



9-1-1 Services Board

General Business Meeting

February 6, 2020



Agenda

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



9-1-1 Comprehensive Plan



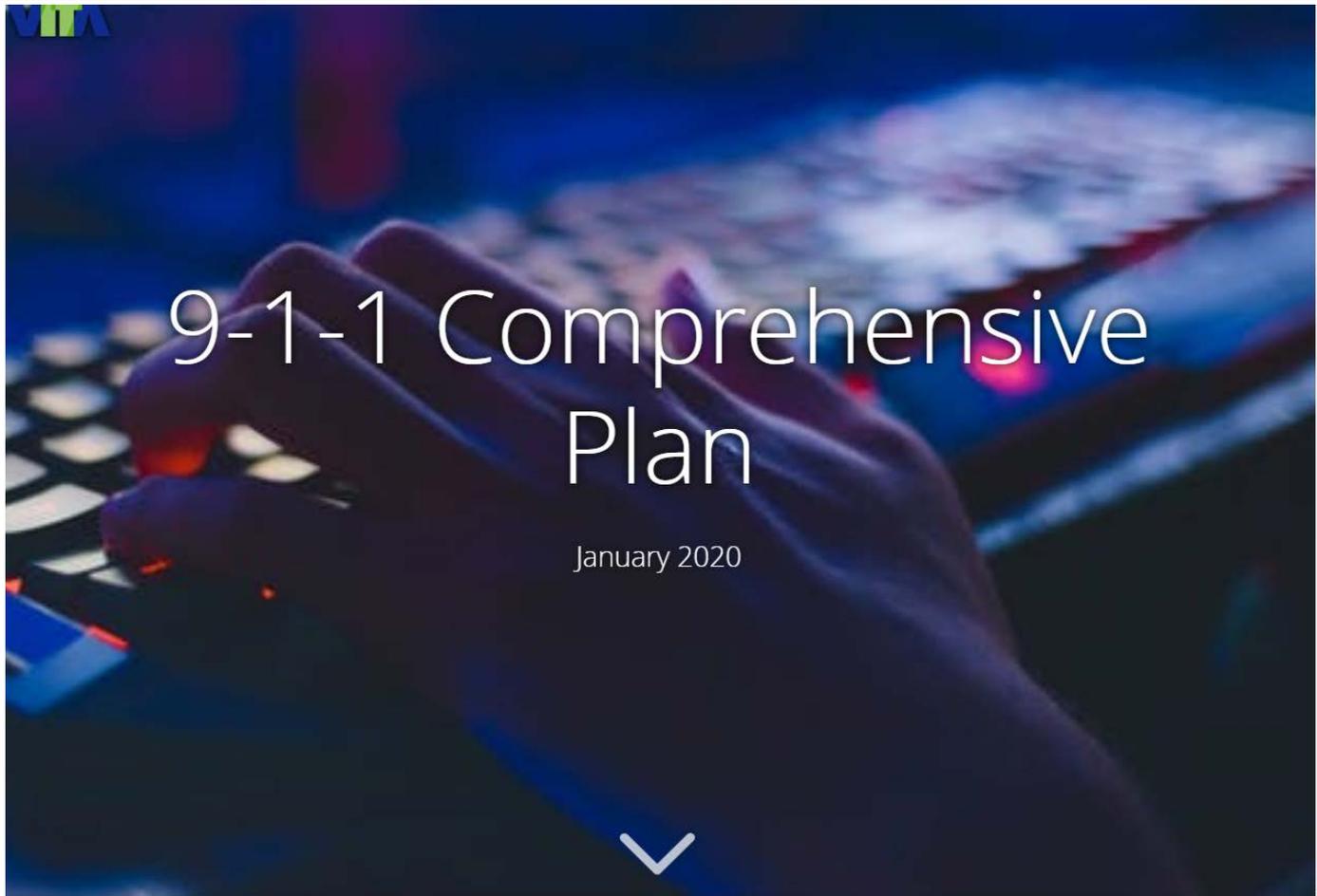


Update on Plan Activities

- Consensus at last Board meeting for approach taken with the plan
- Held 2 statewide webinars for additional feedback
- Created “continual” story map
- Developed implementation strategy
- Updated website



Story Map - Title Page





Story Map - Plan Overview

VITA 9-1-1 Comprehensive Plan [Overview](#) [Vision](#) [Goals](#) [Requirements](#) [Initiatives](#) [Implementation](#)

Plan Overview

The purpose of the 9-1-1 Comprehensive Plan is to define the vision, goals and key strategic initiatives to improve 9-1-1 service delivery and functionality in the commonwealth during calendar years 2020 to 2022.



Story Map - Plan Overview

9-1-1 Comprehensive Plan Overview Vision Goals Requirements Initiatives Implementation

Plan Overview

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 9-1-1 Requirements			
Each requirement has been evaluated for targeted gaps, needed technology or resources, operational impact, additional funding, and legislative change.			
9-1-1 and Operations	Professional Development	Technical Systems	Data Development, Maintenance and Support
<ul style="list-style-type: none"> • Address the needs of the deaf and hard of hearing community • Access to foreign language services 	<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
			Analysis and Planning
			<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

The plan is designed as a one-page actionable document to focus the energies of the 9-1-1 community on the elements of the statewide plan they helped create: statewide requirements and strategic initiatives.



Story Map - Vision Statement

VITA 9-1-1 Comprehensive Plan Overview Vision Goals Requirements Initiatives Implementation

Vision Statement

The plan includes an aspirational vision statement that represents the ideal operational picture for 9-1-1 functioning at an operational level of capability and service.

This vision is a directional guide for the stakeholder community to use to determine future courses.

It will also enable Integrated Services Program (ISP) Public Safety Communications (PSC) staff and members of the Regional Advisory Council (RAC) to identify tasks that support the plan's goals and strategic initiatives.



Story Map - Vision Statement

VITA 9-1-1 Comprehensive Plan Overview Vision Goals Requirements Initiatives Implementation

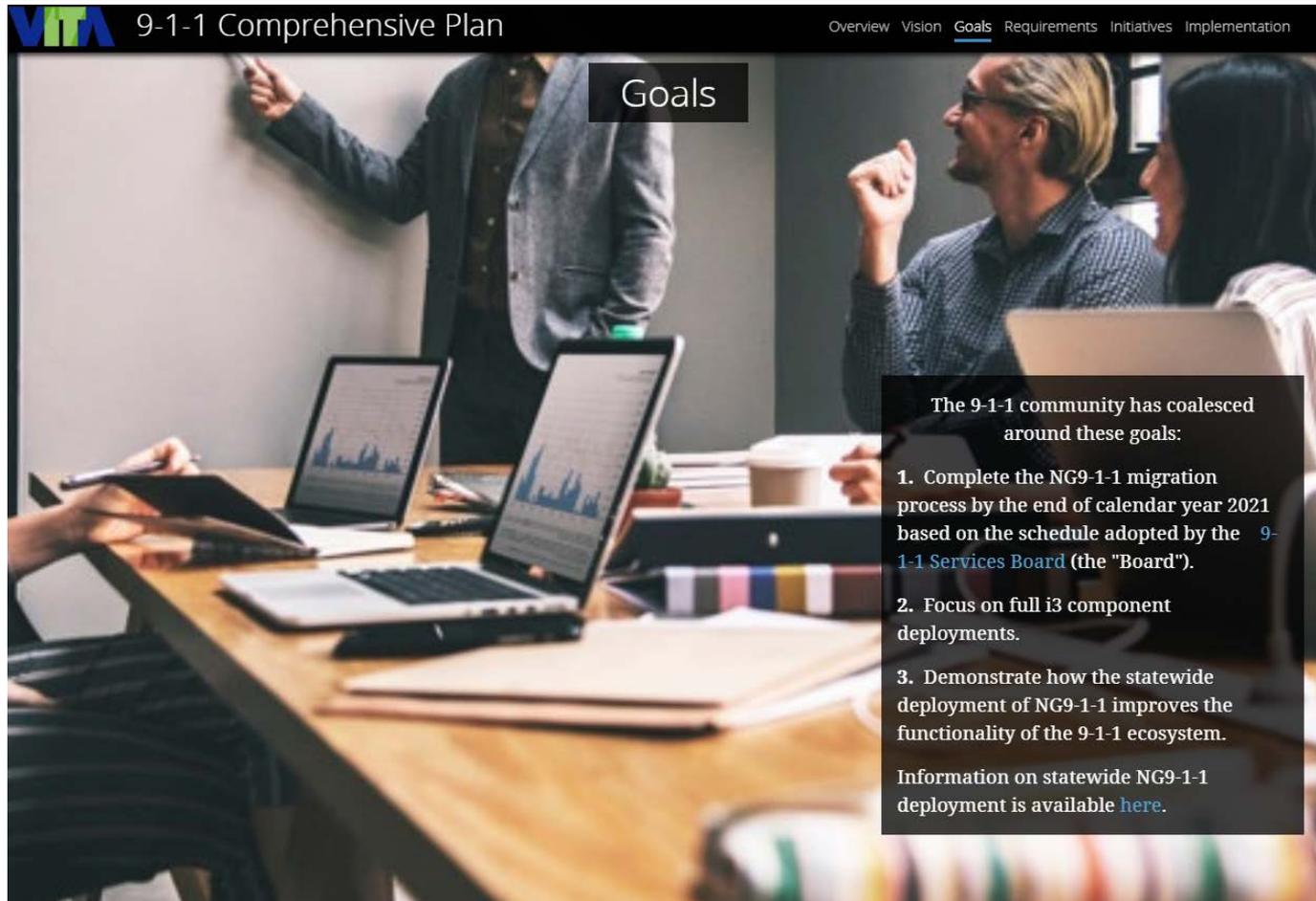
Vision Statement

THE VISION

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.

Story Map - Goals



VITA 9-1-1 Comprehensive Plan

Overview Vision **Goals** Requirements Initiatives Implementation

Goals

The 9-1-1 community has coalesced around these goals:

1. Complete the NG9-1-1 migration process by the end of calendar year 2021 based on the schedule adopted by the 9-1-1 Services Board (the "Board").
2. Focus on full i3 component deployments.
3. Demonstrate how the statewide deployment of NG9-1-1 improves the functionality of the 9-1-1 ecosystem.

Information on statewide NG9-1-1 deployment is available [here](#).



Story Map - Requirements

VITA 9-1-1 Comprehensive Plan Overview Vision Goals Requirements Initiatives Implementation

Requirements

In regional town hall meetings held the first half of 2019, local government stakeholders provided input on the following 9-1-1 requirements categories:

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

These requirements categories are the same as those included in the Virginia PSAP capabilities and services [standard document](#).

Story Map - Strategic Initiatives



VITA 9-1-1 Comprehensive Plan

Overview Vision Goals Requirements Initiatives Implementation

Strategic Initiatives

The following are the plan's 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



Story Map - Strategic Initiatives

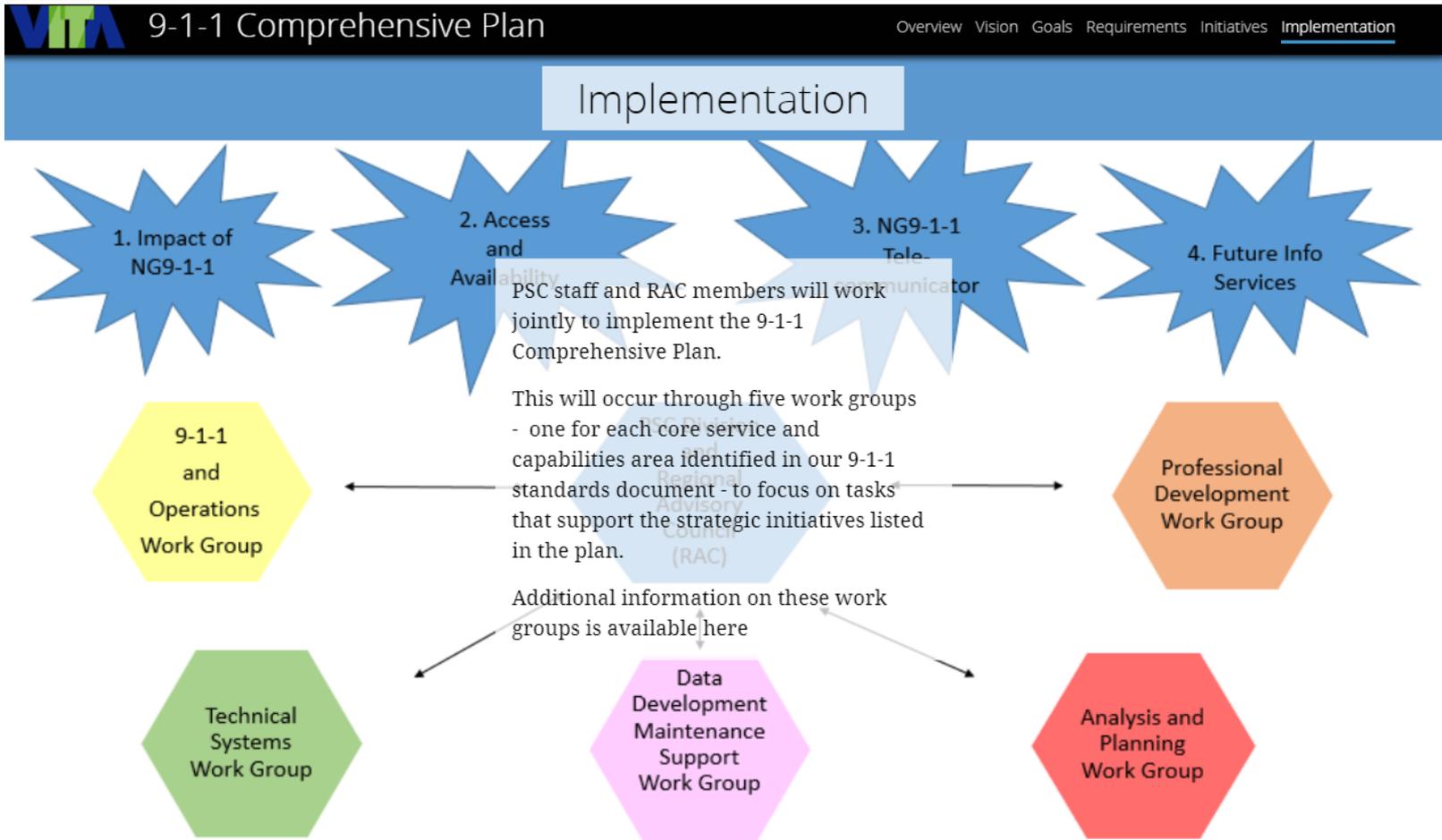
VITA 9-1-1 Comprehensive Plan Overview Vision Goals Requirements Initiatives Implementation

Strategic Initiatives

The strategic initiatives are meant to be completed in the order displayed.

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
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Story Map - Implementation





RAC Webpage

Regional Advisory Council

The Regional Advisory Council began a new term on July 1, 2019. The third installment of this body (RAC 3.0) will assist the PSC Coordinator with the following:

- Partner with PSC staff to implement the 9-1-1 Comprehensive Plan
- Provide advice on new technologies, technical diversity, operational improvements, and best practices
- Identify ways to improve communications among the Board, ISP staff, and stakeholder communities
- Support the implementation of NG9-1-1 and increase awareness and support of outreach efforts regarding the entire 9-1-1 ecosystem.

Five RAC work groups have been established to focus on the strategic initiatives contained in the 9-1-1 Comprehensive Plan. These work groups are responsible for developing and completing the tasks that support the plan's strategic initiatives. Information pertaining to these work groups can be obtained using the buttons to the right.

The RAC was formed in July 2015 in direct response to the PSAP community's desire for a greater voice, representation and input into the work plan and program of the 9-1-1- Services Board.

RAC Members and Appointees 2019-2021

(P)primary and (A)lternate PSAP representatives

- Region 1** – Tory Maye (P)
- Region 2** – Joell Kight (P) | Karen "KC" Crum (A)
- Region 3** – Ben Duncan (P)
- Region 4** – Chris Akers (P)
- 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 Representative** – Stephen Williams
- NENA Representative** – Katie Boone
- IT Representatives** – Kurt Plowman | Jeff Shupe

9-1-1 and Operations

[Work group documents](#)

Analysis and Planning

[Work group documents](#)

Maintenance and Support

[Work group documents](#)

Professional Development

[Work group documents](#)

Technical Systems

[Work group documents](#)

[Regional Advisory Council Archives](#)



Plan Webpage

9-1-1 Comprehensive Plan

Overview

The purpose of the 9-1-1 Comprehensive Plan is to define the vision, goals and key strategic initiatives to improve 9-1-1 service delivery and functionality in the commonwealth during calendar years 2020 to 2022. The plan is designed as a one-page actionable document and was completed in three steps:

- Step One - Undertake a capabilities analysis using the 9-1-1 standards [document](#) for Virginia PSAP capabilities and services
- Step Two - Identify statewide requirements based on the capabilities analysis
- Step Three - Develop a plan that identifies strategic initiatives

This plan has four strategic initiatives. Information pertaining to these initiatives can be obtained using the buttons to the right. A description of additional plan elements can be found using the link to the story map below.

PSC staff and RAC members will work jointly to implement the 9-1-1 Comprehensive Plan through a framework comprised of the following five work groups:

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

Impact of NG9-1-1

Access and Availability

NG9-1-1 Telecommunicator

Future Information Services



Board Action

- ISP staff is requesting the Board to vote on the next edition of the 9-1-1 Comprehensive Plan
 - Focus is for 3 calendar years: 2020 to 2022



NG9-1-1 Deployment Update



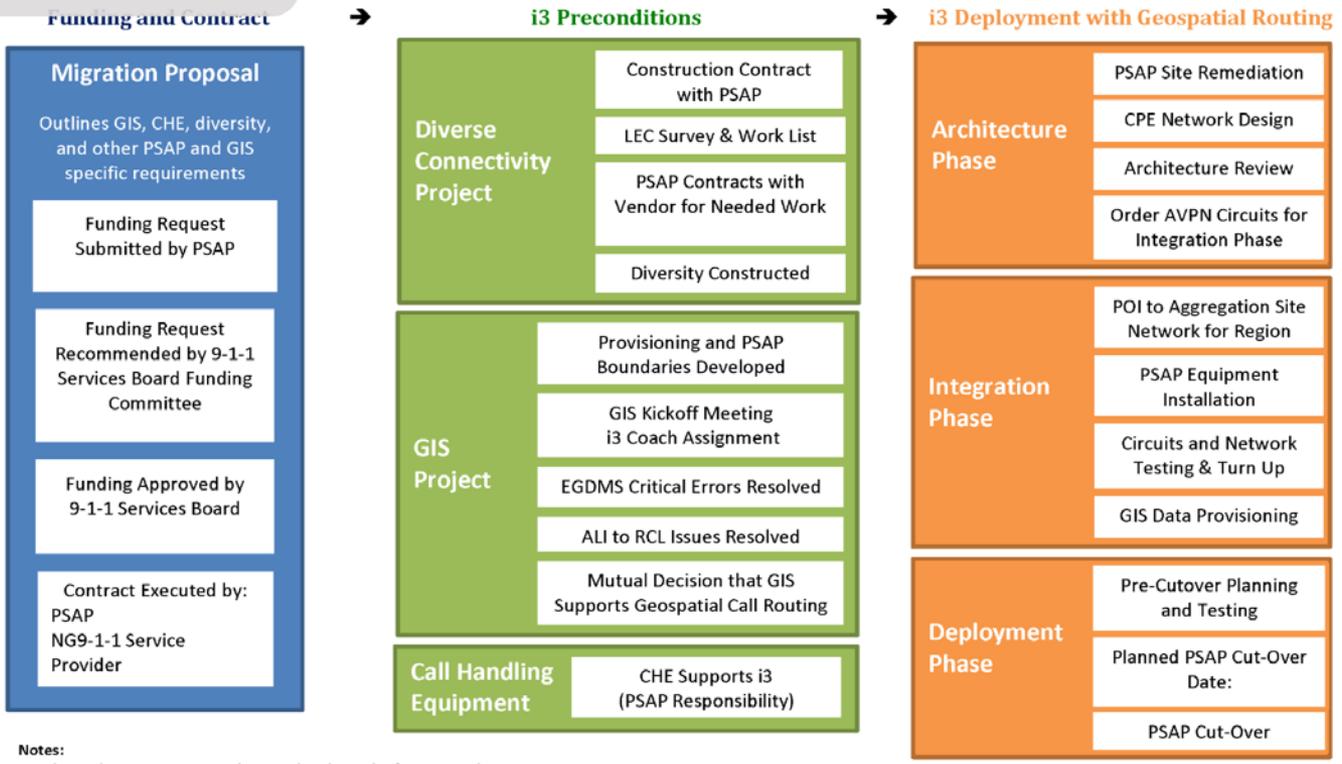
NG9-1-1 Schedule Adjustment

- 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
- Approved by 9-1-1 Services Board
 - North and east 2020; central and west 2021

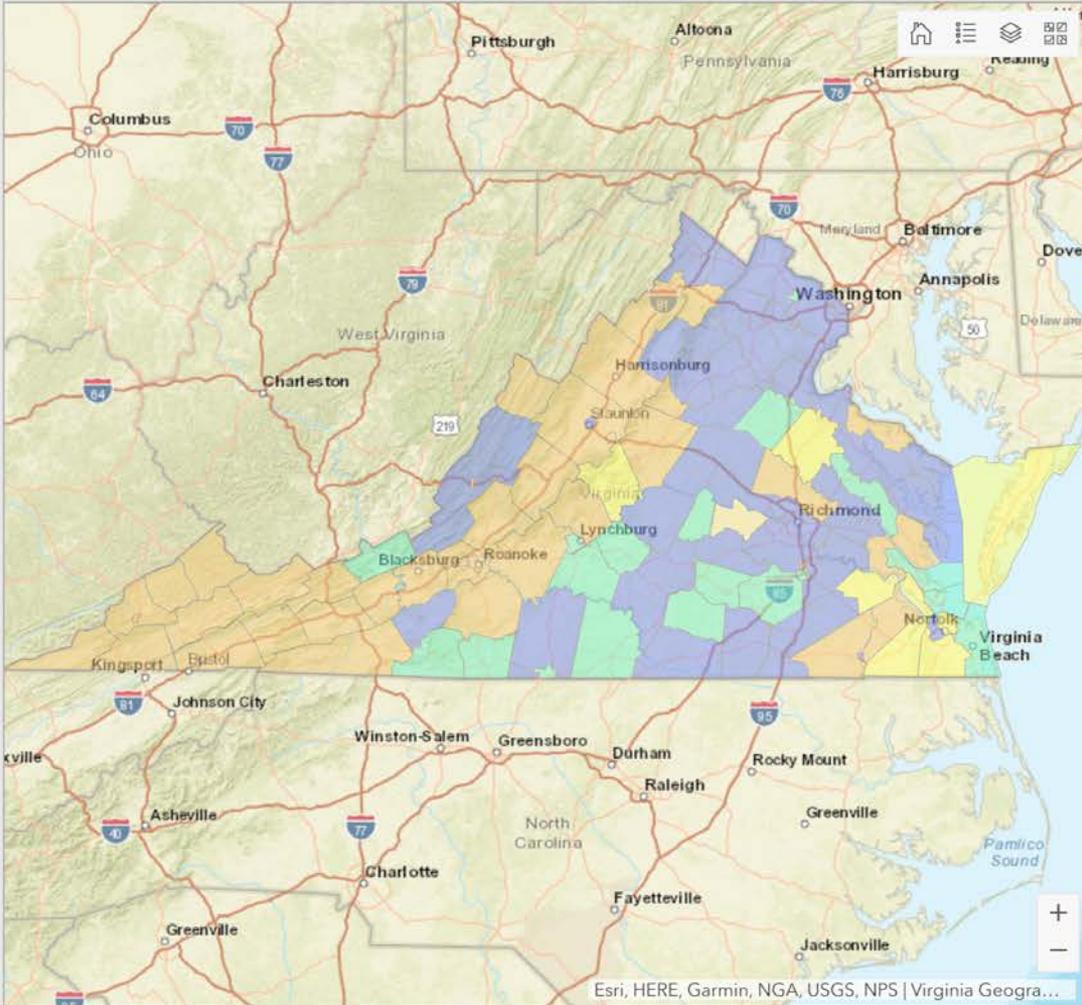
Additional information and resources are available on the [Virginia NG9-1-1 Deployment web page](#). Information on the following tabs is updated at different intervals. Please contact your [VITA-ISP Regional Coordinator](#) if you have questions about the timeliness of the information.



Virginia NG9-1-1 Deployment Steps



- Notes:**
- Blue and orange steps must be completed in order from top to bottom.
 - All green boxes must be completed before proceeding with orange Deployment Phase for i3 deployment. They may be completed in any order and can be done simultaneously.
 - Green "Mutual Decision" box should be complete about 90 days before the planned cut-over date.
 - If not all green solid boxes are met, steps in orange may be altered to deploy PSAP on the ESInet without complete i3 functionality. PSAP would move to i3 functionality as green preconditions are met.



Please select one or more PSAP's below to update results.

- Alleghany County Sheriffs Office - [View Document](#)
- Amelia County Sheriffs Office - [View Document](#)
- Amherst County Emergency Communications -
- Appomattox County Public Safety - [View Document](#)
- Arlington County Emergency Communications Center - [View Document](#)
- Augusta County Emergency Operations Center -
- Bath County Sheriffs Department - [View Document](#)
- Bedford Communications -
- Bland County Sheriff -

Total is for what is selected above.

Amount Requested
\$42,196,219.65

If a category is not displayed then the count is 0.



Virginia NG9-1-1 Dashboard

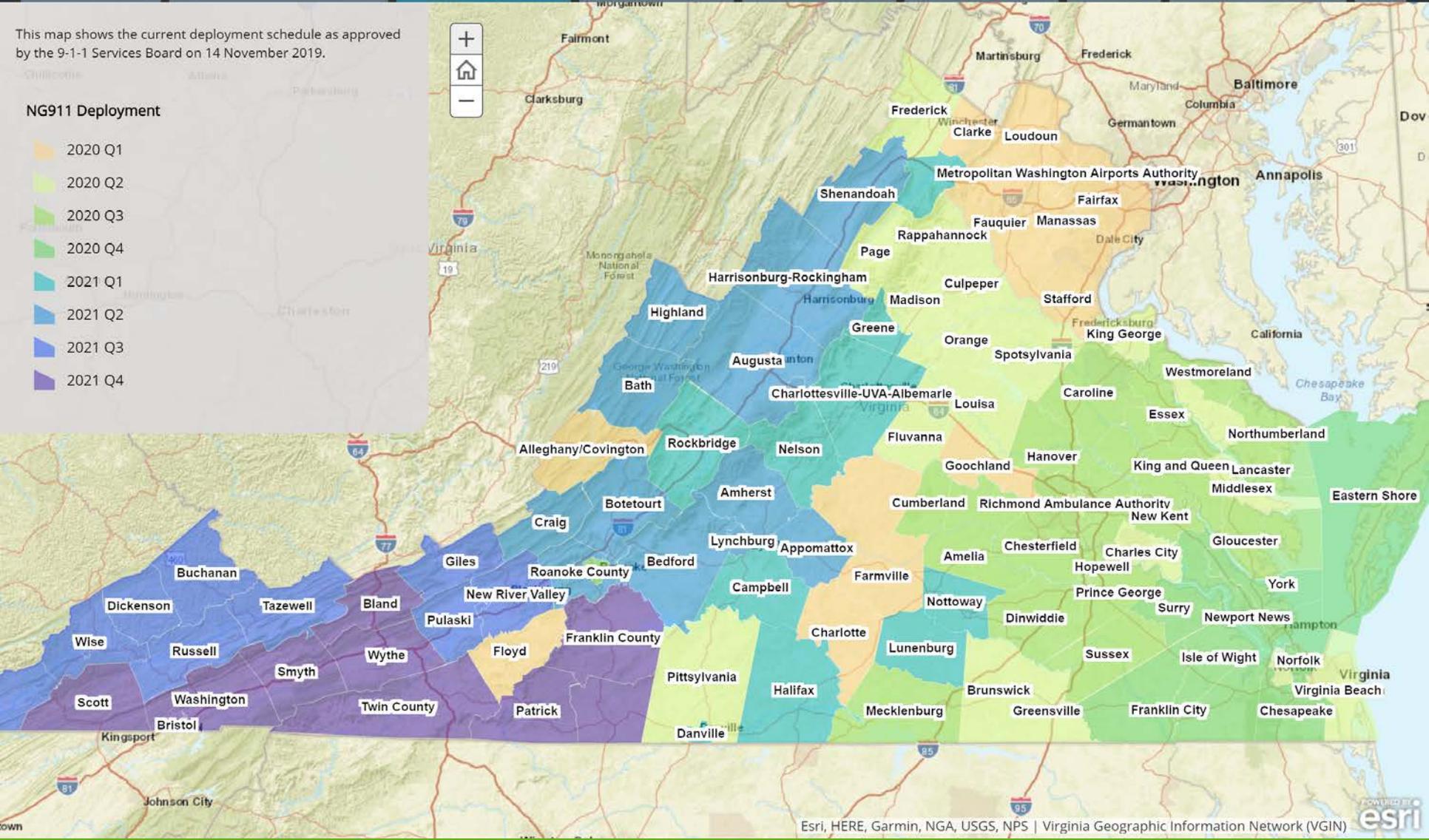


- Project Overview
- Funding and Contract Status
- Deployment Schedule
- Connectivity Status
- GIS Timelines 2020
- GIS Timelines 2021
- GIS Status
- PSAP Boundary Status
- ☰

This map shows the current deployment schedule as approved by the 9-1-1 Services Board on 14 November 2019.

NG911 Deployment

- 2020 Q1
- 2020 Q2
- 2020 Q3
- 2020 Q4
- 2021 Q1
- 2021 Q2
- 2021 Q3
- 2021 Q4



Esri, HERE, Garmin, NGA, USGS, NPS | Virginia Geographic Information Network (VGIN)

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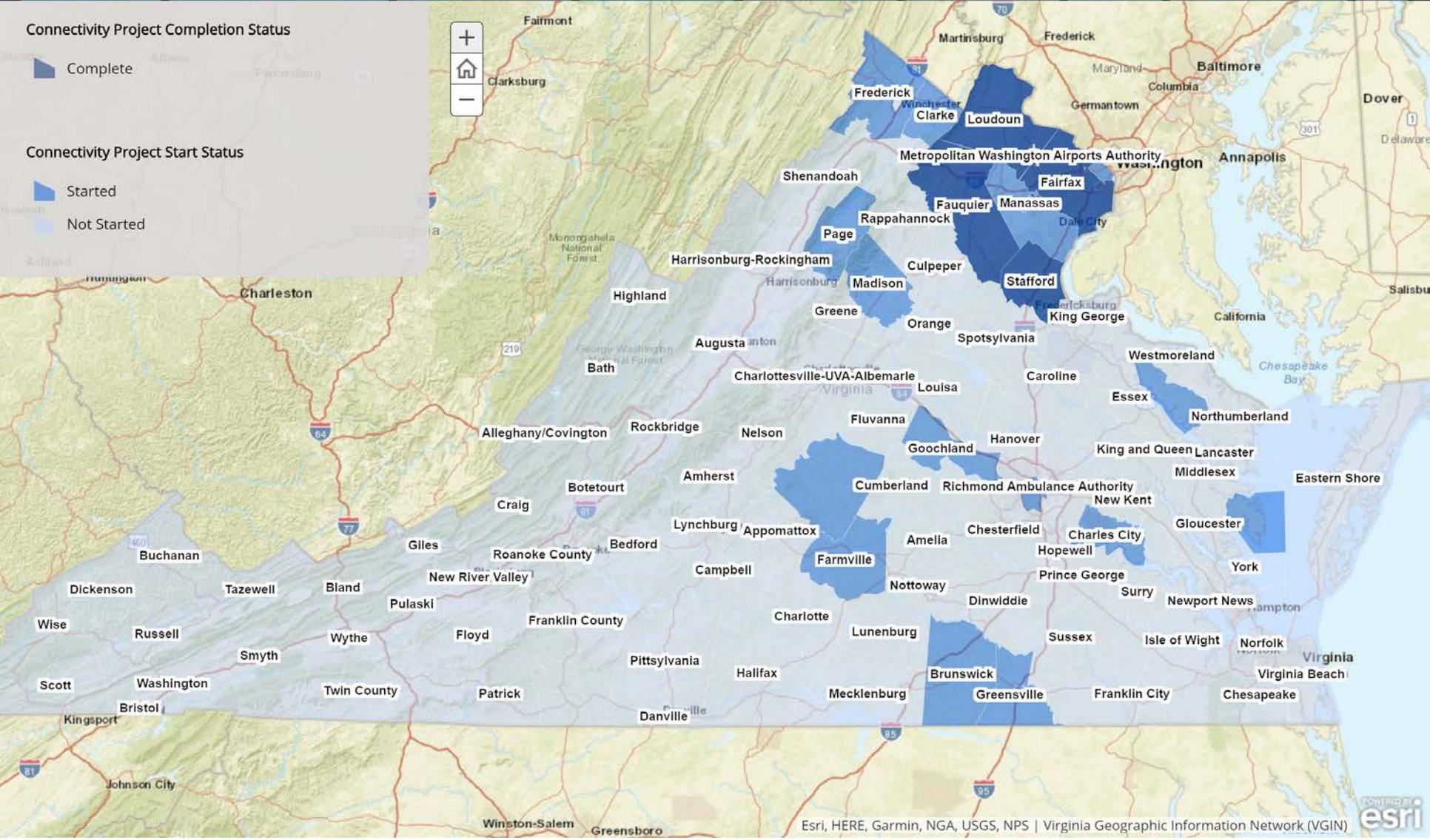
Connectivity Project Completion Status

Complete

Connectivity Project Start Status

Started

Not Started

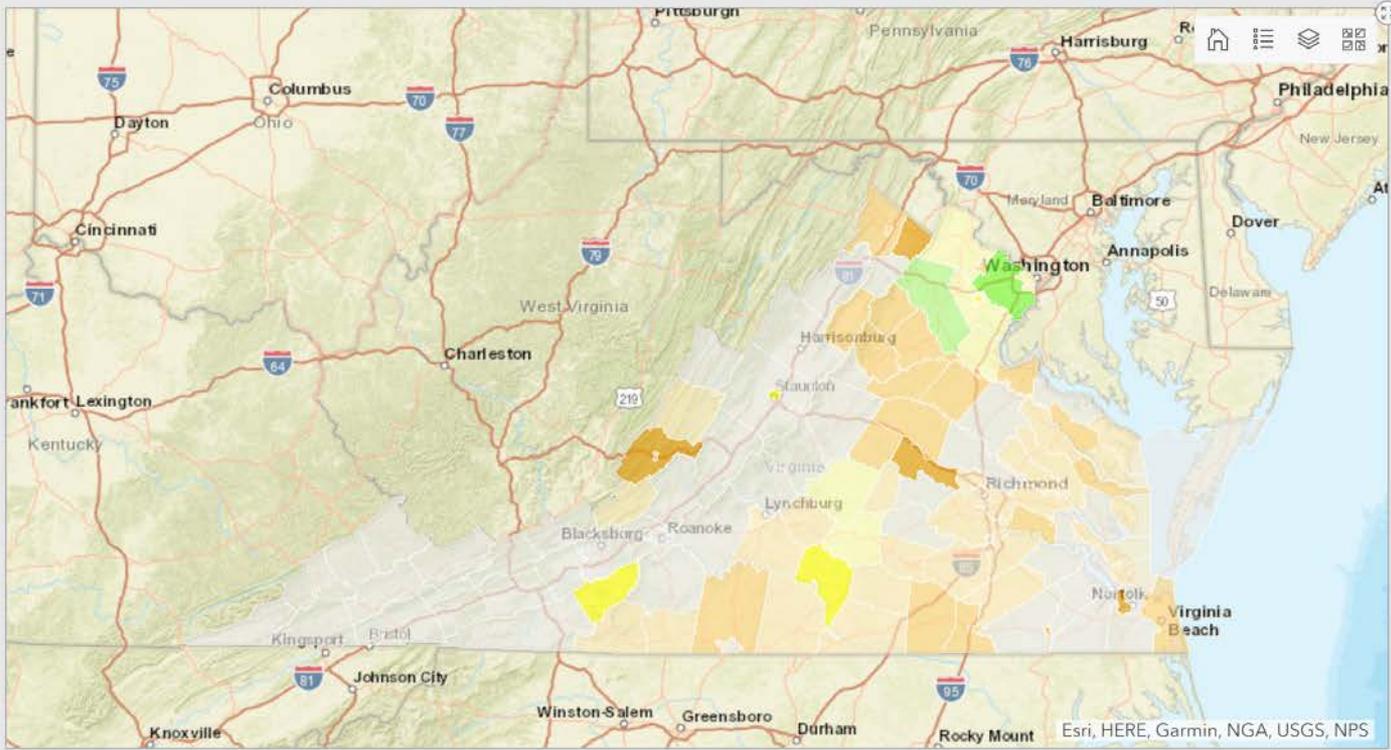


NG9-1-1 DEPLOYMENT CUT OVER QUARTER v. 20191115	SCHEDULED LOCALITIES - Timing for NG9-1-1 Deployment quarter may move up if diverse connectivity, GIS data onboarding, and call handling equipment preconditions are met. Localities are listed in alphabetical order, not deployment order. Specific cut over dates will be scheduled at a later time.			BOUNDARIES - PSAP and Provisioning Boundaries mutually agreed to and sent to VITA no later than:	GIS PROJECT START - Locality, Intrado, VITA kickoff meeting scheduled no later than:	GIS PROJECT END - Mutual agreement that GIS data supports I3 geospatial call routing. Must be 90 days before cutover date.	NG9-1-1 DEPLOYMENT PHASE END DATE
2020 Q1	Alexandria Alleghany Arlington Buckingham Charlotte Clarke Covington	Fairfax Falls Church Farmville Fauquier Floyd Franklin City Goochland	Loudoun Manassas Manassas Park Metro Washington AA Prince William Stafford	As Soon As Possible	November 2019	December 2019	31 March 2020
2020 Q2	Brunswick Charles City Culpeper Emporia Fluvanna Frederick Fredericksburg	Greensville King George Louisa Madison Middlesex Orange Page Pittsylvania	Portsmouth Rappahannock Richmond Amb. Auth. Richmond County Spotsylvania Staunton Virginia Beach Winchester	December 2019	December 2019	February 2020	30 June 2020
2020 Q3	Amelia Caroline Chesterfield Colonial Heights Cumberland Dinwiddie Essex Gloucester	Hanover Henrico Hopewell King and Queen King William Lancaster Mathews Mecklenburg	New Kent Northumberland Petersburg Powhatan Prince George Richmond City Sussex Westmoreland	February 2020	March 2020	May 2020	30 September 2020
2020 Q4	Chesapeake Eastern Shore Hampton Isle of Wight	James City Newport News Norfolk Roanoke City	Southampton Suffolk Surry York	May 2020	June 2020	August 2020	31 December 2020

Virginia NG9-1-1 Dashboard

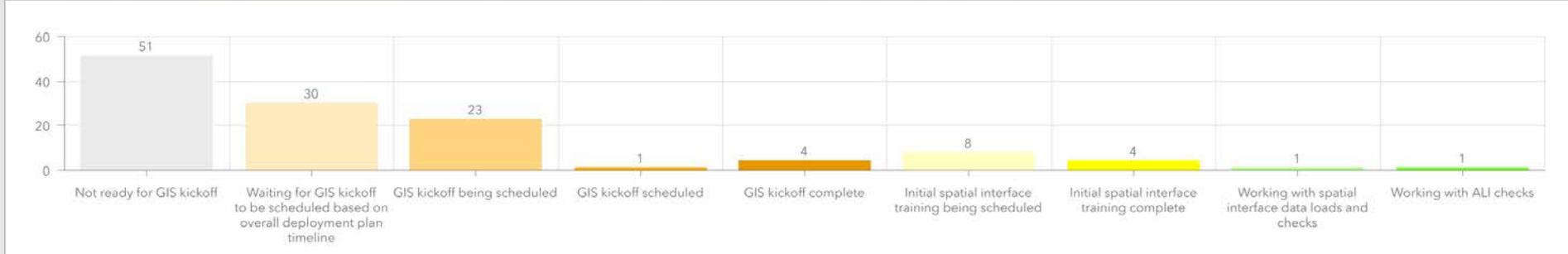
[Project Overview](#)
[Funding and Contract Status](#)
[Deployment Schedule](#)
[Connectivity Status](#)
[GIS Timelines 2020](#)
[GIS Timelines 2021](#)
[GIS Status](#)
[PSAP Boundary Status](#)


NG9-1-1 DEPLOYMENT CUT OVER QUARTER <small>v. 20191115</small>	SCHEDULED LOCALITIES Timing for NG9-1-1 Deployment quarter may move up if diverse connectivity, GIS data onboarding, and call handling equipment preconditions are met. Localities are listed in alphabetical order, not deployment order. Specific cut over dates will be scheduled at a later time.			BOUNDARIES PSAP and Provisioning Boundaries mutually agreed to and sent to VITA no later than:	GIS PROJECT START Locality, Intrado, VITA kickoff meeting scheduled no later than:	GIS PROJECT END Mutual agreement that GIS data supports 13 geospatial call routing. Must be 90 days before cutover date.	NG9-1-1 DEPLOYMENT PHASE END DATE
2021 Q1	Campbell Charlottesville-UVA- Albemarle Danville	Greene Halifax Lunenburg Nelson	Nottoway Rockbridge Warren	August 2020	September 2020	November 2020	31 March 2021
2021 Q2	Amherst Appomattox Augusta Bath Bedford	Botetourt Craig Harrisonburg- Rockingham Highland	Lynchburg Roanoke County Salem Shenandoah Waynesboro	November 2020	December 2020	February 2021	30 June 2021
2021 Q3	Buchanan Dickenson Giles Lee	New River Valley Norton Pulaski Radford	Russell Tazewell Wise	February 2021	March 2021	May 2021	30 September 2021
2021 Q4	Bland Bristol Franklin County Martinsville-Henry	Patrick Scott Smyth	Twin County Washington Wythe	May 2021	June 2021	August 2021	31 December 2021



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



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.

Virginia NG9-1-1 Dashboard

- Project Overview
- Funding and Contract Status
- Deployment Schedule
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- GIS Timelines 2020
- GIS Timelines 2021
- GIS Status
- PSAP Boundary Status

PSAPs must have their PSAP boundary polygon complete before moving to Next Generation 9-1-1. This map shows the percent of PSAP line segments complete for each PSAP.

Clicking on the map returns the corresponding PSAPs, the total number of segments they have, how many they have completed, and the percent complete. Submitted PSAP line segments appear as a green overlay.

Complete geometry is available as the NG911 PSAP Polygon at <https://gismaps.vita.virginia.gov/arcgis/rest/services/NG911>.

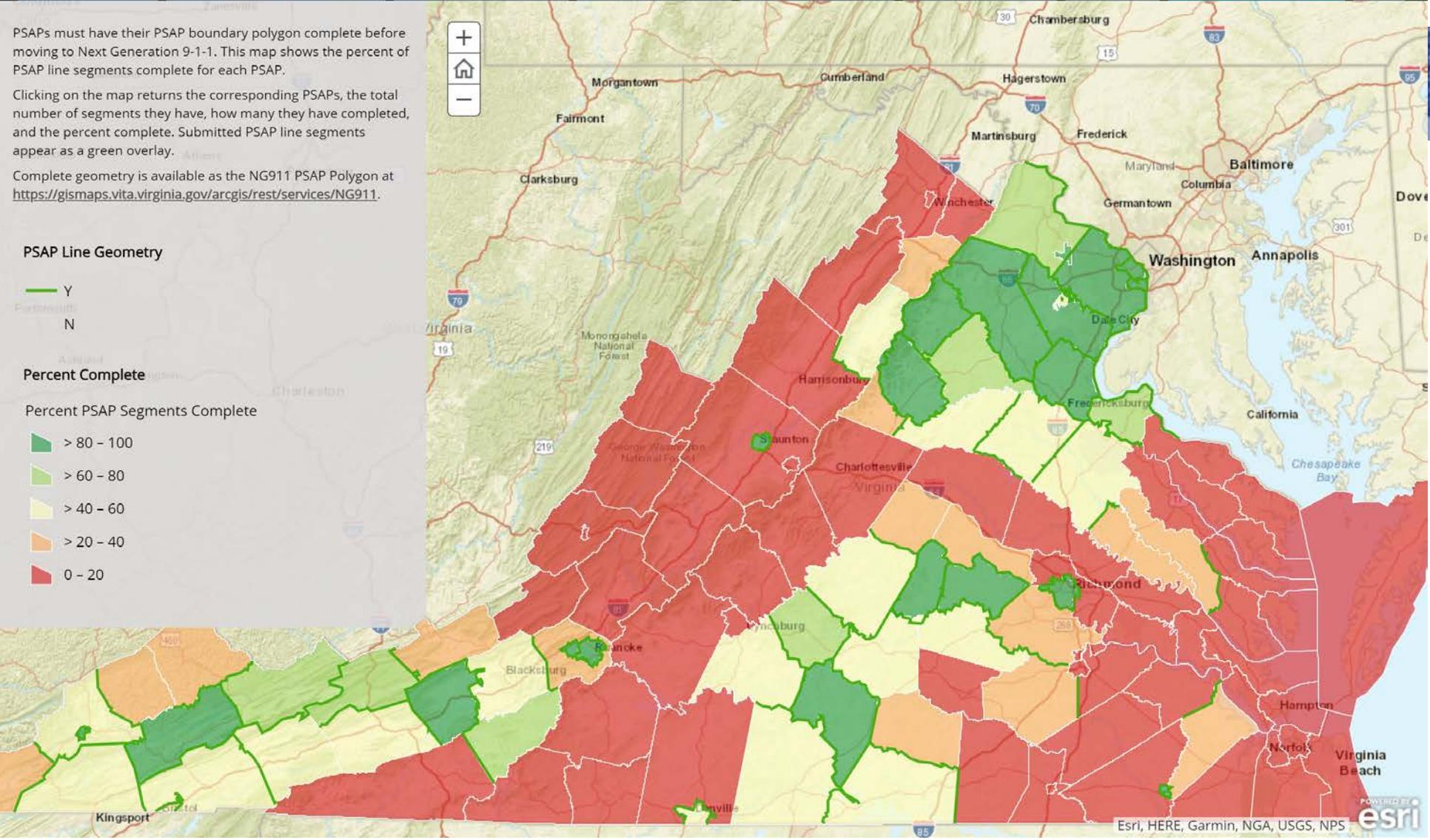
PSAP Line Geometry

- Y
- N

Percent Complete

Percent PSAP Segments Complete

- > 80 - 100
- > 60 - 80
- > 40 - 60
- > 20 - 40
- 0 - 20



The footprint of what a single GIS Data Provider will provision to NG9-1-1 systems is a polygon made up of mutually agreed-to provisioning line segments.

This map represents the completeness of each PSAP polygon area as a percent. When all of a PSAP polygon is covered by one or more provisioning boundary polygons, the PSAP will be 100% covered.

Complete geometry is available as the NG911 Provisioning Polygon at <https://gismaps.vita.virginia.gov/arcgis/rest/services/NG911>.

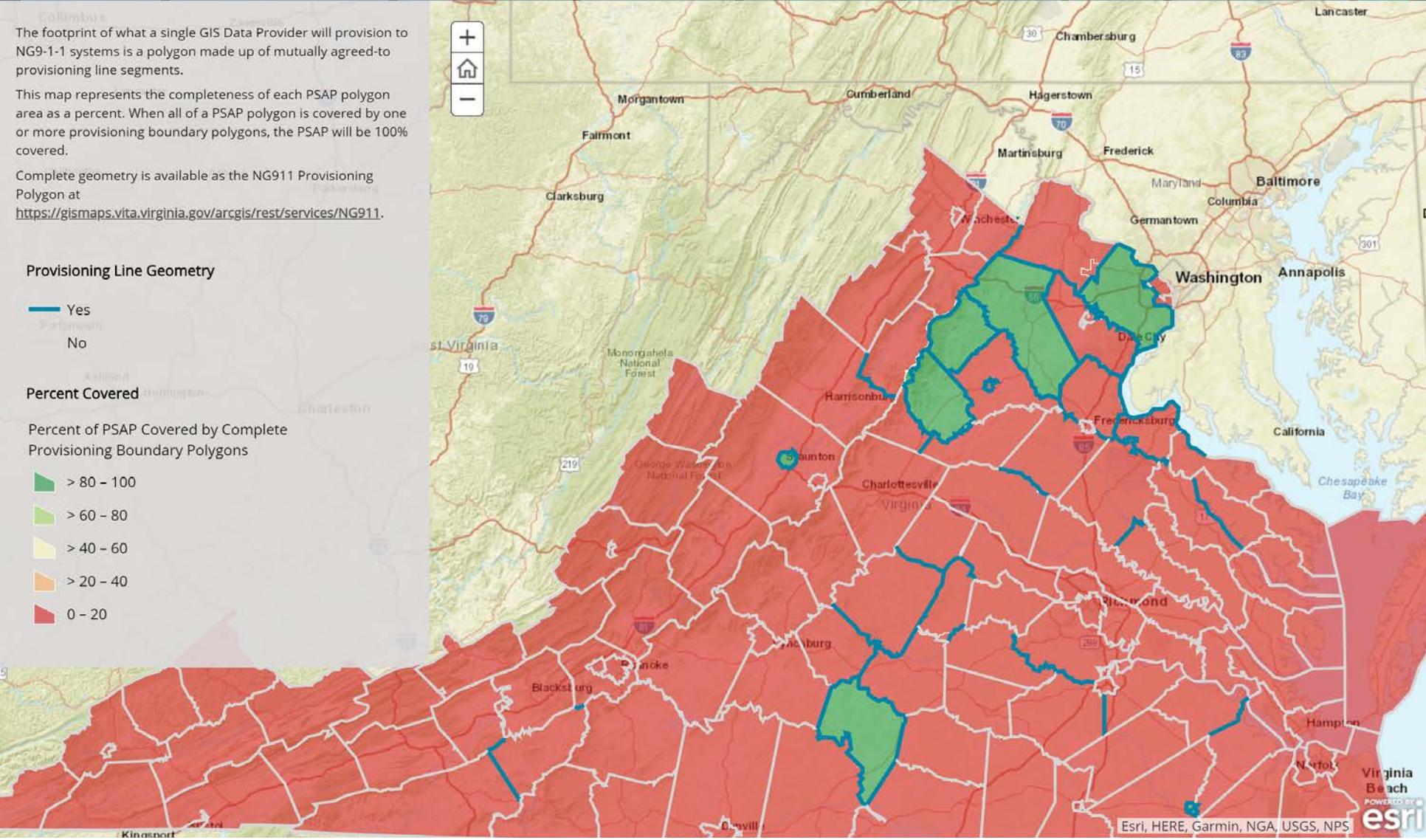
Provisioning Line Geometry

- Yes
- No

Percent Covered

Percent of PSAP Covered by Complete Provisioning Boundary Polygons

- > 80 - 100
- > 60 - 80
- > 40 - 60
- > 20 - 40
- 0 - 20





NG9-1-1 Funding and Amendment Requests





Two Categories

- NG9-1-1 funding requests
- NG9-1-1 funding award amendments
- Request that these categories be reviewed and voted on in block format
- Suggested language for motion is provided



Latest Round of Funding Requests

- 8 localities submitted NG9-1-1 funding requests that total \$2,949,683.47
 - PALs submitted by Nov 25, 2019
- Requests were reviewed by the PGC during their Dec 5th meeting
- PGC recommends approval of requests



Latest Round of Funding Requests

PSAP	Primary Selective Router Regions	Amount Requested
Caroline	Chester/Stuart	\$393,651.56
Chesapeake	High Street/Jefferson	\$581,831.82
Eastern Shore of Virginia	High Street/Jefferson	\$272,001.52
Nelson	Danville/Lynchburg	\$161,561.83
Newport News	High Street/Jefferson	\$400,815.16
Norfolk	High Street/Jefferson	\$283,207.07
Suffolk	High Street/Jefferson	\$215,602.64
Surry	High Street/Jefferson	\$641,011.87



Board Action

- Approve funding amount for the requests as listed in the presentation
 - Total amount recommended is \$2,949,683.47



NG9-1-1 Funding Amendments

- King George and King William require additional funding for increased connectivity costs
- Richmond Ambulance Authority requires additional funding for Text-to-9-1-1 implementation
- PGC recommends approval of requests



Board Action

- Approve funding amount for the amendment requests as listed below:
 - King George \$467,200.34
 - King William \$324,668.53
 - RAA \$15,000.00



Old Business





New Business



New Business Items

- Legislative Update
- 2019 Virginia Public Safety Mental Health Survey
- FCC NET 911 Report
- Funding Committee Report
- RAC Report



And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is Mar 12, 2020