

E-911 Services Board Work Session  
February 12, 2015  
10:00AM - CESC

Members Present:	David Ogburn	Diane Harding	Kathleen Seay
	Jim Junkins	Athena Plummer	Bob Layman
Members Absent:	Dr. Jeffrey Stern	Danny Garrison	David Von Moll
	Pokey Harris	Sam Nixon	Chief D.A. Middleton
	Brandon Smith	Sheriff J.D. Diggs	Fire Chief Anthony McDowell
Staff Present:	Dorothy Spears-Dean	Steve Marzolf	
	Stefanie McGuffin	Lewis Cassada	

### **1) Welcome and Level Setting**

Mr. Steve Marzolf started the meeting at 10:00AM with a brief opening statement, and then introduced Mr. John Chiamonte from Mission Critical Partners.

### **2) Network Feasibility Overview and Methodologies**

Mr. Chiamonte presented to the work group an overview of why the feasibility study was needed. Discussed were project drivers and project goals. Also reviewed were the domains that were studied and the various methodologies employed.

### **3) Overview of the NG9-1-1 Feasibility Study**

Ms. Dorothy Spears-Dean began her presentation on the overview of the NG9-1-1 feasibility study by listing some of the benefits of a state-wide ESI net.

The next topic covered was operational feasibility, which included staffing studies, state contracts, the Regional Advisory Council, standards, metrics, and mission continuity planning. Ms. Seay asked if the staffing studies should include PSAP level staffing, not just state level staffing. Mr. Marzolf said that there are several key decisions that are going to have to be made that will impact the operations of everyone state, local and carriers included. We aren't ready to make local staffing recommendations yet.

Technical feasibility was reviewed next. Ms. Spears-Dean covered high-level ESI net design options, GIS data exchange, and the synchronization of MSAG, road centerline, and address point data. Ms. Athena Plummer asked a question about the GIS survey that was done for the

study. Ms. Spears-Dean said that 21 surveys were sent and 10 were completed. More survey work would need to be done before GIS data could be prepared. Mr. Marzolf said there is an education gap regarding 9-1-1 and GIS data that needs to be covered. There are opportunities within VITA staff to assist localities.

Ms. Spears-Dean then covered policy considerations and economic feasibility.

Recommendations included expanding the role of the Board, Board representation, and funding recommendations. The technology solution that is selected could have a significant impact on the amount of funds available to transition from legacy 9-1-1 to NG9-1-1, and then fund ongoing operations and maintenance of NG9-1-1.

Mr. Jim Junkins asked what the goal/timeline for completion is, referring to a timeline in the feasibility study. Mr. Marzolf said that the timeline is a starting point. As decisions are made, they will affect the timeline. Mr. Chiaramonte said the timeline was a representation of what could happen depending on technology choices and the ability of 121 PSAPs and the state to come together.

Ms. Plummer stated that she expected there would be a lot more feedback on the feasibility study in the coming weeks.

There was a 15 minute break from 11:00AM until 11:15AM.

#### **4) Implementation Strategy**

Mr. Marzolf began the discussion of the implementation strategy by outlining six guiding principles that VITA staff developed. Those principles are that 9-1-1 is an essential service, all of 9-1-1 will be addressed, stakeholder engagement is mandatory, services will not be degraded, economies need to be leveraged, and doing nothing is not an option.

Mr. Marzolf continued on how to approach the implementation strategy. In the feasibility study there are 141 recommendations. VITA staff prioritized them, grouped them chronologically, and also grouped them into “themes”. Staff will use the list to develop a more detailed plan to be presented at the March 12 Board meeting.

For Governance and Legislative items, there were 58 recommendations. VITA staff believes 28 could be addressed in the first year. Covered were decision maker education, designating 9-1-1 as an essential & local service, defining the roles of the Board and Coordinator, no changes to the Board composition or the Advisory Council, and rulemaking authority.

Ms. Seay had to leave the meeting at 11:30.

Mr. David Ogburn commented on rulemaking & enforcement authority of the Board and expressed doubts that it would be appropriate for the Board to handle both. Mr. Ogburn asked if there was another body in government that handled both responsibilities. Mr. Marzolf said DCJS

- Criminal Justice Services Board was a model to look at. Mr. Marzolf said VITA staff will research DCJS rules, and other public safety boards that have regulatory authority. Mr. Marzolf asked, if authority didn't belong to this Board then whom? Mr. Ogburn said it may need to rest with another agency.

Ms. Athena Plummer recommended that the Regional Advisory Council should be started sooner than later. Developing a Regional Advisory Council now would benefit the buy-in from the local community. Discussion followed.

Mr. Micah Meadows from Fauquier supported the recommended changes to the Board and the Advisory council.

Mr. Steve Souder from Fairfax supported the six guiding principles. He also supported a widening of the official participation with the Advisory Council; the concept should be adopted sooner than later.

Ms. Nicola Tidey from Orange County supported the Regional Advisory Council working with VITA staff and the E9-1-1 Services Board.

Mr. Chiamonte from commented on the MCP recommendations. The council isn't needed so much for their input; they would be needed to deal with the amount of work required. If the Regional Advisory Council isn't adopted right away, then there should be an increase in the number of working groups in lieu of an official "Council", such as a technology working group. Take advantage of an enthusiastic group that you can put to work through working groups or subcommittees.

Mr. Derrick Ruble from Tazewell supported the Advisory Council and could aid in the education of PSAPs to help them get on board with the feasibility study and the recommendations.

Ms. Carol Adams from Stafford commented that PSAPs who haven't looked at the feasibility study, or are slow to participate should not be holding back the PSAPs who do participate and want to move forward. It's not too early to get the Regional Advisory council in the works.

Mr. Richard Troshak from Chesterfield said this was an opportunity to enfranchise the PSAP community, increase their involvement, and get more feedback from them.

Mr. Marzolf said VITA staff will lay out a plan for the Advisory Council and talk about the direction and structure of the Council. (Defining regions, appointments, functions, tasks)

Ms. Diane Harding asked if codifying 9-1-1 as an essential service would be a major or minor change to code. Mr. Marzolf said that currently 9-1-1 is only defined as a technology. All counties must be served by 9-1-1, but it's not defined as essential. How it is defined will determine how controversial it is.

For rulemaking, Mr. Marzolf said the standards and enforcement process needs to be approached holistically. 9-1-1 as a whole should be addressed, and some entity needs to be able to enforce compliance.

Mr. Marzolf reviewed the ESI net design and pricing. Within the feasibility study there are 21 recommendations. During the next 12 months, VITA staff is targeting three of them; the requirements definition, options evaluation, and complete an RFI.

Mr. Marzolf reviewed the best practice and standards recommendations. There were a total of 10, 3 of which will be addressed this year. The areas of consideration are QA/QC of the 9-1-1 system, public education, training and certifications including EMD.

Ms. Jo-Anne Munroe from Alexandria addressed the Regional Advisory Council, that there are several subject matter experts who could assist with the training and certification standards.

Ms. Denice Maars from Dinwiddie disagreed with the Board setting QA/QC standards. EMD is handled through the office of EMS and APCO/NENA set standards for call handling and public education. Mr. Marzolf responded that the only official standard setting body is DCJS.

Ms. Plummer stated that public education, EMD, training, and call handling are ideal for the Regional Advisory Committee. PSAPs are the SMEs on these. Mr. Marzolf said that we could possibly give further empower DCJS or the Office of EMS to fill in gaps.

Mr. Chiamonte wanted to clarify that some of the smaller PSAPs don't have the resources to complete standards. The recommendations look to improve everyone.

Ms. Carol Adams from Stafford referred to the 2012 NG9-1-1 Initiative Action Team that was made up of PSAP representatives, and that group worked well together. Text to 9-1-1 is an opportunity for public education collaboration. There is an expectation that all 9-1-1 calls should be handled the same way (training standards).

Mr. Meadows from Fauquier commented on national standards and PSAP community advocacy.

Mr. Souder from Fairfax stated that it would be beneficial to bring all of 9-1-1 under one umbrella as much as practicable.

Mr. Bob Layman said that he is supportive of QA/QC, but didn't need to complicate other more important decisions than this right now.

Mr. Marzolf discussed the GIS recommendations in the feasibility study. VITA already has the authority to establish data standards within the state.

The last thematic area covered by Mr. Marzolf was the PSAP grant program. Of 14 recommendations, 7 will be addressed this year. NG9-1-1 equipment would be required, establish statewide contracts, and encourage regional CPE/CAD/Logging.

Ms. Plummer Athena said that analyzing when contracts are coming due within regions, would help with regional purchase of equipment.

Mr. Layman supported using the grant program to move smaller PSAPs toward hosted solutions, to demonstrate the benefits of an ESI net.

Mr. Marzolf reviewed the funding recommendations; none of them would be addressed this year. It is too late to present anything to the General Assembly this year, and we need to get a better handle on what NG9-1-1 is going to cost. We don't have enough information to make a compelling argument to the General Assembly at this time.

Mr. Ogburn concurred with Mr. Marzolf.

Mr. Marzolf reviewed the actions to be taken at the March 12<sup>th</sup> E9-1-1 Board meeting. The Board needs to formally accept the NG9-1-1 feasibility study, direct the PSAP Grant Committee to advance study recommendations, direct the Policy Committee to address study recommendations, and direct ISP staff to being work on ESI net requirement and best practices.

Mr. Walt Kaplan from MCP clarified concerns raised in the feasibility study that affect the eligibility for future federal funding.

There were no further Board member comments.

##### **5) Final public comments**

Mr. Micah Meadows stated he hoped that 9-1-1 would become its own standalone profession. He then asked about the compisition of the current board.

1:12 PM the work session was adjourned.

