



COMMONWEALTH of VIRGINIA

Virginia 9-1-1 Services Board

Dorothy Spears-Dean
PSC Coordinator
(804) 416-6201

Terry D. Mayo
Board Administrative
Assistant
(804) 416-6197

Jeffrey D. Stern
Chairman
VDEM

Hon Kevin W. Hall
Sheriff
Vice Chairman
City of Covington

David A. Von Moll
Treasurer
Comptroller

Mary M. Blowe
Chief Financial Officer
City of Winchester

Gary Critzer
Emergency Mgmt/ EMS Dir
City of Waynesboro

Bruce Edwards
City of Franklin

Terry Ellis
Comcast

R. Scott Garber
Fire Chief
City of Staunton

Danny Garrison
Richmond Ambulance
Authority

Pete Hatcher
AT&T

Jeffrey T. Merriman
Verizon Communications

Lee W. Miller III
Major
Virginia State Police

Nelson P. Moe
CIO - VITA

Seth Weise
Sprint

Kelvin Wright
Chief of Police
City of Chesapeake

Jolena Young
Twin County

Shawn Talmadge
Office of the Governor
Advisor

Meeting Agenda

September 23, 2019 10:00 am

Commonwealth Enterprise Solutions Center

1. Call Meeting of the Board to Order Chairman
2. Approval of the Minutes from July 11th Chairman
3. NG9-1-1 Deployment Update ISP Director
4. FY 19 Annual Report.....PSC Coordinator
5. NG9-1-1 Funding/Amendment RequestsPSC Coordinator
6. Old Business:
 - Federal 9-1-1 Grant
7. New Business:
 - Travel Assistance 2019 VA APCO ConferencePSC Coordinator
 - Regional Advisory Council (RAC) Report.....RAC Chair
8. Public Comment Chairman
9. Adjourn Meeting of the Board Chairman

Next Meeting – November 14, 2019

**9-1-1 Service Board Meeting
September 23, 2019
CESC**

Members Present:	Jeffrey Stern – Chairman	Kevin Hall – Vice Chairman
	David Von Moll – Comptroller	Danny Garrison
	Jolena Young	Pete Hatcher
	Scott Garber	Seth Weise
	Mary Blowe	Bruce Edwards
Members Absent:	Seth Weise	Mary Blowe
	Bruce Edwards	Jeffrey Merriman
	Gary Critzer	Nelson Moe
	Terry Ellis	Kelvin Wright
Advisor Present:	Tom Crabbs	
AG Present:		
Remote	Roanoke	Culpeper
	Abingdon	
Staff Present:	Dorothy Spears-Dean	Stefanie McGuffin
	Matt Gerike	Joe Sewash
	Lewis Cassada	Zeta Wade
	Lisa Nicholson	

1. Call To Order

Chairman Stern called the meeting of the 9-1-1 Services Board to order at 10:02AM. Coordinator Spears-Dean performed a roll call of the remote sites. All remote sites were accounted for.

2. Approval of the Minutes from July 11, 2019

Chairman Stern called for a motion to approve the July 11, 2019 Board Minutes, which were distributed prior to this Board Meeting. Mr. Bruce Edwards made a motion to approve the minutes as written, and the motion was seconded by Mr. Danny Garrison. The motion passed **9-0-0**.

3. NG9-1-1 Deployment Update

Coordinator Spears-Dean gave the Board an update on the status of NG9-1-1 deployments. 66 funding requests have been received. 54 have been approved. 6 requests are set to be approved later during this meeting. The primary communication means for NG9-1-1 Deployment is the NG9-1-1 Dashboard on the VITA/ISP website. Ms. Stefanie McGuffin reviewed the developments regarding PSAP boundary meetings and GIS kick-off calls with localities. Each locality will have a AT&T/Intrado “coach” to help them with the process of loading data into the NG9-1-1 system. Ms. McGuffin also covered deployment of Text to 9-1-1 service. The legislative requirement is for deployment to occur on or before July 1, 2020. VITA/ISP is working with all PSAPs who do not have text deployed yet. AT&T is assisting in deploying interim Text-to-9-1-1 solutions. Ms. McGuffin also discussed a proposed adjustment to the NG9-1-1 deployment schedule. Localities have been waiting on a final/signed contract with AT&T and Virginia Beach. Localities wish to review both the Fairfax and Virginia Beach contracts to see if one is more favorable than the other. ISP will assist localities with the review once the final Virginia Beach contract is signed. Testing is underway with the Motorola/VESTA call handling equipment that will work on the AT&T network. Approvals would not be until the end of the year. The overall goal was to have all deployments completed by the end of calendar year 2021. Current focus will be Northern Virginia, and then the Fredericksburg/Winchester selective router region. After that, focus will shift to the Richmond and Tidewater, with the goal of having them deployed by 2020. From Charlottesville all the way to the west, those areas would be deployed by the end of 2021. Staff expects to ask for a formal adoption of a new deployment schedule at the next Board meeting.

4. FY19 Annual Report

Coordinator Spears-Dean presented the FY19 annual report to the Board. This year, ISP Staff chose to present the Annual Report in a story map fashion. The story map is available online at <http://bitly.com/FY19AnnualReport>. Code requires that the Board report on the state of enhanced 9-1-1, the impact of or need for legislation affecting enhanced 9-1-1, need for changes in the E9-1-1 funding mechanism, and monitor developments in enhanced 9-1-1 service and multi-line telephone systems. A different approach was used as a component of this year’s report. The report includes an executive summary and a story map to present the contents. This format was chosen to provide a visual representation of important report elements with an opportunity to present Virginia specific graphics. Chairman Stern asked the Board to approve a motion to adopt the annual report. Mr. Peter Hatcher made the motion to adopt the annual report and it was seconded by Mr. Bruce Edwards. During the discussion Chairman Stern asked if/how the story map would be properly recorded as part of records retention requirements. Coordinator Spears-Dean will research this question and report back to the Board. The report needs to be filed by October 1st. Mr. David Von Moll discussed what would be filed with the Division of Legislative Services. Ms. Spears-Dean said the executive

summary would be filed with DLS, and the story map would be embedded in the report. Live links have been used in previous annual reports. The motion passed **10-0-0**.

5. NG9-1-1 Funding Requests

Six localities have submitted funding requests. They are the localities of Cumberland, Essex, Lancaster, Martinsville-Henry, Spotsylvania, and York. Coordinator Spears-Dean asked that the Board approve the six requests with a combined total of \$2,273,570.89. The PSAP Grant Committee has recommended approval. Chairman Stern asked the Board to approve a motion accepting the six funding requests as presented. Sheriff Hall made the motion to accept the funding requests and it was seconded by Mr. Danny Garrison. Mr. Hatcher abstained. The motion passed **9-0-1**.

6. NG9-1-1 Funding Amendments

Coordinator Spears-Dean discussed two funding amendment requests that were given to the Board in advance with two decision briefs. The requests came from a collection of Northern Virginia localities (\$808,752.91), and Buckingham County (\$170,055). The PSAP Grant Committee recommended both decision briefs. Chairman Stern called for a motion to approve the funding amendments as presented. Mr. Von Moll made the motion and it was seconded by Mr. Garrison. During the discussion it was explained that this is not additional funding. Ms. Young asked how it would impact the overall budget and Coordinator Spears-Dean stated that the net impact would be zero. The motion passed **10-0-0**.

7. Text-to-9-1-1 Grant Applications

Coordinator Spears-Dean presented four Text-to-9-1-1 Grant Applications to the Board. The applications were from the localities of Bland, Nelson, Twin, and Wythe, and totaled \$96,125. Localities are eligible to request \$50,000 each so the requested amount is significantly less than that. The PSAP Grant Committee has recommended approval of the applications. Chairman Stern called for a motion to accept the applications as presented. Sheriff Hall made the motion and it was seconded by Mr. Bruce Edwards. Ms. Jolena Young abstained. The motion passed **9-0-1**.

8. Federal 9-1-1 Grant

Ms. Spears-Dean announced to the Board that Virginia has received \$3,066,853 in federal grant 9-1-1 funding. The initial amount was \$2,831,520 and there was additional \$235,333 in supplemental funding since only 34 states were granted awards. The award period ends March 31st, 2022.

9. Travel Assistance for 2019 Fall APCO

Coordinator Spears-Dean reviewed the travel assistance per diem rate for the APCO Fall Conference. The rate determined by staff would be \$143.00. ISP staff has reviewed this amount with VITA Finance staff as well. GSA rates change on October 1st. If rates change, staff will adjust the \$143.00 amount and notify the Board at the November Board meeting. Charmian Stern called for a motion to approve the \$143.00 per diem rate for the Fall APCO conference and allow staff to make adjustments if the GSA rate changes. Mr. Edwards made the motion and Mr. Garrison seconded it. The motion passed **10-0-0**.

10. Regional Advisory Council Report

Coordinator Spears-Dean updated the Board on the activities of the Regional Advisory Council. The next meeting of the RAC will be October 8th. Three outstanding deliverables are set to be completed soon. The new RAC will help the PSC Coordinator in developing an initial draft of the 9-1-1 Comprehensive Plan.

11. Public Comments

Chairman Stern and Coordinator Spears-Dean called for public comments. There were none

12. Adjourn

Chairman Stern called for a motion to adjourn the meeting of the 9-1-1 Services Board. Mr. Garrison made the motion and it was seconded by Mr. Edwards. The motion passed **10-0-0**, and the meeting of the 9-1-1 Service Board ended at 10:59AM.

The next meeting of the 9-1-1 Services Board will be held on Thursday, November 15, 2019 at the Commonwealth Enterprise Solutions Center.

Respectfully Submitted: _____
Lewis Cassada

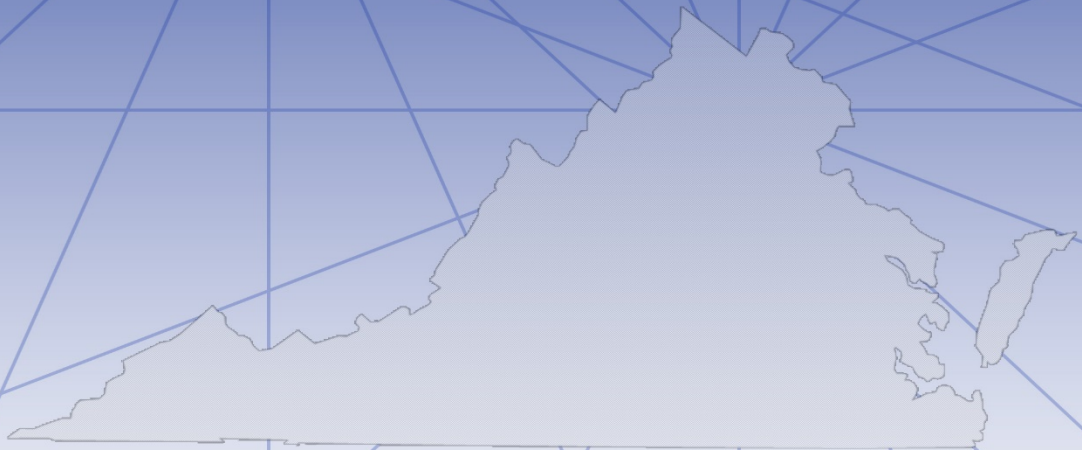
Virginia Information Technologies Agency



Commonwealth of Virginia 9-1-1 Services Board FY 2019 Annual Report

Draft

Prepared by the
Division of Public Safety
Communications
(DPSC)



October 1, 2019

www.vita.virginia.gov

Executive Summary

The *Code of Virginia* (§56-484.14) requires the 9-1-1 Services Board (the “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:

- (i) the state of enhanced 9-1-1 services in the Commonwealth,
- (ii) the impact of, or need for, legislation affecting enhanced 9-1-1 services in the Commonwealth,
- (iii) the need for changes in the E-911 funding mechanism provided to the Board, as appropriate, and
- (iv) 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.

➤ *The state of enhanced 9-1-1 services in the Commonwealth*

The commonwealth has begun the deployment of Next Generation 9-1-1 (NG9-1-1). NG9-1-1 is a solution based on a modern Internet Protocol (IP) network that has the ability to deliver calls to the appropriate Public Safety Answering Point (PSAP) faster, transfer 9-1-1 calls and associated data anywhere needed, interconnect with other public safety systems and databases, and securely receive multimedia communications like text, photos and videos.

In January 2018, the Board made the decision to transition to a statewide IP-based infrastructure, known as an Emergency Services IP Network (ESInet), and adopted a [plan](#) to guide deployment statewide. The ESInet replaces a 9-1-1 system that is dependent on decades old technology and is tethered to voice-centric communications. However, since 9-1-1 is a local service, it is up to each locality to determine how they will move forward with NG9-1-1 deployment.

The Board is leading Virginia’s efforts to transition an outdated 9-1-1 system into a digital network that is faster, more efficient, and has greater PSAP capabilities to better serve its citizens and visitors. Throughout FY 2019, VITA Integrated Services Program (ISP) staff implemented the Board’s deployment plan as follows:

- Completed 124 NG9-1-1 Migration Proposals (MP)
- Created program to address NG9-1-1 funding lifecycle needs
- Implemented communications platform
- Developed GIS resources
- Established integrated operational process to support regional deployments

The Code of Virginia [§ 56-484.16](#) requires that on or before July 1, 2020 that each PSAP in the Commonwealth shall deploy Text-to-9-1-1 service. As a result of this recent legislation, the Board anticipates statewide deployment of Text-to-9-1-1 services by July 1, 2020, and has made resources available to PSAPs to meet this legislative requirement.

The number of wireless 9-1-1 calls continues to grow. Currently, 77.5 percent of all 9-1-1 calls received by Virginia PSAPs are from a wireless device. In response to the fact that many more wireless 9-1-1 calls are made indoors, the Federal Communications Commission (FCC) in 2015, adopted a [Wireless Indoor Location Accuracy Report and Order](#). However, improving wireless accuracy continues to be an ongoing issue.

- *The impact of, or need for, legislation affecting enhanced wireless emergency telecommunications services in the Commonwealth*

Currently, the Board has not proposed any legislation for the 2020 General Assembly session.

- *The need for changes in the E-911 funding mechanism provided to the Board, as appropriate*

The 9-1-1 community has expressed concern over the amount of recurring costs associated with NG9-1-1. To address this concern, the ISP formed the NG9-1-1 Sustainable Funding Committee to develop recommendations on how to mitigate the financial burden of recurring NG9-1-1 costs on localities.

- *Monitor developments in enhanced 9-1-1 service and multi-line telephone systems*

This is a duty of the Board that was enacted on July 1, 2007. Most of the provisions of Article 8 (§ 56-484.19 et seq.) of Chapter 15 of Title 56 took effect on July 1, 2009. The Board continues to monitor developments.

Story Map

The full report of the above items is available from this [link](#). The format of this report is a story map. This format was chosen because it provides visual representation of important report elements in a manner that is both interactive and engaging for the reader.

**PSAP Grant Program
Decision Brief**

Type of Request: NG9-1-1 Funding Award Amendments	Date Submitted: August 5, 2019
PSAPs: Alexandria, Arlington, Fairfax, Fauquier, Loudon, Prince William, and Stafford	Amount of Request: \$808,752.91
Staff Recommendation: Approve	

1. Briefly define the problem/issue:

ISP staff is requesting that the funding awards for the PSAPs listed above be amended to include allowable NG9-1-1 deployment items previously identified as grant-funded. The total additional cost for these items is \$808,752.91.

2. Background (include important dates):

The PSAPs listed above were participating in a regional NG9-1-1 ESInet grant (FY 17 ID#35). This grant expired on June 30, 2019 before all of the items included in the scope of work could be completed. With the exception of on-site connectivity placement, these items were identified in the PSAPs' NG9-1-1 Migration Proposals as grant-funded. With the close of the FY 17 grant, the PSAPs' NG9-1-1 funding awards need to be amended to include the grant-funded items that have not yet been completed. A list of these items, the amount for each item, and the new totals for the PSAP awards are listed in a companion spreadsheet.

3. Major Considerations:

At a previous meeting, the PGC was briefed on the need for these amendments. Since then, ISP staff has put into place a process to identify, review, and approve amendment requests.

4. Recommended action:

Ask PGC to concur with staff's recommendation and recommend approval of the amendment requests by the 9-1-1 Services Board at their next meeting.

5. Alternatives to recommended action:

None.

**PSAP Grant Program
Decision Brief**

Type of Request: NG9-1-1 Funding Award Amendment	Date Submitted: August 8, 2019
PSAPs: Buckingham	Amount of Request: \$170,055
Staff Recommendation: Approve	

1. Briefly define the problem/issue:

ISP staff is requesting that the funding award for Buckingham County be amended to include a revised connectivity quote of \$184,055. The locality originally had a connectivity quote from Century Link for \$14,000. If approved by the Board, the amount of the revised funding award would be \$437,918.74.

2. Background (include important dates):

Buckingham's NG9-1-1 Migration Proposal (MP) contained an initial quote of \$14,000 from Century Link for diverse connectivity. Since receiving the MP, the locality was awarded NG9-1-1 funding and selected a NG9-1-1 solutions provider. As part of the deployment process, the locality's NG9-1-1 service provider, AT&T, reached out to Century Link for a revised quote.

3. Major Considerations:

None.

4. Recommended action:

Ask PGC to concur with staff's recommendation and recommend approval of the amendment request by the 9-1-1 Services Board at their next meeting.

5. Alternatives to recommended action:

None.



9-1-1 Services Board

General Business Meeting

September 23, 2019



Agenda

1. Call to Order
2. Approval of Minutes
3. NG9-1-1 Deployment Update
4. FY 19 Annual Report
5. NG9-1-1 Funding and Amendment Requests
6. Old Business
7. New Business
8. Public Comment
9. Adjourn



NG9-1-1 Deployment Update



Overview

- Current status
- PSAP boundary meetings and GIS kick-off calls with localities
- Text-to-9-1-1 service
- Proposed adjustments to the statewide deployment schedule



Virginia Information Technologies Agency

FY 19 Annual Report





Requirements

- *Code* (§56-484.14) requires the Board to report annually on the following:
 - State of enhanced 9-1-1
 - Impact of or need for legislation affecting enhanced 9-1-1
 - Need for changes in the E-911 funding mechanism
 - Monitor developments in enhanced 9-1-1 service and multi-line telephone systems



Report Format

- A different approach was used as a component of this year's report
- Report includes an executive summary and a story map to present the contents
- Format chosen to provide visual representation of important report elements
 - Opportunity to include Virginia graphics



NG9-1-1 Funding and Amendment Requests





Three Categories

- NG9-1-1 funding requests
- NG9-1-1 funding award amendments
- Text-to-9-1-1 grant applications
- Request that these categories be reviewed and voted on in block format
- Suggested language for each categories is included in the motion



Latest Round of Funding Requests

- 6 localities submitted NG9-1-1 funding requests that total \$2,273,570.89
 - PALs submitted by July 29, 2019
- Requests were reviewed by the PGC during their Aug 29th meeting
- PGC recommends approval of requests



Latest Round of Funding Requests

PSAP	Primary Selective Router Regions	Amount Requested
Cumberland	Chester/Stuart	\$317,294.01
Essex	Chester/Stuart	\$382,521.18
Lancaster	Chester/Stuart	\$512,670.74
Martinsville-Henry	Johnson City/Wytheville	\$356,134.90
Spotsylvania	Fredericksburg/Winchester	\$459,513.02
York	High Street/Jefferson	\$245,437.04



Board Action

- Approve funding amount for the requests as listed in the presentation
 - Total amount recommended is \$2,273,570.89



NG9-1-1 Funding Amendments

- Alexandria, Arlington, Fairfax, Fauquier, Loudoun, Prince William, and Stafford require \$808,752.91 in additional funding for items not currently included in their Migration Proposal
- Buckingham requires an additional \$170,055 in funding for increased connectivity costs
- PGC recommends approval of requests



Board Action

- Approve funding amount for the amendment requests as listed in the presentation
 - No VA PSAP \$808,752.91
 - Buckingham \$170,055



Text-to-911 Grant Applications

- 4 localities submitted grant applications that total \$96,125
 - Applications submitted by July 29, 2019
- Applications were reviewed by the PGC during their Aug 29th meeting
- PGC recommends approval of applications



Text-to-911 Grant Applications

PSAP	Amount Requested
Bland	\$8,750.00
Nelson	\$50,000.00
Twin County	\$17,750.00
Wythe	\$19,625.00



Board Action

- Approve funding amount for the grant applications as listed in the presentation
 - Total amount recommended is \$96,125



Old Business





Federal 9-1-1 Grant

- Virginia was eligible to receive \$2,831,520 in federal 9-1-1 grant funding
- Received an award on Aug 9th in the amount of \$3,066,853
 - Includes \$235,333 in supplemental funding
- Grant award period ends on March 31, 2022
- Funding is for NG9-1-1 diversity projects



New Business



Travel Assistance 2019 VA APCO

- Travel Assistance -Per Diem Rate for the APCO Fall Conference is \$143.00
- Although unlikely, any change as a result of GSA update prior to conference will be made administratively



RAC Report

- RAC 3.0 will kick off in October
- Since RAC 2.0 ended at the end of June, ISP staff has been working on the completion of 3 outstanding deliverables
- First call will occur on Oct 8th
- Will help PSC Coordinator in developing initial draft of 9-1-1 Comprehensive Plan



And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is Nov 14, 2019