

9-1-1 Service Board Meeting
November 10, 2016
10:00 AM - CESC

Members Present:	Jeffrey Stern - Chairman	Kevin Hall
	James Junkins – Vice Chairman	Robert Layman
	Jolena Young	Lehew Miller
	Diane Harding	Richard Clark
	Nelson Moe	Kathy Seay
	Dennis Hale	Terry Ellis (Remotely)
	David Von Moll	
Advisor	Megan Peterson	
Members Absent:	Danny Garrison	Anthony McDowell
Remote	Culpeper	Abingdon
	Roanoke	
Staff Present:	Dorothy Spears-Dean	Stefanie McGuffin
	Steve Marzolf	Joshua Heslinga - Counsel
	Lisa Nicholson	Susan Nelson
	Lewis Cassada	Terry Mayo

1. CALL TO ORDER

Chairman Stern called the meeting of the 91-1- Service Board to order at 10:03 AM.

2. APPROVAL OF THE MINUTES FROM SEPTEMBER 30, 2016

Chairman Stern asked for changes/additions to the September 30, 2016 9-1-1 Service Board Minutes. Nelson Moe made a motion to approve the Minutes of September 30, 2016, and Diane Harding 2nd the motion for approval. The Minutes of September 30, 2016 were approved; **12-0-0**. (Kathy Seay and Terry Ellis had not yet arrived).

3. 2016 TRUE-UPS

The Coordinator, Dr. Dorothy Spears-Dean, addressed the Board and informed the Board that in their meeting packets there is a finalized data information spreadsheet for them to review. Coordinator Spears-Dean said that the “True-Up”

report has been reviewed with a two-step process involving ISP staff. The Coordinator went over the information with the Board. The Coordinator informed the Board that it is recommended that the PSAPs run call accounting reports every 30 days within their PSAPs to determine if the equipment is running correctly. Dr. Spears-Dean said that she and staff looked the statewide FY2016 results which was had total 911 calls of 4,470,764; total wireless 911 calls 3,387,594 which means 76% of all of 911 calls are reported on wireless trunks. She said that personnel costs were \$115,253,631, and had increased by 3%. Dr. Spears-Dean said staff is asking that the Board review and approve the 120 PSAPs True-Up Submissions that were submitted on time and complete. Chairman Stern called for a motion from the Board to approve the True-Ups as recommended by the Coordinator and staff. Richard Clark made a motion to approve the recommendation, and Lee Miller 2nd the motion to approve the recommendation. All approved; **12-0-0**. (Kathy Seay and Terry Ellis had not yet arrived).

Coordinator Spears-Dean said that there was only one anomaly to the True-Ups this year, and that is Martinsville/Henry. Martinsville/Henry has estimated that two months of data was missing because of faulty equipment. The missing data was estimated by averaging the 10 months of existing data. Coordinator Spears-Dean and staff are recommending that the True-Up for Martinsville/Henry be approved. Chairman Stern called for a motion from the Board. Nelson Moe made the motion to approve the data, and Jolena Young 2nd the motion. A short discussion by Board members was held. Chairman Stern called for a vote, and all was approved; **12-0-0**. (Kathy Seay and Terry Ellis have not yet arrived).

4. UPDATE ON 9-1-1 DATA ANALYTICES PROJECT

Dr. Spears-Dean addressed the Board and said that Stefanie McGuffin will give a brief update on the 911 Data Analytics Project. Ms. McGuffin addressed the Board and gave her brief update. Ms. McGuffin said that in March the Board approved \$1M of existing budgeted funds for this project which was to deploy ECaTS statewide and start data collection as soon as possible. The Board also voted in March that this project be a “Conditional Mandatory Participation” project, based on funding by the Board and an exception process. Ms. McGuffin said that staff has not received any exceptions by the PSAPs. She said that an agreement for data sharing has been started with the use of local data and not State data. Ms. McGuffin said that the Data Sharing Agreement was executed with 119 primary PSAPs, and that since August staff has been working to get the devices ordered to deploy ECaTS. She said that at the beginning of November, the Technicians have been working to get the equipment installed. Ms. McGuffin said that everything is going as scheduled and that all should be installed by the 1st of January and training will begin shortly thereafter. She said that staff is also continuing to work towards the future by continuing to analyze the data and to review the reports generated. Ms. McGuffin said that she would like to develop a

“best use” guide to help the PSAPs. Ms. McGuffin said that everything is progressing smoothly and on time. Ms. McGuffin asked for questions from the Board. Jim Junkins asked about the funding of additional software if needed for the project, and if it was included in the funding. Ms. McGuffin answered yes that any addition funding is included in the project. Vice Chairman Jim Junkins wanted to know if staff has thought about in the future if something needs to be replaced, and should the PSAPs have to think about funding. Ms. McGuffin said that it is covered; however, the PSAP decides to go another direction, then the PSAP would be responsible for that cost. There was a question from one of the remote localities via Coordinator Spears-Dean about how will they know when the installation will begin with their PSAP. Ms. McGuffin said that the PSAP will get an email once the schedule has been set. She said that it is usually sent out two – two and a half weeks prior to the installation, and no later than one week reminder. Lew Miller asked if Law Enforcement Officers and 1st responders are reactive, does this system proactively identify those instances. Ms. McGuffin said absolutely. She said that if anything odd starts happening that an alert will be sent out. Mr. Marzolf commented that the type of alert sent out will not be identified, such as overdose, etc., but there will be an over- abundance of calls coming up which will alert the PSAP that something is happening. Ms. McGuffin said that there is a mapping tool also included in the equipment. Chairman Stern congratulated and thanked Ms. McGuffin on this project.

5. OLD BUSINESS

- **Southampton County Grant Payment:** Coordinator Spears-Dean addressed the Board and said that at the September 30th Board meeting she had asked the Board to make a decision on recovering funds that Southampton County received because non allowable items were included in the invoice that the Board has paid for through a grant they received. Coordinator Spears-Dean informed the Board that she had sent them a “decision brief” on this agenda item. She said that staff will tighten up the guidelines so that staff will not have to deal with this again. Chairman Stern asked that Southampton County come up and address the Board. Southampton County addressed the Board and said that they had no additional information to provide, but would answer questions. Robert Layman asked if they understood that the items were not allowed for funding, would they still have gone through with the project. Southampton County said they would not have gone through with the project. Kevin Hall commented that he believes they did everything they thought was right. Mr. Hall said that he would like to make a motion that the Board does not receive recovery of the money. Richard Clark 2nd the motion. Mr. Clark said he concurs with Sheriff Hall. A brief discussion was held to ensure that the Board is aware of any and all of its rights by Attorney Joshua Heslinga. Nelson Moe asked if the Grant Committee has committed to fixing the problem. He also commented that he is asking his staff, as well as the Grant Committee and PSAP to take a 2nd look at this issue to ensure that it does not

happen in the future. Dennis Hale commented that he agrees with Mr. Moe, as this money could have gone to another PSAP. Kathy Seay asked if the Board could ask for Southampton County to split the amount owed to the Board. She also asked Counsel if that is an option. Attorney Heslinga said that there is a specific, statutory process that must be approved by the governor, etc. in order to seek partial payments. The Board agreed that it did not want to go through that lengthy process. Chairman Stern then called for a vote on the motion that the 9-1-1 Service Board not seek recovery from Southampton County and that Southampton will retain the amount in question. All approved; **14-0-0** (Terry Ellis voted remotely since there was a quorum at the meeting site).

6. NEW BUSINESS

- **Regional Advisory Council Report:** Chairman Stern informed the Board that the RAC Chairman, Terry Hall, will address the Board and give the Board a summary of what is going on with the Regional Advisory Council (RAC). Mr. Hall gave an update to the Board. He said it is working very well and they are very satisfied with the process. He went over what the RAC has developed. He said this is an open process and that everything is going well. He gave high marks to the Data Analytics Project. Chairman Stern asked for questions. Coordinator Spears-Dean gave a sample of work products that have been developed by the RAC, and said that the RAC has been a good resource. Chairman Stern thanked Mr. Hall.

Chairman Stern asked for additional new business that the Board would like to discuss. There were none from the other Board members, but he said that he would like to acknowledge that Mr. Steve Souder is retiring after 50+ years of service. Chairman Stern informed the Board that Mr. Souder has been up in front of the Board many times, and he has known him for 25 years. Chairman Stern said he would like the Board to present and recognize Mr. Souder for his career and years of service. Mr. Nelson Moe asked if the Board could present him with a small commendation from the Board. Mr. Richard Clark made a motion that the Board present Mr. Souder with a small commendation at his retirement. Chairman Stern 2nd the motion. The Board voted, and all approved; **14-0-0**.

7. PUBLIC COMMENT

Chairman Stern called for public comments at CESC and the remote locations, and there were none.

8. ADJOURNMENT OF THE MEETING

Chairman Stern adjourned the meeting of the Board at 11:06 AM. The next 9-1-1 Service Board Meeting will be held on January 12, 2017. All approved; **14-0-0**.

Respectfully Submitted:

Terry D. Mayo

(Date)