Virginia Department of
Emergency Management

9-1-1 Stakeholders Summit

Date: May 11, 2022

Agenda

- Welcome
- Shared Responsibility and Ownership
- VDEM Executive Team Introductions
- DCJS updates
- AT&T updates
- Recruitment and Retention
- VGIN updates
- Data and Transparent Communications
- Think Past the Strategic Plan
- Commit to Make Changes

Shared Responsibility and Ownership

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VDEM Executive Team Introductions

Executive Team Members

- Cheryl Atkins, Deputy State Coordinator, CFO

- Sable K. Nelson, Director, Office of Diversity Equity & Inclusion

- John Norton, Deputy State Coordinator, Disaster Services

- Michelle Oblinsky, Deputy State Coordinator and Chief of VEST

- Dillon Taylor, Chief of Staff & Senior Counsel

DCJS Updates

AT&T Updates

Recruitment and Retention

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Lunch
(One Hour)

VGIN Updates

VGIN Website

- **vgin.vdem.virginia.gov**

- Improves Virginia GIS Clearinghouse technology

- Up-to-date news

- Performance statistics / Transparency

- ***Origin*** expansion

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Data and Transparent Communications

Standing Committees

- Finance Committee

- Regional Advisory Committee

- PSAP Grant Committee

- Legislative Committee

Finance Committee

Finance Committee

- NGS met with VDEM Finance in January to look at how the agency has set up accounts for PSC / VGIN etc.

- Need to be able to pull financial reports from the agency's financial system (Cardinal)

- Change in agency leadership – Coordinator Brown

- Change in committee leadership – Mr. Von Moll & Mr. Moe

Finance Committee

- As of the 1st week of May, APA is finalizing their report on the 9-1-1 Fund and making recommendations to VDEM

- VDEM / Staff will implement those recommendations

- The overarching goal is to have a set of financial reports that easily and clearly show our cash on hand and forecast uncommitted revenues in the future

Regional Advisory Committee

RAC Workgroups (Workgroup Leads)

- Recruitment & Retention

    Cheryl Buchanan, Jeff Flournoy

- Training

    Tamara Perez, TBD

- PSAP Outages

    Michele Surdam, TBD

- NG9-1-1 Phase II + Data Collection & Analysis

    Terry Hall, TBD

- Accessibility

    Sherry Herzing, TBD

- Marcus Alert

    Chris Cord, Alexandria Robinson

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PSAP Grant Committee

Draft FY24 PSAP Grant Guidelines

- FY24 PSAP Grant Program to include PEP only

- Funding amounts - individual/multi-jurisdictional funding amounts increased to $4k/$5k

- - impact of pandemic; rising cost of training

- Reimbursement Requests - 30-day turnaround for submitting reimbursement requests for training invoices to remain due to nominal expense; ensure receipts are not lost

Draft FY24 PSAP Grant Guidelines PEP Grant Job Aids

- List of the 120 PSAPs eligible for PEP grants

- List/table of key dates and deadlines:

  Application window: 7/1/22 - 9/30/22

  Award timeline: Nov '22 or Jan '23 Board Meeting?

  Performance period: 7/1/23 - 6/30/24

  Deadline for submitting reimbursement requests: 8/15/24

- Sample of PEP reimbursement form with link to latest version

QA/QC Software

Request received to allow use of PEP grant to fund QA/QC project

Currently, not allowable under PEP grant.

PGC recommends QA/QC be considered under Recruitment and Retention (Continuity and Sustainment)

Pilot project with up to three PSAP participants for total not to exceed $3,750 ($1,250 per participating PSAP); future funding consideration statewide under PSAP Grant Guideline; subsequent software support and associated cost at expense of individual PSAPs

RAC – Recruitment and Retention workgroup to identify pilot success measurability

PGC recommends Board approval

CHE Funding

- CHE replacements occur every 5 or 7 years (depending on vendor)

- - funding program to include identified amount for CHE each year based on known schedules

- Cloud-based/hosted solutions are emerging that are based on monthly subscriptions, not physical equipment replacement cycles of 5-7 years.

- Outstanding question - What does equity look like when some PSAPs may have monthly subscriptions and others are on a 5- or 7-year replacement cycle?

CHE Funding – Outstanding Questions for PGC

- Is there a difference between cloud/hosted CHE and on-site shared CHE? Should they be funded equally?

- Should we continue to encourage shared CHE with additional funding for shared systems?

- Are cloud- or vendor-hosted systems considered shared systems?

- Should the base level remain at $150k or increase to a higher amount?

Other Non-PEP Program Types

- NG911 Deployment Maintenance (funds expenses related to NG911 deployment such as ongoing post-deployment costs)

- Innovation (funds new ESINet-capable technologies)

  Recommended definition - Core functional solutions that can use the ESINet platform that are necessary for providing NG 9-1-1 services, and that operate with a higher-level of redundancy and efficiency.

Continuity and Sustainment

- CHE (increase grant funding to $200; additional $250K per PSAP for shared services projects)
  - Cloud-based solution
  - Standalone solution

Continuity and Sustainment

- Recruitment and retention (up to $50K; additional $50K for each participating PSAP in a multi-jurisdictional project)

    - Definition to be determined (i.e., PSAs, staffing studies)
    - Will not include training; training will continue to be funded through PEP

- Physical consolidation (up to $500K total)

    - PGC input consideration for consolidation with secondary PSAP

Continuity and Sustainment

- GIS data maintenance for NG911 via software licenses or vendor support (up to $5K)

- CAD (up to $50K)

  – Distributed solution
  – Standalone solution

- PSAP mapping display systems (up to $50K)

- Voice logger (up to $50K)

NG911 Deployment Maintenance

- Expenses related to NG911 deployment

Innovation

- 75%/25% match for funding

- Compatible with NG911 ESINet service provider

Other

- Incentiving consolidations

- Establishing a reasonable funding priority structure to ensure equity

Legislative Committee

HB444 VA FOIA

- **Virginia Freedom of Information Act; meetings conducted through electronic communication means.** Amends existing provisions concerning electronic meetings by keeping the provisions for electronic meetings held in response to declared states of emergency, repealing the provisions that are specific to regional and state public bodies, and allowing certain public bodies to conduct all-virtual public meetings where all of the members who participate do so remotely and that the public may access through electronic communications means. The bill excepts local governing bodies, local school boards, planning commissions, architectural review boards, zoning appeals boards, and any board with the authority to deny, revoke, or suspend a professional or occupational license from the provisions that allow public bodies to conduct all-virtual public meetings. Definitions, procedural requirements, and limitations for all-virtual public meetings are set forth in the bill, along with technical amendments. The bill has a delayed effective date of September 1, 2022.

Framing Questions

- Committee Level

  What are your priorities leading up to the next Summit?

- Community Level

  If you could change one issue currently impacting the 9-1-1 Community what would that be?

  How can NGSB better support the community?

THANK YOU!