

Curtis Brown  
Chairman  
VDEM

Hon Kevin W. Hall  
Sheriff  
Vice Chairman  
City of Covington

David A. Von Moll  
Treasurer  
Comptroller



Dorothy Spears-Dean  
Deputy State Coordinator  
VDEM  
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# COMMONWEALTH of VIRGINIA

## Virginia 9-1-1 Services Board

**Virginia 911 Services Board**  
**Thursday, January 14, 2021**  
**10:00 a.m. 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

### Welcome and Opening Comments

Pursuant to § 56-484.13, the 9-1-1 Services Board convened in a virtual meeting on Thursday, January 14, 2021. 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. Curtis Brown – Chairman
2. Kevin Hall – Co-Chairman
3. Mary Blowe
4. Thomas Bradshaw
5. Gary Critzer
6. Terry Ellis
7. Scott Garber
8. Danny Garrison
9. Pete Hatcher
10. Jeffrey Merriman
11. Nelson Moe
12. Kelvin Wright
13. Jolena Young

Curtis Brown, Chair of this Board, convened the meeting at 10:01 AM and welcomed Board members and staff to the meeting. He went over a couple of items, and commented that the Board has a really robust agenda.

## **Approval of Minutes**

Chairman Brown called for a motion to approve the Minutes of November 12, 2020. Nelson Moe made a motion to approve the Minutes of November 12, 2020, and Chief Kelvin Wright seconded the motion to approve the Minutes of November 12, 2020. The Minutes were approved; **12-1-0 (Mary Blowe abstained)**.

## **NGS Bureau Update**

Coordinator Dr. Spears-Dean addressed the Board and briefed the Board on updates for the NGS Bureau. She talked about the Webinar Series and the Strategic Initiatives. She also informed the Board of a Budget Amendment to form an E-911 Border Response Workgroup. She informed the Board that everything is going to be done virtually. She talked about a better way of keeping constituents informed. Coordinator Dr. Spears-Dean also informed the Board about the number of projects ongoing such as NG9-1-1. She said that the Webinar series is an excellent opportunity to integrate with the VDEM community, as well as it being an opportunity to provide a multi-disciplinary approach. She talked about the Webinar kickoff on January 6<sup>th</sup>. She said that the schedule is that the Webinars will continue every other month. She said that the next Webinar is scheduled for February 24 which will be expanded to Emergency Management personnel. The Bureau has a number of initiatives which are: Improve accessibility to 911 services and the availability of information about the 911 ecosystem; identify future information services for NG9-1-1 ecosystem; identify processes and resources to ensure continuity of VGIN stakeholder deliverables and geospatial services, while meeting emergency activation requirements; advance enterprise practices and planning in GIS management; develop holistic approach to telecommunication training; integrated support for NG9-1-1 across internal and external stakeholders; and upgrade the VA GIS Clearinghouse. Coordinator Dr. Spears-Dean said that she will be providing updates throughout calendar year 2021.

Coordinator Dr. Spears-Dean addressed the Board and said that at the 2020 Special Session of the General Session a Budget Amendment was approved that directs the Secretary of Public Safety and Homeland Security to form an E-911 Border Response Workgroup and provide a report to the Governor and General Assembly by April 1, 2021. She shared with the Board a copy of the Charter and the timeline. The names of the 15 members of the Workgroup are from throughout the Commonwealth. The focus is to look at ways to improve deficiencies related to the timely routing of 911 calls to the appropriate PSAPs across either state or county borders. The outcome is to provide recommendations and improved processes for Virginia local governments. Coordinator Dr. Spears-Dean informed the Board that she will be providing updates to the Board. She asked for questions. There were none. Chairman Brown informed the Board that a lot of work is being done by the NGS Bureau.

## **NG9-1-1 Deployment Update**

Stefanie McAlister addressed the Board and gave a brief update on the changes and what has transpired since the last Board meeting. She went over the current deployment status. She said that three PSAPs have deployed to full i3. She also said that there is continued

focus on connectivity, GIS & CHE; Deployment path forward (projected through December 2021) with: Fairfax/Alexandria selective router region; and early readiness localities (about 7); Winchester/Fredericksburg, Charlottesville/Farmville, Chester/Stuart, Highland/Jefferson deployments. She talked about some considerations on deployment. She said it is a complex project with various vendors, GIS Communities and PSAP communities to accomplish the deployments. The availability for supporting the ORT (operational readiness testing) and cutover dates affect the proposed deployment schedule. Ms. McAllister said Virginia is trying to deploy i3 deployments which adds to the complexity of the project. She said that the goal is to try to keep the deployment within the six month's window. She went over the current deployment budget. Ms. McAlister said that \$58,993,653.32 has been funded with seven awards still outstanding that total \$1,181,416.12, with the final funding awards being \$60,175,069.44. The Connectivity Costs includes the original funding \$25,347,581.05 in which we now know 58% of the PSAPs costs. The current funding updates total \$10,488,530.62 which result in the current savings of \$6,388,057.19.

Ms. McAlister talked about the Tennessee bombing in which the AT&T servers were taken out. She talked about the difference between Tennessee and Virginia. She said that Virginia will not have a problem as it has diverse and redundant servers in the PSAPs. There are two separate diverse path unlike Tennessee which is a single path.

Ms. McAlister talked about the NG9-1-1 Dashboard Enhancements that were added to help in more functionality of the Dashboard. She said that staff is in the process of finalizing the enhancements, adding financial data to show original estimates, current awards, amounts spent and amounts remaining to the Dashboard. She said that this information would be available to the entire state. Chairman Brown asked for questions and there were none. Chairman Brown stated that he appreciates the information on the Dashboard.

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

Coordinator Dr. Spears-Dean addressed the Board and said the PSAP Grant Committee had a meeting on January 7 to review funding amendment requests that have been received. The Committee reviewed the amendments. Coordinator Dr. Spears-Dean said that the Committee received no Funding Requests. She said that the five award amendments were processed administratively and were less than 10% than the overall approved funding. The first award amendment was for Franklin County for Diversity, and the remaining four were related to i3 Call Handling Equipment Services category. Coordinator Dr. Spears-Dean informed the Board that this discussion was for informational purposes, and that she wanted to provide transparency to the Board. Chairman Brown asked for questions from the Board, and there was none.

### **FY2022 TRUE-UP RESULTS**

Coordinator Dr. Spears-Dean addressed the Board and said FY20 is the second year in the five-year recalculation period for the current funding methodology. She gave the Board some background information. She said that there are two determinants: 1) population; and 2) the total 911 calls. Coordinator Dr. Spears-Dean said that July 1, 2023 is when the wireless funding distribution percentages will be recalculated. She reviewed

the total 911 calls for FY20 which are 4,100,335; and total Wireless 911 FY20 calls are 3,270,017 with the Board. She said that in FY 20 79.75% of all 911 calls in the Commonwealth are made with a wireless device.

Coordinator Dr. Spears-Dean informed the Board that as part of the Board packet she presented, she is providing the Board with a spreadsheet with the data of all of the localities. She is asking the Board to accept this data as part of the five-year planning methodology. Chairman Brown asked for questions from the Board, and there were none. Chairman Brown then called for a motion to accept and approve the data to the FY 20 911 calls. Sheriff Hall made a motion to approve; and Mr. Bradshaw seconded the motion for approval. All approved; **13-0-0**.

Coordinator Dr. Spears-Dean talked about the IP Managed Network Reimbursements. She said that there are two contracts with Verizon and Centurylink (Lumos). These reimbursements for localities not covered by Verizon or CenturyLink Billing Agreements. She provided a spreadsheet of the reimbursement amounts. She also said that NGS is recommending reimbursements at the wireless percentages for the localities. Coordinator Dr. Spears-Dean asked for questions from the Board and there were none. Chairman Brown called for a motion to approve the reimbursement requests. Sheriff Hall made a motion to approve the reimbursement requests, and Chief Wright seconded the motion for approval. All approve; **13-0-0**.

### **9-1-1 COST STUDY DECISION BRIEF**

Coordinator Dr. Spears-Dean talked about the 9-1-1 Cost Study decision discussions at the November Meeting. She said that the purpose of the study is to determine the statewide cost for 911 in Virginia. She provided a summary of the decision brief which include: 1) identify deficiencies and the impact on localities; 2) make recommendations related to future revenue and funding strategies; 3) establish an equity base approach to statewide funding that utilizes metrics and criteria for determining most “at-risk” PSAPs. Coordinator Dr. Spears-Dean said that VITA’s Contingent Labor Contract would be used to select a vendor for the study. She said it will take six months to complete, and at an estimated cost of \$200,000 - \$250,000. She said that staff wants to make sure that the funding coming from all sources is captured in this study. Mr. Nelson Moe asked about the “at-risk” PSAPs. Coordinator Dr. Spears-Dean said that staff has worked with the firm Deloitte, and localities using metrics from a wide-variety of sources to determine which PSAPs are at risk which will probably be the smaller PSAPs. Chairman Brown called for questions, and there were none. Chairman Brown then called for a motion to approve the “911 Cost Study”. Jolena Young made a motion to approve the “911 Cost Study”. Jeffrey Merriman seconded the motion for approval. Mr. Moe requested that staff provide the Board with cost of the study by the March Meeting. Coordinator Dr. Spears-Dean said yes, staff can certainly do that and will provide the information to the Board at the March Meeting. The Board voted and the motion passed; **13-0-0**.

### **Old Business:**

None.

## **New Business:**

- **Sustainable Funding Committee Report** - Jolena Young addressed the Board and said the Committee has worked hard over the past few weeks to finalize the decision brief. The Committee is looking forward to the “Cost Study” and that it is critical to moving forward with requests for any additional funding. She said that the Committee would like to work in parallel with Legislative Resources. Ms. Ellis asked about the Provider involvement in the study, and how the process will work. Ms. Young said that the involvement will come from the Cost Study analysis. She said that it will be based on the feedback provided by the study. Coordinator Dr. Spears-Dean added that in order to reassure the Carrier Community the study will provide participation from that Stakeholder group, and engaged with the Cost Study.
- **Regional Advisory Council (RAC) Report** - Coordinator Dr. Spears-Dean addressed the Board, and said that the NGS Bureau staff announced that the RAC Charter will not be renewed beyond June 30, 2021. She said that the Bureau does not have resources to support the RAC. She said that the NGS initiatives are included in VDEM’s Strategic Roadmap, and that the Bureau’s top priority is the deployment of NG9-1-1. Coordinator Dr. Spears-Dean said that a series of Webinars have been set up to better approach and engage the 911, GIS, and Emergency Management Communities. Coordinator Dr. Spears-Dean said that this is not to say that the RAC does not do good work, or make a contribution to the Board; however, there are some organizations in the 911 Community that can provide that support. She also emphasized that this does not mean that the Bureau will not continue to support the RAC. She said that the members on the virtual RAC call held recently voted unanimously to continue with the RAC, and recommended that the RAC be a Regional Subcommittee of the Board. Chairman Brown addressed the Board and said collaboration with Stakeholders is a part of the VDEM Community. However, VDEM wants to maximum the use of the resources. The Bureau is a part of the Agency and thinks that other parts of the Community could take over this Administrative task. He talked about his collaboration and information sharing he has had with the Committee. He is suggesting that VDEM staff participate as a member. Sheriff Hall addressed the Board and said that he has received an email from VA Sheriffs’ Association concerning this issue. Jolena Young addressed the Board also and said that the group had a passionate discussion and the RAC voted unanimously to have a voice with the Board. Chairman Brown asked for comments from the public. Terry Hall addressed the Board and spoke to the Board saying that he is representing the Region 5. He said the RAC was formed because the PSAPs needed a voice to the Board. He said that there have been hundreds of hours of

work from staff and the PSAP Community into this Committee. He said that something needs to move forward now, as the Committee is in at a critical point right now. Stephen Williams addressed the Board and said that he represents Virginia Beach and APCO. He echoes the comments that Mr. Hall just addressed. He said that this adds a voice from the smallest PSAP to the largest PSAP and that they will lose that voice if the RAC is dissolved. He said that the RAC would be working more regionally than at the State level. He talked about the E-911 Border Response Workgroup and how it is chance to have one voice on this group with the RAC. He commented that he thinks that Emergency Management and 911 work hand in hand. He said that APCO is supporting the RAC and would like to keep it by moving it under the Board. He said that moving it under the Board would allow the RAC to move forward. Chairman Brown clarified his statement and said that the transition is not a part of this decision to move the RAC from out of the Bureau's responsibility. He said that this is a result of staffing and positions, along with moving forward with NG9-1-1. Mr. Moe asked about moving the RAC to a Subcommittee of the Board. Coordinator Dr. Spears-Dean said that a number of questions have to be answered, and that it still comes back to the resource issue. Coordinator Dr. Spears-Dean said that she is recommending that staff continue to support the RAC for the next six months. She commented that other Organizations have the resource problem also. She is recommending that setting the May Board meeting to make a decision about the RAC. She said that this is an opportunity for the PSAP Community to go back to their localities, and see if this Committee is still meeting their needs, etc. She said that one of the solutions maybe expanding it from the Regional Group to a NG911 Commission. She recommend that NGS staff and the RAC work together at this process to make an informed decision to present to the Board. Chief Wright asked about the nature of the services staff provide to the RAC, and what level of resources staff provide. Coordinator Dr. Spears-Dean said that the RAC has 11 representatives that include Regional, APCO, NENA, and IT representatives. She said that staff provides the same support as it does for the 911 Service Board Meetings, which is a considerable effort by staff and herself. She said that a lot of time and effort goes into planning and hosting the meetings. Coordinator Dr. Spears-Dean said that a lot of questions need to be answered as well as the resources. Tony Castillo of Norfolk addressed the Board and said he was surprised of the standing. He thinks it needs to be a priority moving forward, and encompasses the entire regions of the State. He said that under Coordinator Dr. Spears-Dean, it was a great project and idea. He said that to lose this Committee and voice throughout the PSAP Community would be a great loss. He said what we need to do is support the RAC. Mr. Terry Hall commented that Coordinator Dr. Spears-Dean has come up with some great ideas and activity. He said that the fear is that the RAC will not be a part of this Board as a Subcommittee of the Board. Sheriff Hall asked Coordinator Dr. Spears-Dean how often does the RAC

hold meetings. Coordinator Dr. Spears-Dean said that the current schedule is to meet weekly, and because of the limited resources, staff has not met weekly. Chairman Brown said that some data will help make some decisions about the current resources. He also assured the RAC about the Board's commitment to the RAC. He said that this commitment would never go away, but there must be a way to solve the problem with the limited resources. Coordinator Dr. Spears-Dean said the timing to come to a solution will be the 2<sup>nd</sup> Thursday in May. Sheriff Hall made a motion that the RAC along with the NGS staff and Coordinator Dr. Spears-Dean come forward and present a solution at the March Meeting. Chief Wright seconded the motion. Chairman Brown asked for additional questions and comments, and there were none. The Board voted **13-0-0**. Melissa Parsons addressed the Board, and said that she wanted the RAC to know that staff chose to be a part of those meetings and wanted to be involved statewide to accomplish their goal. She said that it is not only a "have to" but a "want too".

### **Public Comment**

Nelson Moe informed the Board about a new project for the Department of Behavior Health in establishing a 'Crisis' centers. He said that Robert Huffman, Behavior Health Crisis Center representative, brought this idea to him, and he would be bringing it to the Board in the future. Jolena Young informed the Board that there is a Senate Bill 1302 in the Legislature right now to increase the 9-1-1 surcharge to fund these Centers. She said that the Board needs to stay engaged with this bill and see how this would affect the PSAP Community. Chairman Brown asked for comments from the Public, and there were none.

### **Adjournment**

Chairman Brown said that the next meeting of the 911 Service Board is March 11, 2021. He then moved that the meeting of the 911 Service Board be adjourned. Chief Wright made the motion, and Mr. Bradshaw 2<sup>nd</sup> the motion. All Board members approved the motion, and Chairman Brown declared the meeting adjourned at 11:46 AM with no objections; approved **13-0-0**.

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



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# COMMONWEALTH of VIRGINIA

## Virginia 9-1-1 Services Board

### Meeting Agenda January 14, 2021 10:00 am Virtual Meeting

Mary M. Blowe  
Chief Financial Officer  
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Jeffrey T. Merriman  
Verizon Communications

Nelson P. Moe  
CIO  
VITA

Kelvin Wright  
Chief of Police  
City of Chesapeake

Jolena Young  
Twin County

1. Call Meeting of the Board to Order.....Chairman
2. Approval of the Minutes from November 12, 2020.....Chairman
3. NGS Bureau Update.....Deputy State Coordinator
4. NG9-1-1 Deployment Update.....Regional Outreach Division Director
5. NG9-1-1 Funding and Amendment Requests.....PGC Committee Chair
6. FY 2020 True-Up Results.....Deputy State Coordinator
7. 9-1-1 Cost Study Decision Brief.....Deputy State Coordinator
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 – March 11, 2021**





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# 9-1-1 Services Board Meeting

Date: January 14, 2021

# Agenda

- Welcome and remarks from Chairman
- Approval of minutes
- Bureau update
- NG9-1-1 deployment update
- NG9-1-1 funding and amendment requests
- FY 20 True-Up Results
- 9-1-1 Cost Study Decision Brief
- Old/New business
- Public comment
- Adjourn meeting





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# Bureau Update

# NGS Bureau Webinar Series

- The purpose of these webinars is to update Virginia's 9-1-1 and GIS communities on the Bureau's programmatic initiatives, activities of the 9-1-1 Services and VGIN Advisory Boards, and new community/industry developments
- Help foster our new relationship with Emergency Management and provide an expanded multi-disciplinary approach to serve ALL Virginia citizens in times of emergencies and disasters



# Webinar Dates

- January 6th
- February 24th
- April 28th
- June 23rd
- August 25th
- October 27th



# VDEM-NGS Bureau Initiatives

- Improve accessibility to 9-1-1 services and the availability of information about the 9-1-1 ecosystem
- Identify future information services for NG9-1-1 ecosystem
- Identify processes and resources to ensure continuity of VGIN stakeholder deliverables and geospatial services while meeting emergency activation requirements



# VDEM-NGS Bureau Initiatives

- Advance enterprise practices and planning in GIS management
- Develop holistic approach to telecommunicator training
- Integrate support for NG9-1-1 across internal and external stakeholders
- Upgrade the VA GIS Clearinghouse



# E-911 Border Response WG

- A budget amendment (Item 391 #1h) from the 2020 Special Session of the Virginia General Assembly directs the following:

*The Secretary of Public Safety and Homeland Security shall establish an E-911 Border Response Workgroup. The Workgroup shall assess the deficiencies related to the timely routing of 911 calls to the appropriate public-safety answering point (PSAP) across either state or county borders. At a minimum, the workgroup should work with stakeholders to collect information on problems with the current system and processes; review mitigation solutions already implemented by localities and citizen groups; determine best practices; and provide inputs and recommendations to the General Assembly on technology, training, and compensation that would be necessary to address the identified deficiencies. The Secretary shall provide the recommendations of the Workgroup to the Governor and General Assembly no later than April 1, 2021.*







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# NG9-1-1 Deployment Update

# NG9-1-1 Deployments

- 3 PSAPs have deployed full i3
- Continued focus on connectivity, GIS & CHE
- Deployment path forward (projected through Dec 2021):
  - Fairfax/Alexandria selective router region
  - Early readiness localities (about 7)
  - then Winchester/Fredericksburg,  
Charlottesville/Farmville, Chester/Stuart,  
High/Jefferson



# Deployment Considerations

- Difficulty aligning all full i3 standard components including:
  - readiness of diverse redundant connectivity, data, hardware and software
  - availability of all vendor partners for scheduling testing and cut-overs
- Delays in scheduling operational readiness testing (ORT) and cut over dates affects the proposed deployment schedule



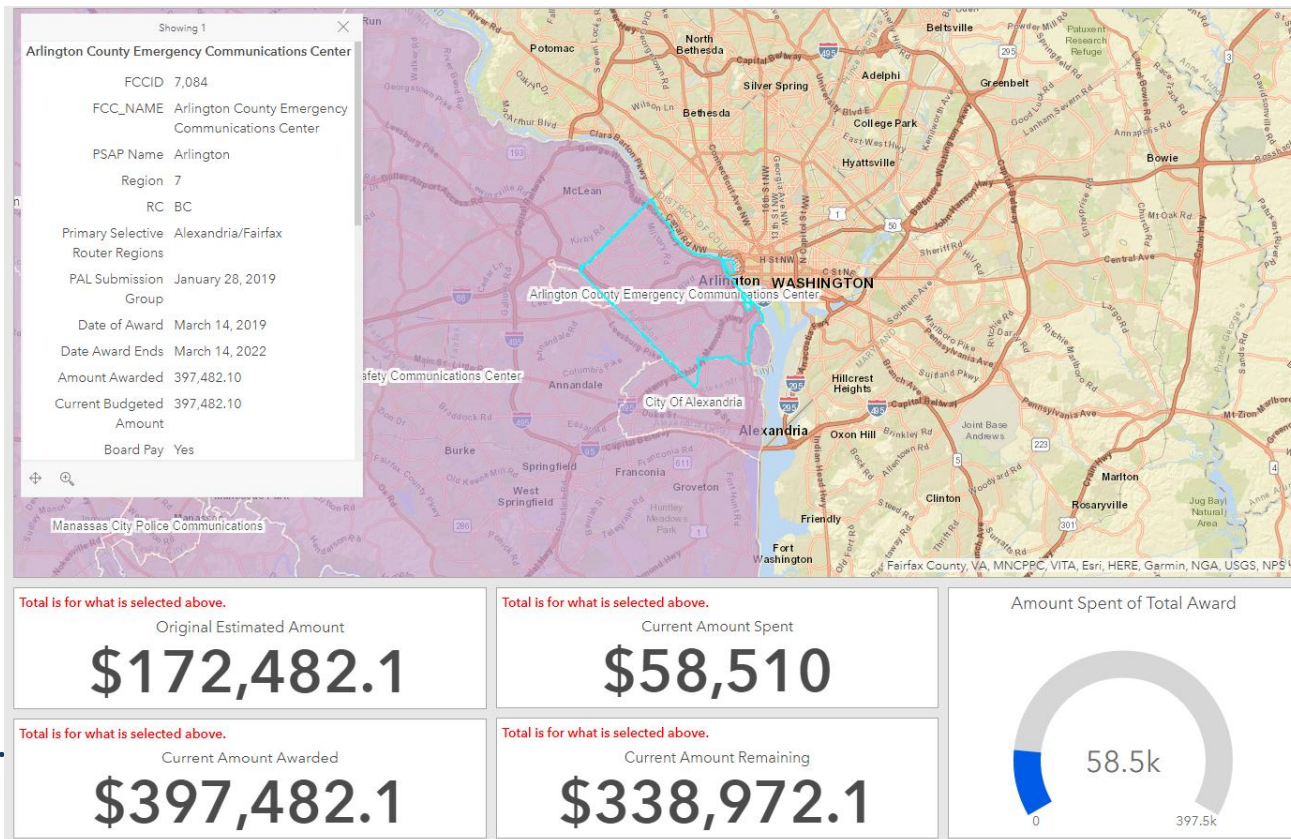
# Current Deployment Budget

- Original Funding Estimate = \$55,348,197.32
- Current Funding Awards = \$58,993,653.32
  - 7 awards still outstanding = \$1,181,416.12
  - Final Funding Awards = \$60,175,069.44
- Connectivity Costs
  - Original Funding Allowance = \$25,347,581.05
  - 58% of PSAPs costs now known
  - Current Funding Updates = \$10,488,530.62
  - Current Savings = \$6,388,057.19



# NG911 Dashboard Enhancements

- Adding financial data to show original estimate, current award, amount spent and amount remaining





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# NG9-1-1 Funding And Amendment Requests

# NG9-1-1 Award Amendments

PSAP	Cost Category	Amount of Request	Original Project Cost	New Project Cost	Total Funding Provided To Date	Total Funding Post-Board Approval	Percent Increase (Category Total)	Percent Increase (Project Total)
Franklin County	Diversity	\$8,000.00	\$8,000.00	\$16,000.00	\$237,949.56	\$245,949.56	50%	3%
Madison	CHE i3 services	\$6,799.82	\$30,000.00	\$36,799.82	\$383,641.22	\$390,441.04	18%	2%
Louisa	CHE i3 services	\$3,490.01	\$24,142.14	\$27,632.15	\$366,185.88	\$369,675.89	13%	1%
Frederick	CHE i3 services	\$32,120.00	\$30,000.00	\$62,120.00	\$1,056,615.47	\$1,088,735.47	52%	3%
Spotsylvania	CHE i3 services	\$31,877.86	\$30,000.00	\$61,877.86	\$470,663.88	\$502,541.74	52%	7%

All were administrative award amendments based on the total project cost increase percentage.





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# FY 20 True-Ups



# FY 20 Results

- FY 20 is the second year in the five-year recalculation period for the current funding methodology
- Wireless funding distribution percentages will be recalculated on July 1, 2023
- Total 9-1-1 calls in FY 20 - 4,100,335
- Total wireless 9-1-1 in FY 20 - 3,270,017
- Wireless percentage for FY20 is **79.75%**



# IP Managed Network Reimbursements

PSAP / Locality	FY20 Total Costs	Wireless Percentage	Reimbursement Due to Locality
Dickenson County	\$ 18,264.00	52.7431%	\$ 9,633.00
Franklin County	\$ 31,635.80	82.2484%	\$ 26,019.93
Lee County	\$ 17,976.00	67.3303%	\$ 12,103.29
Loudoun County	\$ 26,520.00	82.5243%	\$ 21,885.44
City of Norton	\$ 15,780.00	55.8909%	\$ 8,819.59
Patrick County	\$ 23,340.00	52.6575%	\$ 12,290.27
Pittsylvania County	\$ 26,976.00	78.4813%	\$ 21,171.11
Pulaski County	\$ 17,472.00	82.7122%	\$ 14,451.47
Roanoke City	\$ 26,400.00	84.4566%	\$ 22,296.54
Shenandoah County	\$ 14,460.00	79.2145%	\$ 11,454.41
City of Staunton	\$ 13,200.00	72.1881%	\$ 9,528.82
Wise County	\$ 14,592.00	76.5706%	\$ 11,173.18

Total : \$ 180,827.06
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# 9-1-1 Cost Study Decision Brief

# Overview

- The purpose of the study is to determine the statewide cost of 9-1-1 in Virginia, identify potential efficiency improvements, determine adequacy of current revenue stream, and short- and long-term impacts on localities
- The resulting study will generate an analysis of local 9-1-1 costs and make recommendations related to future revenue and funding strategies
- Establish an equity-based approach to statewide funding that utilizes metrics and criteria for determining most at-risk PSAPs





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# New Business



# Funding Committee Report

- Update from Chair, Jolena Young
- Recommended next steps



# RAC Update

- NGS Bureau staff announced that RAC Charter will not be renewed beyond June 30, 2021
- Bureau does not have resources to support RAC
- NGS initiatives included in VDEM's Strategic Roadmap
- Bureau top priority is the deployment of NG9-1-1
- Webinar series better approach to engage 9-1-1, GIS, and Emergency Management communities



# Adjourn

- Public Comment
- Motion to adjourn meeting
- Next meeting is scheduled for March 11<sup>th</sup>





<b>PSAP</b>	<b>FY20</b>
Alleghany County Sheriffs Office	7,979
Amelia County Sheriffs Office	4,861
Amherst County Emergency Communications	16,909
Appomattox County Public Safety	7,854
Arlington Emergency Communication Center	85,990
Augusta County	31,091
Bath County Sheriffs Department	2,163
Bedford Communications	30,599
Bland County Sheriff	5,173
Botetourt County Emergency Communications Center	18,506
Bristol 9-1-1 Communications	14,172
Brunswick County Sheriffs Department	7,989
Buchanan County 911	8,877
Buckingham County Sheriffs Office	7,496
Campbell County Communications	28,788
Caroline County 9-1-1	15,775
Charles City County Sheriff	3,821
Charlotte County Sheriffs Office	5,483
Charlottesville - UVA - Albemarle County Ecc	77,914
Chesapeake Police Communications	108,877
Chesterfield County ECC	149,905
City of Alexandria	63,148
Clarke County 9-1-1	5,606
Clifton Forge Police Communications	332
Colonial Heights 9-1-1 Communications	19,743
Covington Emergency Dispatch	2,725
Craig County Sheriffs Office	1,483
Culpeper Joint 9-1-1	20,803
Cumberland County Sheriff	3,965
Danville Fire Department Emergency Communications	43,490
Dickenson County Communications Center	6,890
Dinwiddie County Fire and EMS	14,044
Eastern Shore VA 9-1-1 Communications Center (Northampton/Accomack)	32,616
Emporia Police Department	6,765
Essex County Sheriffs Office	5,685
Fairfax County Public Safety Communications Center	360,411
Farmville Emergency Communications Center	16,944
Fauquier County Sheriffs Department	23,403
Floyd County Sheriffs Office	5,870
Fluvanna County	6,899
Franklin County Communications Center	24,133
Franklin Police Department	7,173
Frederick County Department of Public Safety Communications	31,071
Fredericksburg City Police Department	21,822
Giles County Sheriff Office 911 Center	6,874
Gloucester County Sheriff	12,692

Goochland County Sheriffs Office	12,143
Greene Emergency Communications Center	6,804
Greensville County Sheriffs Office	5,118
Halifax County E911 Communications	17,828
Hampton Police Communications	99,699
Hanover County Emergency Communications Center	42,853
Harrisonburg-Rockingham Emergency Communications Center	50,471
Henrico County Police Department	169,464
Highland County Sheriff	763
Hopewell Police Communications	14,978
Isle Of Wight County Sheriffs Office	14,742
James City Emergency Communications	36,934
King and Queen County Sheriffs Office	3,772
King George County Sheriff	8,237
King William County Sheriff	6,492
Lancaster County Sheriffs Office	6,320
Lee County E-911	10,046
Loudoun County 9-1-1	111,097
Louisa County Sheriff	16,247
Lunenburg County Sheriff	5,796
Lynchburg Department of Emergency Services	55,583
Madison County E911	5,267
Martinsville - Henry County 9-1-1	46,097
Mathews County	3,421
Mecklenburg E9-1-1 Communication	19,703
Middlesex County Sheriffs Office	5,874
Nelson County Emergency Communications	7,884
New Kent County Sheriffs Office	10,509
New River Valley Emergency Communications Regional Authority	35,197
Newport News Police	123,228
Norfolk City Emergency Services	195,962
Northumberland County Sheriffs Office	4,118
Norton 9-1-1 Communications	4,804
Nottoway County Sheriff	8,248
Orange County Emergency Communications Center	15,914
Page County Emergency Operations Center	9,972
Patrick County Sheriff	7,093
Petersburg Police Communications	40,109
Pittsylvania County Emergency Operations Center	29,235
Portsmouth Police Communications	93,770
Powhatan County Emergency Services	7,878
Prince George County Police Department	21,173
Prince William County Public Safety Communications	189,980
Pulaski County Joint 911 Communications Center	19,667
Radford City Police Department	7,125
Rappahannock County Sheriff	3,589
Richmond County Sheriffs Office	3,376
Richmond Department Of Emergency Communications	248,686

Roanoke City Communications	121,505
Roanoke County Emergency Communications	49,062
Rockbridge Regional Public Safety Communications Center	19,061
Russell County Sheriffs Office	12,044
Salem Police Communications	16,056
Scott County	8,882
Shenandoah County Emergency Communications	18,306
Smyth County 9-1-1	13,721
Southampton County Sheriff	7,468
Spotsylvania Emergency Communications	49,642
Stafford County Sheriffs Communications	46,332
Staunton City	13,336
Suffolk Police Department	50,938
Surry County Sheriff	3,177
Sussex County Sheriffs Office	7,913
Tazewell County 9-1-1	20,327
Twin County E9-1-1	21,465
Virginia Beach Emergency Communications & Citizen Services	206,857
Warren County Sheriffs Office	17,450
Washington County Communications	28,425
Waynesboro City	14,387
Westmoreland County Sheriffs Office	8,607
Winchester Emergency Communications Center	19,228
Wise County Sheriffs Office	19,642
Wythe County Emergency Communications Center	19,081
York Poquoson Williamsburg Emergency Communications Center	39,346
	4,100,335

**FY20 Managed IP Network Reimbursements**

<b>PSAP / Locality</b>	<b>FY20 Total Costs</b>	<b>Wireless Percentage</b>	<b>Reimbursement Due to Locality</b>
Dickenson County	\$ 18,264.00	52.7431%	\$ 9,633.00
Franklin County	\$ 31,635.80	82.2484%	\$ 26,019.93
Lee County	\$ 17,976.00	67.3303%	\$ 12,103.29
Loudoun County	\$ 26,520.00	82.5243%	\$ 21,885.44
City of Norton	\$ 15,780.00	55.8909%	\$ 8,819.59
Patrick County	\$ 23,340.00	52.6575%	\$ 12,290.27
Pittsylvania County	\$ 26,976.00	78.4813%	\$ 21,171.11
Pulaski County	\$ 17,472.00	82.7122%	\$ 14,451.47
Roanoke City	\$ 26,400.00	84.4566%	\$ 22,296.54
Shenandoah County	\$ 14,460.00	79.2145%	\$ 11,454.41
City of Staunton	\$ 13,200.00	72.1881%	\$ 9,528.82
Wise County	\$ 14,592.00	76.5706%	\$ 11,173.18

Total : \$ 180,827.06
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# Virginia Department of Emergency Management

## STAFF BRIEFING FORM

<b>DATE</b>	1/06/2021
<b>TO</b>	Curtis Brown and Erin Sutton
<b>THROUGH</b>	Dorothy Spears-Dean
<b>FROM</b>	9-1-1 Services Board
<b>TYPE OF ISSUE</b>	<ol style="list-style-type: none"><li>1. For awareness</li><li>2. Signature</li><li><b>3. Decision</b></li><li>4. Guidance / review</li><li>5. MOU</li><li>6. Meeting request</li></ol>
<b>BRIEF DESCRIPTION</b>	<p><b>During the November 12, 2020 meeting of the 9-1-1 Services Board (the "Board"), members directed the 9-1-1 and Geospatial (NGS) Bureau Chief to prepare a decision brief for a 9-1-1 Cost Study. The resulting study will generate an analysis of local 9-1-1 costs and make recommendations related to future revenue and funding strategies. In Virginia, 9-1-1 is a local response. The Board needs this report to make informed decisions about future revenue and funding methodologies, for which it is responsible, as well as to minimize NG9-1-1 sustainment costs. Localities need analysis to understand the short- and long-term impacts. Board members will review and act on this brief at the January 14, 2021 meeting.</b></p>
<b>PRIORITY</b>	<p>(See Eisenhower Matrix; select only one category below)</p> <ol style="list-style-type: none"><li><b>1. Important &amp; Urgent – do first</b></li><li>2. Important &amp; Less Urgent – schedule</li><li>3. Less Important &amp; Urgent – delegate</li><li>4. Less Important &amp; Less Urgent – stop doing</li></ol>
<b>STRATEGIC ROADMAP ALIGNMENT</b>	<p>(See Strategic Roadmap; select the one that most closely aligns)</p> <ol style="list-style-type: none"><li><b>1. Integrate equity and prioritize those most-at-risk into all programs</b></li><li>2. Creatively enhance agency capacity</li><li>3. Grow inclusive, collaborative, and diverse environment</li><li>4. Ensure a trained and ready team</li><li>5. Strengthen and create new partnerships</li></ol>

<b>TEAM</b>	<p>(DACI model)</p> <ol style="list-style-type: none"> <li>1. Driver – Dorothy</li> <li>2. Approver – Curtis or Erin (VDEM)/9-1-1 Services Board</li> <li>3. Contributor – NGS Bureau</li> <li>4. Informed – NG9-1-1 Sustainable Funding Committee/PSAP community</li> </ol>
<b>TIMELINE</b>	<b>As soon as possible.</b>
<b>BACKGROUND INFORMATION</b>	<ol style="list-style-type: none"> <li>1. Summary: <p><b>The purpose of the study is to determine the statewide cost of 9-1-1 in Virginia, identify potential efficiency improvements, determine adequacy of current revenue stream, and short- and long-term impacts on localities. The Board recommended the formation of a committee to provide recommendations on NG9-1-1 recurring costs. The NG9-1-1 Sustainable Funding Committee, a NGS Bureau committee, purports that local 9-1-1 expenses are increasing much more rapidly than the Wireless E-911 Fund. This study should determine statewide 9-1-1 costs, and trends related to these costs, through an analysis of primary PSAP operational expenses over the past five fiscal years. It should also include projections or recommendations on future NG9-1-1 costs and investment requirements, as well as anticipated trends. The Board is particularly interested in strategies to establish an equity-based approach to statewide funding that utilizes metrics and criteria for determining most at-risk PSAPs.</b></p> <p><b>An existing funding methodology determines the amount of payment made to primary PSAP from the Wireless E-911 Fund. This funding formula includes only two determinants: total 9-1-1 calls and population. This study should include recommendations related to the wireless funding formula that will be recalculated effective July 1, 2023.</b></p> </li> <li>2. Additional facts needed to describe the issue or scenario: <ol style="list-style-type: none"> <li>a. <b>Currently there are difficulties in collecting and comparing cost data such as, but not limited to, the following:</b> <ul style="list-style-type: none"> <li>○ <b>Inconsistent services</b> <ul style="list-style-type: none"> <li>▪ Does the PSAP answer 911 and administrative lines</li> <li>▪ Does the PSAP manage the NCIC/VCIN entries</li> </ul> </li> <li>○ <b>Variations in budget methods</b> <ul style="list-style-type: none"> <li>▪ Are facility costs included in the budget</li> <li>▪ Regional MOUs for services</li> <li>▪ Are compensation positions included in the budget</li> <li>▪ If consolidated, does the budget include full costs or only the fiscal agent's portion of the costs</li> </ul> </li> </ul> </li> </ol> </li> </ol>

	<ul style="list-style-type: none"> <li>○ Different organization models <ul style="list-style-type: none"> <li>▪ Are there secondary PSAP's that handle 9-1-1 services (e.g. Dispatch)</li> </ul> </li> <li>b. The cost study must be able to present costs in a manner to provide transparency to the inconsistencies.</li> <li>c. Additionally, the study should not only collect operating expenses, but should also include capital expenditures and any payments made through regional MOUs among localities.</li> <li>d. The Board only has visibility into payments made from the wireless E-911 Fund, but local governments receive funding from other sources. These other sources include Compensation Board, Communications Sales and Use Tax (CSUT), and regional and local funding. In order to have an understanding of the total cost of supporting 9-1-1, insight is needed into these other funding sources.</li> <li>e. Carriers represent an important stakeholder group and representatives of this group must be invited to participate in the study since they are directly involved in surcharge collection.</li> <li>f. Also, include matrix approach to stakeholder involvement beyond carrier community.</li> </ul> <p>Assumptions (if needed):</p> <ul style="list-style-type: none"> <li>a. Agency desires to leverage 9-1-1 Services Board's best practice of utilizing <a href="#">VITA's IT Contingent Labor contract</a>.</li> <li>b. Engagement method would be "Statement of Work"</li> <li>c. The study will require a minimum of six months to complete.</li> </ul>
<b>BUDGET CONSIDERATIONS</b>	<ol style="list-style-type: none"> <li>1. Cost: <b>Proposals will provide actual cost, but anticipate a cost range of 200K to 250K.</b></li> <li>2. Financial Management Bureau approved on:</li> <li>3. Select one: <ol style="list-style-type: none"> <li>a. Already budgeted</li> <li><b>b. Not budgeted; funding available (Wireless E-911 Fund)</b></li> <li>c. Not budgeted; funding not available, but still need to move forward (if you choose this option, please provide additional details on why this is a critical issue)</li> </ol> </li> </ol>

<b>COURSES OF ACTION</b>	<ol style="list-style-type: none"> <li>1. Restraints/limitations - <b>NGS Bureau does not have resources to complete study.</b></li> <li>2. Other actions available – <b>Board continues to make decisions with limited fiscal analysis and information.</b></li> <li>3. Evaluation of all actions considered - <b>take action recommended</b></li> <li>4. Summary of recommended course of action - <b>approve study</b></li> </ol>
<b>OTHER</b>	Attachments, contracts, MOU, etc. <b>(None)</b>