E-911 Services Board Meeting

General Business Meeting

January 08, 2015

Agenda

1. Call to Order
2. Approval of Minutes
3. FY 2014 True-Ups
4. FY 2016 PSAP Grants
5. NG9-1-1 Feasibility Study
6. Old Business
7. New Business
8. Public Comment
9. Adjourn

FY 2014 True-Ups

FY 2014 True-Ups

- True-Up form contains three data elements:
  - Total 9-1-1 calls
  - Total wireless 9-1-1 calls
  - PSAP personnel costs
- Completion of a True-Up is a financial and programmatic requirement for participation in the PSAP Grant Program
- FY 2014 is the first year in which call load data submitted by PSAPs must be verified by call accounting system reports
  - Exceptions must be approved by the Board

FY 2014 True-Up Data

- State-wide FY 2014 results
  - Total 9-1-1 calls **4,392,212**
  - Total wireless 9-1-1 calls **3,227,961**
  - **73% of all 9-1-1 calls are made with a wireless device**
  - Personnel costs **$109,872,453**
- Comparing the results of FY 2014 to FY 2013 yields the following:
  - Total 9-1-1 calls **-4%**
  - Total wireless 9-1-1 calls **-3%**
  - Personnel costs **+3%**

FY 14 True-Up Results

- Submissions subject to a two-step review process
  - Completed and timely True-Ups received from 115 PSAPs
  - True-Ups from six PSAPs will require further action by the Board
    - Buckingham, Charles City, King and Queen, Page, Rockbridge, and Shenandoah

Buckingham

- The True-Up submitted by the PSAP was missing about 2 ½ months of call accounting reports

- Call Load data for this period was estimated using the remaining call accounting reports for FY 2014

- Staff recommends that the Board accept the call load data submitted by the PSAP

- PSAP did not submit an FY 2016 grant

Charles City

- PSAP submitted their True-Up late and did not provide any call accounting reports
- Staff recommends that the Board accept the call load data submitted by the PSAP
- PSAP did not submit an FY 2016 grant
  - But, PSAP will not be able to participate in the PSAP Grant Program until an explanation for how they determined FY 2014 Call Load data is provided

King and Queen

- PSAP submitted their True-Up form late and did not provide any Call Load data

- Have since received call accounting reports and have updated the True-Up spreadsheet

- Locality did not submit an FY 2016 grant

Page

- PSAP submitted their True-Up on time and with the required call accounting reports, but were unable to separate wireline and wireless calls for a one month period because of call accounting software issue

- This issue was identified by the PSAP within the appropriate time period

- Staff recommends that the Board accept the data and consider the PSAP's FY 16 grants for funding

Rockbridge

- The True-Up submitted by the PSAP was missing two months of call accounting reports

- The Call Load data for this period was estimated using data from existing call accounting reports

- Staff recommends that the Board accept the call load data submitted by the PSAP, but not consider the locality's FY 16 grant for funding

Shenandoah

- The True-Up submitted by the PSAP was missing eight months of call accounting reports

- Call Load data for this period was estimated using data from existing call accounting reports

- Staff recommends that the Board accept the Call Load data submitted by the PSAP, but not consider the locality's FY 16 grants for funding

FY 2016 PSAP Grants

Review of PSAP Grants

- Changed the PSAP Grant application review process so it is consistent with the annual True-Up process

- More intensive staff review process:
  - Preliminary review conducted by Regional Coordinators
  - Administrative Review conducted by PSC staff

- End result is greater efficiency:
  - Increase regional knowledge base
  - Leverage expertise of PSAP Grant Committee

Shared Services Project Grant Type

- Shared Services Project definition:
  - A project in which the provisioning and use of 9-1-1 equipment and/or services occur between two or more PSAPs in order to "share" the funding and resourcing of the 9-1-1 equipment and/or services used to process 9-1-1 calls

- Includes the purchase of hardware and software

Shared Services Project Grants

- Received six applications totaling $2,239,470
  - This amount is almost 30% of the total amount requested for the FY 16 grants
- The applications were received from regions 4, 5, and 7
  - Four applications were submitted from Region 4 and one each from Region 5 and 7
- Requests were for CPE, CAD and GIS projects

FY 2016 Funding Recommendations

- At their Dec 4th meeting, the PSAP Grant Committee recommended funding for 140 grants totaling $7,431,782.95
  - ISP staff also reviewed the grant applications to determine if any PSAPs did not meet the Financial and Programmatic requirements for participation in the PSAP Grant Program
  - Applications from Richmond City, New River Valley Authority, Pulaski, Rockbridge, and Shenandoah Counties were not recommended for funding

New River Valley (NRV) Appeal

- NRV received a FY 2015 grant award for a consolidation project
  - Guidelines state a consolidation project must be completed before a future grant request can be made
  - The NRV consolidation project was still ongoing at the time a FY 2016 CPE grant application in the amount of $150,000 was submitted
  - Consolidation will be complete by the end of FY 2015
- Grant Committee and staff do not recommend funding for the application

Culpeper Emergency Request

- PSAP submitted a FY 2016 PSAP grant application in the amount of $150,000 for CPE replacement, but based on an escalation in need, they are now requesting an emergency grant

- Staff supports the request since it meets the criteria of an emergency request as established in the PSAP Grant Guidelines

PSAP Grant Committee Activities

- March 5th - Mini workshop will be held to discuss the following:
  - Regionalization, shared services, NG9-1-1, and recurring costs
- April 9th – Development of the FY 2017 PSAP Grant Guidelines

NG9-1-1 Feasibility Study

Milestones Completed

- The collection of all data sets and informational categories identified in the final research design has been completed

- 9-1-1 regional stakeholder meetings conducted between Oct 27th and Nov 12th

- Finance and the Policy Committees meet on Dec 15th and Dec 18th respectively to review governance implementation strategy

- Draft of study completed on Dec 29th

Review of Project Drivers

- Existing legacy technologies impact 9-1-1 service
  - Public Safety Answering Points (PSAPs) are hampered by outdated and/or proprietary systems
  - Carriers have announced plans to discontinue support for some 9-1-1 systems in the next 2-3 years
- Significant limitations exist, including:
  - Length of analog 9-1-1 call setup time
  - Limited ability to transfer 9-1-1 calls between PSAPs
- Carriers transitioning from circuit-switched to IP
- Consumer expectations / changes in behaviors
- Advances in technologies

Feasibility Study Goals

- Provides multiple solutions for the design of a single, statewide IP-based 9-1-1 network

- Addresses system design, procurement, implementation, operation, and governance issues

- Develops a multi-phase effort to address generational technology issues

- Supports a long-term strategic approach to improve 9-1-1 service delivery

Operational Feasibility Section

- Review of existing capabilities and options for problem reporting (i.e., trouble-ticket management), training, configuration management, security, and other operational functions
- Review of continuity of operations best practices with recommendations for operational changes to mitigate potential service disruptions
- Provisioning of examples of existing best practices for operation of a statewide ESInet
- Recommendations associated with operational feasibility associated with NG9-1-1 implementation

Technical Feasibility Section

- Current aspects of 9-1-1 service in the Commonwealth today
- Motivators for NG9-1-1 in the Commonwealth
- Key system components for a single statewide IP-based 9-1-1 network
- Conceptual network designs
- Network design considerations
- Public safety-grade considerations
- Master Street Address Guide (MSAG) database maintenance
- Communication service providers

Virginia Information Technologies Agency

Policy Considerations Section

- Current national legislative landscape and trends, early adopter approaches, and regulatory standards development

- National guidelines for state NG9-1-1 legislative language

- Current regulatory framework in Virginia

- Comparison of current Virginia 9-1-1 statutes with other states

- Comparison of National 9-1-1 Program guidelines with current Virginia statutes

Policy Considerations Section

- Comparison of current Commonwealth policy with other areas in the U.S. and identification of enabling legislation
- Comparison of current Commonwealth regulatory environment with other areas in the U.S.
- Recommendations for higher levels of compliance with national guidelines
- Summary of all policy, statutory, and regulatory considerations
- Milestones and policy-change schedule

Economic Feasibility Section

- Cost projections
- Cost comparison of current and projected costs
- Funding recommendations for ESInet/NG9-1-1 implementation
- Cost of implementing NG9-1-1
- Cost benefits of ESInet/NG9-1-1 implementation
- Cost of doing nothing
- Cost of legacy 9-1-1 conversion for NG9-1-1 implementation

Governance Implementation Strategy

- Multi-phased approach to support change
  - Legislative Change Process (1-24 months)
    - Rule making authority change
    - Establish Regional Advisory Council
    - Board structure revised
  - Regulatory Change Process (12-24 months)
    - Minimum standards for system elements
    - Minimum standards for call-taking
  - Policy, Administrative and Implementation Change Process (1-36 months)
    - Comprehensive Plan Revision
    - Standards and Rule Development
    - 9-1-1 Program Development
    - Master Plan Development

Next Steps

- Staff is currently reviewing the initial draft of the NG9-1-1 Feasibility Study and will release the final draft on January 29th

- Board work session on Feb 12th to discuss the final draft of the Study

- Final review and approval of the completed Study will be on the agenda for the March 12th Board meeting

Old Business

Text to 9-1-1 Subcommittee

- Subcommittee was tasked with evaluating Text-to-9-1-1 as a statewide initiative
- Charter document identifies two outcomes:
  - A strategy for a statewide initiative for Text-to-9-1-1
  - A well-articulated Text-to-9-1-1 implementation guide for PSAPs
- Outcomes addressed in a white paper

Goals and Recommendations

- The goal is to establish ubiquitous Text-to-9-1-1 service in the Commonwealth

- Recommendations:
  - Encourage the pursuit of web browser Text-to-9-1-1 solutions
  - Leverage text aggregator solutions to identify potential options for statewide use
  - Integrate statewide deployment of texting to 9-1-1 with NG9-1-1

Other Components of White Paper

- Current Text-to-9-1-1 Solutions
- Deployment Process and Best Practices
- Deaf and Hard of Hearing Community
- Potential Costs
- Implementation Steps for Board approval:
  - Governance
  - Funding
  - Implementation Guide

Governance

- Establish ubiquitous Text-to-9-1-1 service in the Commonwealth as a goal:
  - Encourage PSAPs to pursue a web browser solution, which includes a text aggregator solution, to achieve statewide deployment
  - Funding should be used to encourage this behavior to establish a standard level of service across the Commonwealth
  - Staff should ensure that all NG9-1-1 planning includes Text-to-9-1-1
  - Request Board approval on governance steps

Funding

- Establish a grant initiative as part of the PSAP Grant Program with dedicated funding for Text-to-9-1-1:
  - Funding will not be available in FY 2016 through the PSAP Grant Program
  - However, there may be some funding available through the Network Improvement Fund for projects that promote the recommendations included in the Text-to-911 White Paper
  - Staff will lead the effort in developing funding strategies
  - Request Board approval on funding recommendations and staff direction

Implementation Guide

- Discuss deployment related issues beyond the scope of the Text to 9-1-1 White Paper

- Text-to-9-1-1 Implementation Guide would be available as a resource to the PSAPs at least 90 days in advance of when dedicated Text-to-9-1-1 funding is made available

- Request Board approval on Implementation Guide and staff direction

New Business

New Business

- CMRS Subcommittee Report
- City of Newport News Grant Award Amendment Request

And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is March 12th