



Virginia Department of
Emergency Management

9-1-1 Services Board Meeting

Date: September 17, 2020

Agenda

- Welcome and remarks from Chairman
- Approval of minutes
- Transition update
- NG9-1-1 deployment update
- NG9-1-1 financial update
- FY 2020 annual report
- NG9-1-1 funding and amendment requests
- New business
- Public comment
- Adjourn meeting





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Transition Update

Transition Update

- Lift and Shift
- Measure of success
- Transition taskforces:

Leadership

Human Resources

IT and GIS

Finance and Grants

Regional Support, Response Programs & Disaster Logistics

VEST, External Affairs, Planning & Training



Transition Update

- Programmatic initiatives/core responsibilities

Public Safety Communications

Virginia Geographic Information Network (VGIN)

Regional Outreach

- Unpacking and settling in
- Transition costs
- Outstanding issues
- New opportunities





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Virginia Text to 9-1-1

Text to 9-1-1 Legislation & Progress

- § 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





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NG9-1-1 Deployments

NG9-1-1 Deployments

- Fairfax County & Loudoun County have deployed
- 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



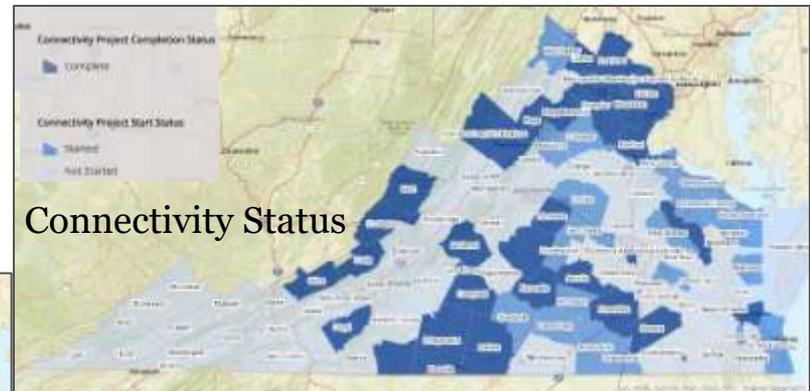
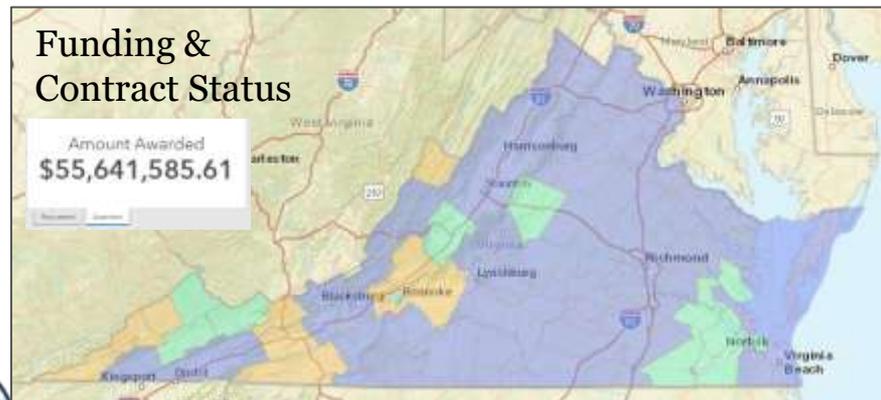
NG9-1-1 Deployment Efforts

- NGS will continue to work with PSAPs, GIS, AT&T and vendors
- Focus on the 3 primary project areas:

Connectivity

Call Handling Equipment

GIS data



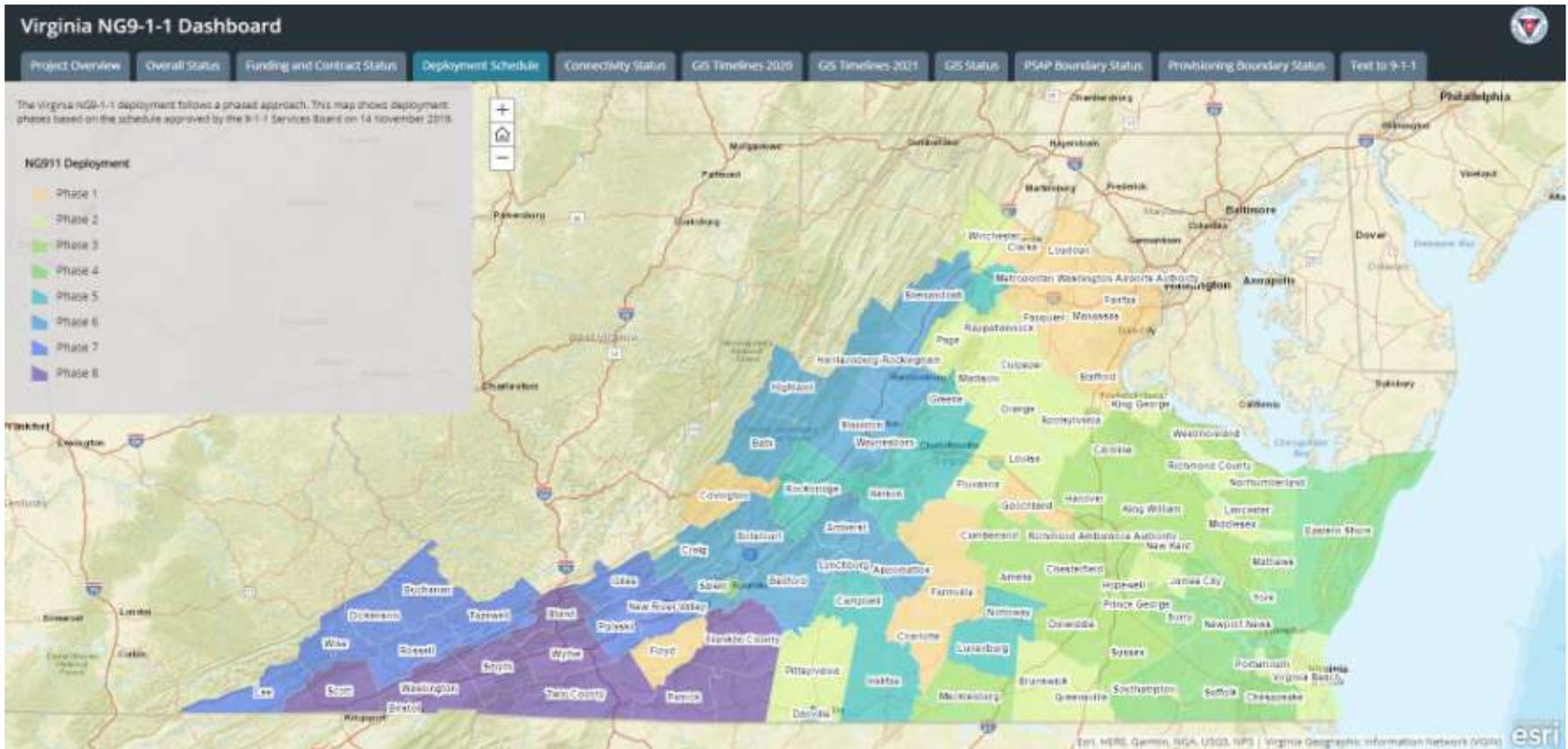
NG9-1-1 Deployment Reminders

- Only full i3 statewide deployment in the country
- Enormous project scope, complexity and stakeholder group

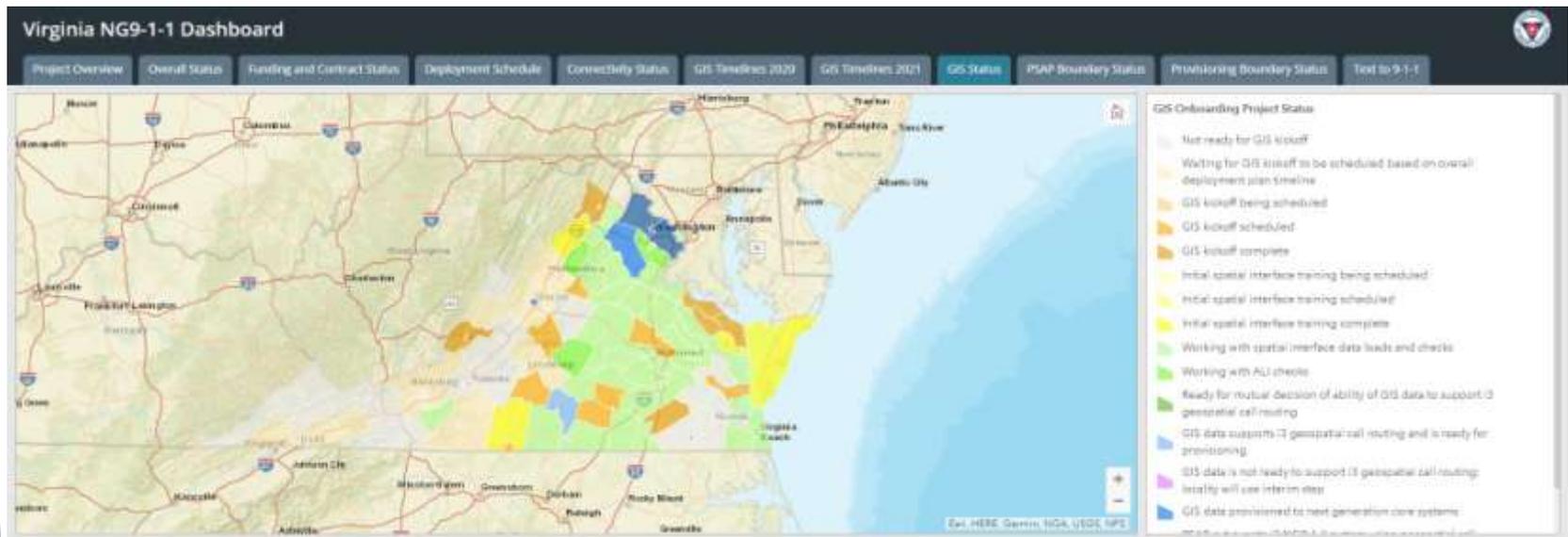
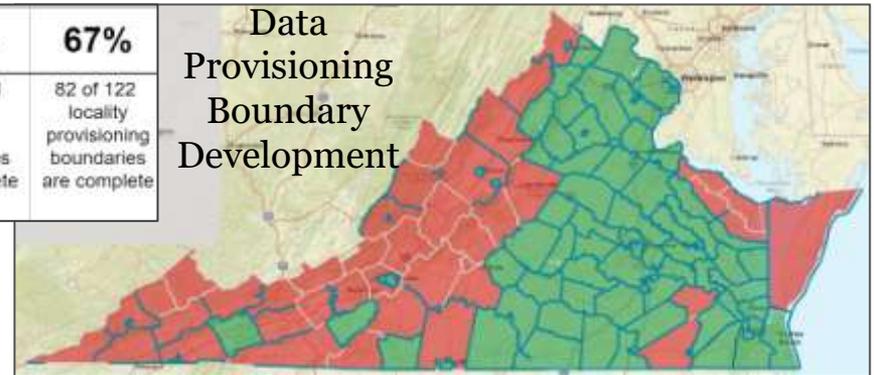
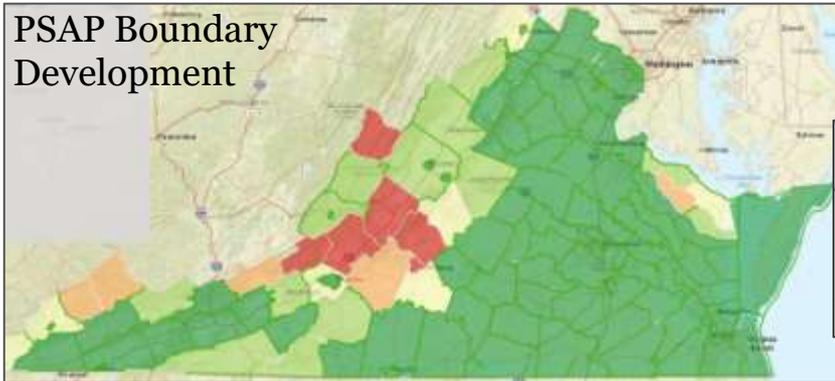
124 PSAPs, local staff, NGS staff, AT&T and Intrado, CHE vendors, contractors, Verizon, CenturyLink, 3rd party carriers, etc.



NG9-1-1 Dashboard



GIS Progress for NG Deployments





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NG9-1-1 Deployment Budget

Current Deployment Budget

- Original Funding Estimate = \$55,348,197.32
- Current Funding Awards = \$55,641,585
 - 12 awards still outstanding = \$2,715,058.08
- Final Funding Awards = \$58,356,643.10



Connectivity Costs Savings (included in total)

- Original Funding Allowance = \$25,347,581.05

With 46% of PSAPs costs known

- Original Funding Estimate = \$14,773,903.18
 - Current Funding Updates = \$9,798,387.92
 - Current Savings = \$4,975,515.56
- Expect this trend of cost reduction to continue in this category



Legacy Costs Savings (included in total)

- Legacy costs are a six month charge for NG9-1-1 deployed PSAPs, until all are off the selective router
- Original Estimate for all legacy costs = \$1,501,758.30
- Original Estimate for Verizon legacy costs = \$1,404,590.10
- Current contract price for Verizon legacy costs = \$474,737.40



Unexpected Costs & Outstanding Cost

- Some costs have become apparent and hence, were not included in original budgeting
 - On-site connectivity; path from property line into the PSAPs equipment room
 - Uncertain as cost will vary from site to site
- Verizon transition services costs = \$2,879,054.54
- Total Delta Payments
 - Currently budgeted at \$13,265,686.08
 - Actual total TBD once project is complete
 - Could be more or less of original estimate



Budget Summary

- Current estimates and known expenses have us in-line with original budget amount
- There are still items that cannot be known until further in the project and that are incremental until project finalization
- We will continue to make budget reports to the PSAP Grant Committee and to the 9-1-1 Services Board regularly



Budget Amendments

- During the project, per PSAP, some costs are returned higher than reflected in their funding award
 - In these cases, the cost is reviewed and a budget amendment is processed through the PGC and the Board
 - From March until now, amendments have been handled administratively
 - Amendments, if dependent on Board meeting cycle, could delay a deployment by months
 - Recommendation; allow staff to continue granting funding award amendments administratively
 - PGC and Board will receive a report of all amendments bi-monthly
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NG9-1-1 Deployment Monthly Delta Cost Recommendation

NG9-1-1 Service Cost

- After deploying NG9-1-1 across Virginia, most PSAPs will see a monthly price increase from the amount they currently pay their legacy 9-1-1 service provider and the amount they will pay to AT&T for NG9-1-1 service

This difference is referred to as the “monthly delta”.

- For PSAPs that will see an increase in their monthly delta, the Virginia 9-1-1 Services Board will provide funding to cover 24 months of this increase



Migration Proposal Delta Estimates

- NG9-1-1 Migration Proposals calculated monthly delta estimates using the following information
 - 2018 monthly 9-1-1 service provider costs paid directly by the PSAPs
 - Bills from their Legacy 9-1-1 Service Provider
 - Bills from other 9-1-1 Service Providers (i.e. Intrado costs for PSAPs on A9-1-1)
 - NG9-1-1 expected costs (from Fairfax contract w/ AT&T)
- “Delta Formula”

Delta = NG9-1-1 Costs – (year 2018, “current” 9-1-1 costs paid by the PSAPs)



Recommended Delta Determination & Funding Disbursement Policy

- For each PSAP (124)
 - Determine the average cost of 9-1-1 service for the 3 months prior to NG9-1-1 deployment
 - Post deployment verify the monthly cost of NG9-1-1
 - $\text{NG9-1-1 cost} - \text{average 9-1-1 cost} = \text{Delta amount}$
 - Verify with the PSAP; gain consensus
 - Process a 12 month payment to the locality to cover increased costs
 - One year later repeat payment process to complete the 24 month cycle
 - Each month will include payments; rolling disbursement process based on individual PSAP deployment dates



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FY 2020 Annual Report

FY 2020 Annual Report

- The *Code of Virginia* (§56-484.14) requires the 9-1-1 Services Board to report annually to the Governor, the Senate Committee on Finance, the House Committee on Appropriations, and the Virginia State Crime Commission on the following:
 - the state of enhanced 9-1-1 services in the Commonwealth,
 - the impact of, or need for, legislation affecting enhanced 9-1-1 services in the Commonwealth,
 - the need for changes in the E-911 funding mechanism provided to the Board, as appropriate, and
 - monitor developments in enhanced 9-1-1 service and multi-line telephone systems and the impact of such technologies upon the implementation of Article 8 (§ 56-484.19 et seq.) pursuant to subdivision 6.





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NG9-1-1 Funding And Amendment Requests

New PGC Members

- Chief Kelvin Wright, Chesapeake Police Department (replaces Terry Ellis)
- Albert Stokes, Director of Grants Administration, Department of Criminal Justice Services (replaces Cheryl Adkins)
- Rae Fleming, Management Analyst, York-Poquoson-Williamsburg ECC (replaces Steve McMurrer)



Latest Round of Funding Requests

PSAPs	Primary Selective Router Regions	Amount Requested
Botetourt	Other	\$176,256.50
Bedford	Salem/Staunton	\$541,605.85



NG9-1-1 Award Amendments

Craig	\$2,000.00	Diversity
Madison	\$2,871.40	Text-to-911
Prince George	\$15,965.00	CHE i3 services
Richmond City	\$10,150.00	CHE i3 services
Dinwiddie	\$8,737.48	CHE i3 services
Hanover	\$21,382.50	CHE i3 services
Louisa	\$9,142.14	CHE i3 services
Richmond Ambulance	\$9,546.80	CHE i3 services





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New Business



Funding Committee Purpose

- Assist the PSC Coordinator by providing recommendations to the 9-1-1 Services Board on how to mitigate the financial burden of recurring NG9-1-1 costs on localities



Funding Committee Members

- Christian Collier (small PSAP)
- J. R. Powell (medium PSAP)
- Eddie Reyes (large PSAP)
- Sheriff Brian Hieatt (VA Sheriff's Association)
- Jolena Young (9-1-1 Services Board)
- Joe Lerch (VaCo)
- Terry Hall (VML)
- Dorothy Spears-Dean (PSC Coordinator)



Local Government Survey

- Facilitated by VML and results used in recommendations
- Section 1 (9-1-1 Revenue)
- Section 2 (Fund Distribution)
 - Wireless E-911 Fund distribution
 - Grant funding for 9-1-1 systems
 - PSAP operational funding
 - Maintenance for grant funded projects
- Section 3 (Cost)
 - Shared services/hosted technology projects
 - Consolidations



Funding Committee Report

Recommendation 1

Encourage the Board in its Annual Report to the General Assembly that the Communications Sales and Use Tax be modernized. A potential area for modernization is the removal of the existing exemptions for pre-paid wireless transactions and streaming video. Such modernization has the potential to offset this funding gap.

If action desired by the Board, will require a revised motion regarding the FY 2020 Annual Report



Funding Committee Report

Recommendation 2

Evaluate the need of increasing the surcharge rates for postpaid wireless devices and prepaid wireless transactions to generate additional revenue to address the expanding gap that exists between 9-1-1 funding and PSAP operational and capital expenses. The additional revenue generated from an increase in the surcharge rates could be specifically earmarked to offset NG9-1-1 recurring costs. The case for change should be built on demonstrated financial need and the carrier community must be a partner in this effort.



Funding Committee Report

Recommendation 3

- Undertake a study using a third party to determine the statewide cost of 9-1-1 and identify potential efficiency improvements. In Virginia, 9-1-1 is a local service, but local 9-1-1 expenses are increasing much more rapidly than the Wireless E9-1-1 Fund, and distributions made from this fund to localities.



Funding Committee Report

Recommendation 4

Establish an equity-based approach to statewide 9-1-1 funding that utilizes established metrics and criteria for determining local needs. Since funding decisions and standards are already established for the commonwealth by the Board, it would be appropriate for the Board to develop a “philosophy of funding” that could be used by the Board in evaluating funding strategies and making financial decisions. This would enable all subsequent funding models to reflect both fixed and variable PSAP costs.



Regional Advisory Committee

- Have begun working on first strategic initiative:
 - Assess impact of NG9-1-1 on the existing statewide 9-1-1 capabilities and services
- Goal is to have final draft of document to the Board to review and vote on at next meeting
- Have three remaining initiatives after that to complete by June 30, 2021



Adjourn

- Public Comment
- Motion to adjourn meeting
- Next meeting is scheduled for Nov 12th

