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COMMONWEALTH of VIRGINIA

Virginia 9-1-1 Services Board

PSAP Grant Committee Meeting

May 5, 2022 1:00 pm – 3:00 pm

In-Person (Business) Meeting

Four Points by Sheraton

9901 Midlothian Turnpike

Richmond, VA 23235

Call-in number: 1-866-692-4530

Access Code: 2420 801 5050, [WebEx Link](#)

Mary M. Blowe
City of Winchester

Thomas A. Bradshaw
Virginia State Police

Gary Critzer
City of Waynesboro

Terry Ellis
Comcast

R. Scott Garber
City of Staunton

Pete Hatcher
AT&T

Matthew Ogburn
Verizon Communications

Michelle Painter
T-Mobile

Tamara Perez
Frederick County

Kelvin Wright
City of Chesapeake

Robert Osmond
CIO-VITA

1. Call Meeting of the Committee to Order.....Chair
2. Minutes from the March 8, 2022 Meeting.....Chair
3. NGS Bureau Update.....NGS Bureau Chief
4. NG9-1-1 Deployment Update.....Interim Regional Outreach Director
 - Award Amendments
5. Draft FY24 PSAP Grant Program Guidelines.....PSAP Grant Program Manager
6. Old Business
 - Guidelines Amendment Proposal Discussion
7. New Business
8. PGC Report to the Board.....Chair
9. Public Comment Chair
10. Adjourn Meeting of the Committee.....Chair

Next Meeting – In-Person PGC Meeting – July 13, 2022



Virginia Department of
Emergency Management

PSAP Grant Committee

Date: May 5, 2022

Agenda

1. Call Meeting of the Committee to Order
2. Minutes from the March 8, 2022 Meeting
3. NGS Bureau Update
4. NG911 Deployment Update
5. Draft FY24 PSAP Grant Program Guidelines
6. Old Business
7. New Business
8. PGC Report to the Board
9. Public Comment
10. Adjourn Meeting





Virginia Department of
Emergency Management

NGS Bureau Update

New Developments

- Ready to begin 9-1-1 Cost Study
- NGSB project leads who will be supporting this study
- Critical role of PGC members
- Outcomes for PSAP Grant Program





Virginia Department of
Emergency Management

NG911 Deployment Update

Administrative Amendment

Date	PSAP	Cost Category	Amount	Background Information	% Increase in Total Project
3/17/2022	Henrico	Monthly Delta	\$24,194.40	Current legacy costs were lower at the time of deployment, resulting in an increase from the Board	3%
3/22/2022	Rockbridge	CHE i3	\$17,574.40	Professional Services (vendor specific charges)	4%
3/22/2022	Craig	CHE i3	\$11,229.50	Professional Services (vendor specific charges)	5%
4/12/2022	Tazewell	Text to 9-1-1	\$13,060.00	Firewalls and Professional Services related to Text	4%
4/12/2022	Franklin County	CHE i3	\$8,241.84	Professional Services (vendor specific charges)	3%
4/12/2022	Westmoreland	Text to 9-1-1	\$14,711.78	Firewalls and Professional Services related to Text	3%



Administrative Amendment cont.

Date	PSAP	Cost Category	Amount	Background Information	% Increase in Total Project
4/26/2022	Prince William	Monthly Delta	\$2,582.88	Current legacy costs were lower at the time of deployment, resulting in an increase from the Board	1%





Board Action Required

Date	PSAP	Cost Category	Amount	Background Information	% Increase in Total Project
3/17/2022	Pittsylvania	CHE i3	\$16,636.00	Professional Services (vendor specific charges)	19%
4/12/2022	New River Valley	Text to 9-1-1	\$53,271.80	Firewalls and professional services related to Text for both Side A and Side B	11%
4/12/2022	Manassas City	Diversity	\$60,306.35	Cost was not available for Migration Proposal – Move Primary location	23%
4/12/2022	Pittsylvania	CHE	\$150,000.00	Request funding for CHE replacement due to life cycle	146%
4/12/2022	Westmoreland	CHE	\$150,000.00	Request funding for CHE replacement due to life cycle	35%



Informational Only

Date	PSAP	Cost Category	Project	Amount	Funding
3/17/2022	James City	CHE i3	On site work to install conduit	\$13,134.54	Use of existing funds
3/17/2022	Southampton	CHE i3	On site work for conduit and power	\$9,533.00	Use of existing funds
4/12/2022	New River Valley	CHE i3	Firewalls for EIM	\$3,857.50	Use of existing funds
4/12/2022	Richmond	Monthly Delta	Cost savings on Delta	-\$2,451.84	Return to fund
4/12/2022	Tazewell	CHE	No longer on shared services CHE	-\$50,000.00	Reduce CHE funding
4/12/2022	Russell	CHE	No longer on shared services CHE	-\$50,000.00	Reduce CHE funding
4/12/2022	Newport News	CHE i3	On site work for conduit	\$24,516.25	Use of existing funds



Informational Only (continued)

Date	PSAP	Cost Category	Project	Amount	Funding
4/12/2022	Westmoreland	CHE i3	Professional Services (vendor specific charges)	\$20,294.80	Use of existing funds

Discussion

Norfolk has a quote for \$5,700.00 for year 2 renewal of Text to 9-1-1 from Intrado.

Norfolk had a previous text grant and completed integrated service with one year of charges.

Staff does not recommend approval of this, as we're not covering that 2nd year of service. The text items covered are typically for equipment and configuration, not annual service.

Funding Review Team agrees with Staff recommendation on 4/12/2022.





Virginia Department of
Emergency Management

Draft FY24 PSAP Grant Program Guidelines



Virginia Department of
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Old Business



Funding and Grant Strategies Post-Deployment

- Impact of cost and feasibility studies
- Continuity and Sustainment

CHE

Consolidations

- Between primary PSAPs
- Between primary and secondary PSAPs

Recruitment and Retention



PEP Grant Utilization

	Total Applications Approved	Total Multi-Jurisdictional Applications Approved	Total Amount Awarded	Total Amount Returned to Fund	Percent Returned to Fund
FY18	89	5	\$ 239,980.00	\$ 72,066.11	30%
FY19	87	6	\$ 288,000.00	\$ 81,552.03	28%
FY20	96	6	\$ 436,871.00	\$ 257,500.91	59%
FY21	100	12	\$ 493,500.00	\$ 269,918.08	55%
TOTALS	372	29	\$ 1,458,351.00	\$ 681,037.13	43%



QA/QC Funding

- Request received to allow use of PEP grant to fund QA/QC project
- Currently, not allowable under PEP grant.
- Discussion from PGC workshop re QA/QC under Recruitment and Retention
- Pilot project with one or more PSAPs for future funding consideration



Automated Grants Management System

- Update on status of automated grants management system
 - role of funding and grant processes
 - next steps





Virginia Department of
Emergency Management

New Business



Important Future Dates

May 11 – 9:00 am 9-1-1 Stakeholder Meeting (Four Points Sheraton, Richmond)

May 12 - 1:00 pm 9-1-1 Services Board Meeting

May 18 – 20 – VA NENA Spring Conference (Virginia Beach Sheraton)





Virginia Department of
Emergency Management

PGC Report to the Board



Virginia Department of
Emergency Management

Public Comment

Questions?



Lisa Nicholson, Program Manager
(804) 536-8177
lisa.nicholson@VDEM.virginia.gov

THANK YOU!



Virginia Department of Emergency Management
Policy and Communications Bureau
7PMO-F-Staff Briefing Form



DATE	May 5, 2022
TO	PSAP Grant Committee
THROUGH	Dorothy Spears-Dean, NGS Bureau Chief
FROM	Lisa Nicholson, PSAP Grant Program Manager
TYPE OF ISSUE	<input checked="" type="checkbox"/> For situational awareness only <input type="checkbox"/> Signature required <input type="checkbox"/> Decision or commander's intent needed <input type="checkbox"/> Meeting request
BRIEF DESCRIPTION	(Provide a Tweet-length description of the issue; if possible, frame this from the perspective of why this is being elevated.) Funding for QA/QI Software (Not thru PEP Grant)
PRIORITY	(See Eisenhower Matrix; select only one category below) <input type="checkbox"/> Important & Urgent – do first <input checked="" type="checkbox"/> Important & Less Urgent – schedule <input type="checkbox"/> Less Important & Urgent – delegate <input type="checkbox"/> Less Important & Less Urgent – stop doing
STRATEGIC ROADMAP ALIGNMENT	(See Strategic Roadmap; select the one that most closely aligns; ask Deputy / Chief for Strategic Roadmap if you don't have it) <input type="checkbox"/> Integrate equity into all agency programs, and prioritize delivery of services to most-at-risk. <input checked="" type="checkbox"/> Creatively enhance agency capacity <input type="checkbox"/> Grow and promote an inclusive, collaborative, and diverse environment <input type="checkbox"/> Ensure a trained and ready team <input type="checkbox"/> Strengthen and create new partnerships <input type="checkbox"/> Routine document not necessarily tied to Strategic Roadmap
TEAM	(DACI model) 1. Driver – who is the main driver of the issue PSAPs 2. Approver – who has approved / needs to approve forward 911 Services Board 3. Contributor – who supports the driver NGS Bureau 4. Informed – who is / or needs to be aware and informed

	PSAPs; Board and committees
TIMELINE	<ol style="list-style-type: none"> Deadline for this request: May 5, 2022 PGC Meeting (for recommendation to Board) May 12, 2022 Board meeting (for consideration pending cost/feasibility studies) Other important dates (for situational awareness): RAC (TBD) Finance (TBD) September 1, 2022 PGC September 8, 2022 Board meeting
BACKGROUND INFORMATION	<ol style="list-style-type: none"> Summary – Expand on the tweet-length description from the beginning of the form. Anticipate and address questions that would arise two levels up. Determine if QA/QC software should be funded by the Board as a pilot program for potential statewide funding in subsequent grant funding cycles. Additional facts needed to describe the issue or scenario – Who, what, why, where, how, etc. PSAP has requested use of the PEP to fund a quality monitoring program (QA/QI) that will the PSAP to identify trends and areas needed for improvement with employees via monitoring. PSAP would be able to provide and assign training based on specific performance objectives and individualize to a specific telecommunicator. The feedback will also serve as a training tool that will allow the telecommunicator(s) to see and focus on areas needed for improvement. Through the use of this type of monitoring tool, the PSAP would not only meet quality monitoring requirements but the PSAP would be able to rapidly detect and properly diagnose coachable calls or calls that pose a greater liability. PSAP would be able to see problematic patterns in calls for telecommunicators and properly coach and use available training resources. The monitoring program would be impartial and removes any preconceived ideas or notions the monitor would have on the individual being monitored. This would also afford consistency in case someone leaves employment, and takes into consideration staffing issues. Finally, this program would allow the PSAP to focus more heavily on reviewing the 911 medical calls.

	<p>This proof of concept is comprised of the following components that is available from various third party vendors such as Motivations and Denise Amber Lee Foundation:</p> <p>Launch, set up & test (one-time fee) estimate-\$1,250</p> <p>Evaluations: Based on three per person per month. (Working towards application of NENA, APCO ANSI Standards. With the localities' dispatch protocol SOPS (Priority Dispatch, APCO, PowerPhone etc...) estimate - annually \$3,000. Some vendors perform service at a cost per call (depending on the length of call an hourly rate may apply if the call exceeds agreed upon length per call).)</p> <p>QI Coaching & Job Aides & QI Training Support included</p> <p>Presentation: webinar, monthly reports & executive readouts</p> <p>Evaluations once received by the agency will be analyzed and training will be assigned via Virtual Academy to enhance and enforce protocol and any training deficiencies indicated. The cost well exceeds the amount available via the 911 Services Board PEP funding, however we feel that it is an investment to identify training needs and efficiently utilize funds that are available by strategically focusing any identified training shortcomings. We will be attempting to secure the additional funding needed for the overall project.</p> <p>Assumptions (if needed) – What are the main assumptions that underline this issue, especially those with an equity impact</p>
<p>BUDGET CONSIDERATIONS</p>	<ol style="list-style-type: none"> Estimated cost of this proposal: <p>Current estimate - \$1,250 per PSAP for monitoring tool (does not include continued use and support of program; responsibility of PSAP).</p> <p>NOTE: The pilot is to be Board-funded for the initial cost. The locality is responsible for funding beyond what is provided for the pilot. This project will not be funded through the NGSB budget.</p> Funding for this proposal is: <p><input type="checkbox"/> Already included in division/bureau base budget</p> <p><input checked="" type="checkbox"/> Not budgeted</p> If not budgeted, please provide explanation for why this was not included. <p>QA/QI software and related has not previously been funded as a standalone project under the grant program.</p>

	<p>4. Chief Financial Officer Comments: (CFO to provide input here)</p>
HUMAN RESOURCE CONSIDERATIONS	<p><input type="checkbox"/> Proposal requires new additional personnel. New EWP's are attached</p> <p><input type="checkbox"/> Proposal requires reclassification of personnel. Revised EWP's are attached</p> <p><input type="checkbox"/> Salary and other personnel actions recommended in or resulting from this proposal are consistent with DHRM and VDEM policies</p> <p><input checked="" type="checkbox"/> This proposal has no impact on EWP's, does not seek pay actions, and has no anticipated impact on HR policies, procedures, or practices.</p>
DIVERSITY, EQUITY, AND INCLUSION IMPACTS / ANALYSIS	<p>Please complete the following section for any changes to programs, policies, or projects.</p> <p>1. Does this issue or decision disproportionately impact internal or external partners?</p> <p>a. If disparities are identified, how can they be mitigated or eliminated?</p> <p>b. Are there any key partners who were not included in this decision-making process?</p> <p>c. If possible (and necessary), were the people most impacted by this issue or decision included in the decision-making process?</p> <p>Yes – This proposal would be reviewed by the Finance Committee, the Regional Advisory Committee, and the PSAP Grant Committee.</p> <p>2. Does this decision or issue increase access to resources or opportunities to vulnerable or under-represented communities?</p> <p>This will help to stabilize planning for 9-1-1 related services and as a result will provide the Board and the PSAP community with better planning for future expenditures. The result will provide the Board, PSAP Grant Committee and Regional Advisory Committee with better insight to what amounts might or might not be available for project funding and where those available funds might be best suited to support the PSAP community. This will also increase access to funding for the PSAPs to allow for better retention efforts for staffing.</p> <p>3. Are there mechanisms in place to ensure accountability (equity targets/benchmarks)?</p> <p>Review and discussion by each of the Board committees – PGC, RAC, and Finance – and Board should any of the committees make a motion to the Board.</p>
OFFICE OF ATTORNEY GENERAL REVIEW	<p>If this is an MOU or contract (separate from the procurement/logistics process), or HR disciplinary action, this must be reviewed by OAG. Please see MOU SOP for how to coordinate the MOU process.</p>

	<input type="checkbox"/> OAG concurrence (Date: _____) Please copy and paste OAG's feedback, or save email thread as PDF and submit with staff briefing form. N/A
COURSES OF ACTION	<ol style="list-style-type: none"> Restraints/limitations Presently, not funding source is available through the grant program or directly by the Board. Other actions available – N/A Evaluation of all actions considered PSAPs participating in the QA/QI pilot (up to three PSAPs) will need to provide evaluation data with defined outcome measures to the Board upon the conclusion of the pilot. Summary of recommended course of action Staff is recommending with concurrence of PGC that Board fund a QA/QI pilot for up to three PSAPs, totaling no more than \$3,750, for future inclusion under the PSAP Funding and Grant Program under the Recruitment and Retention priority. n
OTHER	Attachments, contracts, MOU, etc.

Record of Changes

Date	Description of Change	Author
08/18/21	Addition of DEI, OAG, budget section, and routine matters option	Dillon Taylor