

DRAFT MINUTES
Virginia 9-1-1 Services Board
Sheraton Four Points
Thursday, November 18, 2021
10:00 a.m.

Welcome and Opening Comments

Pursuant to § 56-484.13, the 9-1-1 Services Board convened in a meeting on Thursday, November 18, 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](#), and held in person at the Sheraton Four Points located at 9901 Midlothian Turnpike, Virginia.

The following Board members were present for the meeting:

1. David Von Moll – Comptroller and Acting Chairman
2. Curtis Brown – Chairman – audio conferencing
3. Jolena Young – audio conferencing
4. Eddie Reyes
5. Pete Hatcher
6. Thomas Bradshaw
7. Jeffrey Merriman
8. Gary Critzer
9. Tamara Perez
10. Nelson Moe
11. Kelvin Wright
12. Gabe Elias - Advisor

David Von Moll, Comptroller, convened the meeting at 10:09 AM and welcomed Board members and staff to the meeting. Chairman Curtis Brown stated that he is under the weather and he stayed away today and he is participating remotely.

Appointments and Reappointments

Comptroller David Von Moll informed the Board that Coordinator Spears-Dean will introduce the new Board Member. Coordinator Spears-Dean informed the Board that it has a new Board Member, Michele Painter Lama with T-Mobile. Ms. Lama has been appointed as a member representative for the Carrier Community. Coordinator Spears-Dean informed the Board that she will be meeting with Ms. Lama tomorrow for her Orientation, as she was unable to meet in person today at this Board meeting.

Coordinator Spears-Dean informed the Board that she would like to recognize Officer Michael Chandler, Big Stone Gap. He was lost on a call on Saturday morning. She asked for a

moment of silence for the fallen Officer and his Family.

Approval of Minutes

No approval of Minutes as the meeting in September was Informational.

NGS Bureau Update

Coordinator Spears-Dean addressed the Board and briefed the Board on updates from the NGS Bureau. She said that she wanted to brief the Board on topics discussed during previous meetings. These topics are NG9-1-1 funding award amendments, VGIN Division funding, and an audit of the Wireless E-911 Funding. She said that during the 9-1-1 Summit there was a good discussion on these topics.

Coordinator Spears-Dean briefed the Board on the amendment process for NG9-1-1 funding awards. She stated that she and bureau team members take these inquiries from our stakeholders seriously and everyone is committed to transparency. She talked about the GIS Fund and that there is appropriation language in place to provide funding to the VGIN Division and VGIN staff and that this should remain. She also said that no Board action is required on that funding, and when this occurred, pre-dates her. She talked about the audit as it is referenced in Code. Coordinator Spears-Dean said that the Auditor of Public Accounts (APA) has the responsibility of auditing the Wireless E-911 Fund. She asked that if there are questions or concerns to bring them to her. She said that at some point, APA would reach out to the Agency. She said that Cheryl Adkins, the Agency's Chief Financial Officer, would reach out to Coordinator Spears-Dean, and other bureau team members, to conduct the audit. Coordinator Spears-Dean said that staff no longer conducts annual true-ups. The Board made a policy change several years ago. She also stated that the Board has the option to change that decision moving forward.

9-1-1 Summit

Coordinator Spears-Dean briefed the Board on the 9-1-1 Summit. She talked about Virginia's 9-1-1 Governance Structure. She said that there are a number of agencies and groups within the Commonwealth that support 9-1-1. Mr. Moe asked about the Regional Advisory Committee and its' composition. Coordinator Spears-Dean said that this Committee is a direct line to the Board with representatives. She said that Eddie Reyes and Tamara Perez are Chairman and Co-Chairman, and Mr. Gabe Elias is an Advisor. She said that it is self-chartered. Eddie Reyes said that the PSAP Community feel like this is their conduit to the 911 Service Board. Brian Crumpler stated that the Regional Advisory Committee (RAC) has two public representatives on the Committee.

Coordinator Spears-Dean informed the Board of the Why, How and What? i.e., "It all starts with a 9-1-1 call". She also acknowledged that there are some things that occur before the 9-1-1 call. Coordinator Spears-Dean said that the Summit was a public and open meeting in Charlottesville,

Virginia held on November 8, 2021. Board and Committee members came together to determine what will it work on next after NG9-1-1 deployment. The Board needs to determine what it wants to do in the next chapter of NG9-1-1. The vision needs to be established for the enhanced NG9-1-1 ecosystem and related priorities for how the ESInet will be utilized. An operational plan needs to be in place for FY24 and beyond. It was a Summit to focus on the future, but also on the here and now. Coordinator Spears-Dean said that participants came away with a sense that “training – and who is doing what as related to 9-1-1 training in Virginia” is very important.

KPMG Assessment

Chairman Brown briefed the Board on the KPMG Assessment. He said it is moving forward. He will share an update going forward. He stated that we are identifying best practices, and ensuring that everything is properly aligned. He anticipate that the report will help us identify if any changes are necessary. He said he briefed the staff on the KPMG Report at the NGS staff meeting in Charlottesville on November 9, 2021. Comptroller Von Moll thanked Chairman Brown for the report.

NG9-1-1 Deployment Update

Brian Crumpler talked about the deployment schedule. He talked about the deployment metrics, which have been updated. He said we have seen significant progress. He said that “Special Construction” costs are almost complete. Three PSAPs deployed last year and this year we have seen fourteen more PSAPs deploy (doubled). Mr. Moe asked that staff include in the next report “what number of user acceptance” be included in the report. Other Board members agreed. Mr. Crumpler talked about the tracking of NG9-1-1 deployment and how “do we complete this project by July 1, 2023?” Mr. Crumpler talked about completing required work on time and working parallel paths where possible. He talked about the “sequential and non-sequential steps”. He said that the total project time is going through a parallel paths (7-12 months); and working sequentially (13-22 months or longer). Mr. Crumpler said that staff has learned from the PSAPs that have had success with shorter timelines. He talked about what the PSAP does today? There are several steps such as sign the Special Construction Contract, Complete the AT&T data collection workbooks, ask for help; and expect a site visit by the NG9-1-1 fiber provider. He suggests that the PSAPs work with the NG9-1-1 Project Manager to coordinate schedules. They can also ask what can I do next or what else they can do at the same time? They can also work with their Call Handling Equipment provider to get a quote for the i3 configuration. He went over several other steps the PSAPs can do to keep things moving. Jolena Young stated that the Board needs to look at what happens if PSAPs are unable to meet the July 1, 2023 deadline date. Coordinator Spears-Dean said that she would look at the Code and get with Counsel, Ms. Catherina Hutchins, to determine what we need to do. She said that the Board might expect an update at the January 13th meeting.

Mr. Crumpler then went over the “lessons learned” from customers live on the AT&T ESInet.

Matt Gerike addressed the Board and said a key part of the deployment process is working on the preconditions. He said it starts with boundaries and then testing. He said that we have 33% of the localities completed with their onboarding. Mr. Gerike said staff is starting at 100% of the key metrics in GIS and shifting to see if all of the uploaded data is complete. Mr. Moe asked if we are 14% done and if we have 86% to go? He said we need to be starting that right now within the next three months. He said we need to have that conversation at the Summit meeting in May. He suggested that staff include a slide on that information to have that happen. He said you have to have some type of incentive to have this done. Tamara Perez stated that it depends on the “Constructions,” and that there are no controls. She said that there are so many pieces involved, and that we need to continue working together. Mr. Moe said we need to set an expectation and standard on what needs to be done. He said staff needs to provide a slide on what is needed to be done. Comptroller David Von Moll said that what we need for each deployment is a red, yellow and green status indicator. We need to know specifically where each PSAP is on their journey to deploy, and if they are beyond are behind in their deployment. Chairman Brown said that the KPMG study has some good recommendation on enhancing the project and he is looking forward to sharing it with the Board. Coordinator Spears-Dean said that she appreciate the feedback and said that there is a list of various partners that come to the table to keep this going forward. She said she would like to thank Mr. Crumpler and Mr. Gerike for keeping this going forward. She said we all have been affected by COVID 19 and others items. Comptroller Von Moll asked for other questions. A comment was made from Becky in Roanoke. A discussion ensure with comments from Eddie Reyes and Melissa Parsons.

NG9-1-1 Funding and Amendment Requests

Brian Crumpler said there are no PSAP amendments to approve. He said that staff has a number of administratively approved amendments. He presented a slide with amendments since September 2021. He said that multiple Committees have asked for more information on the amendments. He said that staff will continue to detail award and amendment data throughout the lifecycle of the project. He said that staff has a team of three to review the amendments. He talked about where the amendments are through tracking for the consolidated amendments. He said that staff were able to identify the difference between the Board and Administrative Amendment Review.

Old Business:

- **9-1-1 Cost Study** – Coordinator Spears-Dean addressed the Board and said that she has not had a response from yet from VITA’s Contingent Labor Contractor.

- **PSAP Data Downstream Systems-** Coordinator Spears-Dean said that she has received no response yet, but anticipates a response prior to the next Board Meeting.

New Business:

- **PSAP Grant Committee Report** –Chief Wright gave an update and said that the Committee met a couple of weeks ago. He said that the Committee received requests for extensions, and the Committee deemed they were worthy of an extension. He said they talked about the FY23 PEP Grant Application Cycle and Funding Call Handling Equipment (CHE) Replacement. Chief Wright thanks the VGIN staff for becoming forthcoming and transparent, and he thanked whomever decided to have the Summit. He said it was very informational and beneficial.

Chief Wright said the Grant Committee has recommend approval of the grant extension requests for 124 NG9-1-1 funding awards. He said that this will result in a new expiration date for the funding awards. Comptroller Von Moll called for a motion to approve the extension. Chief Wright made the motion to approve; and the motion was 2nd by Eddie Reyes all approved; **9-0-0**.

Chief Wright said that grant 101 PEP grant applications have been received in a total amount of \$474,856.00 (training awards). Comptroller Von Moll called for a motion to approve the grants. Chief Wright made the motion to approve; and the motion was 2nd by Eddie Reyes all approved; **9-0-0**.

Chief Wright informed the Board that funding CHE Replacement needs to be looked at. He is recommending having other Committees to look at the CHE replacement. No Board action and recommendation is needed at this time, but will be brought to the January 13th Board Meeting.

- **Regional Advisory Council (RAC) Report** - Coordinator Spears-Dean addressed the Board, and said that Eddie Reyes will give the report to the Board on behalf of the RAC. Mr. Reyes said the RAC kicked off a meeting on September 16th. Four positions on the committee that are still in the appointment process. The next meeting is this afternoon (November 18) at 1:30 PM and will be discussing the CHE process.
- **Finance Committee Report** – Chairman Von Moll addressed the Board and said that the Finance Committee had a remote meeting on October 21st. FY21 actual revenue was \$67,098,001. Coordinator Spears-Dean said that staff has a meeting December 5th with VDEM Budget/Finance to go over the budget/actual/cash reports from the Wireless Fund. She said that staff need to identify which funds are available and which funds are obligated. She said that staff is working on making these reports available. Coordinator

Spears-Dean said that staff hopes to make progress on getting reports for future meetings.

Lewis Cassada addressed the Board and informed them of a meeting with VDEM finance to discuss this information and report to the Committee and Board. He talked about how the 9-1-1 Fund is distributed. He talked about the Revenue. He said that the surcharge increased from 75 cents to 82 cents for postpaid, and from 50 cents to 55 cents for prepaid surcharges.

- **Legislative Committee** – Coordinator Spears-Dean said the next Legislative Committee is scheduled for December 2, 2021. It will be developing its Charter document. She said the Committee will monitor any 9-1-1 legislation coming up in the General Assembly session.
- **Upcoming Meetings** – Coordinator Spears-Dean said that the next meetings and deadlines coming up are the RAC on November 81 (today) at 1:30 PM; November 30, 2021 deadline to submit VA APCO reimbursement request; December 2, 21 the Legislative Committee; January 6, 2022 the PSAP Grant Committee 1/6/2022; and 911 Service Board Meeting on January 13, 2022 at 1:00 PM.

Public Comment

Comptroller Von Moll asked for Public Comment. There were none.

Adjournment

Comptroller Von Moll said that the next meeting of the 911 Service Board is January 13, 2022 at noon. He then moved that the meeting of the 911 Service Board be adjourned.

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