Curtis Brown
Chairman
VDEM

Hon Kevin W. Hall
Sheriff
Vice Chairman
City of Covington

David A. Von Moll
Treasurer
Comptroller

Dorothy Spears-Dean, Ph.D.
Deputy State Coordinator
VDEM
(804) 840-7260

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

COMMONWEALTH of VIRGINIA
Virginia 9-1-1 Services Board

Meeting Agenda
September 9, 2021 1:00 pm
Virtual Informational 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

Pete Hatcher
AT&T

Jeffrey T. Merriman
Verizon Communications

Nelson P. Moe
CIO
VITA

Tamara Perez
Frederick County

Eddie Reyes
Prince William County

Kelvin Wright
Chief of Police
City of Chesapeake

Jolena Young
Twin County

Gabe Elias
SWIC
Advisor

1. Call Meeting of the Board to Order…………………….…..……………….Chairman

2. NGS Bureau Update………………………………………..Deputy State Coordinator

3. Diversity, Equity and Inclusion Discussion………………………....Policy Advisor

4. KPMG Assessment……………….………..………………….…………….Chairman

5. NG9-1-1 Deployment Update……….Interim Regional Outreach Division Director

6. NG9-1-1 Funding and Amendment Requests………………PGC Committee Chair

7. FY 21 Annual Report……………….……..……………..Deputy State Coordinator

8. Old Business:

    - 9-1-1 Cost Study……………………………….Deputy State Coordinator

    - PSAP Data and Downstream Systems…………Deputy State Coordinator

9. New Business:

    - PSAP Grant Committee Report…………………………Committee Chair

    - Regional Advisory Council (RAC) Report……………...Committee Chair

    - Finance Committee Report……………………………...Committee Chair

    - Legislative Committee………………………………..Committee Chair

    - Upcoming Meeting……………………………..Deputy State Coordinator

10. Public Comment……………………………………….……………….Chairman

11. Adjourn Meeting of the Board…………………………………………Chairman

Saving lives through effective emergency management and homeland security.
"A Ready Virginia is a Resilient Virginia."

Next Meeting – November 18, 2021

Virginia Department of Emergency Management

9-1-1 Services Board Meeting

Date: September 09, 2021

Agenda

- Welcome and Remarks from Chairman
- Bureau Update
- Diversity, Equity and Inclusion (DE&I) Discussion
- KPMG Assessment
- NG9-1-1 Deployment Update
- NG9-1-1 Funding and Amendment Requests
- FY 21 Annual Report
- Old/New Business
- Public comment
- Adjourn meeting

Virginia Department of Emergency Management

Bureau Update

9-1-1 Governance

FY 22 Quarter 1 Milestones

- Establish the 9-1-1 governance structure necessary to achieve the goal of enhancing Virginia's NG9-1-1 ecosystem

- Work with KPMG to kick-off of the NGS Bureau assessment, define objectives and mobilize the project

- Release scope of requirements (SoR) document for 9-1-1 Cost Study through CAI

- Complete FY 23 application cycle for PSAP Education Program (PEP) grants

FY 22 Quarter 1 Milestones

- Stand up locality and state agency advisory groups to support enterprise GIS

- Deliver 9-1-1 Services Board's Annual Report to required parties

- Achieve VGIN production schedule

- Complete all Virginia NG9-1-1 Provisioning and PSAP boundaries

DE&I Discussion

KPMG Assessment

Purpose

- As a result of the Bureau's transition, VDEM has requested an assessment of the integration's current state, an identification of gaps against leading practices in Virginia and other, similarly structured states, and recommendations for potential changes and enhancements to be made in both the near-term and long-term. This evaluation will be based on leading practices observed with similar entities in other states as well as our emergency management experience.
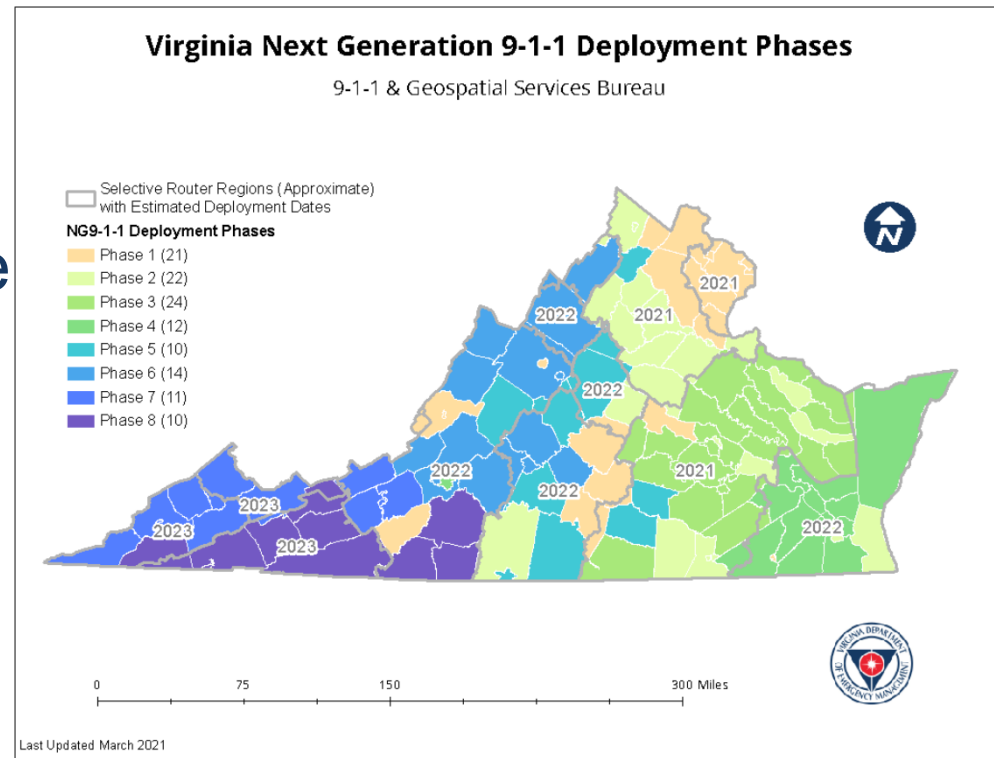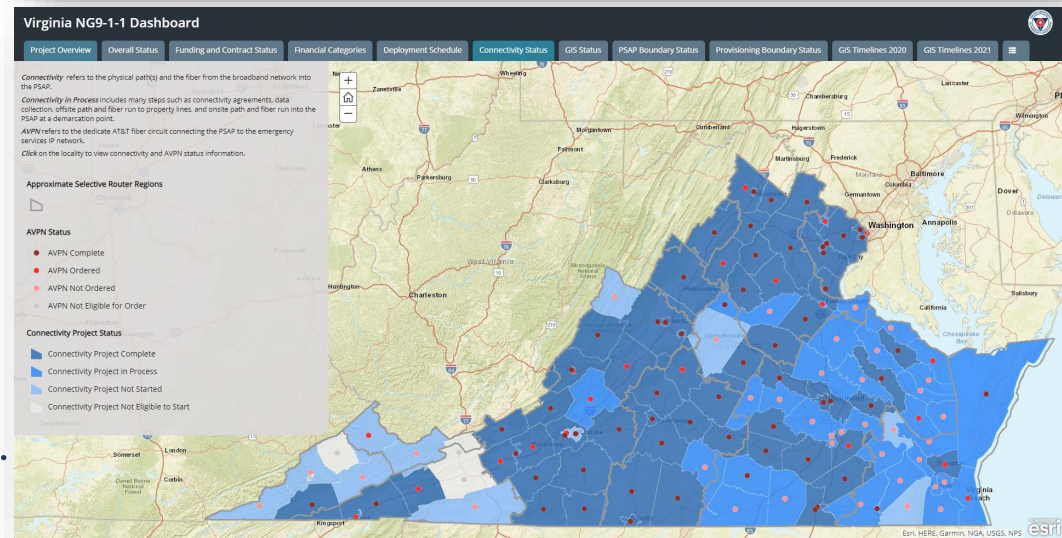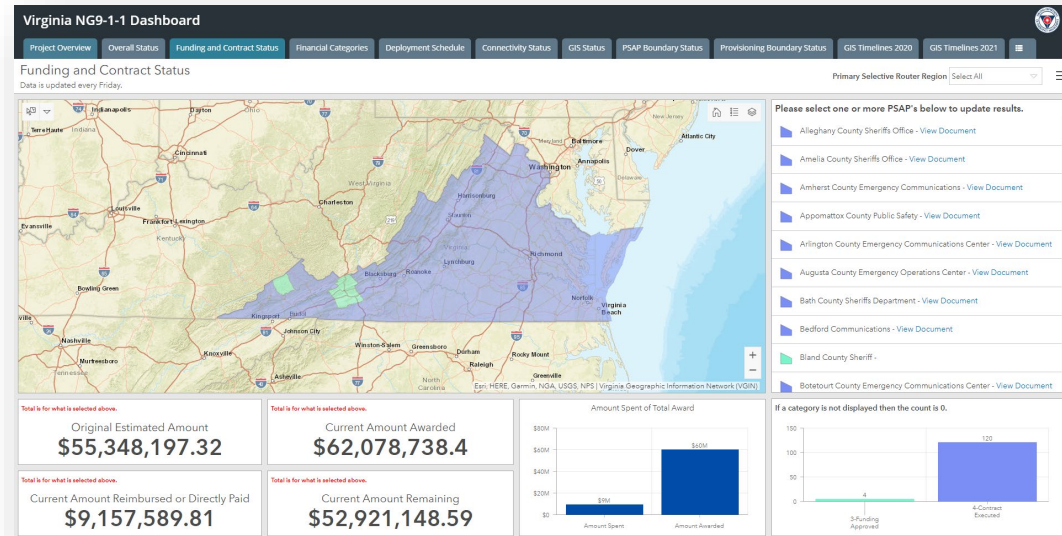
NG9-1-1 Deployment Update

NG9-1-1 Deployment Reminders

- Only full i3 statewide deployment in the country

- Enormous project scope complexity and stakeholder group

- 124 PSAPs, local staff, NGS staff, AT&T and Intrado, CHE vendors, contractors, Verizon, Lumen, other carriers, etc.

Virginia Next Generation 9-1-1 Deployment Phases
9-1-1 & Geospatial Services Bureau

Selective Router Regions (Approximate) with Estimated Deployment Dates

NG9-1-1 Deployment Phases
- Phase 1 (21)
- Phase 2 (22)
- Phase 3 (24)
- Phase 4 (12)
- Phase 5 (10)
- Phase 6 (14)
- Phase 7 (11)
- Phase 8 (10)

Last Updated March 2021

Tracking NG9-1-1 Deployment

- NGS continues to work with PSAPs, GIS staff, AT&T and vendors

- Tracking progress through deployment dashboard

- Focus on the 3 primary project areas:
  - Connectivity
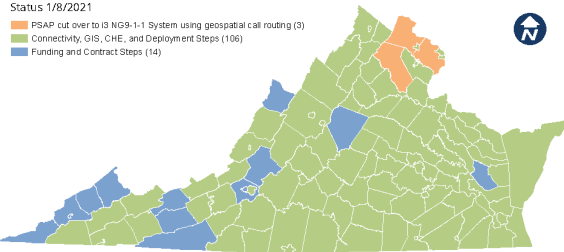 - Call Handling Equipment
  - GIS data

Virginia Next Generation 9-1-1 Overall Status

9-1-1 & Geospatial Services Bureau

Status 1/8/2021
- PSAP cut over to i3 NG9-1-1 System using geospatial call routing (3)
- Connectivity, GIS, CHE, and Deployment Steps (106)
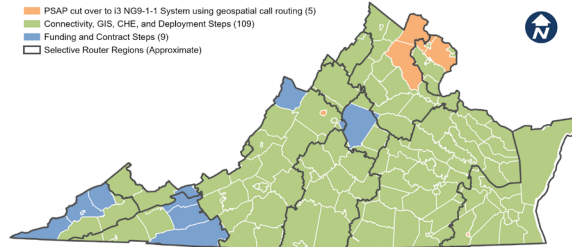- Funding and Contract Steps (14)

Virginia Next Generation 9-1-1 Overall Status

9-1-1 & Geospatial Services Bureau

Status 4/15/2021
- PSAP cut over to i3 NG9-1-1 System using geospatial call routing (5)
- Connectivity, GIS, CHE, and Deployment Steps (109)
- Funding and Contract Steps (9)
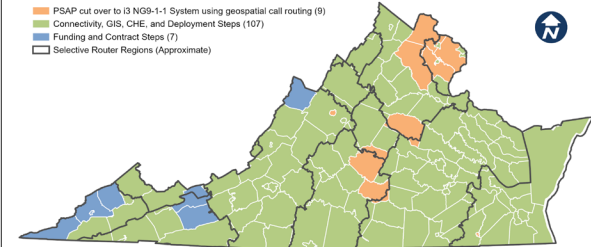- Selective Router Regions (Approximate)

Virginia Next Generation 9-1-1 Overall Status

9-1-1 & Geospatial Services Bureau

Status 7/14/2021
- PSAP cut over to i3 NG9-1-1 System using geospatial call routing (9)
- Connectivity, GIS, CHE, and Deployment Steps (107)
- Funding and Contract Steps (7)
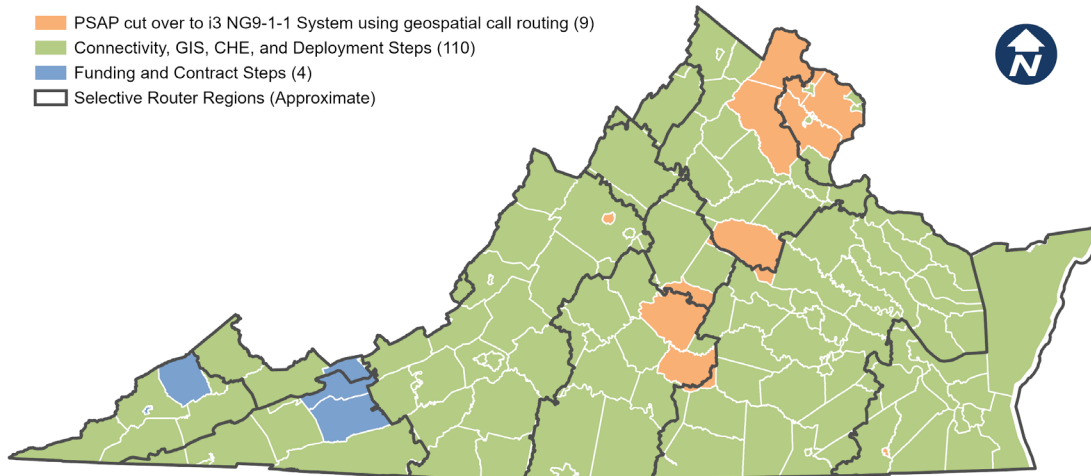- Selective Router Regions (Approximate)

Virginia Next Generation 9-1-1 Overall Status

9-1-1 & Geospatial Services Bureau

Status 9/3/2021
- PSAP cut over to i3 NG9-1-1 System using geospatial call routing (9)
- Connectivity, GIS, CHE, and Deployment Steps (110)
- Funding and Contract Steps (4)
- Selective Router Regions (Approximate)

0   75   150   300 Miles

Additional NG9-1-1 Deployment Metrics

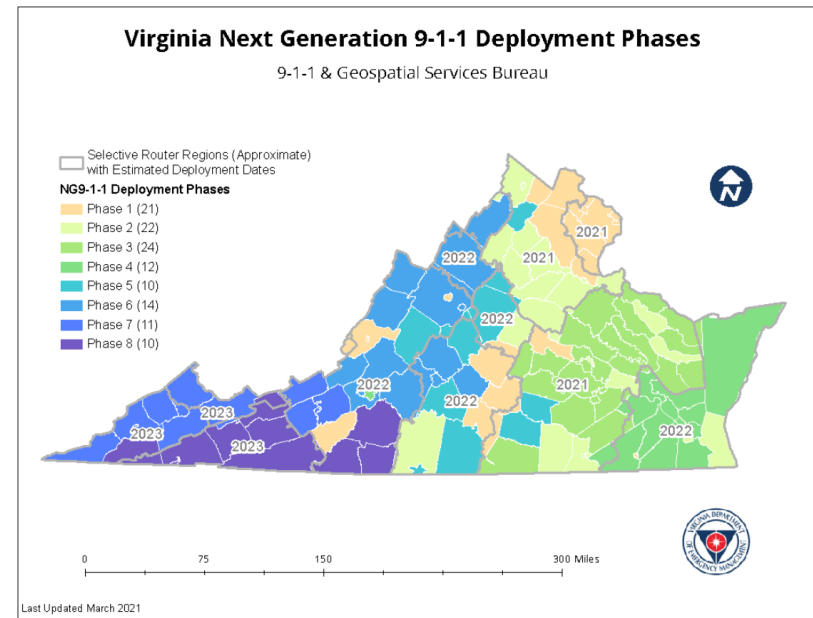**Total Number of Projects: 124 – Current as of 09/03/2021**
(100% = 124; 75% = 93; 50% = 62; 25% = 31; 20% = 25; 10% = 12)

- 98% - Contract Signed/Countersigned between PSAP and AT&T
- 80% - Special Construction Started
- 61% - Special Construction Completed
- 67% - PSAP Call Delivery Circuits (AVPN) Ordered
- 50% - PSAP Call Delivery Circuits (AVPN) Complete
- 38% - AT&T/Intrado Project Manager Assigned
- 31% - SS7 (Legacy Interoperability) Trunks Ordered
- 25% - SS7 (Legacy Interoperability) Trunks Complete
- 27% - GIS Data Provisioned to ECRF
- 20% - ORT & Cutover Dates Identified
- 7% - PSAPs Deployed

General Focus for CHE and Cutovers Through Q1 of 2022

- 2021 Q3 & Q4 (September – December)

  - Phase 1 - Complete outstanding CHE work, complete ORTs and cutovers

  - Phase 2 - Complete outstanding CHE work, begin ORTs and cutovers

  - Phase 3 – Schedule CHE i3 configuration work

  - Phase 4 – Perform CHE upgrades

- 2022 Q1 (January – March)

  - Phase 2 – Complete ORT and cutovers

  - Phase 3 - Complete outstanding CHE work, begin ORTs and cutovers

  - Phase 4 – Schedule CHE i3 configuration work

  - Phase 5 – Begin CHE upgrades

Virginia Next Generation 9-1-1 Deployment Phases

9-1-1 & Geospatial Services Bureau

Selective Router Regions (Approximate) with Estimated Deployment Dates

NG9-1-1 Deployment Phases
- Phase 1 (21)
- Phase 2 (22)
- Phase 3 (24)
- Phase 4 (12)
- Phase 5 (10)
- Phase 6 (14)
- Phase 7 (11)
- Phase 8 (10)

Last Updated March 2021

Virginia Next Generation 9-1-1 GIS Onboarding Status

9-1-1 & Geospatial Services Bureau

Status 1/1/2020

PSAP cut over to i3 NG9-1-1 system using geospatial call routing (0)
GIS data provisioned to next generation core systems (0)
GIS data is not ready to support i3 geospatial call routing; locality will use interim step (0)
GIS data supports i3 geospatial call routing and is ready for provisioning (0)
Ready for mutual decision of availability of GIS data to support i3 geospatial call routing (0)
Working with ALI checks (1)
Working with spatial interface data loads and checks (0)
Initial spatial interface training complete (2)
Initial spatial interface training scheduled (0)
Initial spatial interface training being scheduled (3)
GIS kickoff complete (12)
GIS kickoff scheduled (0)
GIS kickoff being scheduled (24)
Waiting for GIS kickoff to be scheduled (30)
Not ready for GIS kickoff (51)

Virginia Next Generation 9-1-1 GIS Onboarding Status

9-1-1 & Geospatial Services Bureau

Status 1/8/2021

PSAP cut over to i3 NG9-1-1 system using geospatial call routing (4)
GIS data provisioned to next generation core systems (2)
GIS data is not ready to support i3 geospatial call routing; locality will use interim step (0)
GIS data supports i3 geospatial call routing and is ready for provisioning (7)
Ready for mutual decision of availability of GIS data to support i3 geospatial call routing (0)
Working with ALI checks (7)
Working with spatial interface data loads and checks (51)
Initial spatial interface training complete (7)
Initial spatial interface training scheduled (4)
Initial spatial interface training being scheduled (0)
GIS kickoff complete (9)
GIS kickoff scheduled (3)
GIS kickoff being scheduled (1)
Waiting for GIS kickoff to be scheduled (14)
Not ready for GIS kickoff (14)

Virginia Next Generation 9-1-1 GIS Onboarding Status

9-1-1 & Geospatial Services Bureau

Status 4/15/2021

PSAP cut over to i3 NG9-1-1 system using geospatial call routing (5)
GIS data provisioned to next generation core systems (9)
GIS data is not ready to support i3 geospatial call routing; locality will use interim step (0)
GIS data supports i3 geospatial call routing and is ready for provisioning (8)
Ready for mutual decision of availability of GIS data to support i3 geospatial call routing (0)
Working with ALI checks (15)
Working with spatial interface data loads and checks (59)
Initial spatial interface training complete (0)
Initial spatial interface training scheduled (1)
Initial spatial interface training being scheduled (0)
GIS kickoff complete (6)
GIS kickoff scheduled (0)
GIS kickoff being scheduled (1)
Waiting for GIS kickoff to be scheduled (10)
Not ready for GIS kickoff (9)
Selective Router Regions (Approximate)

Updated weekly based on NGS GIS Status tracking.

Virginia Next Generation 9-1-1 GIS Onboarding Status

9-1-1 & Geospatial Services Bureau

Status 9/3/2021

PSAP cut over to i3 NG9-1-1 system using geospatial call routing (9)
GIS data provisioned to next generation core systems (21)
GIS data is not ready to support i3 geospatial call routing; locality will use interim step (0)
GIS data supports i3 geospatial call routing and is ready for provisioning (4)
Ready for mutual decision of availability of GIS data to support i3 geospatial call routing (0)
Working with ALI checks (20)
Working with spatial interface data loads and checks (49)
Initial spatial interface training complete (13)
Initial spatial interface training scheduled (0)
Initial spatial interface training being scheduled (0)
GIS kickoff complete (4)
GIS kickoff scheduled (0)
GIS kickoff being scheduled (0)
Waiting for GIS kickoff to be scheduled (0)
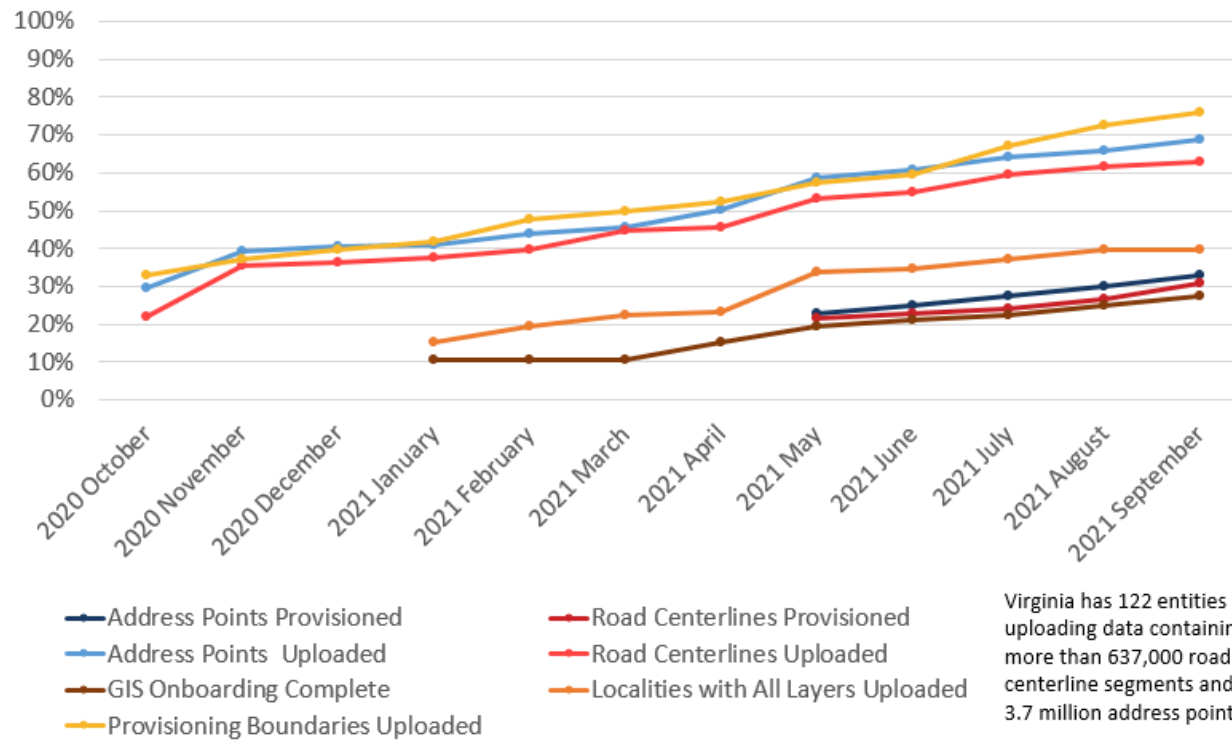Not ready for GIS kickoff (3)
Selective Router Regions (Approximate)

Updated weekly based on NGS GIS Status tracking.

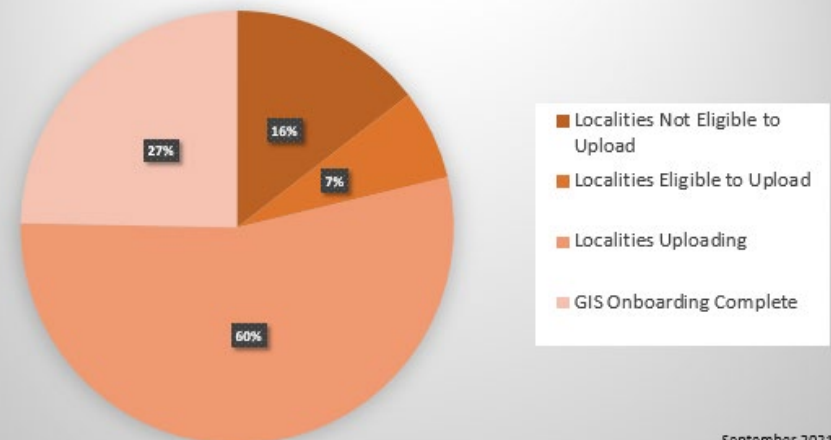Virginia Locality GIS Onboarding Status and GIS Features Uploaded and Provisioned for NG9-1-1

Legend:
- Address Points Provisioned
- Address Points Uploaded
- GIS Onboarding Complete
- Provisioning Boundaries Uploaded
- Road Centerlines Provisioned
- Road Centerlines Uploaded
- Localities with All Layers Uploaded

Virginia has 122 entities uploading data containing more than 637,000 road centerline segments and 3.7 million address points.
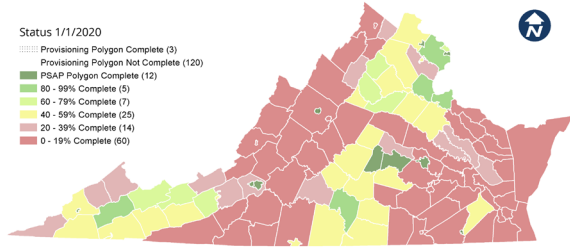
Virginia NG9-1-1 GIS Onboarding Status

- Localities Not Eligible to Upload — 16%
- Localities Eligible to Upload — 7%
- Localities Uploading — 60%
- GIS Onboarding Complete — 27%

September 2021

Virginia Next Generation 9-1-1 Boundary Status

9-1-1 & Geospatial Services Bureau

Status 1/1/2020

Provisioning Polygon Complete (3)
Provisioning Polygon Not Complete (120)
PSAP Polygon Complete (12)
80 - 99% Complete (5)
60 - 79% Complete (7)
40 - 59% Complete (25)
20 - 39% Complete (14)
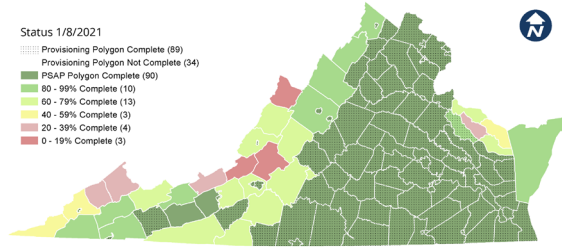0 - 19% Complete (60)

0   75   150   300 Miles

Virginia Next Generation 9-1-1 Boundary Status

9-1-1 & Geospatial Services Bureau

Status 1/8/2021

Provisioning Polygon Complete (89)
Provisioning Polygon Not Complete (34)
PSAP Polygon Complete (90)
80 - 99% Complete (10)
60 - 79% Complete (13)
40 - 59% Complete (3)
20 - 39% Complete (4)
0 - 19% Complete (3)

0   75   150   300 Miles

Virginia Next Generation 9-1-1 Boundary Status

9-1-1 & Geospatial Services Bureau

Status 4/15/2021

Provisioning Polygon Complete (104)
Provisioning Polygon Not Complete (19)
PSAP Polygon Complete (106)
80 - 99% Complete (5)
60 - 79% Complete (5)
40 - 59% Complete (4)
20 - 39% Complete (3)
0 - 19% Complete (0)
Selective Router Regions (Approximate)

0   75   150   300 Miles
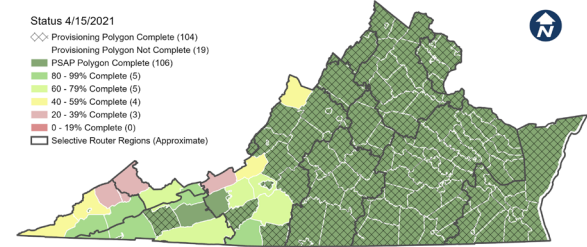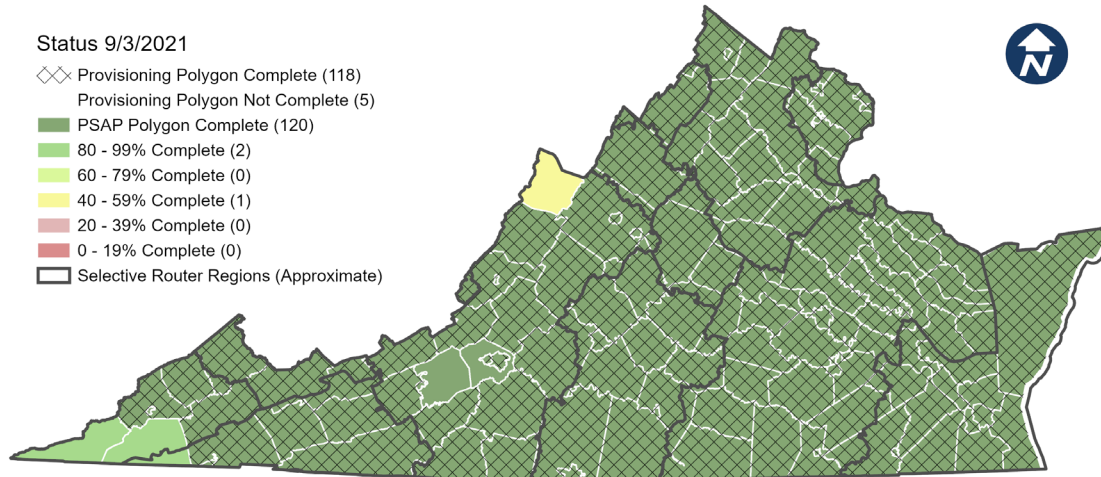
Updated weekly based on VGIN boundary processing.

Virginia Next Generation 9-1-1 Boundary Status

9-1-1 & Geospatial Services Bureau

Status 9/3/2021

Provisioning Polygon Complete (118)
Provisioning Polygon Not Complete (5)
PSAP Polygon Complete (120)
80 - 99% Complete (2)
60 - 79% Complete (0)
40 - 59% Complete (1)
20 - 39% Complete (0)
0 - 19% Complete (0)
Selective Router Regions (Approximate)

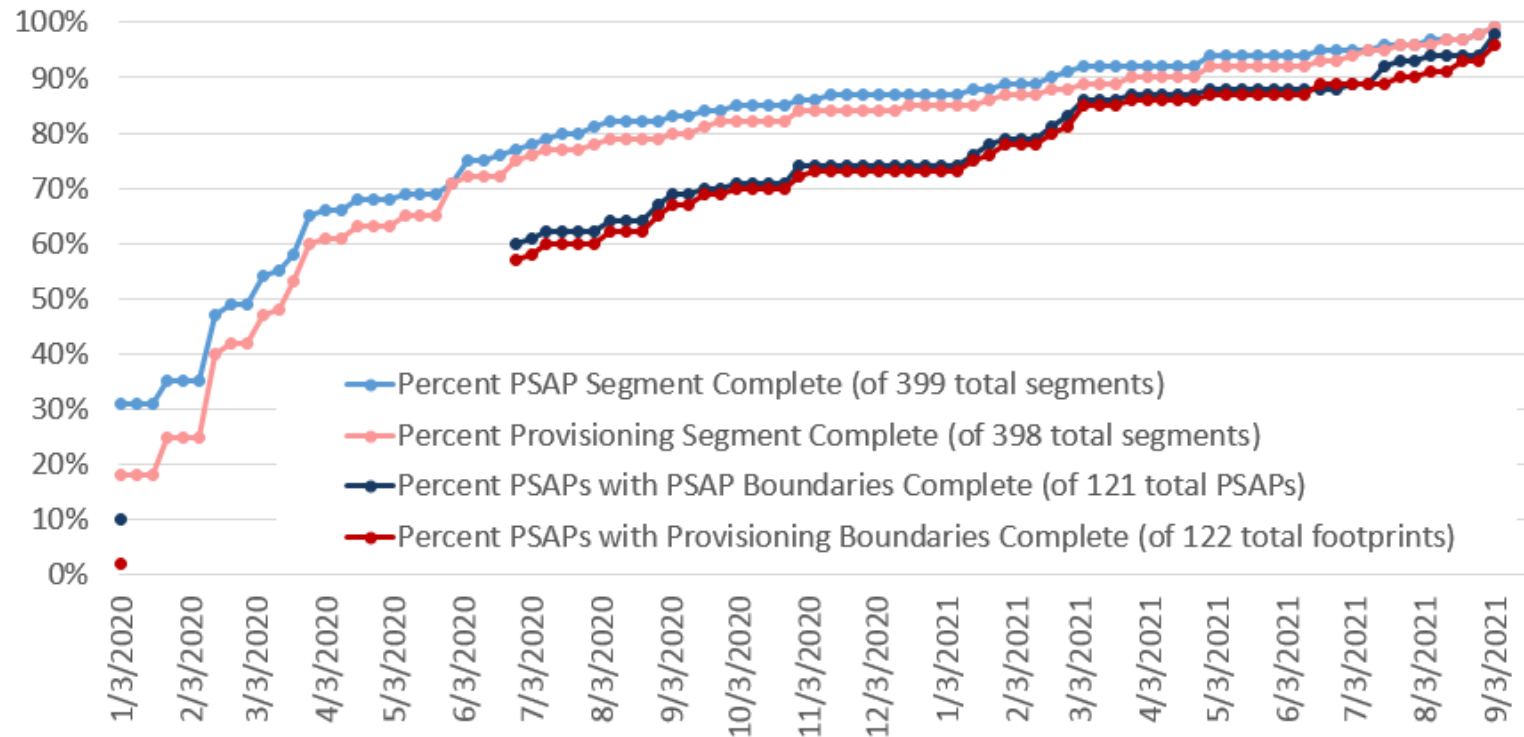0   75   150   300 Miles

Updated weekly based on VGIN boundary processing.

Virginia Next Generation 9-1-1 GIS Boundary Development

Legend:
- Percent PSAP Segment Complete (of 399 total segments)
- Percent Provisioning Segment Complete (of 398 total segments)
- Percent PSAPs with PSAP Boundaries Complete (of 121 total PSAPs)
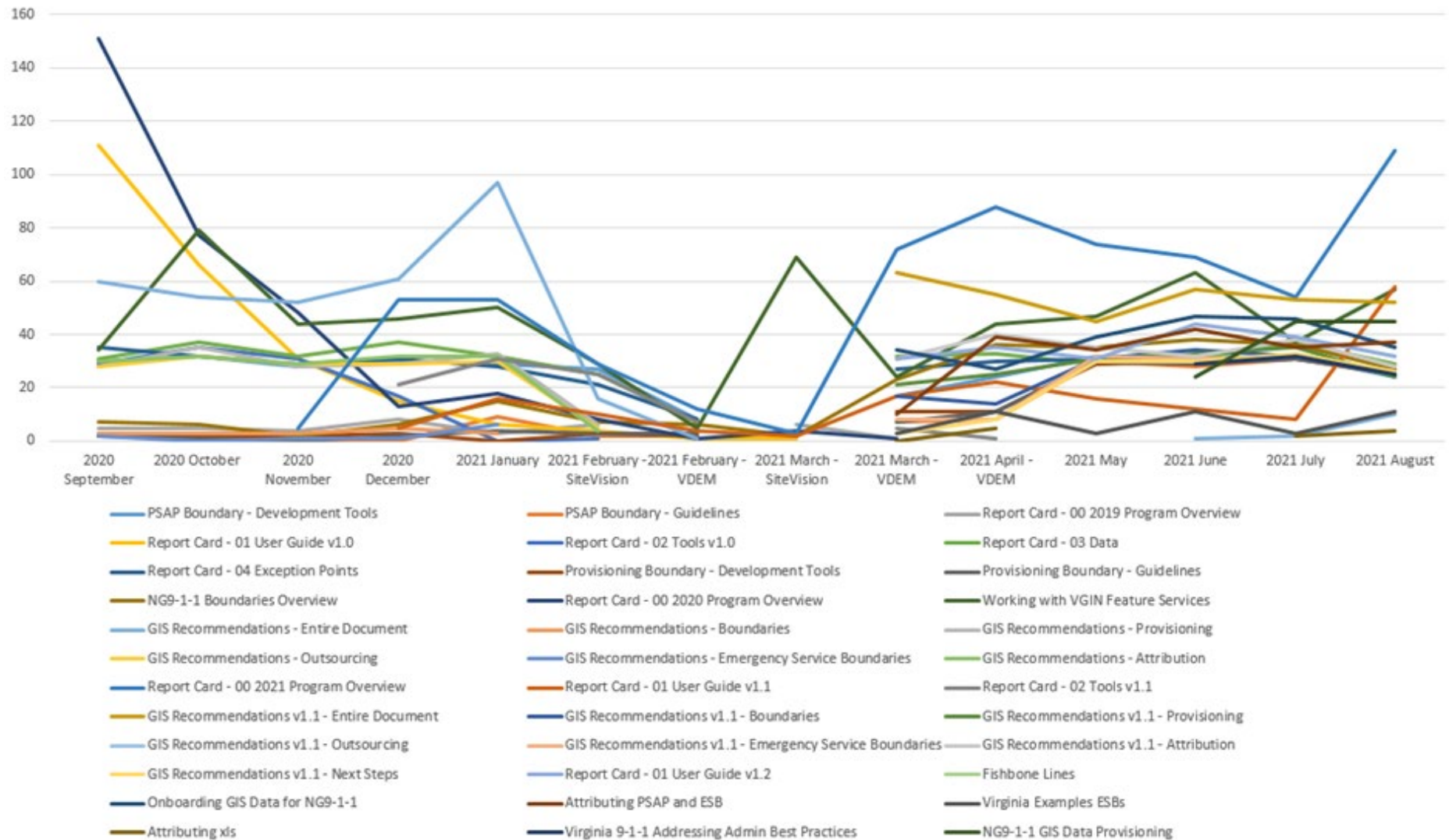- Percent PSAPs with Provisioning Boundaries Complete (of 122 total footprints)

Next Generation 9-1-1 uses PSAP boundaries to geospatially route emergency calls and provisioning boundaries to organize GIS data uploads into the shared next generation systems. Both types of boundaries require that jurisdictions sharing the boundary agree on the geometry so that, when combined, Virginia will be completely covered by PSAP polygons and provisioning polgyons without gaps or overlaps. This graph shows the increase in mutually agreed to segments (out of close to 400) and the PSAPs that completed all of their segements. Virginia's PSAPs average 5 segments, but range between one and fourteen segements.

100%	98%	96%	99%	99%
121 of 121 PSAPs have a PSAP segment complete	120 of 123 locality PSAP boundaries are complete 3 remain	118 of 123 locality provisioning boundaries are complete 5 remain	394 of 398 total PSAP segments are complete 4 remain	393 of 398 total provisioning segments are complete 5 remain

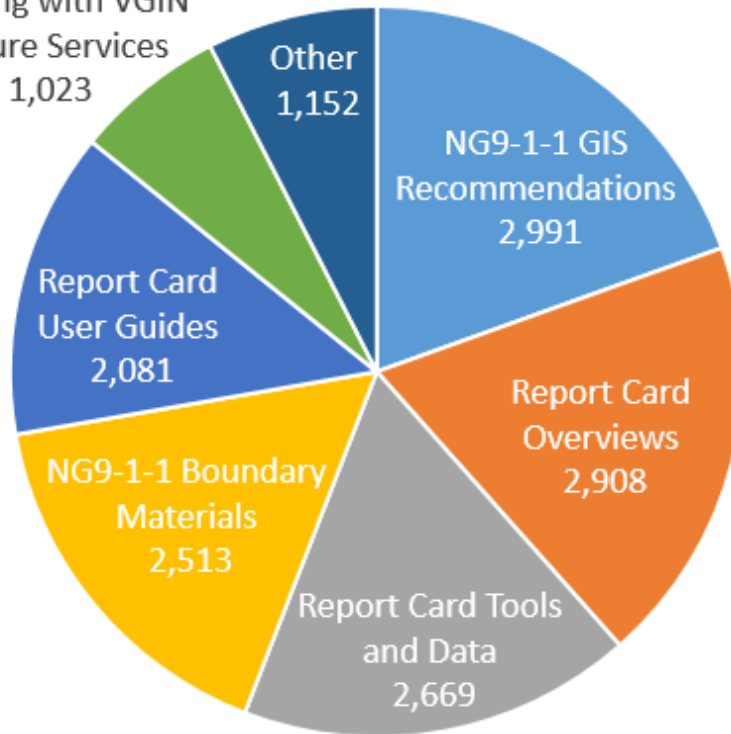Virginia NG9-1-1 GIS Resource Hits by Month

Virginia Next Generation 9-1-1 GIS Resources Downloads

March 2019 - August 2021

Working with VGIN Feature Services
1,023

Other
1,152

NG9-1-1 GIS Recommendations
2,991

Report Card User Guides
2,081

Report Card Overviews
2,908

NG9-1-1 Boundary Materials
2,513

Report Card Tools and Data
2,669

More than
30
downloadable resources

Downloaded
875
times in August 2021

Downloaded more than
15,000
times since March 2019

NG9-1-1 Funding And Amendment Requests

NG9-1-1 Administrative Award Amendments Since July 1, 2021

PSAP	Cost Category	Amount of Request	Original Project Cost	New Project Cost	Total Funding Provided	Total Funding Post Amendment Approval	% Increase (Category)	% Increase (Project)
Madison	CHE i3 Services	$893.80	$36,799.82	$37,693.62	$390,441.04	$391,334.84	2%	0%
Charlottesville-UVA-Albemarle	Diversity	$10,019.00	$0.00	$10,019.00	$207,290.60	$217,309.60	100%	5%
Frederick	CHE i3 Services	$25,244.59	$62,120.00	$87,364.59	$1,088,735.47	$1,113,980.06	29%	2%
Newport News	CHE i3 Services	$45,498.51	$30,000.00	$75,498.51	$420,815.16	$466,313.67	60%	11%
York	CHE i3 Services	$17,948.04	$30,000.00	$47,948.04	$245,437.04	$263,385.08	37%	7%
Lynchburg	CHE i3 Services	$2,270.29	$30,000.00	$32,270.29	$631,920.79	$634,191.08	7%	0%
Amherst	CHE i3 Services	$1,072.00	$30,000.00	$31,072.00	$333,372.21	$334,444.21	3%	0%
Hampton	CHE i3 Services	$14,395.22	$15,000.00	$29,395.22	$239,632.20	$254,027.42	49%	6%
Newport News	CHE i3 Services	$672.41	$75,498.51	$76,170.92	$466,313.67	$466,986.08	1%	0%

FY 21 Annual Report

FY 2021 Annual Report

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

- the state of enhanced 9-1-1 services in the Commonwealth,

- the impact of, or need for, legislation affecting enhanced 9-1-1 services in the Commonwealth,

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

- 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.

Virginia Department of Emergency Management

Old Business

Old Business Items

- 9-1-1 Cost Study

- PSAP Data and Downstream Systems

New Business

Virginia Department of Emergency Management

PSAP Grant Committee (PGC)

- September 8th PGC meeting did not have a quorum but was able to be held as an **informational only** meeting. No business was conducted

    Briefings provided on funding CHE replacements and NG9-1-1 funding award extensions

- Recent and Upcoming Committee Meetings:

    Last Meeting w/ Quorum: July 14th

    Next Meeting: November 4th at 1pm

Regional Advisory Committee (RAC) Update

- Commitment to provide 9-1-1 community with a greater voice, representation and input into the work plan and program of the 9-1-1- Services Board

- Over half the members represent the 9-1-1 community

- Appointment process still underway

- Anticipate first meeting will occur on Sept 16th at 2 pm

Finance Committee Update

- Last Committee meeting held on August 12th

- Charter document

- Next meeting scheduled for October 21st at 1pm

Legislative Committee Update

- Initial meeting re-scheduled from August 18th and was held on September 9th

- Focus of initial meeting was organizational and level setting

Upcoming Meetings / Dates

09/16 Regional Advisory Committee (2pm)

09/30 Deadline for FY23 PEP Grant Applications (5pm)

10/21 Finance Committee (1pm)

10/27-29 Fall APCO/NENA/Interoperability Conference

11/04 PSAP Grant Committee (1pm)

11/08 9-1-1 Summit for the Board and Committees

11/18 9-1-1 Services Board (10am)

12/02 Legislative Committee (1pm)

Adjourn

- Public Comment

- Motion to adjourn meeting

- Next meeting is scheduled for Nov 18th