Modified 7/10/20.
The Virginia NG9-1-1 Dashboard combines information and resources into one location where users can view deployment steps, schedules, timelines, and statuses for multiple aspects of deployment.

NG9-1-1 GIS Data Provisioning and Maintenance
Document Link by VGIN. Last Modified 8/17/20
This document provides an overview on the provisioning of GIS data to support NG9-1-1 services.

NG9-1-1 GIS Recommendations - Entire Document



NG9-1-1 Dashboard

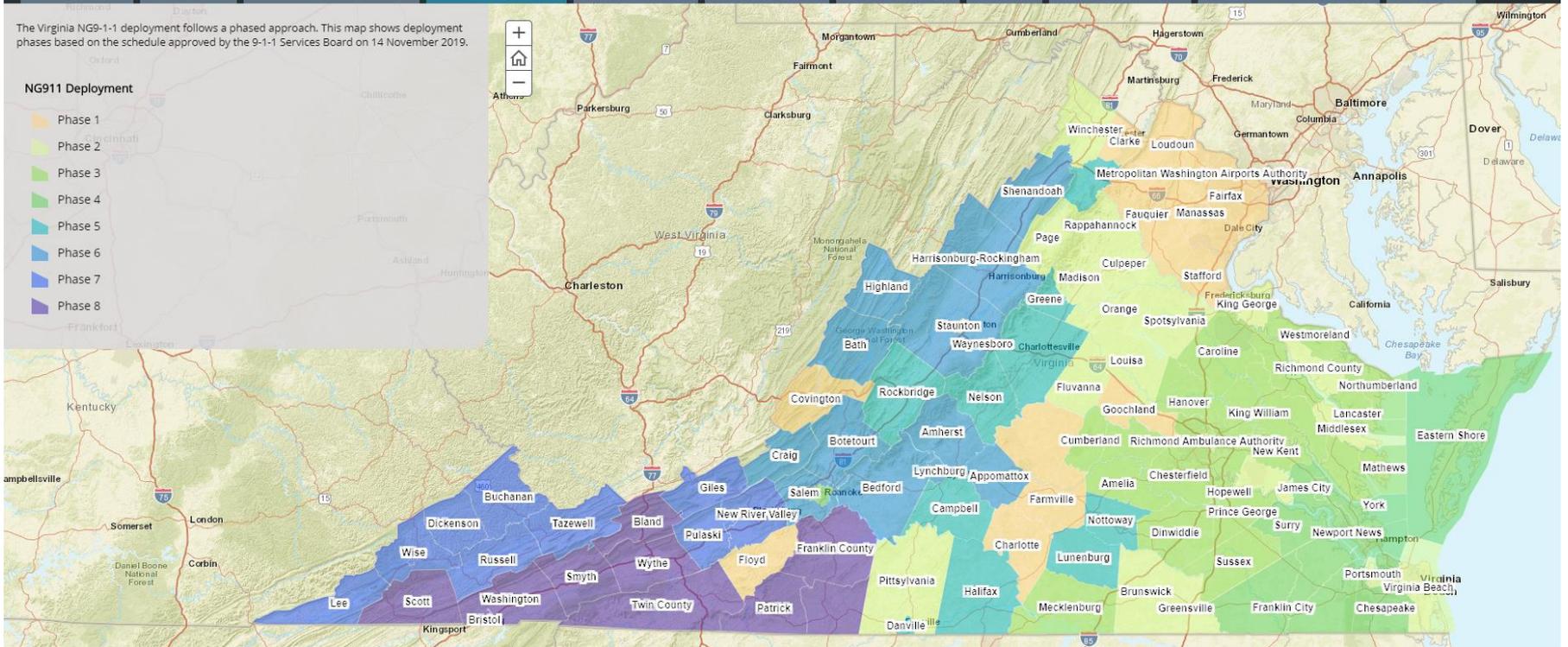
Virginia NG9-1-1 Dashboard

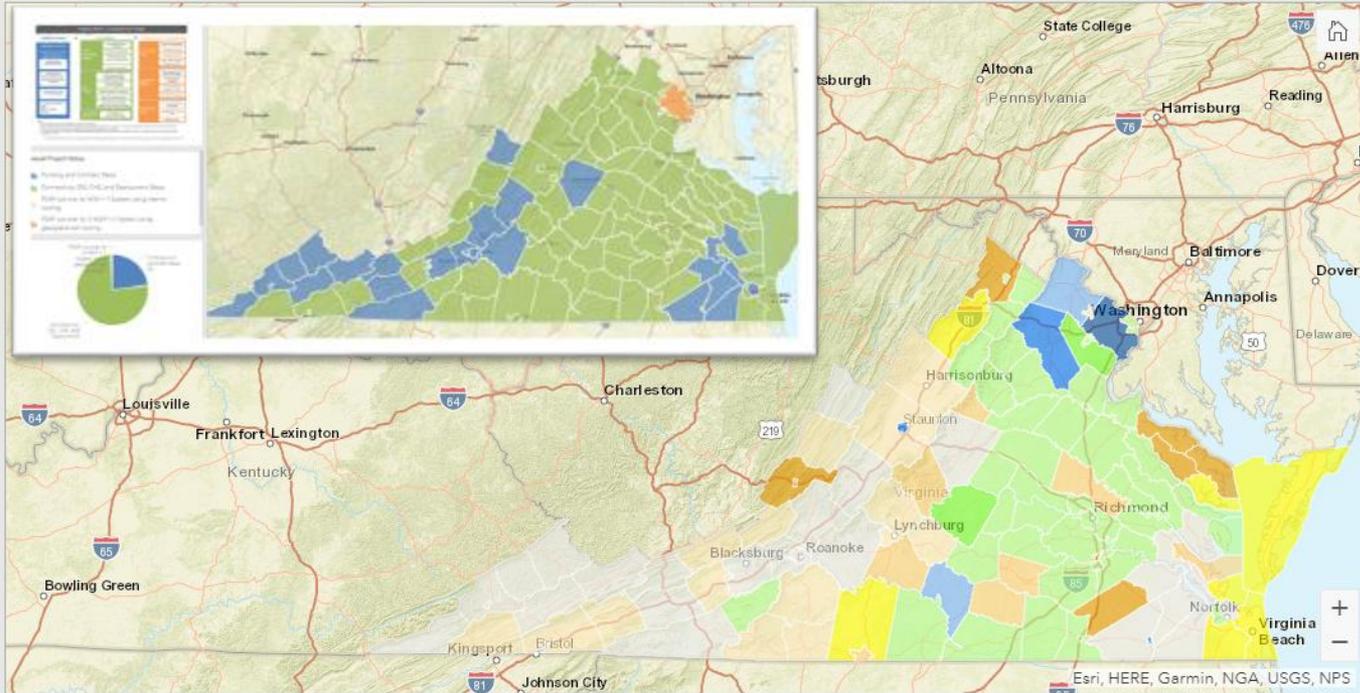
- Project Overview
- Overall Status
- Funding and Contract Status
- Deployment Schedule
- Connectivity Status
- GIS Timelines 2020
- GIS Timelines 2021
- GIS Status
- PSAP Boundary Status
- Provisioning Boundary Status
- Text to 9-1-1

The Virginia NG9-1-1 deployment follows a phased approach. This map shows deployment phases based on the schedule approved by the 9-1-1 Services Board on 14 November 2019.

NG911 Deployment

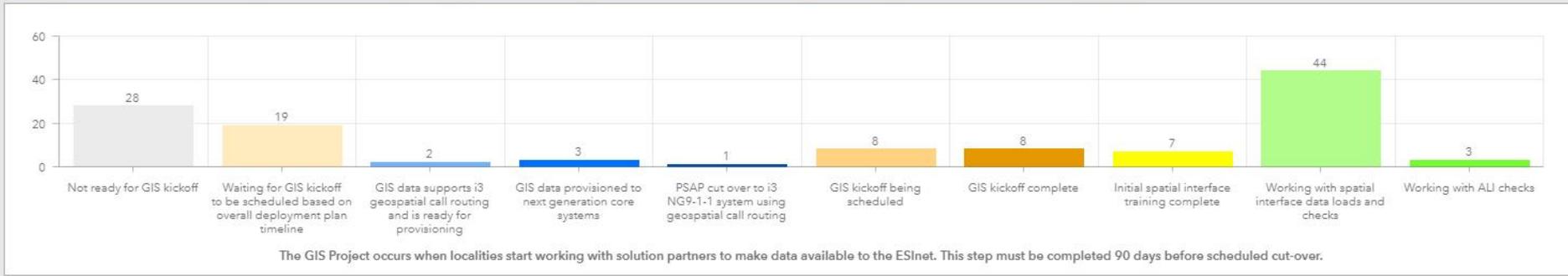
- Phase 1
- Phase 2
- Phase 3
- Phase 4
- Phase 5
- Phase 6
- Phase 7
- Phase 8





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
- 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



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

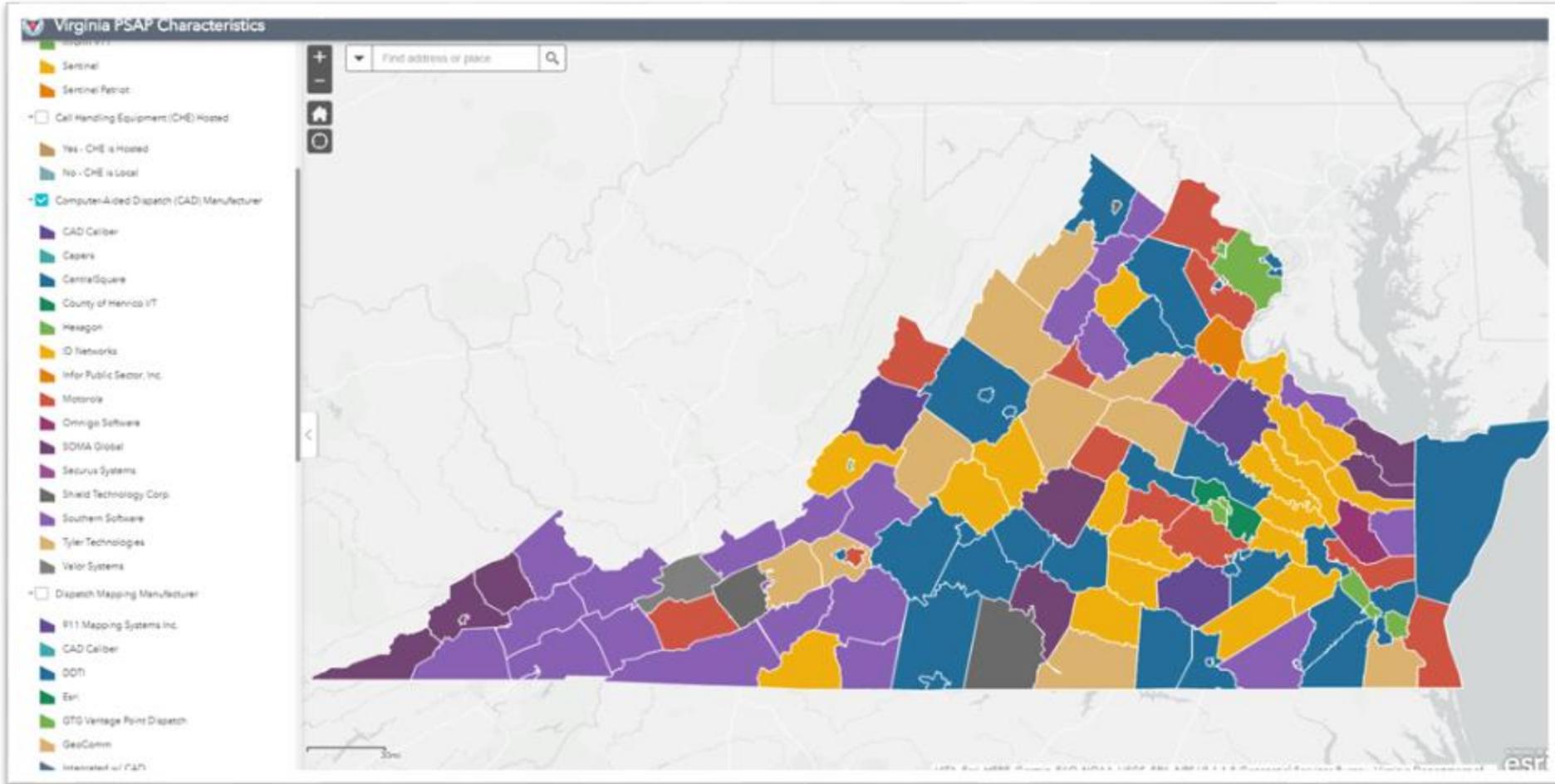
NG9-1-1 Boundaries

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
<i>Trend in Count Since 20200731</i>				
0	+ 3	+ 3	+ 4	+ 4



Status 20200814

Virginia PSAP Characteristics

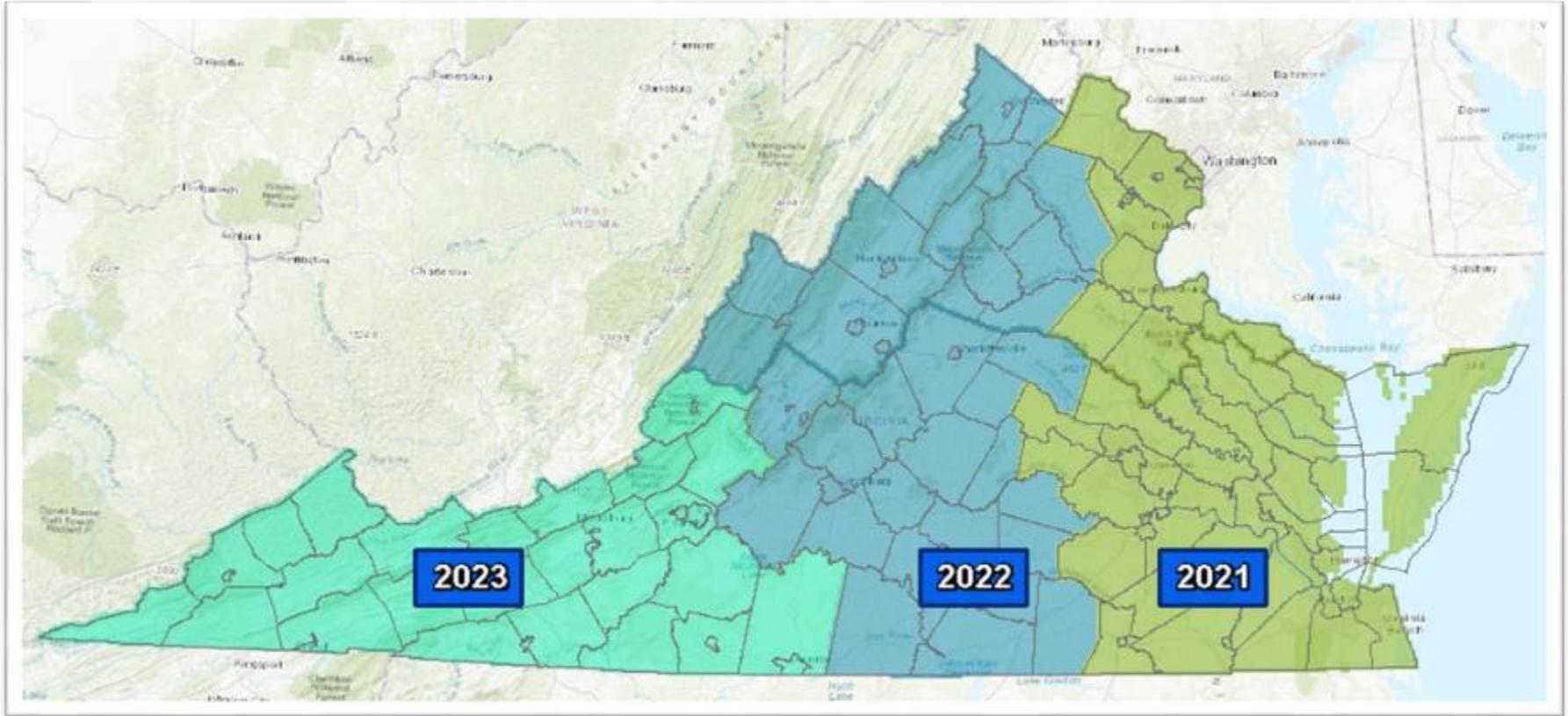


VBMP Orthoimagery

- 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
- Region 2 – 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

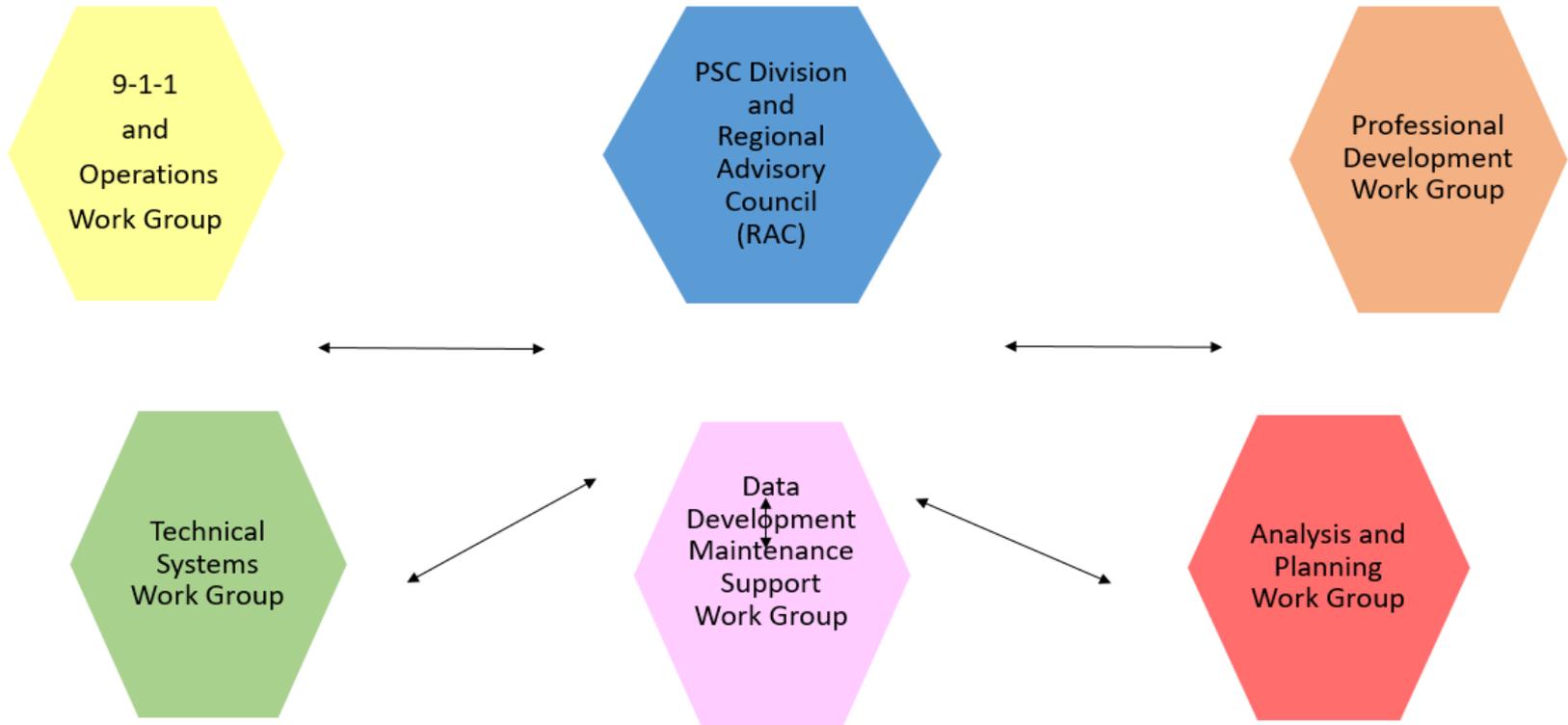
Strategic Initiatives			
1. Assess impact of NG9-1-1 on existing statewide 9-1-1 capabilities and services	2. Improve accessibility to 9-1-1 services and availability of information about the 9-1-1 ecosystem	3. Training recommendations for the NG9-1-1 telecommunicator	4. Employ analytics to identify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

Priorities				
9-1-1 and Operations	Professional Development	Technical Systems	Data Development, Maintenance and Support	Analysis and Planning
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Establish 9-1-1 as an independent discipline and explore 9-1-1 branding Additional pedagogies for telecommunicator training <ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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

