



9-1-1 Services Board

General Business Meeting

November 14, 2019



Agenda

1. Call to Order
2. Approval of Minutes
3. NG9-1-1 Deployment Update
4. 9-1-1 Comprehensive Plan
5. FY 19 True-Up Results
6. NG9-1-1 Funding, Amendment and Grant Requests
7. Old Business
8. New Business
9. Public Comment
10. Adjourn



Next Generation 9-1-1 Deployment Schedule





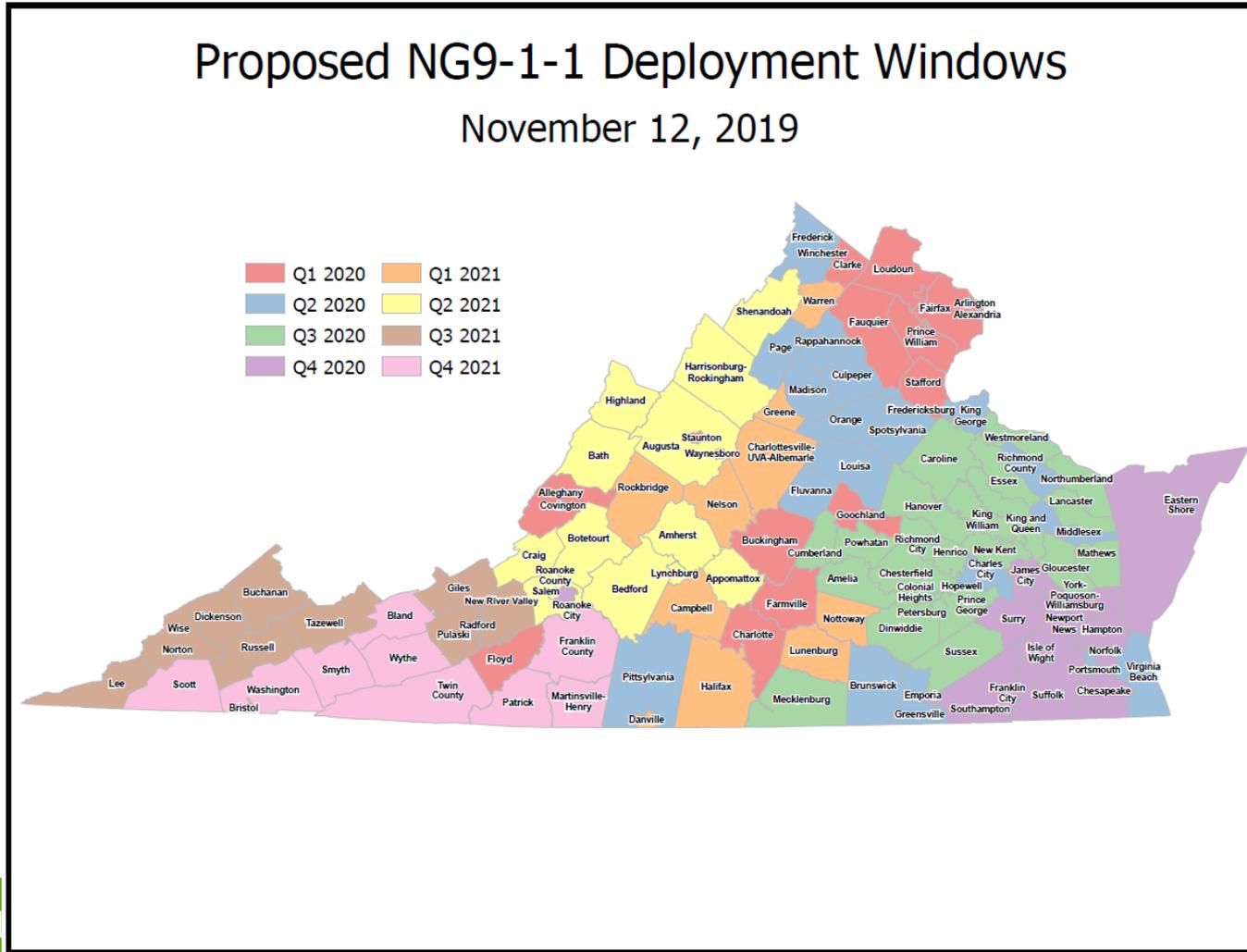
Need for Schedule Adjustment

- Complex project involving many components and stakeholders
- 3 Primary Focus Areas
 - Connectivity
 - Equipment readiness/compliance
 - GIS data readiness
- Goals: meet national i3 standard, fiscally sound
- Delays: call handling equipment testing, RFP
- Code of Virginia section 56-484.16 requires migration by July 1, 2023

Proposed Deployment Schedule

Proposed NG9-1-1 Deployment Windows

November 12, 2019





9-1-1 Comprehensive Plan



Outcome

- Consensus and feedback for staff's approach to developing 9-1-1 Comprehensive Plan and supporting implementation strategy
- No formal action required, presentation is informational



Plan Overview

- Define the key strategic initiatives to improve 9-1-1 service delivery and functionality in the Commonwealth over a three year period
- Shorter planning process to make sure we can address data and information services needs before consumption begins



Plan Overview

- Address the impact of NG9-1-1, but overall focus of the plan is on the entire 9-1-1 ecosystem
- Create a one-page actionable planning document
 - Develop a story map as a visual companion and an online dashboard for vital information
- Complete using ISP resources



Data Gathering and Analysis

- Identified baseline 9-1-1 requirements through regional town hall meetings that were held April to June of this year
- Used VA PSAP capabilities and services standard document as the analytical framework to facilitate discussion



Standard Capabilities & Services

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



Standard Capabilities & Services

- There are a number of standard capabilities and services that all PSAPs in Virginia must provide
- It is up to each PSAP to determine how to meet this standard based on individual PSAP operation, management and /or governance



Statewide Requirements

- Requirements were evaluated for targeted gaps, needed technology or resources, operational impact, funding and legislative change
- Requirements are grouped using the same categories included in the capabilities and services standards document



Requirement Categories

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



Strategic Initiatives

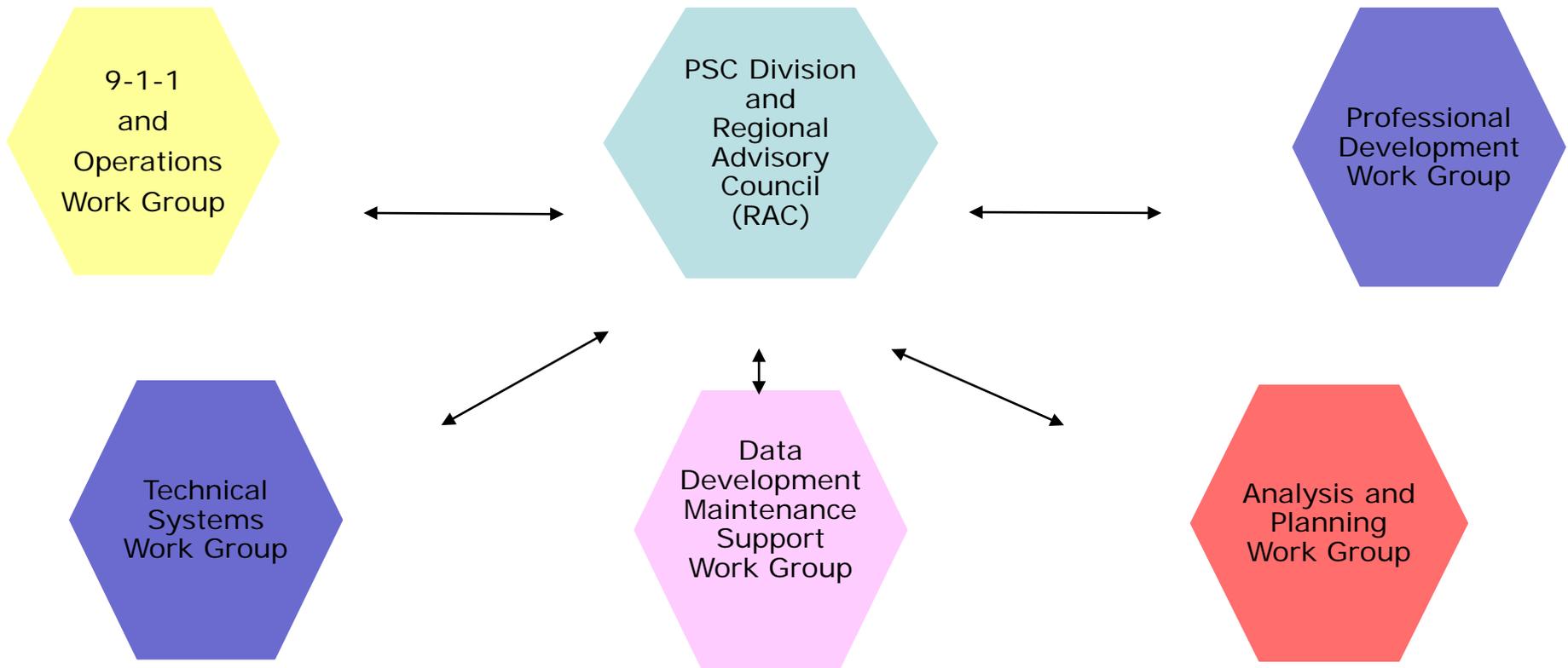
1. Assess impact of NG9-1-1 on existing statewide 9-1-1 capabilities and services
2. Improve accessibility to 9-1-1 services and availability of information about the 9-1-1 ecosystem
3. Training recommendations for the NG9-1-1 telecommunicator
4. Employ analytics to identify future information services



Statewide Requirements

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RAC Work Groups





Initiative Timeline

Impact of NG9-1-1
Ja 2020 – Ju 2020

Access and
Availability
Jy 2020 – De 2020

NG9-1-1
Telecommunicator
Jy 2020 – De 2020

Future Information
Services
Ja 2021 – Ju 2021



Next Steps

- PSC staff to create framework to identify outcomes, metrics, and tasks
- Statewide webinars to inform community:
 - Dec 3rd
 - Dec 17th
- Create story map and dashboard
- Request Board vote on plan during Jan 9, 2020 meeting
- RAC planning meeting to follow



FY 19 True-Up Results





Process

- True-up data collection was based on the new wireless 9-1-1 funding formula
 - Formula contains only two data elements - population and total 9-1-1 calls
- Until the next recalculation of the wireless 9-1-1 distribution percentages, 2017 population data from the [Weldon Cooper Center](#) will be used



Process

- Published FY 19 data on Sept 3rd
- PSAPs had until Sept 20th to report any perceived errors



Managed IP Services Cost Recovery

PSAP	FY 19 Managed IP Total Costs	Wireless Percentage	Reimbursement Due to Locality
Dickenson County	\$18,264.00	52.81211%	\$9,645.60
Franklin County	\$16,044.00	79.25672%	\$12,715.95
Lee County	\$17,976.00	64.77088%	\$11,643.21
Loudoun County	\$26,520.00	79.90044%	\$21,189.60
Norton City	\$15,780.00	57.36451%	\$9,052.12
Patrick County	\$23,077.00	49.79308%	\$11,490.75
Pittsylvania County	\$26,976.00	78.13062%	\$21,076.52
Pulaski County	\$17,472.00	81.24504%	\$14,195.13
Roanoke City	\$26,400.00	83.26855%	\$21,982.90
Shenandoah County	\$14,460.00	75.94505%	\$10,981.65
Staunton City	\$13,200.00	69.60355%	\$9,187.67
Wise County	\$14,592.00	72.52120%	\$10,582.29
Total			\$163,743.40



Board Action

- Accept FY 19 true-up data and approve FY 19 Managed IP services cost recovery requests, totaling \$163,743.40



NG9-1-1 Funding, Amendment and Grant Requests





Four Categories

- NG9-1-1 funding requests
- NG9-1-1 funding award amendments
- Text-to-9-1-1 grant applications
- FY 21 PSAP Education Program (PEP) grant applications
- Request that these categories be reviewed and voted on in block format
- Suggested language for motion is provided



Latest Round of Funding Requests

- 15 localities submitted NG9-1-1 funding requests that total \$7,138,425.31
 - PALs submitted by Oct 25, 2019
- Requests were reviewed by the PGC during their Nov 12th meeting
- PGC recommends approval of requests



Latest Round of Funding Requests

PSAP	Primary Selective Router Regions	Amount Requested
Appomattox	Danville/Lynchburg	\$482,746.15
Campbell	Charlottesville/Farmville	\$438,946.70
Chesterfield	Chester/Stuart	\$705,142.04
Dinwiddie	Chester/Stuart	\$703,117.02
Halifax	Charlottesville/Farmville	\$293,778.26
Hampton	High Street/Jefferson	\$236,654.48
Henrico	Chester/Stuart	\$659,168.92
King and Queen	Chester/Stuart	\$292,663.52
Lunenburg	Charlottesville/Farmville	\$831,622.92
Lynchburg	Danville/Lynchburg	\$631,920.79
Nottoway	Charlottesville/Farmville	\$461,081.18
Patrick	Johnson City/Wytheville	\$247,360.96
Petersburg	Chester/Stuart	\$189,767.85
Radford	Blacksburg/Norton	\$158,905.62
Virginia Beach	High Street/Jefferson	\$438,584.90



Board Action

- Approve funding amount for the requests as listed in the presentation
 - Total amount recommended is \$7,138,425.31



NG9-1-1 Funding Amendments

- Loudoun, Madison, Prince George and Spotsylvania require additional funding for increased connectivity costs
- PGC recommends approval of requests



Board Action

- Approve funding amount for the amendment requests as listed below:
 - Loudoun \$4,738.76
 - Madison \$22,447.00
 - Prince George \$32,549.12
 - Spotsylvania \$11,150.86



Text-to-911 Grant Applications

- 4 localities submitted grant applications that total \$182,925.97
 - Applications submitted by October 25, 2019
- Applications were reviewed by the PGC during their Nov 12th meeting
- PGC recommends approval of applications



Text-to-911 Grant Applications

PSAP	Amount Requested
Harrisonburg-Rockingham	\$50,000.00
Newport News	\$50,000.00
Norfolk	\$40,729.38
Nottoway	\$42,196.59



Board Action

- Approve funding amount for the grant applications as listed in the presentation
 - Total amount recommended is \$182,925.97



FY 21 PEP Grant Applications

- 100 Applications received
 - 88 individual requests
 - 12 multi-jurisdictional requests
- Amount requested is \$493,500



Board Action

- Approve funding amount for the grant applications as listed in the spreadsheet provided
 - Total amount recommended is \$493,500



Old Business





New Business



PSAP Grant Committee Report

- Amendment to PEP Grant Guidelines:
 - If a locality incurs the conference registration expense in one grant year, PSAP must seek reimbursement for that expense within 30 days of the date of purchase receipt
 - Cannot hold the conference registration expense incurred in one grant cycle to seek submission with the travel portion of the conference in the next grant cycle



Board Action

- Recommend Board adopts guideline language effective immediately
- Enable ISP staff to prove pending reimbursement requests for recent APCO International conference



RAC Report

- Draft Charter:
 - GIS SMEs from VGIN local government GIS advisory group
 - No longer include chair and vice-chair
- Documents:
 - NG9-1-1 PEP Use and Training Requirements Document
 - COOP Template



And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is Jan 9, 2020