



# COMMONWEALTH of VIRGINIA

## Virginia 9-1-1 Services Board

### Draft Minutes

### Virtual Meeting

Thursday, November 12, 2020

10:00 AM

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

Pete Hatcher  
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

### Welcome and Opening Comments

Pursuant to § 56-484.13, the 9-1-1 Services Board convened in a virtual meeting on November 12, 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. Thomas Bradshaw
2. Curtis Brown – Chairman
3. Gary Critzer
4. Terry Ellis
5. Scott Garber
6. Danny Garrison
7. Kevin Hall – Vice Chairman
8. Pete Hatcher
9. Jeffrey Merriman
10. David Von Moll - Comptroller
11. Kelvin Wright
12. Jolena Young

Thomas Crabbs - Advisory

Curtis Brown, Chair of this Board, convened the meeting at 10:02 AM and welcomed Board members and staff to the meeting.

### **Approval of Minutes**

Chairman Brown called for a motion to approve the Minutes of September 17, 2020. Tom Bradshaw made a motion to approve the Minutes of September 17, 2020, and David Von Moll seconded the motion to approve the Minutes of September 17, 2020. The Minutes were approved; **11-0-0** (Pete Hatcher was not present at this vote).

### **NGS Bureau Update**

Dr. Spears-Dean addressed the Board and briefed the Board on updates for the NGS Bureau. She talked about OpenGov, which is the fiscal management platform that VDEM has purchased. She informed the Board that staff has just went through training to understand OpenGov. Dr. Spears-Dean informed the Board that staff may be utilizing the Grant Management System with the PSAP Grant Program through OpenGov. Dr. Spears-Dean then gave a brief overview of the system and stated that she will be working on monthly Bureau reports and making the information available on the Bureau's website by providing transition costs to the Board and constituents, for transparency sake, going forward. She informed the Board that she will let them know when the reports are available. Dr. Spears-Dean talked about the strong relationship that staff had with VITA's Finance Division, and now that staff is with VDEM, they are on their way to establishing a relationship with the VDEM Finance Department. She said that at the September 17 Board Meeting there was a presentation from the Bureau on a process for the advance payment requests that are part of the NG9-1-1 funding awards. She informed the Board that NGS team members want to make sure that they are working with the VDEM Finance Department to expeditiously get those payments out. She talked about the Federal Grant Virginia was awarded under VITA. She informed the Board that the process has begun transferring/shifting this grant to VDEM now that staff is with VDEM and not VITA, which was awarded to VITA. Dr. Spears-Dean informed the Board that this process should be completed in a few weeks.

Dr. Spears-Dean talked about the NG9-1-1 Deployment process with the Board. She informed the Board that the PSAP Grant Committee met last week, November 5, 2020, and that decision briefs were created from that meeting which were shared with the Board prior to this meeting. Dr. Spears-Dean said that in the past staff used "decision briefs," but had stopped doing so since Board and PSAP Grant Committee members were familiar with the amendment process. However, in order to be as transparent as possible, these documents will be provided to the Board and constituents going forward. She said that these briefs will be placed on the Bureau's web page. Dr. Spears-Dean also briefed the Board on the NG9-1-1 Dashboard. She said staff have receive comments on understanding the narrative of each PSAP's NG9-1-1 deployment journey. She stated that the NGS team will be working on ways to explain that narrative. She asked for

questions or comments from Board Members, and there were none.

Chairman Brown mentioned the OpenGov software, and informed the Board that VDEM manages millions of dollars of funding through this program. He mentioned that Jocelyn Bagby, Finance Director of VDEM, as being on the call today. Chairman Brown also recognized

Erin Sutton, his Deputy State Coordinator, as being on the call as well.

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

Ms. Stefanie McAlister, Regional Outreach Division Director, addressed the Board and talked about recent NG9-1-1 developments. She talked about the deployment budget. She reminded the Board at the last meeting the Board was given an update. Ms. McAllister said that the original funding of the project was done two years ago, and was estimated at about \$55.3M. Today the Board has awarded \$55.6M. There are ten PSAPs that have not requested funding yet which totals about \$1.7M. She said that the final funding awards are \$58,356,643.10. Ms. McAllister talked about Connectivity Costs. She said that the original funding allowance was \$25.3M. Ms. McAlister said that “Connectivity Costs” is also called the “Diversity Costs”. She said that now staff knows the funding costs for the PSAPs, which is about \$10.4M and is a cost savings of \$6.25M. Ms. McAlister said that the project is 54% complete, and that a fair amount of money in this part of the project can be saved.

Ms. McAlister said that staff will continue to work with PSAPs, GIS local government professionals, AT&T and vendors doing the NG9-1-1 deployment process. Staff will be focusing on the connectivity; call handling equipment; and GIS data development and maintenance. She said that delays in scheduling operational readiness testing (ORT) and cut-over dates affects the proposed deployment schedule, and staff will be focusing on Fredericksburg next. However, she said it may not be until March or May before this can occur which will cause a delay in the project. Ms. McAlister said staff will be keeping an eye on the issues while keeping the Board informed. Chairman Brown called for questions from the Board. Jeffrey Merriman asked a question concerning the connectivity funding, and the likelihood of over running the budget at this point. Ms. McAlister said that “although we may get quotes higher from other sites, some sites may go down”. She said that we do not take any money until the project is completed. There are some on-site connectivity costs locally that may occur that staff has no way of knowing about, and there are things that will increase the budget. Ms. McAlister said that there are ten localities that have not put in their funding requests. She also said that there two groups of PSAPs in Southwest Virginia that are unique for call handling equipment configurations and hosted and shared services. Ms. McAlister said that there has been some questions and processes that need to be worked through, and that staff has been working with AT&T to understand the complexity of the situation and satisfy the

requirement. She said that staff will be working with the PSAPs and AT&T over the next few months and that these two remaining PSAPs will probably put in their funding requests by January 2021.

Jolena Young stated that the final design requires two types of connectivity, which makes them look forward to a 140% increase.

Chairman Brown asked for additional questions, and there were none.

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

Coordinator Dr. Spears-Dean addressed the Board and said that the PSAP Grant Committee met on Thursday, November 5, 2020. She said that there are two funding requests the Committee was asked to consider. The two are Roanoke County in the amount of \$420,286.70 and Salem in the amount of \$314,654.83. Coordinator Dr. Spears-Dean said that the PSAP Grant Committee is recommending that the requests be approved. Chairman Brown called for a motion to accept the Committee's recommendation on approval. Sheriff Kevin Hall made the motion to accept the Committee's recommendation on approval of the funding, and Chief Kelvin Wright seconded the motion for approval; **11-0-1** (Pete Hatcher abstained).

Coordinator Dr. Spears-Dean then went over the "Award Amendments" which were: Warren - \$26,598.00; Powhatan - \$112,380.79; Fairfax - \$541,618.96; and Loudoun - \$362,941.86. She said that the PSAP Grant Committee met and recommend approval of these Amendment Requests. Chairman Brown called for a motion from the Board. Chief Kelvin Wright made a motion to approve the Amendment Requests; and Sheriff Kevin Hall seconded the motion for approval; all approved **11-0-1** (Pete Hatcher abstained).

### **FY2022 PSAP Education Program (PEP) Grants**

Coordinator Dr. Spears-Dean addressed the Board and said that staff received 103 applications during the FY22 PEP Grant Cycle. She said that this included 94 individual requests and 9 multi-jurisdictional requests, which totaled \$479,800. The PSAP Grant Committee is recommending the approval of all 103 PEP Grant applications for funding in the amount of \$479,800. Chairman Brown asked for questions from the Board, and there were none. Chairman Brown then called for a motion to approve the Grant Committee's recommendation. Danny Garrison made a motion to approve the Grant Committee's recommendation, and Jolena Young seconded the motion for approval. All approved the recommendation for funding;

**12-0-0.**

**Old Business:** None.

**New Business:**

- Sustainable Funding Committee Report - Jolena Young addressed the Board and presented the Board with the four recommendations the Committee would like for the Board to act upon. The recommendations are: 1) Encourage the modernization of the Communications Sale and Use Tax; 2) Evaluate the need of increasing the surcharge rates for postpaid wireless devices and prepaid wireless transactions; 3) Undertake 9-1-1 cost study; and 4) Establish an equity-based approach to statewide 9-1-1 funding that utilizes established metrics and criteria for determining local needs. She talked about surveys sent out last year to localities. Ms. Young said that since 2008 – 2019 the revenue was \$129M less since the start of the program. She is asking for support of the NGS Bureau to begin developing a legislative package to increase the 911 surcharge. She is recommending that a third party be engaged to determine 911 statewide costs. This will support the need for increase revenue. It will also be useful for other recommendation. Ms. Young is recommending that staff present a decision package for the 9-1-1 cost study for the Board to act on at the January 14, 2021 Board meeting that may be used to make locality distribution recommendations for 2024 and beyond. Chairman Brown called for a discussion from the Board. A lengthy discussion occurred with questions from David Von Moll, State Comptroller; Jeffrey Merriman – Verizon; Terry Ellis – Comcast; Pete Hatcher – AT&T; and other members of the Board. Terry Ellis and Jeffrey Merriman expressed concerns on voting on an increase to their customers at this time without identifying justification for the increase. Chairman Brown asked for recommendations from the Board on the four recommendations proposed by Jolena Young and the Sustainable Funding Committee. Ms. Young informed the Board that she would prefer that the Board vote in a block, but that she understanding why the Board may not want to do this. Chairman Brown asked the Coordinator, Dorothy Spears-Dean, about the Annual Report for this information. Coordinator Dr. Spears-Dean said that the FY2020 Annual Report was submitted in October, but that future reports could be used to provide this information if that is desired by the Board. She also said that staff would need to have undertaken a 911 cost study to have factual information. She also stated that staff does not have a comprehensive analysis, and that a statewide survey will need to be done. She is recommending that the Board concentrate on item #2 which is engaging VAML and VACO. David Von Moll asked if it is a view of the Committee that they have already studied this information, or that Board would want to table the vote until further study is done, as he is trying to

determine the level of study necessary into the recommendation. He said that maybe the wording of the study needs to be changed. Ms. Ellis said that she thinks that this has not been studied to justify increasing the tax. Ms. Young said that it is okay with the Board changing the wording to “study”. Coordinator Dr. Spears-Dean informed the Board that the recommendations are on the website, and said that staff will be able to provide a “decision brief” on the study should the Board wants one. Sheriff Hall stated that if the Board wants to do a study to find out and advise the Board on how to approach the recommendation or determine if there is something else it needs to do. Terry Ellis said she can support the study and review the information, but cannot approve the increase in tax at this time, or legislation to do so. Chairman Brown called for a motion. Sheriff Hall made a motion for staff to move forward with the following recommendations: 1) to evaluate the need of increasing the surcharge rates for postpaid wireless devices and prepaid wireless transactions; and 2) undertake a 9-1-1 cost study. Also, he is recommending that staff evaluate the process per the concerns of the Carriers by putting together a decision brief with the appropriate stake holders for the January 14, 2021 meeting. Terry Ellis second the motion, and the motion was approved; **12-0-0**.

- **Regional Advisory Council (RAC) Report** - Coordinator Dr. Spears-Dean addressed the Board, and said that the RAC is working on the PSAP Capabilities and Services Document. There should be a preliminary draft by the end of December and presented at the January 14, 2021 meeting. There were no more updates or discussions.

## **Public Comment**

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

## **Adjournment**

Chairman Brown said that the next meeting of the 911 Service Board is January 14, 2021. Comptroller Von Moll moved that the meeting be adjourned, and Chief Kelvin Wright seconded the motion that the meeting be adjourned. Chairman Brown declared the meeting be adjourned at 11:20 AM.

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



Curtis Brown  
Chairman  
VDEM

Hon Kevin W. Hall  
Sheriff  
Vice Chairman  
City of Covington

David A. Von Moll  
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Dorothy Spears-Dean  
Deputy State Coordinator  
VDEM  
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# COMMONWEALTH of VIRGINIA

## Virginia 9-1-1 Services Board

### Meeting Agenda November 12, 2020 10:00 am Virtual Meeting

Mary M. Blowe  
Chief Financial Officer  
City of Winchester

Thomas A. Bradshaw  
Captain  
Virginia State Police

Gary Critzer  
Emergency Mgmt/ EMS Dir  
City of Waynesboro

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

Nelson P. Moe  
CIO  
VITA

Kelvin Wright  
Chief of Police  
City of Chesapeake

Jolena Young  
Twin County

Tom Crabbs  
Statewide Interoperability  
Coordinator  
Advisor

1. Call Meeting of the Board to Order.....Chairman
2. Approval of the Minutes from Sept 17<sup>th</sup> Meeting.....Chairman
3. NGS Bureau Update.....Deputy State Coordinator
4. NG9-1-1 Financial Report.....Regional Outreach Division Director
5. NG9-1-1 Deployment Update.....Regional Outreach Division Director
6. NG9-1-1 Funding and Amendment Requests.....PGC Committee Chair
7. FY 2022 PSAP Education Program (PEP) grants.....PGC Committee Chair
8. Old Business:
9. New Business:
  - Sustainable Funding Committee Report.....Committee Chair
  - Regional Advisory Council (RAC) Report..... Deputy State Coordinator
10. Public Comment.....Chairman
11. Adjourn Meeting of the Board.....Chairman

**Next Meeting – January 14, 2021**



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# 9-1-1 Services Board Meeting

Date: November 12, 2020



# Agenda

- Welcome and remarks from Chairman
- Approval of minutes
- Bureau update
- NG9-1-1 financial report
- NG9-1-1 deployment update
- NG9-1-1 funding and amendment requests
- FY 22 PSAP Education Program (PEP) grants
- Old/New business
- Public comment
- Adjourn meeting





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# Bureau Update

# Update and New Developments

- Bureau and transition costs
- Collaboration and partnership opportunities with VDEM Finance team:

Distribution list for 9-1-1 Services Board

Status of advance pay request of monthly delta

- Federal 9-1-1 Grant
- OpenGov
- NGS team support of individual PSAP projects





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# NG9-1-1 Financial Report

# Current Deployment Budget

- Original Funding Estimate = \$55,348,197.32
- Current Funding Awards = \$56,589,243
  - 10 awards still outstanding = \$1,767,400.10
- Final Funding Awards = \$58,356,643.10
- Connectivity Costs
  - Original Funding Allowance = \$25,347,581.05
  - 54% of PSAPs costs now known
  - Current Funding Updates = \$10,430,427.62
  - Current Savings = \$6,249,969.62





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# NG9-1-1 Deployments

# 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 development and maintenance
- Delays in scheduling operational readiness testing (ORT) and cut over dates affects the proposed deployment schedule

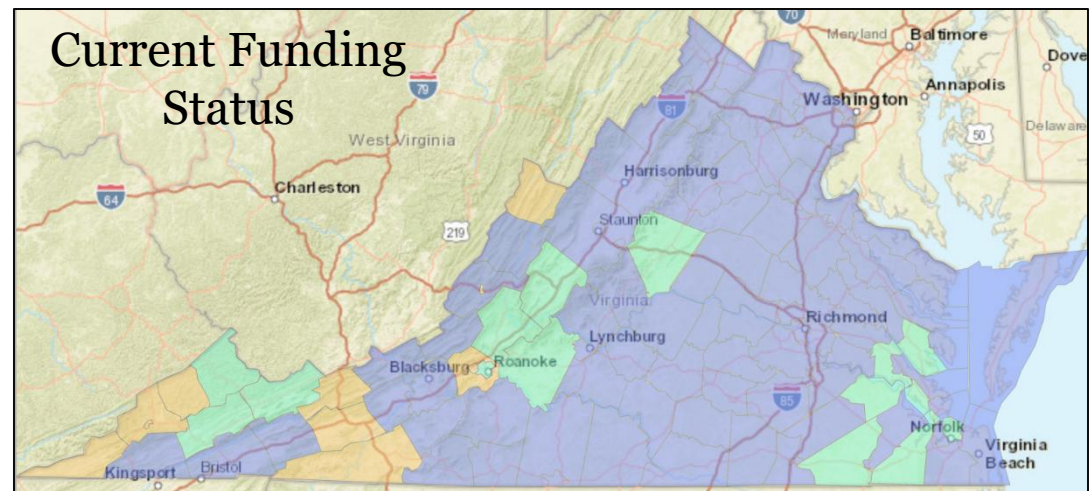


# NG9-1-1 Funding and Contracting

- Southwest Virginia progress

Uniqueness in current CHE configurations; hosted and shared services

- Continuing to engage and explore path forward
- Expect to request funding in early 2021







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# NG9-1-1 Funding And Amendment Requests

# Latest Round of Funding Requests

<b>PSAPs</b>	<b>Primary Selective Router Regions</b>	<b>Amount Requested</b>
<b>Roanoke County</b>	<b>Salem/Staunton</b>	<b>\$ 420,286.70</b>
<b>Salem</b>	<b>Salem/Staunton</b>	<b>\$ 314,654.83</b>



# NG9-1-1 Award Amendments

<b>PSAP</b>	<b>Cost Category</b>	<b>Amount of Request</b>	<b>Original Amount</b>	<b>Revised Amount</b>	<b>Current Funding Award Amount</b>	<b>Revised Funding Award Amount</b>	<b>Percent Increase (Category Total)</b>	<b>Percent Increase (Award Total)</b>
Warren*	Diversity	\$26,598.00	\$285,000.00	\$311,598.00	\$581,730.44	\$608,328.44	9%	5%
Powhatan	Diversity	\$112,380.79	\$61,548.21	\$173,929.00	\$305,273.69	\$417,654.48	65%	37%
Fairfax	Monthly Delta	\$541,618.96	\$1,250,896.56	\$1,792,515.52	\$1,726,970.56	\$2,268,589.52	30%	31%
Loudoun	Monthly Delta	\$362,941.86	\$448,974.94	\$811,916.80	\$605,270.30	\$968,212.16	45%	61%

- Administrative Award Amendment





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# FY 22 PEP Grants

# FY 22 PEP Grant Application Cycle

- 103 Applications received
  - 94 individual requests
  - 9 multi-jurisdictional requests
- Total amount requested - \$479,800





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# New Business



# Funding Committee Report

- Encourage the modernization of the Communications Sales and Use Tax
- Evaluate the need of increasing the surcharge rates for postpaid wireless devices and prepaid wireless transactions
- Undertake 9-1-1 cost study
- Establish an equity-based approach to statewide 9-1-1 funding that utilizes established metrics and criteria for determining local needs



# RAC Update

- Status of PSAP Capabilities and Services Document
- Preliminary draft by the end of December





# Adjourn

- Public Comment
- Motion to adjourn meeting
- Next meeting is scheduled for Jan 14<sup>th</sup>



## **NG9-1-1 Sustainable Funding Committee**

### **Report to the 9-1-1 Services Board**

The Virginia 9-1-1 community has repeatedly expressed concern over the amount of recurring costs associated with the statewide deployment of Next Generation 9-1-1 (NG9-1-1). For many Public Safety Answering Points (PSAPs), the amount of recurring costs included in their NG9-1-1 Migration Proposals represented a two or three fold increase to the amount of recurring costs currently paid to their 9-1-1 service provider. In the Board's NG9-1-1 Deployment Plan, PSAPs become responsible for these increased costs twenty-four months after NG9-1-1 deployment.

To address the community's concern, the 9-1-1 Services Board (the "Board") directed the Public Safety Communications (PSC) Coordinator to form a committee from the extended 9-1-1 stakeholder community for the purpose of developing recommendations on how to mitigate the financial burden of recurring NG9-1-1 costs on localities. The PSC Coordinator formed a committee with the following representation:

- Christian Collier – Mathews County Sheriff's Office
- Terry Hall – Virginia Municipal League (VML)
- Sheriff Brian Hieatt – Virginia Sheriffs Association
- Joe Lerch – Virginia Association of Counties (VACo)
- J.R. Powell – Martinsville - Henry County 9-1-1 Center
- Eddie Reyes – Prince William County 9-1-1 Center

Jolena Young, with the Twin County Regional 9-1-1 Center, and also a member of the Board, chaired the committee.

The committee used the following framing questions as an evaluative lens:

- Is the projected growth rate of wireless 9-1-1 revenue sufficient to keep pace with estimated NG9-1-1 recurring costs? If not, what are possible methods for increasing revenue?
- Do Virginia PSAPs believe the current distribution percentages and methodology for the Wireless E-911 Fund are optimal to support PSAP operations and discretionary funding?
- How can PSAPs be incentivized to pursue shared and hosted services projects?
- Is there a desire to consolidate (physical or technological) among Virginia PSAPs, but personnel are unsure of how or have insufficient resources to proceed?

VML conducted a local government survey and PSC staff performed a number of analyses to generate data to help committee members answer the above questions and provide them with a basis from which to draw their recommendations.

## **NG9-1-1 Sustainable Funding Committee**

### **Report to the 9-1-1 Services Board**

The committee has these four recommendations for the Board to consider:

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.
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.
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.
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.

**NG9-1-1 Funding and PSAP Grant Program  
Decision Brief**

<b>Type of Request:</b> NG9-1-1 Award Amendment	<b>Date Submitted:</b> November 12, 2020
<b>PSAPs:</b> Powhatan	<b>Amount of Request:</b> \$112,380.79
<b>Cost Category:</b> Diversity	<b>Staff Recommendation:</b> Approve

**1. Briefly define the problem/issue:**

NGS bureau staff is requesting that the NG9-1-1 funding award for Powhatan County be amended to include a revised connectivity quote of \$173,929. The locality originally had a connectivity quote from Verizon for \$61,548.21. The current funding award is for \$305,273.69. If approved by the Board, the amount of the revised funding award will be \$417,654.48. This revised funding award includes \$112,380.79 in additional funding for connectivity.

**2. Background** (include important dates):

Powhatan's NG9-1-1 Migration Proposal (MP) contained an initial quote of \$61,548.21 from AT&T 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 Verizon for a revised quote.

**3. Major Considerations:**

None.

**4. Recommended action:**

PGC agrees with staff's recommendation and recommends approval of the amendment request by the 9-1-1 Services Board at their next meeting.

**5. Alternatives to recommended action:**

None.

**NG9-1-1 Funding and PSAP Grant Program  
Decision Brief**

<b>Type of Request:</b> NG9-1-1 Award Amendment	<b>Date Submitted:</b> November 12, 2020
<b>PSAPs:</b> Loudoun	<b>Amount of Request:</b> \$362,941.86
<b>Cost Category:</b> Monthly Delta Advance Pay	<b>PGC &amp; Staff Recommendation:</b> Approve

**1. Background:**

As the Commonwealth began to consider migrating each PSAP from the legacy analog 9-1-1 networks to a more robust IP based network (the ESInet) staff closely studied and determined the cost of that migration for each PSAP. On a monthly basis each PSAP pays their current 9-1-1 service provider (typically Verizon or Lumen) for 9-1-1 services including phone lines and database management. Once PSAPs migrate to NG9-1-1 service from AT&T, they will stop paying their original 9-1-1 provider and begin paying AT&T. Since the NG9-1-1 network has many advantages over the existing networks it typically costs more per month for the PSAPs. We refer to that difference in pricing (AT&T NG9-1-1 service cost minus the PSAPs current 9-1-1 service cost) as the monthly delta. In an effort to encourage PSAPs to migrate in a timely manner, and to help reduce the local financial burden of paying more for the new service, the Virginia 9-1-1 Services Board chose to pay the monthly delta for each PSAP for a period of 24 months from the time of migration to the ESInet. Staff and the PSAP Grant Committee recommended to the Board that it advance pay the PSAPs a twelve month total for delta costs post migration, and to pay the remaining twelve months of delta costs one year later.

**2. Briefly define the problem/issue:**

NGS bureau staff is requesting that the NG9-1-1 funding award for Loudoun County be amended to include a revised monthly delta advance pay amount of \$811,916.80. This represents the cost for the entire 24 month period. The locality originally had an estimated 24 month total, monthly delta cost of \$448,974.94. This cost estimate was based on recurring 9-1-1 costs paid to Intrado and Verizon by the County. Intrado provided 9-1-1 service and Verizon provided connectivity to the selective router.

Loudoun has deployed NG9-1-1 and NGS staff has completed an analysis of legacy and NG9-1-1 recurring costs to determine the delta amount for Loudoun County. This amount is \$362,941.86 more than the estimated amount included in the locality's Migration Proposal (MP). This increase is primarily due to contractual pricing between Intrado and the locality. NGS staff believed the Intrado bill would increase significantly before deployment, decreasing the monthly delta. This did not happen and the monthly delta remained higher than anticipated in the original cost estimate. The current funding award is for \$605,270.30. If approved by the Board, the amount of the revised funding award will be \$968,212.16. This revised funding award includes \$362,941.86 in additional funding.

**3. Major Considerations:**

None.

**4. Recommended action:**

PGC agrees with staff's recommendation and recommends approval of the amendment request by the 9-1-1 Services Board at their next meeting.

**5. Alternatives to recommended action:**

None.

**NG9-1-1 Funding and PSAP Grant Program  
Decision Brief**

<b>Type of Request:</b> NG9-1-1 Award Amendment	<b>Date Submitted:</b> November 12, 2020
<b>PSAPs:</b> Fairfax	<b>Amount of Request:</b> \$541,618.96
<b>Cost Category:</b> Monthly Delta Advance Pay	<b>PGC &amp; Staff Recommendation:</b> Approve

**1. Background:**

As the Commonwealth began to consider migrating each PSAP from the legacy analog 9-1-1 networks to a more robust IP based network (the ESInet) staff closely studied and determined the cost of that migration for each PSAP. On a monthly basis each PSAP pays their current 9-1-1 service provider (typically Verizon or Lumen) for 9-1-1 services including phone lines and database management. Once PSAPs migrate to NG9-1-1 service from AT&T, they will stop paying their original 9-1-1 provider and begin paying AT&T. Since the NG9-1-1 network has many advantages over the existing networks it typically costs more per month for the PSAPs. We refer to that difference in pricing (AT&T NG9-1-1 service cost minus the PSAPs current 9-1-1 service cost) as the monthly delta. In an effort to encourage PSAPs to migrate in a timely manner, and to help reduce the local financial burden of paying more for the new service, the Virginia 9-1-1 Services Board chose to pay the monthly delta for each PSAP for a period of 24 months from the time of migration to the ESInet. Staff and the PSAP Grant Committee recommended to the Board that it advance pay the PSAPs a twelve month total for delta costs post migration, and to pay the remaining twelve months of delta costs one year later.

**2. Briefly define the problem/issue:**

NGS bureau staff is requesting that the NG9-1-1 funding award for Fairfax County be amended to include a revised monthly delta advance pay amount of \$1,792,515.52. This represents the cost for the entire 24 month period. The locality originally had an estimated 24 month total, monthly delta cost of \$1,250,896.56. This cost estimate was based on recurring 9-1-1 costs paid to Verizon by Fairfax County. Verizon was the county's legacy 9-1-1 service provider.

Fairfax has deployed NG9-1-1 and NGS staff has completed an analysis of legacy and NG9-1-1 recurring costs to determine the delta amount for Fairfax County. This amount is \$541,618.96 more than the estimated amount included in the locality's Migration Proposal. This is the result of a billing "true-up" conducted by Verizon last year. The current funding award is for \$1,726,970.56. If approved by the Board, the amount of the revised funding award will be \$2,268,589.52. This revised funding award includes \$541,618.96 in additional funding.

**3. Major Considerations:**

None.

**4. Recommended action:**

PGC agrees with staff's recommendation and recommends approval of the amendment request by the 9-1-1 Services Board at their next meeting.

**5. Alternatives to recommended action:**

None.