

**E911 Service Board Meeting
March 12, 2015
10:00 AM - CESC**

Members Present:	Dr. Jeffrey Stern - Chairman	Danny Garrison
	Chief D.A. Middleton – Vice – Chairman	Jim Junkins
	Diane Harding	Pokey Harris via Audio Bridge
	Kathleen Seay	Lt. Col. Robert Kemmler
	Sheriff J.D. Diggs	Fire Chief Anthony McDowell
	David Ogburn, Jr.	Athena Plummer
	Eric Link	Bob Layman
Members Absent:	David Von Moll	Brandon Smith - Advisor
Remote	Abingdon	
	Culpeper	
Staff Present:	Dorothy Spears-Dean	Lewis Cassada
	Steve Marzolf	Sam Keys
	Terry Mayo	Joshua Heslinga - Counsel

1. CALL TO ORDER

Chairman Jeffrey Stern called the meeting to order at 10:05 AM. Dr. Dorothy Spears-Dean did a roll call of the Remote Regional Facilities on the audio conference. All Regional Facilities were on-board and accounted.

2. APPROVAL OF THE MINUTES FROM JANUARY 8, 2015

Chairman Stern asked for changes/additions to the January 8, 2015 Board Minutes. Lt. Col. Robert Kemmler made a motion to approve the Minutes of January 8, 2015, and Chief Doug Middleton 2nd the motion for approval. The Minutes of January 8, 2015 were approved; **14-0-0.**

3. NG-9-1-1 FEASIBILITY STUDY

Dr. Spears-Dean informed the Board that she will first give a brief overview of the NG-9-1-1 Feasibility Study, and when she finishes the brief overview, Mr. Steve Marzolf will go into details about the study and what staff is recommending to the Board.

Dr. Spears-Dean informed the Board that a Board Work Session was held a

couple of weeks ago on February 12, 2015. Dr. Spears-Dean said that since that time, all parties have had time to review the study and its recommendations, which will require specific Board actions today. Dr. Spears-Dean gave a review of the project drivers. The retirement of the current analog network is the primary reason of the study. Dr. Spears-Dean said that implementing NG9-1-1 is needed in order to service the citizens of Virginia. She said that Carriers have begun a transition to IP-based telephony, and the traditional 911 service providers have announced their intention to exit the marketplace. As a result of this announcement, consumers have begun to shift expectations and behaviors. Dr. Spears-Dean said that this shift will allow advances in technology. Dr. Spears-Dean reminded the Board of the goals for the Feasibility Study. The goals are: to provide multiple solutions for the design of a single, statewide IP-based 911 network; address system design, procurement, implementation, operation and governance issues; develop a multi-phase effort to address generational technology issues; and to support a long-term strategic approach to improve 911 service delivery. Dr. Spears-Dean talked about the statewide ESInet benefits which will speed access to text to 911; enable enhanced redundancy/backup PSAP flexibility; improve interoperability/data sharing among PSAPs, especially for PSAP to PSAP call transfer; allow for efficiencies through centralized solutions and retiring of expensive, legacy technologies. In order to gather this information, Dr. Spears-Dean informed the Board that the following were employed: PSAP survey/data collection; VITA staff and Regional Coordinator input; town hall meetings were held which enabled the gathering of information from the PSAP Community; policies were reviewed; and finally, an external reference review. Dr. Spears-Dean then talked about the “Operational Feasibility” of NG911 Service. She said that the concept of NG911 needs to be ready with purchases through state contracts and multi-jurisdictional purchases. Dr. Spears-Dean said that the concept of a “Regional Advisory Council” was introduced. Other components of operational feasibility included develop standards and best practices for NG911; develop performance metrics; and situational awareness and mission continuity plans. Dr. Spears-Dean then talked about the “Technical Feasibility” aspects of the plan which includes: current aspects of 911 service; motivators for NG911; key NG911 system components; conceptual network designs; network design considerations; public safety-grade considerations; GIS considerations; and communications service providers. Dr. Spears-Dean said that the Integrated Services Program Division is already working toward this and anticipating the needs of GIS. She said that one of the time-consuming efforts of moving to a NG911 system will be the preparation of GIS data. She talked about the Spatial Database Management System (the data repository) and the Geospatial Data Exchange (means to go about exchanging the data). Dr. Spears-Dean said that the synchronization of the MSAG with the GIS road centerline and address point data is another critical issue. Dr. Spears-Dean said the “fundamental question” that needs to be answered before an ESInet can be constructed is what type of ESInet such as state-level ESInet, regional ESInet, or regional ESInet that interoperate with state-level ESInet, and other ESInets. Dr. Spears-Dean then talked about the policy and political consideration of

NG911. Some of the items of discussion is to expand the role for the State Coordinators and the E911 Services Board, as well as rulemaking (enforcement); changes in Board representation; creating a Regional Advisory Council to make recommendations for rulemaking; elimination of cost recovery and transfers; create a sustainable funding model and enhanced the role of the Regional Coordinators. The Final aspect of the NG911 Study is to consider the “economic feasibility”. Dr. Spears-Dean said the “true costs” have not been developed for NG911 implementation, and that this will not be done until a final implementation plan has been determined. She also said that existing surcharges and taxes alone may not be adequate to fund both a legacy 911 system and a transition to NG911 services. Dr. Spears-Dean then turned the presentation over to Mr. Steve Marzolf, Integrated Services Program Director, to talk about the “Implementation Strategy” of NG911.

Mr. Steve Marzolf addressed the Board and said that the report is 348 pages. Mr. Marzolf said that staff has looked over the document to determine what it all means. Mr. Marzolf said that “Mission Critical Partners,” the firm that put together the document, has provided recommendations on the “Implementation Strategy”. However, Mr. Marzolf said that staff has reviewed the recommendations and has come up with some guiding principles, which are: 911 is an essential, local/regional service; all of 911 needs to be addressed and not just NG911; engagement of “full” stakeholders is needed; services must not be degraded; economies need to be leveraged, and that “doing nothing” is **NOT** an option. Mr. Marzolf said that the steps to implementing NG911 should be done by first determining priorities, as the report contained 141 recommendations. He also said that some guiding principles were identified by the report. Mr. Marzolf also said that the ISP website will have all 141 recommendations posted. He also said that first the priorities will be identified chronologically; then grouped into themes; and finally an estimated timeline will be listed. He is hoping that all will be completed by July 1, 2016. Mr. Marzolf said that Governance/Legislative will be done first. Staff picked out 57 recommendations. Mr. Marzolf said that out of the 57 recommendations, 27 will be addressed in the first year. He said that decision maker education will be done (as it touches everybody); the role of the Board and Coordinator will be identified (not the Board composition or advisory council right now); an explicit designation of 911 as essential and local service to be addressed in first year; and the Policy Committee to take a look at the role of the “Rulemaking Authority.” Ms. Athena Plummer commented that having the Rulemaking Authority as the “Public Safety” piece is very important. Mr. Marzolf said the “Rulemaking Authority” is more holistic and addresses the enforcement of standards which needs to be broader than NG911. He also said that 911 rulemaking needs to focus on E911 and NG911. Mr. Marzolf also said that the Board should be responsible for enforcement to compel compliance. Mr. Marzolf then talked about the ESInet design and pricing. He said the study had 21 recommendations, and that 3 will be addressed in the first year. Mr. Marzolf said that requirement definitions have to be made as well as options for evaluation. Mr. Marzolf also said that a Request for Information (RFI) has to be

done. Mr. Marzolf said that under the “Best Practice/Standards” section of the report there were 10 recommendations in which 3 will be addressed in the first year. He said that “best practices” for standards for NG911 has to be identified and prioritized. Areas of consideration are: QA/QC for 911 system and call handling; public education; training and certifications; and EMD. Mr. Marzolf then talked about the Geospatial Foundation of the study in which 2 recommendations were made. Staff has identified one of the recommendations to be addressed the first year. The two recommendations from the study are: NG911 data standards and ALI/MSAG analysis. Staff is recommending doing the ALI/MSAG analysis the first year. Mr. Marzolf then informed the Board that the last item the report focused on is the “PSAP Grant Program”. There were 14 recommendations to the program, in which staff is recommending addressing 8 in the first year. Recommendations are to include NG911 compatible equipment; provide statewide equipment contracts and to encourage regional sharing of CPE/CAD/Logging equipment. Mr. Marzolf said that staff is ready to do this step. Kathleen Seay asked if there is currently a regional radio contract for significant dollars in the next couple of years, and if the Board is ready to address this in a timely manner. Mr. Marzolf said as with the case with the CPE, localities usually receive a grant from the Board to buy this and that he encourages localities to do the same for other equipment. Mr. Marzolf also said that VITA has a contract in place for radio equipment. Mr. Marzolf said that staff would like to give the localities multiple options to consider. The final section on the study was about “funding”. Mr. Marzolf said that staff is recommending that nothing be done for this section this year, as the cost has not been determined.

Mr. Marzolf then addressed the Board about the “detailed plan” (see Plan posted on the website). After going over the detailed plan, Mr. Marzolf informed the Board of the staff’s recommendation on Board actions which are: direct the PSAP Grant Committee to advance study recommendations within the FY2017 PSAP Grant Guidelines (Mr. Marzolf informed the Board that the Committee will be meeting this afternoon directly after the Board meeting); direct the Policy Committee to address study recommendations for Governance and Legislative changes; and direct staff to begin work on ESInet requirements and best practice development.

Chairman Stern called for questions from the Board, and there was a lengthy discussion from Board members. Chief Middleton commented that this is the single most important thing the Board has done. Questions and concerns were voiced in not forming the “Advisory Council” at this time. Also, Chief Middleton referred the Board members to a letter he and other Board members received from the “SCC” which raises concerns about this Board going forward with NG911 rulemaking. However, it was noted that staff had not received this letter and could not speak on it. Some Board members expressed reluctance in going forward with the Policy Committee recommendation until a clear understanding is received from the SCC of their concerns. Mr. Marzolf was tasked with contacting the SCC to inquire about the document sent to Board members. Some

Board members were concerned with the aggressiveness of the schedule presented to the Board for completion. There was discussion of having members of APCO/NENA work with staff up front and not on the back end of implementation. Chief Middleton also expressed concerns about the “unfunded” mandate. He also commented that the Board should have more dialogue and he encourages those involved to think about “how the Board goes about doing the implementation than what the Board does.” He also said that the cost will be huge. Chief Middleton also encouraged the PSAP Community to read the study. A lengthy discussion continued from the Board. Chairman Stern asked members from the audience for comments on the report.

Richard Troshak addressed the Board on his concerns, and directed the Board to a letter from APCO. Ms. Carol Adams and Mr. Jerry Smith also addressed the Board with their concerns. Chairman Stern called for a motion on staff’s recommendation to the Board. Sheriff Danny Diggs made a recommendation that the Board moves forward with the recommendations and that the Board receive a recommendation from the Policy Committee on how to address the APCO letter at the May meeting to the Board. Chief Middleton 2nd the motion. The motion was approved; **14-0-0**.

Dr. Stern welcomed Mr. Eric Link as the Interim CIO for VITA to the Board, and then turned the remaining Board items to the Vice-Chairman, Doug Middleton, as he had to leave.

4. OLD BUSINESS

- **None**

5. NEW BUSINESS

Dr. Spears-Dean addressed the Board on the following:

- **PSAP Grant Committee Report:** Dr. Spears-Dean said because the March 5th meeting had been rescheduled, no Board action is required.
- **Emergency Grant Requests:** Dr. Spears-Dean addressed the Board and said that Andrea Gaines would like to address the Board on behalf of Fluvanna County concerning the request. Ms. Gaines said that her PSAP was granted three grants for FY2016, but is requesting that the Console grant be used for FY2015 instead of FY2016. Vice-Chairman Middleton asked staff if this is appropriate and have we done this in the past based on the Grant Guidelines.

Staff said it is recommending not approving this request, but informed the Board that Fluvanna County has been approved for the FY2016 funding which will begin July 2015. The Vice-Chairman asked for questions from the Board. Ms. Athena Plummer asked if the equipment is currently working. Ms. Gaines said yes. Vice-Chairman Middleton then called for a motion from the Board. Ms. Kathleen Seay made a motion to accept staff's recommendation that the emergency grant request be denied. Lt. Col. Robert Kemmler 2nd the motion. The motion was approved for denial of the request; **13-0-0** (Chairman Stern had to leave).

Shenandoah Emergency Grant Request: Jason Malloy addressed the Board to seek an emergency grant request to replace auxiliary equipment that is no longer working and has failed. Vice-Chairman Middleton asked for questions from the Board. Mr. Jim Junkins asked for an explanation of what Mr. Malloy means by "auxiliary" equipment, and the amount of the request. Ms. Kathleen Seay asked if the \$40,000 can be postponed and asked for later. Mr. Malloy said no. Vice-Chairman Middleton called for the motion to not approve this request at this time. Lt. Col. Robert Kemmler made a motion to approve staff's recommendation and not fund the request at this time. Chief Anthony McDowell 2nd the motion to deny the request. Comments were made from Athena Plummer stating that she is concerned about Shenandoah not having a back-up. The Board voted, and the motion was denied; **13-0-0**.

6. PUBLIC COMMENT

Vice Chairman Middleton called for public comments at CESC and the remote locations. There were none.

7. ADJOURNMENT OF THE MEETING

Vice-Chairman Doug Middleton called for a motion to adjourn the meeting of the E911 Services at Board at 12:26 PM; and the motion was approved; **13-0-0**.

Respectfully Submitted:

Terry D. Mayo

(Date)