



Virginia Department of  
Emergency Management

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# 9-1-1 Services Board Meeting

Date: September 8, 2022



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# Agenda

- Welcome and Remarks from Leadership
- Approval of Minutes
- Bureau Update
- NG9-1-1 Deployment Update
- NG9-1-1 Project Management
- FOIA Electronic Meeting Guidance
- NG9-1-1 Funding and Amendment Requests
- Old/New Business
- Public Comment
- Adjourn Meeting





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# NGS Bureau Update

# NGSB Town Halls August 15-18, 2022

Discussed and received feedback on:

- 9-1-1 and Geospatial Services Bureau move to VDEM and roadmap to complete the successful transition to NGSB
  - Roadmap included short, medium, and long-term recommendations to address culture and behavior, roles and structures, core processes, governance, and compliance
- Update on NG9-1-1 deployment
- VGIN website and resources
- 9-1-1 cost study



# Feedback

Common themes and discussion points:

- Availability of basic NG9-1-1 information and its benefits (e.g., website one-pager, F&Q)
- Desire for training and/or other resources to overcome challenges of adopting new technology and convergence of connectivity
- Need for additional NG9-1-1 outreach to provide status updates and the resources available to localities (e.g., PSAP communication with respective regional coordinators and Regional Advisory Committee)
- Addressing funding questions and concerns with the transition to VDEM (e.g., reoccurring and optimal funding as it relates to consolidation of PSAPs)
- Need for increased coordination among stakeholders and service providers as PSAPs cutover (regional NG9-1-1 project management)
- Understanding of potential PSAP consolidation's impact on localities and addressing concerns.....



# Next Steps

- Focus is on executing Virginia's vision for NG9-1-1 enhancement by the end of FY 2024

Governance

Strategic Planning

Studies

Standards and Best Practices

Technology procurement and deployment

Technology Contracts





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# NG9-1-1 Deployment Update

# Current and Historical Deployment Rates

Recent Periods	# of PSAPs	Current Cutover Rates
Last 1 Month	2	2 Per Month
Last 3 Months	3	1 Per Month
Last 6 Months	9	1.5 Per Month
Last 12 Months	26	2.17 Per Month

Best Period	Description	Best Cutover Rate
1 Month	Oct 21 Mar 22	4 Per Month
3 Months	Oct 21 - Dec 21 Jan 22 - Mar 22	3 Per Month
6 Months	Oct 21 – Mar 22	3 Per Month
12 Months	Sept 21 – Aug 22	2.17 Per Month

Recent Cutovers	Recent Cutover Dates	Category
17 PSAPs	09/05/21-03/05/22	Last 6-12 Months
Spotsylvania	03/15/22	3-6 Months
Halifax	03/15/22	3-6 Months
Danville	03/29/22	3-6 Months
Madison	04/05/22	3-6 Months
Chesapeake	05/03/22	3-6 Months
Dinwiddie	05/12/22	3-6 Months
Amherst	07/29/22	1-3 Months
Orange	08/11/22	<1 Month
Greensville	08/16/22	<1 Month



**Current 9 Month Target: 39 PSAPs (4.3 PSAPs / month)**

Updated: 09/05/2022



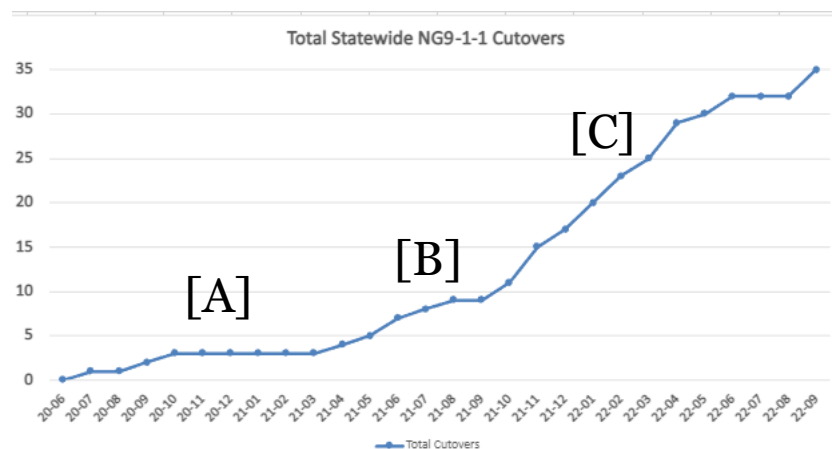
# Projections for Cutover Rates

## Cutover Rates Over Time

- [A] 6/20 to 3/21 - 1 PSAP every 90 days  
 [B] 3/21 to 09/21 - 1 PSAP every 30 days  
 [C] 09/21 to 06/22 - 1 PSAP every 12 days

## Estimated Statewide Deployment Completion Scenarios (As of 09/05/2022 - Based on Possible Monthly Cutover Rates)

Cutover Every "n" Days	Cutovers Per Month	Months Remaining	Completion Date (est.)
[C] 12	2.50	35.60	07/26/2025
[D] 8	3.75	23.73	08/04/2024
[E] 7.5	4.00	22.25	06/20/2024
[E] 6	5.00	17.80	02/08/2024
[F] 5	6.00	14.83	11/11/2023



**Current 9 Month Target:**  
**39 PSAPs (4.3 PSAPs / month)**



# Virginia Next Generation 9-1-1 Deployment Percent Complete and Award Date by PSAP

## 9-1-1 & Geospatial Services Bureau

AT&T tracks status for 19 project items in a Forecasting Spreadsheet. Virginia's 9-1-1 & Geospatial Services Bureau tracks GIS Onboarding Status for Next Generation 9-1-1 at 5 levels with input from Intrado. The percent complete is (number of completed items + GIS status) / 24 possible status levels.

The date of award indicates the year that each PSAP received its Next Generation 9-1-1 funding from the Virginia 9-1-1 Services Board. Other status steps could not start until this was complete.

Status 9/1/2022 10:10 AM

### Percent Complete

- < 25% (3)
- 25 - 49% (9)
- 50 - 64% (39)
- 65 - 74% (13)
- 75 - 99% (25)
- 100% (35)

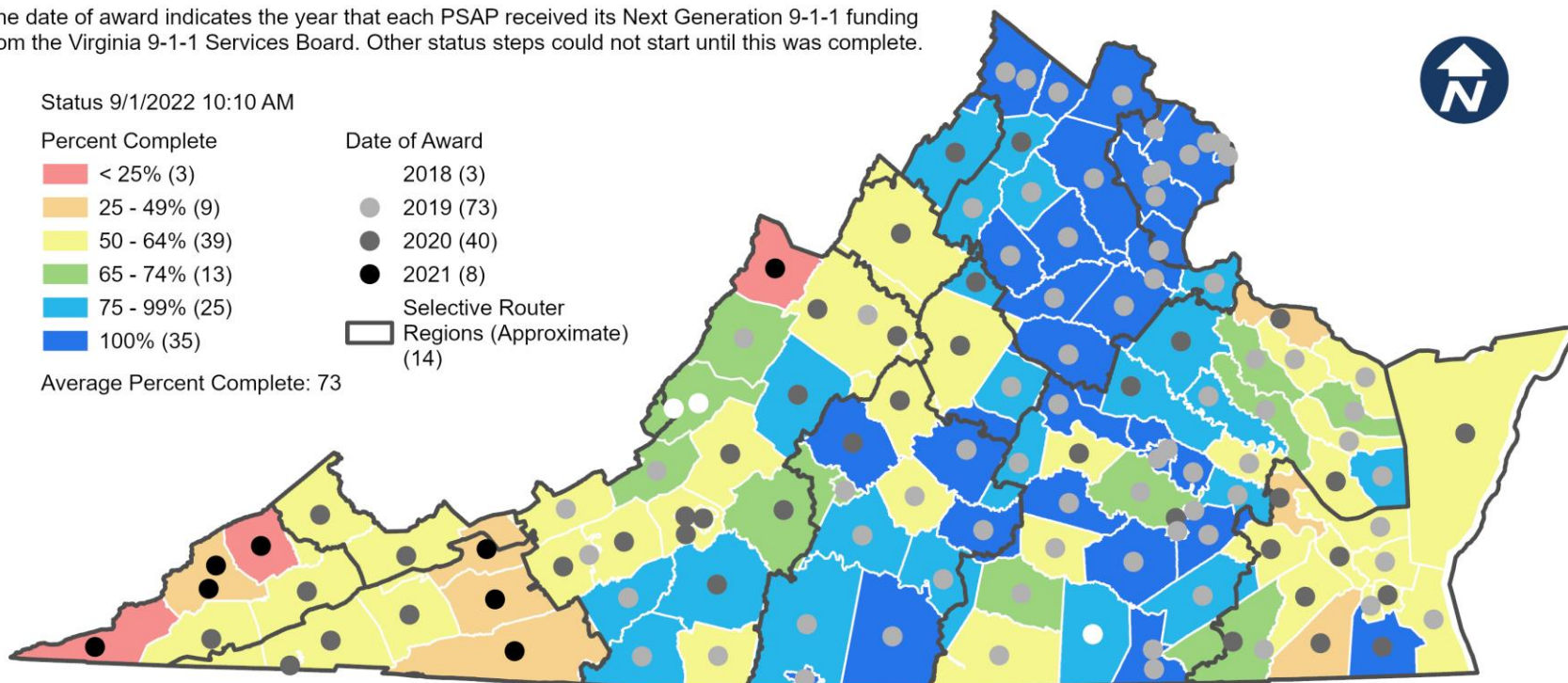
### Date of Award

- 2018 (3)
- 2019 (73)
- 2020 (40)
- 2021 (8)

Selective Router

Regions (Approximate)  
(14)

Average Percent Complete: 73



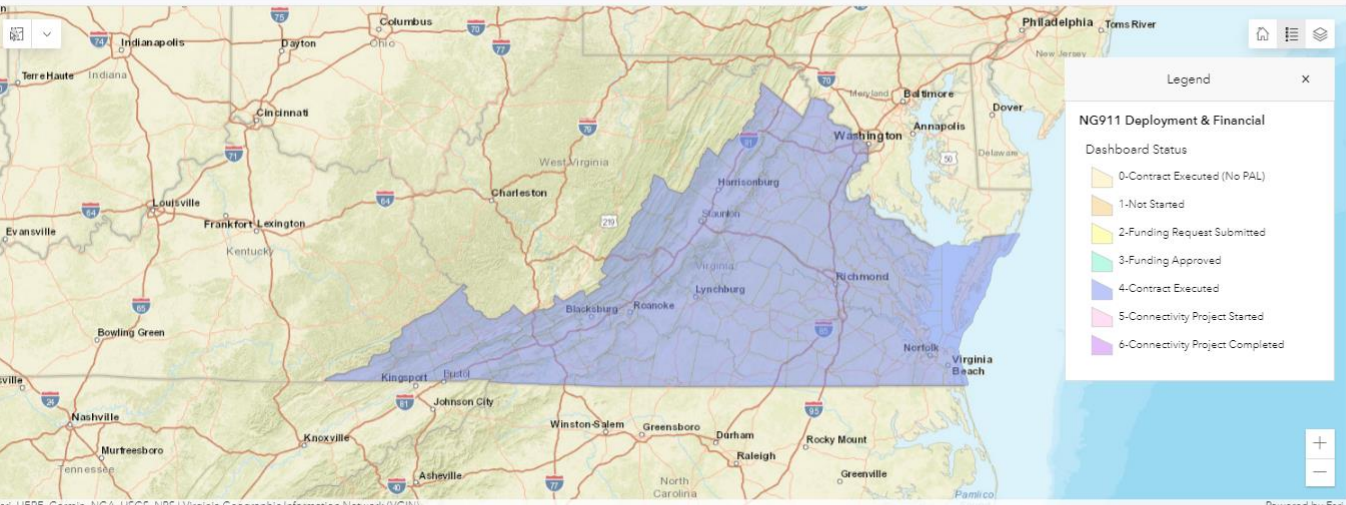
0 75 150 300 Miles



Funding and Contract Status

Data is updated every Friday.

Primary Selective Router Region  
Select All



Legend

NG911 Deployment & Financial Dashboard Status

- 0-Contract Executed (No PAL)
- 1-Not Started
- 2-Funding Request Submitted
- 3-Funding Approved
- 4-Contract Executed
- 5-Connectivity Project Started
- 6-Connectivity Project Completed

Please select one or more PSAP's below to update results.

- Craig County Sheriffs Office - [View Document](#)
- Culpeper County Public Safety Communications Center - [View Document](#)
- Cumberland County Sheriff - [View Document](#)
- Danville Fire Department Emergency Communications - [View Document](#)
- Dickenson County Communications Center - [View Document](#)
- Dinwiddie County Fire And Ems - [View Document](#)
- Eastern Shore Va 9-1-1 Communications Center - [View Document](#)
- Emergency Communications And Citizen Services - [View Document](#)
- Emporia Police Department - [View Document](#)
- Essex County Sheriffs Office - [View Document](#)
- Fairfax County Public Safety Communications Center - [View Document](#)
- Falls Church Police Communications - [View Document](#)
- Farmville Emergency Communications Center - [View Document](#)
- Floyd County Sheriffs Office - [View Document](#)
- Fluvanna County Sheriff - [View Document](#)
- Frederick County Communications Center - [View Document](#)

Total is for what is selected from the map pop-up or list.

Original Estimated Amount

\$55,348,197.32

Total is for what is selected from the map pop-up or list.

Current Amount Awarded

\$58,926,060.43

Total is for what is selected from the map pop-up or list.

Current Amount Reimbursed or Directly Paid

\$19,432,990.73

(33% Spent)

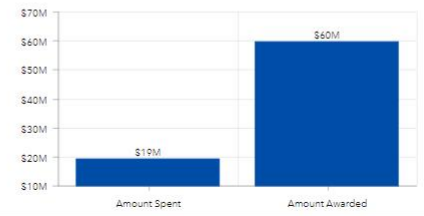
Total is for what is selected from the map pop-up or list.

Current Amount Remaining

\$39,493,069.70

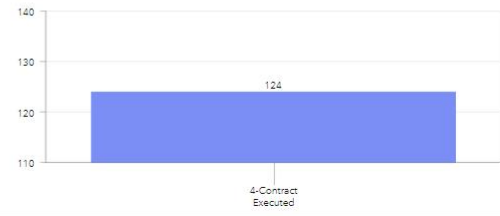
(67% Remaining)

Amount Spent of Total Award



Category	Amount
Amount Spent	\$19M
Amount Awarded	\$60M

If a category is not displayed then the count is 0.



Category	Count
4-Contract Executed	124

Current map shows contract status



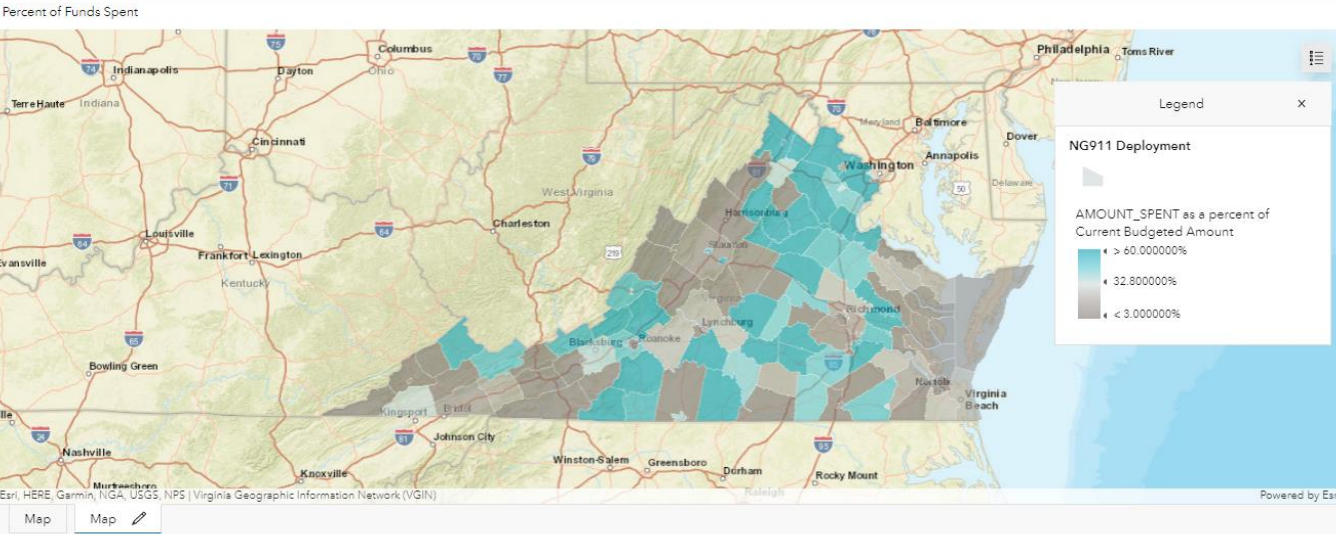




Funding and Contract Status

Data is updated every Friday.

Primary Selective Router Region  
Select All



- Please select one or more PSAP's below to update results.
- ☐ Danville Fire Department Emergency Communications - [View Document](#)
  - ☐ Dickenson County Communications Center - [View Document](#)
  - ☐ Dinwiddie County Fire And Ems - [View Document](#)
  - ☒ Eastern Shore Va 9-1-1 Communications Center - [View Document](#)
  - ☐ Emergency Communications And Citizen Services - [View Document](#)
  - ☐ Emporia Police Department - [View Document](#)
  - ☐ Essex County Sheriffs Office - [View Document](#)
  - ☐ Fairfax County Public Safety Communications Center - [View Document](#)
  - ☐ Falls Church Police Communications - [View Document](#)
  - ☐ Farmville Emergency Communications Center - [View Document](#)
  - ☐ Floyd County Sheriffs Office - [View Document](#)
  - ☐ Fluvanna County Sheriff - [View Document](#)
  - ☐ Franklin County Communications Center - [View Document](#)
  - ☐ Franklin Police Department - [View Document](#)
  - ☐ Frederick County Department Of Public Safety Communications - [View Document](#)
  - ☐ Fredericksburg City Police Department - [View Document](#)

Total is for what is selected from the map pop-up or list.

Original Estimated Amount

**\$272,001.52**

Total is for what is selected from the map pop-up or list.

Current Amount Reimbursed or Directly Paid

**\$33,923.14**

(12% Spent)

Total is for what is selected from the map pop-up or list.

Current Amount Awarded

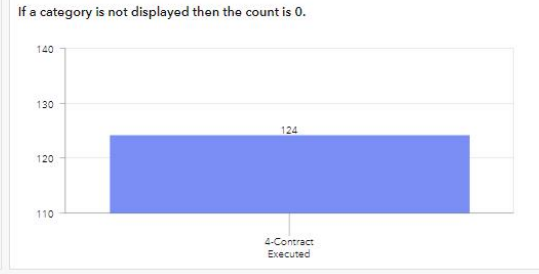
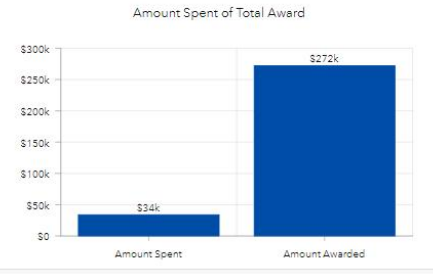
**\$272,001.52**

Total is for what is selected from the map pop-up or list.

Current Amount Remaining

**\$238,078.38**

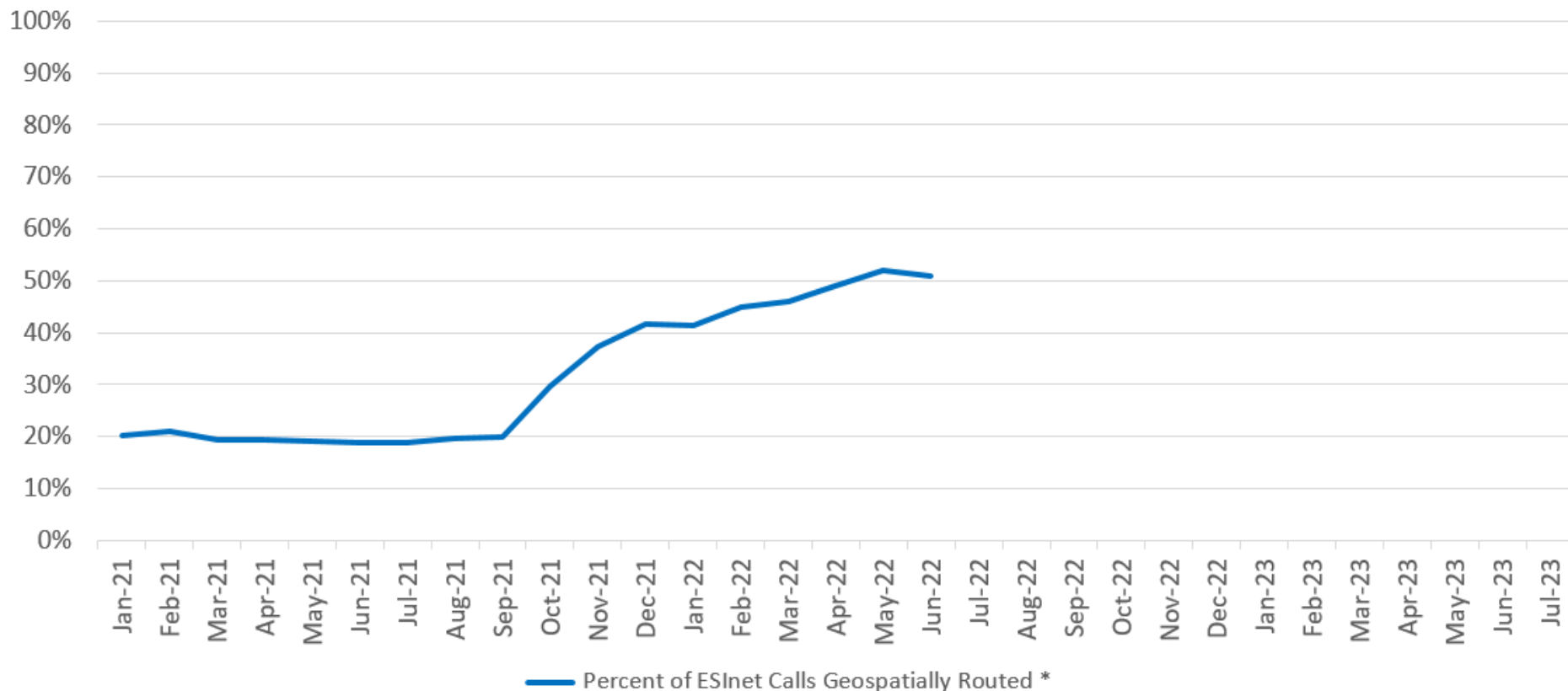
(88% Remaining)



Possible map gives more context to each locality and how they compare



# Virginia Percent of ESInet Calls Geospatially Routed

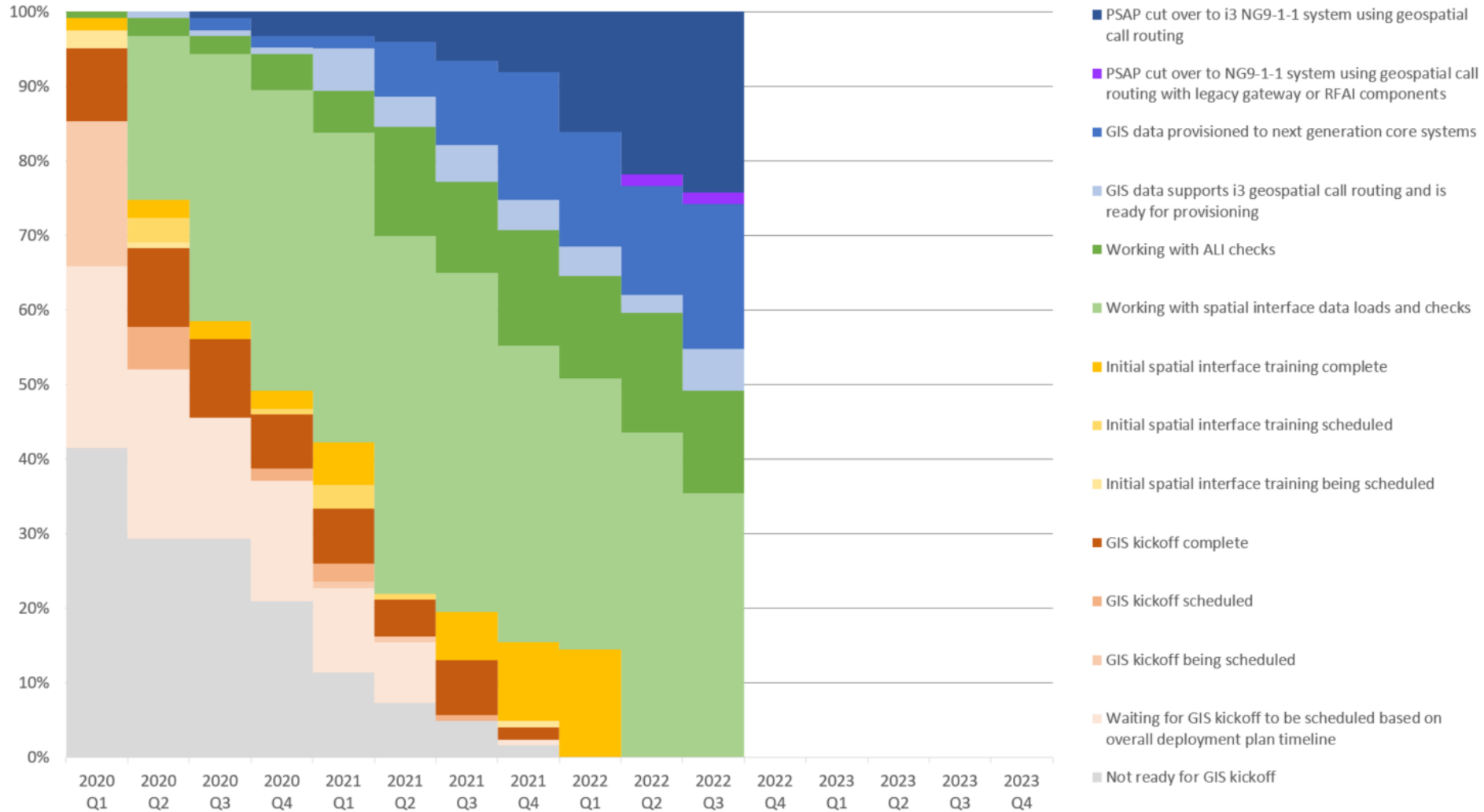


^ Data from monthly AT&T reporting.

\* The number of calls that are ECRF routed is dependant on the Originating Service Provider (OSP) providing the routable location with the originating call. The ESInet attempts to ECRF route the call as the initial choice and if the location isn't available, then the ESInet routes the call based on transitional data. As the OSP's continue to improve location delivery with the call, the number and % of calls that are ECRF routed will increase.



## Virginia Next Generation 9-1-1 GIS Onboarding Status at Start of Quarter



# January 2020

# January 2021

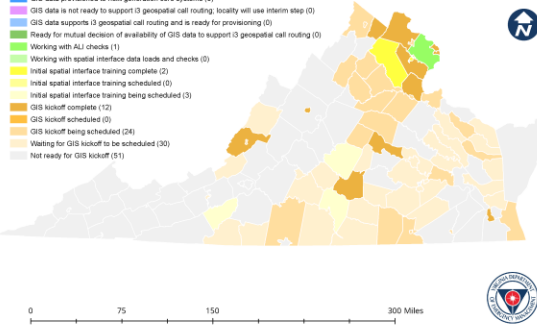
# January 2022

## Virginia Next Generation 9-1-1 GIS Onboarding Status

9-1-1 & Geospatial Services Bureau

Status 1/1/2020

- PSAP cut over to 3 NGS-1-1 system using geospatial call routing (0)
- GIS data provisioned to next generation core systems (0)
- GIS data is not ready to support 3 geospatial call routing, locality will use interim step (0)
- GIS data supports 3 geospatial call routing and is ready for provisioning (0)
- Ready for mutual decision of availability of GIS data to support 3 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)

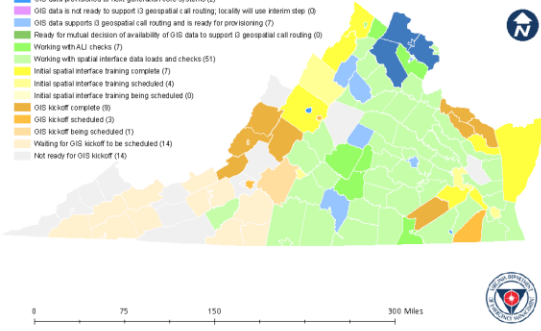


## Virginia Next Generation 9-1-1 GIS Onboarding Status

9-1-1 & Geospatial Services Bureau

Status 1/8/2021

- PSAP cut over to 3 NGS-1-1 system using geospatial call routing (4)
- GIS data provisioned to next generation core systems (2)
- GIS data is not ready to support 3 geospatial call routing, locality will use interim step (0)
- GIS data supports 3 geospatial call routing and is ready for provisioning (7)
- Ready for mutual decision of availability of GIS data to support 3 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 (0)
- GIS kickoff scheduled (3)
- GIS kickoff being scheduled (1)
- Waiting for GIS kickoff to be scheduled (14)
- Not ready for GIS kickoff (14)

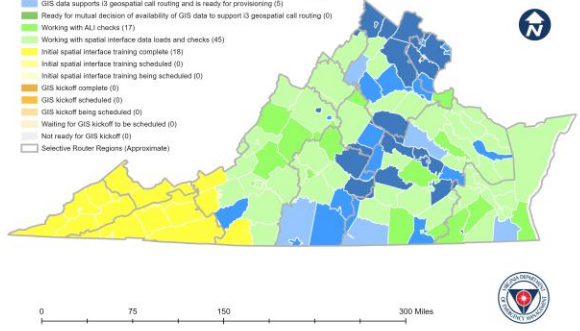


## Virginia Next Generation 9-1-1 GIS Onboarding Status

9-1-1 & Geospatial Services Bureau

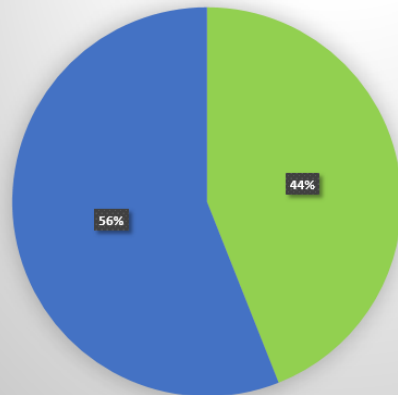
Status 1/6/2022

- PSAP cut over to 3 NGS-1-1 system using geospatial call routing (20)
- GIS data provisioned to next generation core systems (19)
- GIS data is not ready to support 3 geospatial call routing, locality will use interim step (0)
- GIS data supports 3 geospatial call routing and is ready for provisioning (5)
- Ready for mutual decision of availability of GIS data to support 3 geospatial call routing (0)
- Working with ALI checks (17)
- Working with spatial interface data loads and checks (45)
- Initial spatial interface training complete (18)
- Initial spatial interface training scheduled (0)
- Initial spatial interface training being scheduled (0)
- GIS kickoff complete (0)
- GIS kickoff scheduled (0)
- GIS kickoff being scheduled (0)
- Waiting for GIS kickoff to be scheduled (0)
- Not ready for GIS kickoff (0)
- Selective Router Regions (Approximate)



Updated weekly based on NGS GIS Status tracking.

## Virginia NG9-1-1 GIS Onboarding Status



Localities Uploading

GIS Onboarding Complete

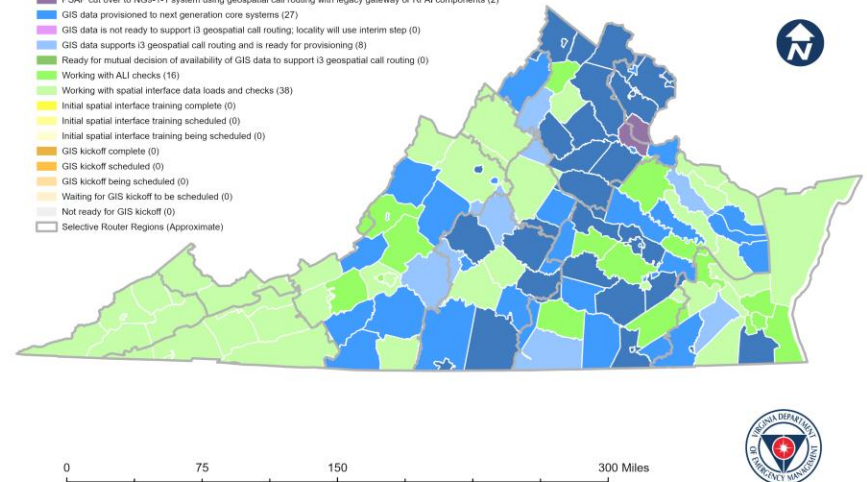
September 2022

## Virginia Next Generation 9-1-1 GIS Onboarding Status

9-1-1 & Geospatial Services Bureau

Status 9/1/2022

- PSAP cut over to 3 NGS-1-1 system using geospatial call routing (33)
- PSAP cut over to NGS-1-1 system using geospatial call routing with legacy gateway or RFAI components (2)
- GIS data provisioned to next generation core systems (27)
- GIS data is not ready to support 3 geospatial call routing, locality will use interim step (0)
- GIS data supports 3 geospatial call routing and is ready for provisioning (8)
- Ready for mutual decision of availability of GIS data to support 3 geospatial call routing (0)
- Working with ALI checks (16)
- Working with spatial interface data loads and checks (38)
- Initial spatial interface training complete (0)
- Initial spatial interface training scheduled (0)
- Initial spatial interface training being scheduled (0)
- GIS kickoff complete (0)
- GIS kickoff scheduled (0)
- GIS kickoff being scheduled (0)
- Waiting for GIS kickoff to be scheduled (0)
- Not ready for GIS kickoff (0)
- Selective Router Regions (Approximate)



Updated weekly based on NGS GIS Status tracking.





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# NG9-1-1 Project Management Support Decision



# Scope

- Phase 1: Project management setup  
Establish processes for ongoing project tracking, identify KPIs, and establish processes for ongoing project progress tracking
- Phase 2: NG9-1-1 expanded project management support to accelerate deployment and provide monitoring  
Provide agreed upon project tracking from Phase 1
- Phase 3: Recommendations to enhance ESInet  
Concurrent with Phase 2, explore specific use cases for additional leveraging of statewide ESInet





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# FOIA Electronic Meeting Guidance

# Guidelines

- Greater flexibility regarding remote meetings
- Remote participation is possible for the following:
  - Personal matters
  - A member's medical condition or disability
  - Need to provide medical care for a family member
  - A member's principal residence is 60 miles or more from the meeting location
- Option for all-virtual meetings held outside of states of emergency



# Policy on Electronic Participation

- It is the policy of the 9-1-1 Services Board that individual members may participate in meetings by electronic communication as permitted by §2.2-3708.3 of the Code of Virginia
- This policy shall apply to the entire membership and without regard to the identity of the member requesting remote participation or the matters that will be considered or voted on at the meeting
- This policy includes all Committees of the 9-1-1 Services Board



# Limitations of Policy

- Whenever an individual member wished to participate remotely, the law requires a quorum of the Board to be physically assembled at the meeting location
- When remote participation is due to a personal matter, such participation is limited to two meetings per calendar year or 25% of the meetings held per calendar year, whichever is greater
- All-virtual public meetings are limited by law to two meetings per calendar year or 25% of the meetings held per calendar year, whichever is greater and may not be consecutive



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# Process for Requests

- As part of the policy requirements, Board must adopt three processes:

One for making requests to use remote participation

One for approving or denying such requests

One for creating a record of such requests



# Requests for Remote Participation

- Requests for remote participation or that the 9-1-1 Services Board conduct an all-virtual public meeting shall be conveyed to the PSC Coordinator who shall then relay such requests to the Board chair



# Approving or Denying Requests

- Individual participation from a remote location shall be approved unless such participation would violate this policy or provisions of the Virginia Freedom of Information Act (§2.2-3700 et seq.) of the Code of Virginia
- If a member participates from a remote location is challenged, then the Board shall vote whether to allow such participation





# Recording of Requests

- The request for remote participation or that the 9-1-1 Services Board conduct an all-virtual public request shall be recorded in the minutes of the meeting
- If the Boards voted to disapprove of the members participation because such participation would violate this policy, such disapproval shall be recorded in the minutes with specificity
- The minutes shall include other information as required by §§2.2-3707 and 2.2-3708.3 depending on the type of remote participation or all-virtual public meeting



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# Annual Report

# Annual Report Requirements

- 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.





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# NG9-1-1 Funding And Amendment Requests

# Board Action Required

Date	PSAP	Cost Category	Amount	Background Information	% Increase in Total Project
5/10/22	Essex	CHE	\$50,000.00	CHE funding to be shared services with King & Queen	13%
5/10/22	King & Queen	CHE	\$50,000.00	CHE funding to be shared services with Essex	17%
5/24/22	Staunton	CHE	\$150,000.00	PSAP did not have CHE replacement funding in Migration Proposal. Estimated replacement Fall 2022	1637%



# Geo-Diversity

- Geo-diversity funding for CHE - server placement has not been specifically addressed in PSAP Grant Program Guidelines
- This functionality has not been consistently addressed in migration proposals, but has been funded
- PGC concurs with NGSB staff that this should be an allowable NG9-1-1 deployment reimbursable cost





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# Old Business





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# 9-1-1 Cost Study



# 9-1-1 Cost Study

- Distributed a survey to PSAPs to obtain information on specific elements of current operating costs and specific sources of revenue and funding  
75 surveys returned (about 63%)
- Moving on to stakeholder interviews  
Anticipate about 25 to be conducted
- Anticipate study to be completed by late September and Board members briefed at November meeting





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# **MSAG & ALI Maintenance after NG9-1-1 Go Live**

# MSAG & ALI Maintenance after NG9-1-1 Go Live

## Goals and Background

### 1) Inform stakeholders of requirements

Continued maintenance is **required** during 9-1-1 ecosystem transition from legacy 9-1-1 to Next Generation 9-1-1, including OSPs

### 2) Gather feedback about options

AT&T / Intrado support **9-1-1 Net** (included) and Transitional Data Management Service (**TDMS**) (additional cost) options

\* Develop model for stakeholder engagement & feedback



## Questions

- Are the benefits worth the cost for VA?
- If not, should interested localities be funded in whole or in part?

## Opportunities

- 9-1-1 Board and committees in July, Aug, Sept
- Virginia NG9-1-1 GIS User group meeting Aug
- AT&T MSAG, ALI, & TDMS discussions Aug
- Other meetings that may occur in Aug or Sept

**Report to 9-1-1 Services Board Nov 2022**

2 August 2022

# Status

## Planned Presentation Opportunities

- ✓ Plan overview at 9-1-1 Board July 14
- ✓ Finance Committee August 1
- ✓ AT&T Webinar August 1
- ✓ Virginia NG9-1-1 GIS User group meeting presentation August 10
- ✓ AT&T Webinar August 17
- ✓ PSAP Grant Committee September 1
- RAC September 15
- 9-1-1 Board November 10

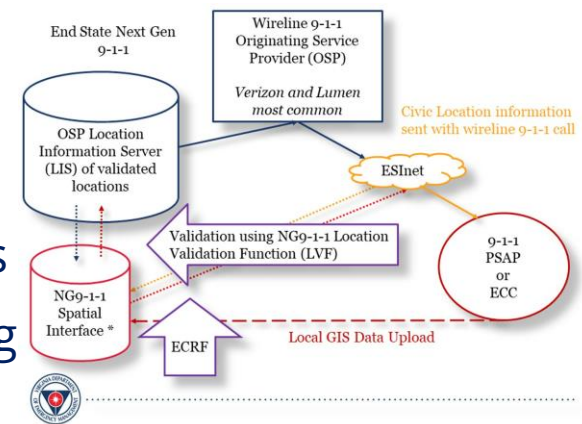


## Other Opportunities

- ✓ NGS Town Hall Roanoke Aug 15
- ✓ NGS Town Hall Harrisonburg Aug 16
- ✓ NGS Town Hall Culpeper Aug 17
- ✓ NGS Town Hall Richmond Aug 18
- ✓ Virginia NG9-1-1 GIS User group discussion Aug 10 & Sept 14
- NGS Webinar Presentation Sept 12

## Observations

Hear / see  
and ask  
questions  
multiple times  
before sharing  
feedback





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# New Business





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# Committee Updates

# PSAP Grant Committee

- Replace set travel assistance rate for state conferences (VA APCO, VA NENA, and VAMLIS) with Federal GSA per diem calculator
- Parity with reimbursement process for all other educational and training opportunities
- Isle of Wight PEP application



# Regional Advisory Committee (RAC) Update

- Next meeting of the RAC is scheduled for Sept 15  
Virtual format
- Opportunity for reset with recent appointments





# Finance Committee Briefing

- New members and officers  
Matt Ogburn – new member  
Bob Osmond – vice chair
  - Review and vote on committee charter
  - Reconciliation of Verizon invoicing related to transition agreement and signed contract extension
- Target to complete tasks is by November 10



# Legislative Committee Briefing

- New members  
Jeremy Bennett – VACo member representative  
Judson Smith – Board member (PSAP)
- Proactive legislative posture  
9-1-1 harassing calls  
Swatting
- Recommendations for Board action  
Endorse work of Arlington County
- Committee is working on its charter  
Board review and vote at November meeting



# Upcoming Meetings

- Virtual Regional Advisory Committee – Sept 15
- Legislative Committee – Sept 19
- Finance Committee – TBD
- PSAP Grant Committee – TBD
- In-person Regional Advisory Committee – Oct 20
- 9-1-1 Stakeholder Summit – Nov 10
- 9-1-1 Services Board Meeting – Nov 10





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# Public Comment

# Adjourn

- Motion to adjourn meeting
- Next meeting is scheduled for November 10, 2022

