

**9-1-1 Service Board Meeting
November 14, 2019
CESC**

Members Present:	Kevin Hall – Vice Chairman	Kelvin Wright
	Mary Blowe	Scott Garber
	Pete Hatcher	Danny Garrison
	Gary Critzer	Bruce Edwards
	Jolena Young	Terry Ellis
	Jeffrey Merriman	David Von Moll - Comptroller
Members Absent:	Nelson Moe	Seth Weise
	Jeffrey Stern - Chairman	
Advisor Present:	None	
AG Present:	None	
Remote	Roanoke	Culpeper
	Abingdon	
Staff Present:	Dorothy Spears-Dean	Stefanie McGuffin
	Steve Marzolf	Joe Sewash
	Lewis Cassada	

1. CALL TO ORDER

Vice Chairman Hall called the meeting of the 9-1-1 Service Board to order at 10:04 AM.

Coordinator Spears-Dean did a roll call of the remote sites. All were accounted.

2. APPROVAL OF THE MINUTES FROM SEPTEMBER 23, 2019

Vice Chairman Hall called for a motion to approve the September 23, 2019 Board Minutes, which had been distributed prior to this Board Meeting. Comptroller David Von Moll made a motion to approve the Minutes, and Danny Garrison seconded the motion to approve. The Minutes were approved; **12-0-0**.

3. NG9-1-1 DEPLOYMENT UPDATE

Steve Marzolf addressed the Board and said that Stefanie McGuffin will give a brief update. Mr. Marzolf said this information was presented to the VGIN Advisory Board yesterday at its meeting. He said that both Boards should be

proud of what Virginia has done. He said that it is because of the hard work that has been done at this point that the reality is about to occur. Mr. Marzolf said it is important to recognize that the hard work that the PSAP Managers, GIS Managers, and his ISP staff has put in, is contributing to the reality. He also noted that the Grant Program has worked hard to put the funding together to get the work done. He also commented that we all know more now than we ever have. He said that the schedule that Ms. McGuffin is ready to present is achievable and receivable. The Motorola software is in testing now and ready to proceed.

Stefanie McGuffin addressed the Board and said she gave an update at the last Board Meeting on the NG9-1-1 Deployment schedule. She said that the schedule was presented and approved by the Board. Ms. McGuffin said that there has been no deployment as of yet. This project has three primary areas: connectivity; equipment readiness/compliance; and GIS data readiness. She said that the goals are to meet national i3 standard, and be done in a fiscally sound manner. Ms. McGuffin said that there have been delays in call handling equipment testing. She said that the RFP; and also Code of Virginia section 56-484.16 requires migration by July 1, 2023 of all PSAPs in Virginia. Ms. McGuffin shared a proposed NG9-1-1 Deployment Windows map with the Board. She said it has been broken into two calendar years: 2020 – have deployment done in Northern Virginia. She said it also has been broken down into quarters, i.e., Q1, Q2, Q3 and Q4. Ms. McGuffin said that the second calendar year, 2021, that staff will focus on the central part of the state with Q1, Q2, Q3 and Q4. Ms. McGuffin then referred the Board to an excel spreadsheet on the ISP Website that will list each locality deployment schedule. She said that this schedule is what the Board would want to stick with, as best it can. She said that the Board does not want anyone to slide backwards. Coordinator Spears-Dean commented that the Board would need to approve the new schedule. Vice Chairman Hall called for a motion to approve the schedule. Mr. Edwards made the motion to approve the schedule, and Chief Wright seconded the motion to approve. The motion was approved; **12-0-0.**

4. 9-1-1 COMPREHENSIVE PLAN UPDATE

Coordinator Spears-Dean said she wants to make sure that the ISP staff is working in the direction that the Board wants it to move. She went over the Comprehensive Plan. Coordinator Spears-Dean informed the Board that the Comprehensive Plan is now one page. She said that the overall purpose of the plan is to define the key initiatives and 9-1-1 functionality in the Commonwealth over a three-year period. Coordinator Spears-Dean said staff should be able to accomplish this plan in a shorter time period; however, she wanted to make sure staff can address the data and the information needs. Coordinator Spears-Dean went over the Plan Overview. She talked about the impact of NG9-1-1, and the overall focus of the plan is on the entire 911 ecosystems. She said that staff wanted to create a one-page actionable planning document – story map; and

create an online dashboard to follow. Coordinator Spears-Dean said that this all will be completed using ISP resources. Coordinator Spears-Dean then went over the steps and said this was done by having regional Town Hall meetings. She said a standards document was used to frame the discussion. She said the Town Hall meetings went well. She talked about the 9-1-1 standard capabilities and services: 911 & operations; professional development; technical systems; data development; maintenance and support; and, analysis and planning. Coordinator Spears-Dean said there are a number of capabilities and services that all the PSAPs in Virginia should provide. She said it is up to the PSAPs to determine how they meet the standards for capabilities and services. She said there are five categories of Statewide Requirements. These requirements were evaluated for targeted gaps; needed technology or resources; operational change; additional funding, and legislative change. She referred the Board to the sheet in the packet on the Strategic Initiatives. Coordinator Spears-Dean said the Strategic Initiatives are designed to occur in sequential order. Once the initiative that focuses on the impact of NG9-1-1 is completed, staff can move on to the accessibility to 911 services and availability of information about the 911 ecosystem. She talked about the training recommendations for the NG9-1-1 telecommunicator, and that an analytics needs to be employed to identify future information services. She talked about the color coded one-page implementation document. She went over how the ISP is preparing to accomplish this plan. She said that the Regional Advisory Council (RAC) and ISP would implement this plan. She said that staff is proposing that the RAC and ISP act as the hub and create work groups for the requirements groups. The approach is to have RAC members lead the work groups and work with ISP. She talked about the “Initiative Timeline” which tells how staff plan to accomplish these initiatives. This will start in July 2020 and hopefully the last initiative will be accomplished by June 2021. Coordinator Spears-Dean talked about the next step. She informed the Board that staff continues to be busy. She is asking that the Board concur with the approach and planning strategy for the Comprehensive Plan. Coordinator Spears-Dean said that there are two webinars planned: December 3 and December 17, 2019. Vice Chairman Kevin Hall asked for questions. Mr. Kevin Wright commented that the Comprehensive Plan looks good. Bruce Edwards commented that one problem he sees is recruitment and retention. Coordinator Spears-Dean said that this will be addressed in Strategic Initiative #1. Coordinator Spears-Dean informed the Board that at the next Board Meeting, January 9, 2020, she will ask the Board to vote on the plan. Jolena Young asked about sustainable funding – will that be included. Coordinator Spears-Dean said absolutely.

5. FY 19 TRUE-UP RESULTS

Coordinator Spears-Dean addressed the Board and said it is time for the Board to review and vote on the FY2019 True-Up Results. She said that True-up data collection is based on the current 911 funding formula. She said that the “call data” was published on September 3 and PSAPs were supposed to let staff know

by September 20 about any perceived errors. Coordinator Spears-Dean said that a list is included in the Board's packet of the localities with the "call load data" information. Coordinator Spears-Dean informed the Board that as part of the true-up presentation the Board needs to consider an additional item. Vice Chairman Hall called for a motion from the Board to approve the True-Up results. Mr. Gary Critzer made a motion to approve, and Mr. Danny Garrison seconded the motion to approve the True-Up results. All approved; **12-0-0**.

Coordinator Spears-Dean said that the Board's second item is to review the Managed IP Services Cost Recovery requests. She said that these localities are not receiving payment through the billing agreement, which she has included in the Board's meeting packet. The amount of the Managed IP Services Cost Recovery is \$163,743.40. Vice Chairman Hall called for a motion for the Board to accept FY2019 Managed IP Service Cost Recovery. Mr. Danny Garrison made the motion to accept; and Chief Kelvin Wright seconded the motion. The motion was approved; **12-0-0**.

6. NG9-1-1 FUNDING, AMENDMENTS AND GRANT REQUESTS

Coordinator Spears-Dean addressed the Board and said there are four categories that need to be addressed. She asked if Ms. Blowe, Chairman of the PSAP Grant Committee, had any questions or comments. Ms. Blowe said no, and asked Coordinator Spears-Dean to go over the recommendations. Coordinator Spears-Dean said that the categories are: NG9-1-1 funding requests; NG9-1-1 funding award amendments; Text-to-9-1-1 grant applications; and FY21 PEP grant applications. Coordinator Spears-Dean is requesting that the Board review and vote on these requests in block format.

Coordinator Spears-Dean said that 15 localities have submitted NG9-1-1 funding requests that totaled \$7,138,425.31. She is recommending approval of the funding requests in the amount of \$7,138,425.31. Coordinator Spears-Dean informed the Board that one of the Grant Committee Members asked "what are the issues of approving amendments." Coordinator Spears-Dean said that approval of amendments has not resulted in the need to increase the NG9-1-1 budget. Vice Chairman Hall called for a motion to approve the total funding request of \$7,138,425.31. Gary Critzer made a motion to approve, and Bruce Edwards 2nd the motion for approval. All approved; **11-1-0** (Pete Hatcher abstained).

The next item the Board discussed for approval was the NG9-1-1 funding amendments for Loudoun, Madison, Prince George, and Spotsylvania which all require additional funding for increased connectivity costs. Coordinator Spears-Dean said that the Committee is recommending approval of Loudoun - \$4,738.76; Madison - \$22,447.00; Prince George - \$32,549.12; and Spotsylvania - \$11,150.86. Vice Chairman Hall called for a motion to approve the amendment recommendations per the Committee's request. Chief Wright made a motion to

approve, and Danny Garrison 2nd the motion. The motion was approved; **10-2-0** (Pete Hatcher and Jeffrey Merriman both abstained).

Coordinator Spears-Dean then referred the Board to the next item to discuss which was “Text to 9-1-1 Grant Applications. She said that four localities submitted applications for “Text to 9-1-1.” The localities are Harrisonburg - \$50,000; Newport News - \$50,000; Norfolk - \$40,729.38; and Nottoway - \$42,196.59. Coordinator Spears-Dean informed the Board that Nottoway’s NG9-1-1 funding award will be adjusted to reflect the amount awarded in their Text to 9-1-1 grant application. Vice Chairman Hall called for a motion to approve the Committee’s recommendation. Chief Wright made a motion to approve the Committee’s recommendation; and Bruce Edwards seconded the motion for approval. All approved; **12-0-0**.

Coordinator Spears-Dean referred the Board to the FY21 PEP Grant applications funding requests. She said that 100 applications have been received which totals \$493,500 (88 individual requests; and 12 multi-jurisdictional requests.).

Coordinator Spears-Dean said that Lisa Nicholson, Grant Program Manager, put together a “white paper” showing how the PEP Grant Program funding was used by PSAPs. She said that she will share this with the Board at the next Board Meeting in January 9, 2020. Coordinator Spears-Dean informed the Board that the Grant Committee is recommending funding of the PEP Grant applications in the amount of \$493,500. Vice Chairman Hall called for a motion from the Board to approve the Committee’s recommendation. Bruce Edwards made a motion to approve the Committee’s recommendation to fund the PEP Grants; and David Von Moll seconded the motion for approval. All approved; **12-0-0**.

7. OLD BUSINESS

None.

8. NEW BUSINESS

- **PSAP Grant Committee (PGC) Report:** The PGC Chairman, Mary Blowe, gave a brief overview. She went over the amendment to the PEP Grant Guidelines. The PGC Chairman said that the Committee is recommending the Board adopt guideline language effective immediately to “enable ISP staff to process pending reimbursement requests for the recent APCO International Conference.” Vice Chairman Hall called for a motion from the Board to approve the language change recommendation from the Committee. Chief Kelvin Wright made a motion to approve; and Danny Garrison seconded the motion to approve. All approved; **12-0-0**.

- **Regional Advisory Council (RAC) Report:** Coordinator Spears-Dean addressed the Board and said she has two items relating to the RAC. She said that the RAC has a “draft” charter in which GIS representatives are not included as members, but rather a representative from the VGIN local government GIS advisory group would instead participate on the RAC. Also she said that the RAC will no longer include a Chair and Vice-Chair; however, the RAC will be utilizing additional ISP staff members to work with the group. Coordinator Spears-Dan said that the RAC is currently working on a COOP template. She also informed the Board that there is no action needed from the Board at this time for RAC-related items.

9. PUBLIC COMMENT

Abingdon – None

Roanoke - None

Culpepper - None

On-Site – Gabe Elias addressed the Board, and said he is representing the PSAP community. He said that he is here at this meeting to support the Comprehensive Plan, and to show support to what the Board is adopting. He also said that he is asking the Board to bridge that gap between 9-1-1 and the three other public safety disciplines – Police, Fire, and EMS.

Stefanie McGuffin, ISP Operations Manager, addressed the Board and explained NG9-1-1 “connectivity costs”. She explained that although there have been some increases with recent funding amendments, that out of 124 PSAPs 39 have seen a reduction in connectivity costs. She said the result has been an overall decrease of \$2.3M in connectivity costs.

Vice Chairman Kevin Hall thanked the Board for letting him fill in for Dr. Stern, and said it has been very big shoes to fill.

10. ADJOURNMENT OF THE MEETING

Vice Chairman Hall called for a motion to adjourn the meeting of the 9-1-1 Service Board. Bruce Edwards made the motion to adjourn the 9-1-1 Service Board meeting; and Chief Kelvin Wright seconded the motion. All approved; **12-0-0**. The meeting of the 9-1-1 Service Board adjourned at 11:07 AM.

The next meeting of the 9-1-1 Service Board will be held on Thursday, January 9, 2020 at the Commonwealth Enterprise Solution Center (CESC).

Respectfully Submitted:

Terry D. Mayo

(Date)