



# COMMONWEALTH of VIRGINIA

## Virginia 9-1-1 Services Board

Curtis Brown  
Chairman 911  
Service Board  
VDEM

David A. Von Moll  
Treasurer  
Comptroller

Mary M. Blowe  
Chief Financial Officer  
City of Winchester

Thomas A. Bradshaw  
Captain  
Virginia State Police

Terry Ellis  
Comcast

R. Scott Garber  
Fire Chief  
City of Staunton

Danny Garrison  
Richmond Ambulance  
Authority

Honorable Kevin W. Hall  
Sheriff  
City of Covington

Robert Layman  
AT & T

Jeffrey T. Merriman  
Verizon Communications

Nelson P. Moe  
CIO - VITA

Seth Weise  
Sprint

Kelvin Wright  
Chief of Police  
City of Chesapeake

Jolena Young  
Twin County

Thomas Crabbs  
Office of the Governor  
Advisor

Dorothy Spears-Dean  
Deputy State Coordinator  
(804) 840-7260

Terry D. Mayo  
Board Executive  
Administrative Assistant  
(804) 718-9026

**Virginia 911 Services Board**  
**Thursday, September 17, 2020**  
**10:00 a.m. Virtual Meeting**

### Welcome and Opening Comments

Pursuant to § 56-484.13, the 9-1-1 Services Board convened in a virtual meeting on September 17, 2020 at 10:00 a.m. The meeting was open to the public via livestream on the [Virginia Department of Emergency Management \(VDEM\) 911 & Geospatial Services Bureau Web-page and via Commonwealth Calendar Posted Information.](#)

The following Board members were present for the meeting:

1. Mary Blowe
2. Thomas Bradshaw
3. Curtis Brown – Chairman
4. Gary Critzer
5. Terry Ellis
6. Scott Garber
7. Danny Garrison
8. Kevin Hall – Vice Chairman
9. Pete Hatcher
10. Jeffrey Merriman
11. Nelson Moe
12. David Von Moll - Comptroller
13. Kelvin Wright
14. Jolena Young

Curtis Brown, chair of this Board, convened the meeting at 10:13 AM and welcomed Board members and staff to the meeting. Curtis Brown introduced himself to the Board. He gave a brief introduction about himself. He said that he appreciated everyone for accommodating staff in this virtual meeting and for keeping everyone safe. Chairman Brown then recognized a few new reappointments to this Board, which are Chief Kelvin Wright and Sheriff Kevin Hall. The Chairman also recognized new Board members, Thomas Bradshaw of the Virginia State Police.

### **Approval of Minutes**

Chairman Brown called for a motion to approve the Minutes of March 12, 2020. Sheriff Hall made a motion to approve the Minutes of March 12, 2020, and Chief Wright seconded the motion to approve the Minutes of March 12, 2020. All approved; **14-0-0**.

### **Transition Update**

Dr. Spears-Dean addressed the Board and briefed the Board on the Legislation moving the Division from VITA to VDEM which began in January 2020. She informed the Board that the Division is now the 911 & Geospatial Services Bureau. Coordinator Spears-Dean said that it has been an exciting and rewarding time. She said that staff's measure of success was to provide services to the Stakeholders while in VITA until June 30, 2020, and starting on July 1, 2020 within VDEM. Coordinator Spears-Dean said it was a challenging time, but everyone did what they had to do. She briefed the Board on the transition process. She said that a lot has happened since the March Board Meeting. Task forces were put together to focus on the transition. Coordinator Spears-Dean went over the "Taskforces" that were formed to accomplish the transition. She informed the Board that she was part of the Leadership Team along with Andres Alvarez and Dillon Taylor of VDEM. Coordinator Spears-Dean said that other Taskforces were: Human Resources; IT and GIS; Finance and Grants; Regional Support, Response Programs & Disaster Logistics; and, VEST, External Affairs, Planning & Training.

Coordinator Spears-Dean went over the programmatic initiatives/core responsibilities with the Board. She said that the first PSAP Grant Committee Meeting since the transition was yesterday on Wednesday, September 16, 2020. She talked about VGIN and Regional Outreach, the work these teams been doing prior to the transition and after the transition. She talked about the unpacking and settling into VDEM. Coordinator Spears-Dean said she is looking forward to providing the Board at the next Board meeting in November with a report on "Transition Costs". She informed that the Board that staff took a conservative fiscal approach which resulted in some savings to the Bureau during the transition. She said she wants to report to the Board "new opportunities" at the November meeting. Coordinator Spears-Dean asked the members if they had questions, and there were none. Chairman Brown said that VDEM is looking forward to working with this Board in the future.

## NG9-1-1 Deployment Update

Ms. Stefanie McAlister addressed the Board and talked about Next Gen 9-1-1 Deployments. She said she has some action items to go over with the Board. She talked about Text to 9-1-1 and the Commonwealth. Ms. McAlister said that there is legislation in place dated July 1, 2020 that each PSAP in the Commonwealth will have services that will allow that PSAP to be able to Text to 9-1-1. She said that the Commonwealth was successful in achieving that goal. There were many vendors and PSAPs involved to get the equipment deployed. She said that all PSAPs with exception of ten (10) are in place to receive text to 9-1-1. She said that they should be completed by the end of the year, and all will be able to received Text to 9-1-1. Ms. McAlister then briefed the Board about NG9-1-1 Deployment. She said that Fairfax County and Loudoun County have been deployed on the AT&T ESInet. They are currently receiving their calls through the ESInet. She also said that by the end of this day, a third locality would be receiving their calls through the ESInet. She gave a timeline for deployment through calendar year 2021. The goal is to have full deployment through calendar year 2022. Ms. McAlister said that as a result of COVID, things have slowed. The focus is to have connectivity; call handling equipment; and GIS data. She reminded the Board that it hopes to have full i3 statewide deployment in the country. She said that this is an enormous project scope, and very complex. She said that staff is working with stakeholder groups – 124 PSAPs, local staff, NGS staff, AT&T and Intrado, CHE vendors, contractors, Verizon, Centurylink, and 3<sup>rd</sup> party carriers. She talked about the Next Gen Dashboard that contain a lot of information about the project. She said that the Dashboard has a status map of where every PSAP is within the project. Ms. McAlister talked about GIS and how its role is in the project. She said that GIS performs a critical role in this deployment, and a great deal of progress has been made in GIS and Next Gen which includes PSAP Boundaries and Data Provisioning. She said that almost 70% of localities have completed their boundaries. Ms. McAlister asked for questions from the Board, and there were none.

Ms. McAlister then briefed the Board on the Deployment Budget. She said this project is a very large and complex undertaking, and that it has never been done before. The funding amount when started was an estimate based on what was known when the Commonwealth started. The original funding estimated was \$55,348,197.32 in 2018. The current funding awards total \$55,641,585. The Commonwealth has twelve (12) awards still outstanding which is \$2,715,058.08 (PSAPs have not submitted their funding requests). She said that the Final Funding Awards will be \$58,356,643.10. She said that this amount will probably increase. Jolena Young asked about the “Loan Authority” that the Board had in place with VITA. Ms. McAlister deferred the answer to Coordinator Spears-Dean. Coordinator Spears-Dean informed the Board that there is no “Loan Authority” agreement in place with VDEM. She said that the \$15,000,000 borrowing was approved through VITA and it has not been pursued by VDEM. Right now the Board is not planning to utilize those funds. She said that because of adjustments Ms. McAlister is about to brief the Board on, it probably will not need those funds; however, she said that staff will continue to monitor the need going forward. Ms. McAlister said that staff is going to continue to monitor the budget, and keep the Board informed. Ms. McAlister then talked about Connectivity Cost Categories which involved putting in the fiber network. She said that AT&T is the vendor. She said that originally the funding

through AT&T was \$25,347,581.05 which was in 2018. Currently there are 46% of the PSAPs who know what the cost of connectivity will be, and that originally it was expected to be \$14,773,903.18 and now it is \$9,798,387.92. She said that a savings of \$4,975,515.56 is expected. Ms. McAlister said the “Legacy” cost savings have also occurred for PSAPs who have deployed on Next Gen 9-1-1, and that they are a six month charge. The original estimate was \$1,501,758.30, and that the original estimate for Verizon legacy costs was \$1,404,590.10, and so a net savings of \$474,737.40 will occur. She said that as the Commonwealth works through this project it would have incurred unexpected costs and outstanding costs which were not included in the budget. Ms. McAlister then talked about: On-site connectivity; and the path from property line into the PSAPs equipment room. She said that there is uncertainty as costs will vary from site to site. Verizon transition services costs is \$2,879,054.54 which is an additional cost. Ms. McAlister said that the Board will be paying this on behalf of the PSAPs, and that Verizon and CenturyLink will have to work together. The total delta payments currently budgeted is at \$13,265,686.08. The Board agreed that they would pay 24 months of the delta costs on behalf of the PSAPs. She said that the Board will not actually know what the amount will be until it has move through the project and everyone is deployed. Ms. McAlister said that the budget summary is a current estimate, and the expenses are in-line with the original budget amount. However, there are still items that cannot be known until further in the project, and that are incremental until the project finalization. Ms. McAllister said that staff will continue to make budget reports to the PSAP Grant Committee and the 9-1-1 Services Board regularly.

Ms. McAlister then briefed the Board about Budget Amendments. She said that the funding is based on the migration proposals done in 2018. As the PSAPs move through the project the Board will have some budget amendments. She said that staff is working with the PSAP Grant Committee, but since March has been making those decision administratively. Ms. McAlister said that as staff continue to look at these items, she is concerned that these decisions are dependent on the Board Meetings. She is proposing that the Board allow staff to continue to make decisions on behalf of the Board concerning amendments administratively.

Chairman Brown asked for questions from the Board. Nelson Moe said that in order to maintain cost control supervision, he recommends that a ceiling be put on the amount amendment decision that staff can make on behalf of the Board. Coordinator Spears-Dean asked if staff could work on that internally by working with VDEM on receipts and amendments as they occur, and not cause a delay in the project and reimbursements. Chairman Brown asked the Board if this would satisfy the Board. Nelson Moe asked if this would provide an “oversight”. Coordinator Spears-Dean said yes, and that the Board Chair would provide that oversight, and staff would provide a monthly update to the Board. A one-page budget document would be distributed to the Board monthly, as well as posted on the website as a public document. Comptroller David Von Moll said he agrees with Mr. Nelson Moe, that there should be some cap on the flexibility. He said that he thought that the Board should be involved if there is some significant adjustment. Mr. Nelson Moe suggested that if the amendment amount goes over a 10% cap, it should come back to the Board for approval. Coordinator Spears-Dean asked if this is over the funding award. Mr. Moe said that would be one way of doing it. He said categories could be set up. Coordinator Spears-Dean said that a percentage would be a better way to

do this it enables staff to keep the project going forward. Comptroller Von Moll commented that this sounds appropriate to him and it works well for projects. He said some cap on this would be appropriate. Mr. Moe suggested that staff go with the 10% cap and that the Board will have to intervene in anything above the 10% cap. Chairman Brown asked staff to formalize this process, and send it out. He said this will leverage the percentage and for transparency purposes. Coordinator Spears-Dean commented that this will work, and also allow staff some flexibility, as well as leave staff an option for coming back to the Board. Chairman Brown asked for a motion from the Board. Sheriff Hall made a motion to accept the Board's recommendation that staff look at a 10% cap on amendment and reimbursement decisions which includes a transparency of coming to the Board with anything over the 10% cap. Jolena Young seconded the motion for approval. The Board approved; **12-0-0** (Terry Ellis, and Pete Hatcher did not respond).

Ms. McAlister then addressed the Board on the monthly delta costs. She said that most of the PSAPs will see a monthly cost increase. The difference from what they pay now and what they pay AT&T once they are deployed will increase. She informed the Board that it has already agreed it would pay 24 months of the monthly delta. In 2018 this was included in the monthly migration. She said that staff has received the 911 Service Provider costs paid directly by the PSAPs, and that the delta formula is  $\text{delta} = \text{NG9-1-1 Costs} - (\text{year 2018; and current 911 costs paid by the PSAPs})$ . She said that staff is recommending a delta determination and funding disbursement policy. She said that staff would like receive three months of bills directly prior to the PSAPs deployment. Then after post deployment verify the monthly cost of NG9-1-1 from AT&T which is  $\text{NG9-1-1 cost} - \text{average 911 cost} = \text{delta amount}$ . She said that staff would then verify with PSAP and gain consensus. Staff would then make 12 months of payment to the locality to cover increased costs. One year later staff will repeat the payment process to complete the 24 month cycle. Each month staff will have some payments and rolling disbursement process based on individual PSAP deployment dates. Ms. McAlister then called for questions from the Board. Comptroller Von Moll asked the reason and merits of paying in advance. Is there some changes in cost after the first month to make sense to do some type of "true up" in the process? Ms. McAlister said that staff wanted to make sure the localities got the money so it would have the money to process the payment. Ms. McAlister said that the cost should not change, and the cost will start coming from AT&T and there should not be any difference. She said that the second month would verify that the amount is still at the same place. Comptroller Von Moll commented that the idea of paying it in advance is concerning, but he sees the reasoning. Chairman Brown asked for addition comments and questions from the Board. There were none. Chairman Brown then asked if the PSAP Committee reviewed and supported staff's recommendation. Ms. McAlister answered yes. Chairman Brown then called for motion to approve staff's recommendation in support of the funding and reimbursement process. Chief Wright made a motion to accept the recommendation, and Tom Bradshaw seconded the motion to approve staff's recommendation. All approved; **13-0-0** (Pete Hatcher did not respond).

### **NG9-1-1 Financial Report**

Dr. Spears-Dean addressed the Board and asked that this item be deferred to the November 14<sup>th</sup> Board Meeting. It was approved to be deferred. No Board action needed.

### **FY2020 Annual Report**

Dr. Spears-Dean reminded the Board that it needs to approve the “draft” Annual Report which was submitted to the Board prior to this Board Meeting. Chairman Brown asked for discussion from the Board, and there were none. Chairman Brown called for a vote to accept the Annual Report. Mr. Gary Critzer made a motion to accept the Annual Report as written. Comptroller David Von Moll seconded the motion to approve. All approved; **12-0-0** (Pete Hatcher and Scott Garber did not respond).

### **NG9-1-1 Funding and Amendment Requests**

Mary Blow asked Dorothy Spears-Dean to give the update on the NG9-1-1 Funding and Amendments. Coordinator Spears-Dean informed the Board that the PSAP Grant Committee met yesterday on Wednesday, September 16, 2020. The new Grant Committee members were recognized: Chief Kelvin Wright replacing Terry Ellis; Albert Stokes replacing Cheryl Adams; and Rae Fleming replacing Steve McMurrer. Coordinator Spears-Dean said that the Committee is recommending the NG9-1-1 Funding Requests for Botetourt \$176,256.50, and Bedford for \$691,695.95. Chairman Brown called for a motion to approve the funding requests. Sheriff Hall made a motion to approve the funding requests, and Nelson Moe seconded the motion to approve the funding request. Chairman Brown called for discussion from the Board, and there were none. All approved; **12-0-0** (Pete Hatcher and Scott Garber did not respond).

Coordinator Spears-Dean addressed the Board and informed them that the PSAP Grant Committee is recommending approval to fund Diversity, Text 9-1-1, and CHE i3 services grant amendment award requests as presented. Chairman Brown called for a motion to approve the recommendation from the PSAP Grant Committee. Jolena Young made a motion to approve the recommendation, and Chief Wright seconded the motion for approval. The motion was approved; **11-1-0** (Danny Garrison obtained, Pete Hatcher and Scott Garber did not respond).

## **NEW BUSINESS:**

### **Sustainable Funding Committee Report**

Jolena Young thanked the staff for moving forward with this committee during the Pandemic. She said the Committee consists of: Christian Collier – Matthews County Sheriff's Office; Terry Hall – Virginia Municipal League (VML); Sheriff Brian Hieatt – Virginia Sheriff's Association; Joe Lerch – Virginia Association of Counties (VACO); J.R. Powell – Martinsville-Henry County 9-1-1 Center; and Eddie Reyes – Prince William County 9-1-1 Center. Ms. Young said that the Committee got a 38% response rate for the survey, and came up with four recommendations that staff will work on finalizing. The recommendations are: 1) Want to endorse VML and VACO to pursue recommendations in the General Assembly Session for legislation to modernize in the removal of the existing exemptions for pre-paid wireless transactions and streaming video. The committee suggests VML and VACO focus on wide legislative agenda as possible to maximize the potential availability of additional local government revenue to help offset the funding gap related to local PSAP expenses to remove some of the existing exemption for prepaid services. Chairman Brown asked if the Board could vote on the recommendation in a group. Comptroller Von Moll asked if the Board could hear all four recommendations before voting. The Board agreed to hear all four recommendations. Ms. Young continued with the 2<sup>nd</sup> recommendation which is to evaluate the increase in the surcharge amount. She said that technology is changing daily. The Committee thinks it is good business to increase the charge for wireline and wireless services, and that this legislation be partnered with VDEM in the next Legislation Session for 2022. Ms. Young said that recommendation 3 is to engage a third party for costs for 911 services in Virginia, and make recommendations on how the Board can be more efficient. Ms. Young said that the 4<sup>th</sup> recommendation is to establish an equity based approach to the 911 Funding Distribution. She would like for the Committee to work with Coordinator Spears-Dean and the Board to come up with some philosophy of funding in advance of FY2023 and that the distribution for the funding model be updated. Coordinator Spears-Dean then asked Ms. Young if these recommendation could be referred to the Board today for informational purposes, and then discussed at the next Board meeting in November. Terry Ellis commented that she thought that this deferment of discussion to the November Board Meeting is a good one, as some Board members need time to analyze the recommendations. Jeffrey Merriman commented that he agrees with Ms. Ellis' recommendation. Ms. Young said that she is in agreement to defer the discussion on the recommendations until the next Board meeting in November. Coordinator Spears-Dean then informed the Board that no Board action would be taken, and that this will be on the agenda for the next Board meeting in November.

## **Regional Advisory Council (RAC) Report**

Coordinator Spears-Dean asked if the RAC could forward its report by email to the Board, as the meeting has run over time. The Chair and Board agreed. The RAC Report will be forward to the Board via email.

## **Public Comment**

Chairman Brown asked for comments from the Public. There were none.

## **Adjournment**

Vice Chairman Sheriff Hall welcomed Chairman Brown to the Board and sent a thank you Dr. Stern for his service and support in the past to the Board. Chairman Brown then thanked everyone for their day to day service and serving on the Board. He also said that he will pass on the thank you to Dr. Stern. Chairman Brown then informed the Board that the next 911 Service Board meeting will be held on November 12, 2020. He then said that there being no further business, he called for a motion to end the meeting of the 911 Service Board at 12:14 PM. Chief Wright made motion to adjourn the meeting of the 911 Service Board, and Comptroller David Von Moll seconded the motion for adjournment. The motion was approved by all.

---

Respectively Submitted by  
Ms. Terry Davis Mayo  
Board Executive Administrative Assistant