

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

Members Present:	Dr. Jeffrey Stern	David Ogburn
	David Von Moll	Robert Kemmler
	Jim Junkins	Diane Harding
	Anthony McDowell	Bob Layman
	Jolena Young	Dennis Hale
	Kevin Hall	Adam Thiel - Advisor
	Kathy Seay	
Members Absent:	Danny Garrison	Steve Hudson
Remote	Culpeper	Abingdon
	Roanoke	
Staff Present:	Dorothy Spears-Dean	Joshua Heslinga - Counsel
	Steve Marzolf	Terry Mayo
	Lewis Cassada	

**1. CALL TO ORDER**

Chairman Stern called the meeting of the E911 Service Board to order at 10:11 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. Dr. Spears-Dean introduced the new Board Members. Dr. Stern asked that everyone introduce themselves. Dr. Stern then called for the nomination of a new Vice Chairman of the Board since Chief Doug Middleton is no longer on the Board. James (Jim) Junkins was nominated by the Board to serve as its Vice Chairman. A vote was carried out and the Board approved the nomination; **11-0-0**. (Kathy Seay had not yet arrived.)

**2. APPROVAL OF THE MINUTES FROM JULY 23, 2015**

Chairman Stern asked for changes/additions to the July 23, 2015 E911 Service Board Minutes. Lt. Col. Robert Kemmler made a motion to approve the Minutes of July 23, 2015, and Vice Chairman Jim Junkins 2<sup>nd</sup> the motion for approval. The Minutes of July 23, 2015 were approved; **11-0-0**. (Kathy Seay had not yet arrived.)

### **3. 2015 ANNUAL REPORT**

Dr. Spears-Dean informed the Board it is required to file an Annual Report yearly. Dr. Spears-Dean went over the reporting requirements (see slide deck) for the Annual Report. She gave an overview of some of the highlights of what was included in the 2015 Annual Report. The Annual Report concentrated on the 9-1-1 Comprehensive plan, the NG911 Feasibility Study; ESInet; maintenance phase for legacy 911 technologies; the continued support for “text to 911; and the impact of transfers from the Wireless E-911 Fund on the PSAP Grant Program. Dr. Spears-Dean then talked about the Legislative Agenda that was focused in the Annual Report. Dr. Spears-Dean said that the Board is looking to drop the “E” from the name of the E911 Service Board and become the 911 Service Board. The Board would also like to establish the Board’s ESInet and core NG9-1-1 services standard setting authority, define the terms “ESInet” and “NG9-1-1,” and codify 9-1-1 as essential, local, public safety service. Dr. Spears-Dean said that although the Annual Report has been filed, the Board still needs to approve the Annual Report for FY2015. Dr. Spears-Dean said that because there was a lack of a quorum for the September meeting, and the meeting was cancelled, the Board was unable to vote on the Annual Report. However, the Annual Report was filed on October 1, 2015 as required. Dr. Spears-Dean is now asking the Board for its approval of the 2015 Annual Report. Chairman Stern asked the Board if it had any questions or comments. There were none, so he then asked the Board to entertain a motion on accept the 2015 Annual Report. Robert Layman made a motion to accept the FY2015 Annual Report. Lt. Col. Robert Kemmler 2<sup>nd</sup> the motion to approve the FY2015 Annual Report. The FY2015 Annual Report was approved; **12-0-0**.

### **4. 2015 TRUE-UPS**

The Coordinator, Dr. Dorothy Spears-Dean, addressed the Board and said that each year the PSAPs are required to do a True-Up Report. The Report contains: total 9-1-1 calls; total wireless 9-1-1 calls; and PSAP personnel costs. Dr. Spears-Dean said that completion of a True-Up Report is a requirement for any PSAP wishing to participate in the PSAP Grant Program. She said that FY2014 was the first year in which call load data submitted by PSAPs must be verified by call accounting system reports, and that any exception must be approved by the Board. Dr. Spears-Dean said that the statewide wireless percentage increased by 1% since FY2014. Dr. Spears-Dean said that this year all PSAPs have complied with the completion of a True-Up report. Dr. Spears-Dean said that staff is recommending that the Board approve the complete and timely True-Ups submitted by the PSAPs with the exception of one PSAP, Martinsville/Henry, which will be considered separately. Chairman Stern called for a motion from the Board to accept the True-Up Reports with the exception of the Report from Martinsville/Henry. Vice Chairman Jim Junkins made a motion to approve the True-Up Reports from 120 PSAPs with the exception of Martinsville/Henry. Lt.

Col. Robert Kemmler 2<sup>nd</sup> the motion for approval. All approved; **12-0-0**.

Dr. Spears-Dean talked about the one exception for “Martinsville/Henry County. The Coordinator said that Martinsville/Henry submitted its True-Up Report, but was missing about two months of call accounting reports due to a hard drive failure. Dr. Spears-Dean said that staff recommends that the Board accept the call load data submitted by the PSAP and consider the True-Up complete. Chairman Stern called for a motion from the Board to accept the True-Up Report from Martinsville/Henry as staff has recommended. Mr. David Von Moll made a motion to approve the Report, and Lt. Col. Robert Kemmler 2<sup>nd</sup> the motion for approval. The True-Up Report for Martinsville/Henry was approved; **12-0-0**.

## **5. OLD BUSINESS**

- **Adjustments to FY16 PSAP Grant Awards Total:** Dr. Spears-Dean informed the Board that the spread-sheet in the January Board packet was incorrect. The amount of \$75,355.50 for a voice logger grant for Sussex County was not included in the total amount of FY2016 grants. Dr. Spears-Dean said that amount listed for this grant in the amount approved column included a comma where a decimal point should have been. Dr. Spears-Dean said that the error was discovered during the year-end reconciliation process with Finance. She said that the cell was captured as a text and was not included in the total amount of FY2015 grants. Staff is asking the Board to amend the total for the FY2016 grants to \$7,657,138.45 to include the grant for Sussex. Chairman Stern called for a motion from the Board to accept the amended amount for the FY2016 grants to \$7,657,138.45. Lt. Col. Robert Kemmler made a motion to approve the amended amount; and Kathy Seay 2<sup>nd</sup> the motion for approval. The motion was approved; **12-0-0**.
- **Update on NG9-1-1 Planning:** The ISP Director, Steve Marzolf, addressed the Board and gave an update on a couple of items. He gave an update of the NG9-1-1 Planning. Mr. Marzolf said that staff and the Board will continue to work with the groups formed to study NG9-1-1. Mr. Marzolf said that staff and the Board are looking for a patron to pick up the mantel from Senator Watkins who retired from the General Assembly. Mr. Marzolf also said that the pre-filing for items to the General Assembly is in December, and he hopes to have something lined up by that time to submit. Mr. Marzolf stated that two organizations, VACO and VAML are having a problem with the Board identifying 911 as an essential, local, public safety entity. He also said

that staff and the Board is not asking for changes in Legislation right now, but will in the January meeting. Dr. Stern said that he and Chief Middleton spoke with VACO this Monday, and this issue did not come up.

Mr. Marzolf talked about the Call Handling Equipment RFP. He said that staff is working on this, and after it is issued, will be discussed in the development of the FY2018 PSAP Grant Guidelines. He said it will be after the 1<sup>st</sup> of the year before the RFP will be issued. Mr. Marzolf said that this is a non-mandatory VITA contract that will be available for any locality to purchase their equipment.

Mr. Marzolf said that the final task that staff was tasked with is the ESInet. Mr. Marzolf said that Northern Virginia put out an RFI before staff had a chance to do it. So, staff decided to wait to see what they had. He said he is glad that staff waited because it would have been a duplicate. He said that their RFI has the same issues as what staff was addressing. He said he is not asking for any actions from the Board at this meeting, but may ask for it at the next meeting in January. Dr. Stern asked about passing on the RFI; how much time and financial savings staff would be putting into this RFI. Mr. Marzolf said that it will not be much of a dollar savings, but probably time savings for staff. He said that staff will have to find out what the standards are for the Board, and because of the timing, it will be challenging to determine. Mr. Marzolf also stated that the only reason staff is looking at the RFI is for the benefit of the localities. Kathy Seay asked about the “study, and the phasing-in of items such as cost being in phase II.” She wanted to know will the Board bring phase II approval forward and not look at it as a whole. Mr. Marzolf said that yes, this is a concern. It will not be the funded solution, but will help staff nail down a cost. He said the Vendors do not know what they will provide either. He said that the Vendors will be figuring it out with staff. Mr. Marzolf said that staff is still hoping to have the cost model discussions this year, and that it will be FY2017 when staff will take this to the Legislature. Kathy Seay asked if the Board would not mandate this, and that the Board will be looking to discuss this in phase II. Mr. Marzolf said yes. He said that the Board will figure out what makes sense and then go to the General Assembly. Dr. Stern asked for more questions or comments. Mr. Marzolf commented that staff is working to put up a web-site where any Board Member or anyone can go to and see what is going on with the studies.

## **6. NEW BUSINESS**

**Regional Advisory Council (RAC) Report:** Dr. Spears-Dean addressed the

Board and said the RAC had its 1<sup>st</sup> meeting this week on Tuesday, November 10. They have been working on the “Charter” for the Council. There is going to be another meeting on December 8. Dr. Spears-Dean informed the Board of the make-up of the Council.

- **City of Petersburg Emergency Grant:** Dr. Spears-Dean addressed the Board and said that staff is recommending that the Board not approve the City of Petersburg Emergency Grant, as it does not represent an emergency. The CPE is still functioning, but it is very old. At this point they do not meet the definition of an “emergency”. Dr. Spears-Dean said that it is the precedence of the Board that poor planning does not represent an Emergency Grant Request. The Board decided to defer this request and not act on it. The Board did instruct Dr. Spears-Dean to notify the City of Petersburg.
- **Louisa County Grant Amendment Request:** Dr. Spears-Dean addressed the Board and said she received a request to amend Louisa County’s grant award. The locality would like to combine two projects. Staff is recommending that the Board not approve the request as it is a “change in scope”. The Coordinator informed the Board that she has advised Louisa County that this is not acceptable, and that no additional funds will be given for another project. Any funding not used by Louisa County for the “original” grant that was approved will be used for future grant awards. The Board decided to defer this request also and not act upon it. The Board instructed Dr. Spears-Dean to contact Louisa County stating that the money for the original funding was approved, and not to spend any left over funding on the second project.
- **Citizen Survey:** Mr. Marzolf addressed the Board and said that staff conducted a Citizen Survey. Staff partnered with VCU to conduct a statistical complete survey. He said that staff was looking to measure satisfaction, etc. Mr. Marzolf said that the results of the Study are in the Board’s Packet for the Board to review. Mr. Marzolf went over the survey results with the Board. He said that almost 61% of those completing the survey did so by cell and did not have a landline phone. Almost 75% used a smartphone; cell users were 50%+ more likely to take the survey; and over 40% of Virginian’s have called 911. He also said that 70% believe landline provides location while only 41% believe wireless does. Mr. Marzolf said that three out of four had seen #77 signs and were aware of what it was. Mr. Marzolf talked about the comparison between the 2003 and the 2015 survey. He said that staff would like to look at the “regional differences” and maybe do some grant targeting with the localities. Mr. Marzolf said that staff wants to work through the RAC on this project.

Dr. Stern asked for any question from Board, and there were none.

**7. PUBLIC COMMENT**

Chairman Stern called for public comments at CESC and the remote locations.  
No comments from the remote sites.  
No comments from CESC.

**8. ADJOURNMENT OF THE MEETING**

Chairman Stern called for a motion to adjourn the meeting. Vice Chairman Jim Junkins made a motion to adjourn the meeting, and Diane Harding 2<sup>nd</sup> the motion to adjourn the meeting. The meeting adjournment was approved; **12-0-0**.  
The meeting was adjourned at 11:14 AM.

**Respectfully Submitted:**

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**Terry D. Mayo**

**(Date)**