



Virginia Department of
Emergency Management

9-1-1 and Geospatial Services Bureau (NGSB) Virtual Town Hall

Date: August 26, 2022

Agenda

1. Welcome
2. Purpose of this virtual townhall
3. Overview of regional townhalls
4. Summary of feedback themes and discussion points
5. Open discussion



Overview of Regional Townhalls

August 15-18, 2022

Four townhalls were held:

- Roanoke, 8/15 – Regions 4 and 6
- Harrisonburg, 8/16 – Regions 2 and 3
- Culpeper, 8/17 – Regions 2 and 3
- Richmond, 8/18 – Regions 1 and 5



Overview of Regional Townhalls

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



Townhall 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



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Additional Items

- Did we miss anything?
- Do you have any additional feedback?
- As a result of attending the townhall, do you feel more informed and connected to NBSB resources?



Questions?

If more time to consider this information is needed, all questions and feedback can be sent to Dorothy Spears-Dean.

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THANK YOU!

