



# E-911 Services Board

General Business Meeting

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January 14, 2015



# Agenda

1. Call to Order
2. Approval of Minutes
3. Finance Committee Report
4. FY 17 PSAP Grants
5. Old Business
6. New Business
7. Public Comment
8. Adjourn



# Finance Committee Report





# FY2015 - Transferred to VITA

Description	Amount
Transferred from TAX	\$30,987,423.51
Aide to Localities	(\$10,004,836)
CMRS Cost Recovery	(\$ 4,039,969)
Salaries/Benefits	(\$ 1,322,504)
Other Expenses	(\$ 832,894)
VSP Transfer	(\$3,700,000)
Compensation Board Transfer	(\$8,000,000)
VGIN Transfer	(\$1,750,000)
Difference	\$1,337,221
Cash with Treasurer – June 30, 2015	\$13,619,957.02



# Wireless E-911 Fund Revenue

Year	Revenue	Change
FY15	\$59,245,942.01	10%
FY14	\$53,670,091.37	-8%
FY13	\$58,469,892.72	6%
FY12	\$55,228,578.90	4%
FY11	\$52,953,817.62	0%
FY10	\$53,015,427.57	3%
FY09	\$51,536,334.92	2%
FY08	\$50,461,828.00	6%
FY07	\$47,593,846.00	11%
FY06	\$42,905,088.00	9%
FY05	\$39,313,650.00	14%
FY04	\$34,381,027.00	14%
FY03	\$30,196,055.00	11%
FY02	\$27,148,179.00	45%
FY01	\$18,737,782.00	7%



# Cash Reserve Policy

“It shall be the policy of the Virginia E-911 Services Board to maintain a cash reserve **at least** equal to the average amount of projected expenses for one month of the following fiscal year. As permitted by Section 56-484.17(D) of the Code of Virginia, the Board will, to the maximum extent possible, retain some or all of uncommitted funding at the end of each fiscal year for a reserve balance pursuant to this policy.”

Description	Amount
Average VITA Monthly Aide to Localities	\$2,237,207.76
Average TAX Monthly Payments	\$2,470,850.20
Total Monthly Costs	\$4,708,057.96



# Grant Funding

Description	Amount
Cash Balance – June 30, 2014	\$13,619,957.02
Prior Year Grants Carried Over	(\$4,867,927.97)
FY2016 Grants Awarded	(\$7,657,138.45)
Projected FY16 Grant Revenue	\$4,760,790.19
Cash Reserve Policy	(\$4,708,057.96)
Unspent CMRS Funding for FY16	\$2,587,555.28
Projected FY17 Grant Revenue	\$4,816,988.89
Projected FY17 PSAP Grant Funding Available	<b>\$8,552,167.00</b>



# FY 17 PSAP Grants







## Focus of Grant Presentation

- Review significant changes with the FY 17 PSAP Grant Guidelines
- Request the Board consider the following items related to the FY 17 grants:
  1. Fund grants through Priority 31
  2. Fund Priority 32 grants with revisions to original scope of work and amount requested



# Review of FY 17 Grant Guidelines

- New Programs:
  - Shared Services, Individual PSAP, and PSAP Education Program (PEP)
  - Priorities have been streamlined and begin to address NG9-1-1
    - NG9-1-1 GIS Equipment and Services
- New definitions:
  - NG9-1-1 Ready, Recurring Costs, Call Handling Equipment (CHE)
- Funding for Text-to-9-1-1 projects



## Summary of FY 17 Grants

- PSAP Grant Committee (PGC) met on December 10, 2015 to review, prioritize, and recommend amounts for the FY 2017 PSAP grants
- 155 grants were received, which totaled \$12,648,749:
  - 83 PEP grants
  - 12 Shared Services grants
  - 60 Individual grants



## Summary of FY 17 Grants

- Four applications are not recommended for funding because they did not meet the FY 17 PSAP Grant Guidelines:
  1. Botetourt – Back-up Center
  2. Hampton – FSA/CAD Component
  3. Louisa – Radio Consoles
  4. Twin County - Multi-Year Funding



## Summary of FY 17 Grants

- Ten GIS data project applications were submitted with varying justifications for Tier Type
- The PGC is recommending the following:
  - Non Vendor Supported
    - Floyd
  - Technically Outdated
    - King & Queen, Roanoke County, Tazewell, Botetourt, Franklin City, Greenville, and Wise
  - Strengthen
    - Amelia and King & Queen



## Summary of FY 17 Grants

- Other applications:
  - Fairfax County's ESInet project was ranked as Technically Outdated
    - Precedent setting for ESInet projects
  - Greenville Shared Services project was reviewed to see if it met the shared services definition
  - Augusta, Clarke, Martinsville-Henry Time Sync and UPS projects



## Recommendations for FY 17 Grants

- Report from Finance Committee indicates that \$8.5M is available for PSAP grants
- As a result, PGC is recommending that grants through Priority #31 be awarded funding
  - This amount is \$8,066,886
- **Board item #1: Consider funding grants through Priority #31**



## Additional Item: Priority #32 Grants

- The PGC recommendation does not include any NG9-1-1 Equipment and Services grants
- The amount of uncommitted funding (about \$485K) is insufficient to fully fund the next group of grants (Priority#32)
- The PGC asked ISP staff to work with the impacted PSAPs in this grant category
  - Devise a successful strategy to utilize revised grant awards from uncommitted funding





## Priority #32 Grants

- ISP staff worked with localities to revise their applications to include stand-alone phases with related costs
- The goal was to produce tangible and usable products for revised grant awards
- The general approach taken by the localities was to focus initially on local data to determine improvements or corrections for a regional model



## Priority #32 Grants

- The total for all three revised applications is \$486,650:
  1. King and Queen - \$129,641
  2. Roanoke - \$166,259
  3. Tazewell - \$190,750



## Priority #32 Grants

- The criteria developed for evaluating these revised applications is as follows:
  - Does the proposed scope of work support a stand-alone project?
  - Do the participating localities and state derive benefit if the project is completed?
  - Can follow-up issues (e.g. data freshness) be handled locally?
- ISP staff believes that all revised applications satisfy the above criteria



## Priority #32 Grants

- Issue of Multi-Year Funding
  - Guidelines do not allow grant funding to sustain multi-year requests for the same project priority or original scope of work
  - Staff does not believe that this is an issue because the original applications have been set aside and the revised applications are different
  - If the localities submit a FY 18 application they will not run afoul of the multi-year prohibition either since the application would contain a different scope of work from FY 17



## Priority #32 Grants

- **Board action #2 : Consider approval of staff recommendation**
- **Suggest this language in motion to address multi-year funding:**
  - By approving these grants, the scope of work contained in each of the original grant applications has been set aside and has been replaced with a new scope of work. Any subsequent grant applications for regional enhancements to these projects would be allowable if the scope of work supports the regional project.



## NG9-1-1 Data projects

- GIS data projects continue to be a high priority
  - NG9-1-1 data production
  - Maintain focus and provide needed resources
- PGC will revisit GIS data projects with the FY 18 Guidelines
- ISP staff will continue to provide assistance to localities, particularly with Priority 33 projects



# Old Business





## Old Business Items

- Update on legislation





# New Business





## New Business Items

- Regional Advisory Council (RAC) Report
- Text-to-9-1-1 Update
- Preliminary Report on Data Analytics Pilot
- CMRS Subcommittee Report



## RAC Report

- Chair and vice chair elected
- Charter and meeting schedule approved
- Initial discussion on RAC assignments:
  - Reviewed initiatives included in 9-1-1 Comprehensive Plan to determine which ones needed to be identified as high priorities
  - Next step is to identify tasks to support Plan's goals and initiatives
- In-person meeting on Jan 26<sup>th</sup>



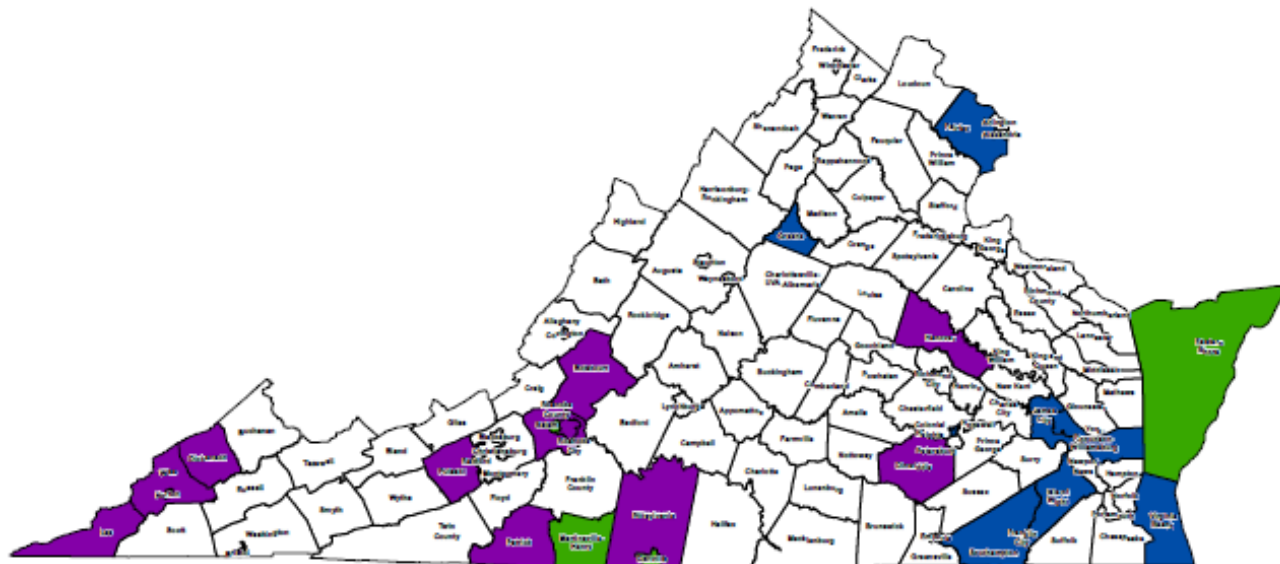
## Text-to-9-1-1

- As of December 1<sup>st</sup>, 24 PSAPs have deployed Text-to-9-1-1 in Virginia
  - 20% of Virginia PSAPs have deployed this technology
  - 31% of Virginia citizens currently have access to this service
  - Pockets of deployment in contiguous localities
- Text-to-9-1-1 Resource Page available:
  - <http://www.vita.virginia.gov/isp/default.aspx?id=6442473870>



# Text-to-9-1-1 Deployment Map

## Commonwealth of Virginia PSAP Coverage Areas Status of Text-to-9-1-1 Deployment as of December 1, 2015



Virginia Information Technologies Agency



### Legend

#### Deployed

- Deployed - Direct IP (12)
- Deployed - Web Browser (8)
- Deployed - TTY (4)

#### Ready to Deploy (FCC)

- Ready to Deploy - Direct IP (0)
- Ready to Deploy - Web Browser (0)
- Ready to Deploy - TTY (0)

Number of PSAPs in each category shown in parenthesis (Total = 121)





## Problem Statement

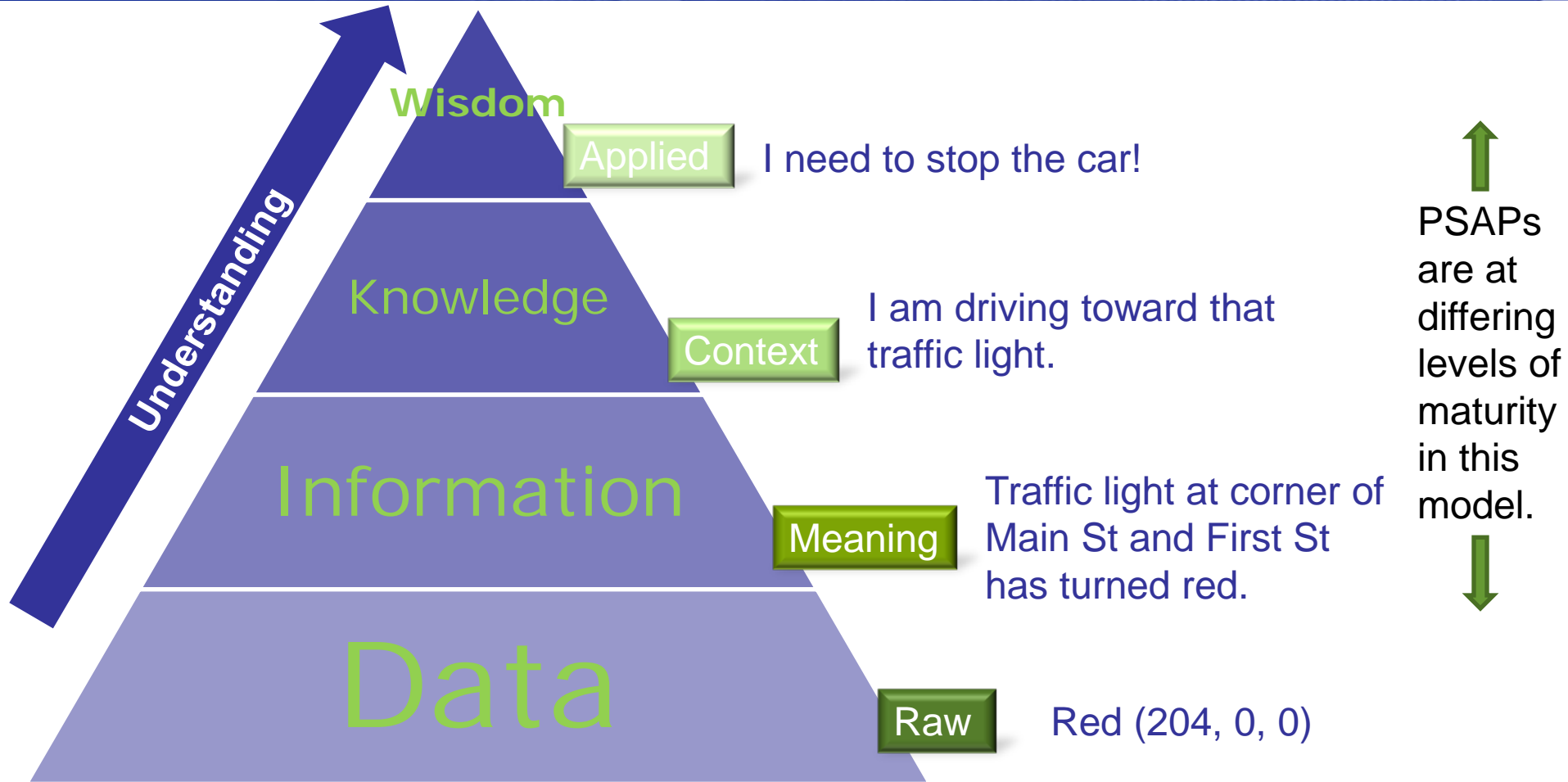
- Minimal data collection currently
- Guiding principle to not degrade service
  - Need to be able to monitor system performance
  - Need a baseline of service before NG9-1-1
- No performance data on existing network
  - Routing of wireless calls
  - Location data provided (WPH1/WPH2)
  - Call set up/delivery times



## Data Analytics Pilot

- Market research of potential solutions
- Approached two PSAP Grant recipients (Fluvanna & Waynesboro) and surrounding PSAPs
- Proposed three month pilot to test concept
- PSAPs can continue after pilot
- Determine if meets Commonwealth needs
- ECaTS selected for pilot

# Transform Data Into Wisdom (action)





## Data Analytics

- A process of inspecting cleaning, transforming and modeling data with **goals of**:
  - Discovering useful information
  - Suggesting conclusions
  - **Supporting decision making**
- Provides **Business Intelligence (BI)**
  - Data analysis that focuses on specific business
  - Allows easy interpretation of large volumes of data
  - Used to identify areas and issues that require **proactive and effective management**





## Emergency Call Tracking System (ECaTS)

- Collects analyses, and reports on a PSAP's Call Detail Record (CDR) data.
- Purpose is to deliver accurate call volume and operational statistics for all PSAPs, regardless of the manufacturer of the CPE.
- How it works:
  - A Remote Data Distribution Module (RDDM) is installed at each site
  - It collects and transmits raw call detail record data to the ECaTS data center where it is stored for analysis and reporting
  - Use any device with internet access to log onto the ECaTS portal and run and save reports.

**LIVE ECATS DEMO**



# Commonwealth Wide Reporting

- Critically important that we have a data supported understanding of:
  - Current functional levels of 9-1-1; operationally and systematically,
  - The impact of NG9-1-1 services on those functional levels.
- Standard reporting tool across PSAPs, that provides consistent, comparable data analytics.



# Report Examples, Uses & Importance

- Annual true-up reporting
  - Each primary PSAP required to report on (and provide supporting documentation on) total incoming wireline and wireless 9-1-1 calls.
  - Current funding formula uses this data to determine the % of funding each PSAP will receive on a monthly basis.
  - Accuracy and comparability of this data across PSAPs, is essential for assuring equitable distribution of funding.



# Calls by Circuit Report Generation

**ECaTS** smarter 9-1-1 Stefanie McGuffin | Logout

Reports AdHoc Raw

Reporting Groups ECaTS Administration Support Release Notes Download ECaTS Training Manual

**Standard Reports**

- Call Summary
- Calls Per Hour
- Top Busiest Hours
- Average Call Duration
- Calls By Circuit**
- Circuit Utilization
- PSAP Answer Time
- PSAP Call Taker Ring Time
- Last 12 Months Answer Time
- Last 12 Months Call Taker Ring Time
- Class of Service
- Call Transfer
- Calls by Operator
- Initial Station Total Calls
- Operator Speed of Answer
- Calls per Hour by Day of Week
- Top ESN Report
- Top ANI Report

**Management Reports**

- Trunk Group Utilization
- Answer Time Exception Report
- Call Taker Ring Time Exception Report

**REPORTS**  
Standard Reports > Calls By Circuit

**Select Psaps:**

- Augusta County
- Fluvanna County
- Staunton City
- Waynesboro City

OR

**Select Group:**

VITA

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**Select Date Range** From: 11/01/2015 To: 12/31/2015 **Period Group:** Month

**Call Type:** 911 Calls **Abandoned Filters:** Include Abandoned

**Graph Format:** Bar

**Agency Affiliation**

Emergency Communications
  Fire
  Medical
  Police
  Sheriff
  Training

Filter out Unknown trunks?

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**Output Format:** Web  Generate Report



# Calls by Circuit Reports (sample)

## Calls By Circuit

Augusta County  
18 Government Center Lane  
Verona, 24482

County: Augusta

Year: 2015

Agency Affiliation: Emergency Communications

Report Date: 01/07/2016 12:02:40

Report Date From: 11/01/2015

Report Date To: 12/31/2015

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

	911 - Wireless				911 - Wireline				Total
	CELL 1	CELL 2	CELL 3	CELL 4	LAND 1	LAND 2	LAND 3	LAND 4	
November 2015	152	161	813	814	7	8	240	242	2437
December 2015	167	163	865	850	15	13	263	263	2599
<b>Total</b>	<b>319</b>	<b>324</b>	<b>1678</b>	<b>1664</b>	<b>22</b>	<b>21</b>	<b>503</b>	<b>505</b>	<b>5036</b>

## Calls By Circuit

Augusta County  
18 Government Center Lane  
Verona, 24482

County: Augusta

Year: 2015

Agency Affiliation: Emergency Communications

Report Date: 01/07/2016 12:02:40

Report Date From: 11/01/2015

Report Date To: 12/31/2015

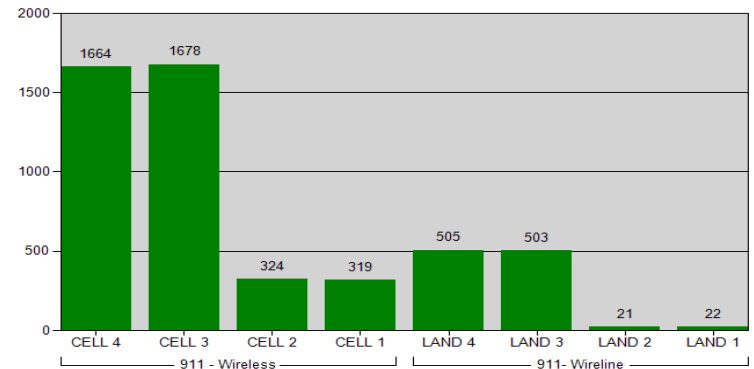
Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Calls by Circuit



## Calls By Circuit

Waynesboro City  
250 S Wayne Ave  
Waynesboro, 22980

County: Waynesboro City

Year: 2015

Agency Affiliation: Emergency Communications

Report Date: 01/07/2016 12:02:40

Report Date From: 11/01/2015

Report Date To: 12/31/2015

Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

	911 - Wireless				911 - Wireline				Total
	Cell-1	Cell-2	Cell-3	Cell-4	1	2	3	4	
November 2015	202	267	213	256	63	57	63	0	1121
December 2015	219	289	226	294	65	66	64	0	1223
<b>Total</b>	<b>421</b>	<b>556</b>	<b>439</b>	<b>550</b>	<b>128</b>	<b>123</b>	<b>127</b>	<b>0</b>	<b>2344</b>

## Calls By Circuit

Waynesboro City  
250 S Wayne Ave  
Waynesboro, 22980

County: Waynesboro City

Year: 2015

Agency Affiliation: Emergency Communications

Report Date: 01/07/2016 12:02:40

Report Date From: 11/01/2015

Report Date To: 12/31/2015

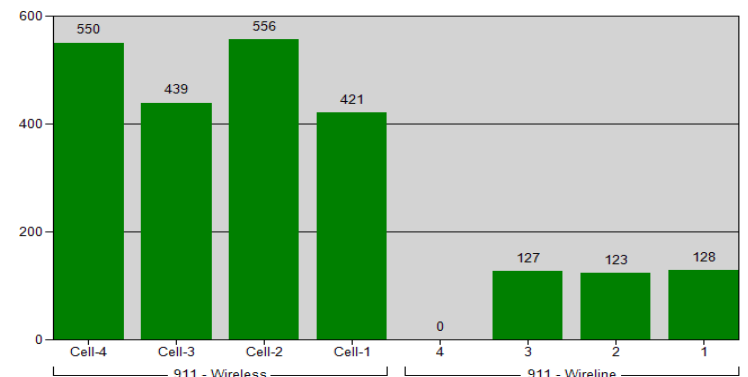
Period Group: Month

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Calls by Circuit





## Call Transfers

- According to the Commonwealth's NG 9-1-1 Feasibility Study survey, **about 9% of all 9-1-1 calls get transferred.**
- Call transfers consume time and ultimately delay response.
- In November 2015 there were 406, 9-1-1 call transfers just among pilot participants.
  - Does not include transfers to other PSAPs or agencies



# Call Transfer Report

- The Call Transfer Report
  - trace a transferred call from one PSAP to another
  - from the initial time that the call is delivered to the time it is terminated by the caller.
  - This report presents tracking information for transferred calls between PSAPs.





# Call Transfer Report Generation

<b>Standard Reports</b>	<b>REPORTS</b> Standard Reports > Call Transfer		
Call Summary	<b>Select Psaps:</b>		
Calls Per Hour	<input checked="" type="checkbox"/> Augusta County <input checked="" type="checkbox"/> Fluvanna County <input checked="" type="checkbox"/> Staunton City <input checked="" type="checkbox"/> Waynesboro City		
Top Busiest Hours	OR		
Average Call Duration	<b>Select Group:</b>		
Calls By Circuit	VITA		
Circuit Utilization	<hr/>		
PSAP Answer Time	<b>Select Date Range</b>	<b>From:</b>	<b>To:</b>
PSAP Call Taker Ring Time	Specify a Date Range	11/01/2015	12/31/2015
Last 12 Months Answer Time			<b>Period Group:</b>
Last 12 Months Call Taker Ring Time			Year
Class of Service	<b>Call Type:</b>		
Call Transfer	All		
Calls by Operator	<b>Agency Affiliation</b>		
Initial Station Total Calls	<input checked="" type="checkbox"/> Emergency Communications <input checked="" type="checkbox"/> Fire <input checked="" type="checkbox"/> Medical <input checked="" type="checkbox"/> Police <input checked="" type="checkbox"/> Sheriff <input checked="" type="checkbox"/> Training		
Operator Speed of Answer	Ani: <input type="text"/>		
Calls per Hour by Day of Week	<hr/>		
Top ESN Report	Output Format: Web		
Top ANI Report			
<b>Management Reports</b>			
Trunk Group Utilization			
Answer Time Exception Report			
Call Taker Ring Time Exception Report			
Outage			
10-Digit Emergency Call			
Unparsed Data			
<b>Wireless Routing Reports</b>			
Wireless Call Sector			
Wireless Transfer Summary			



# Call Transfers in November (sample)

Total Calls Transferred: 201

	ALI Information					Call Record Information				
	ANI	City	Class	ESN	Call Sector	Call Type	PSAP	Seizure Date Time	Talk Secs	Duration Secs
<b>Source</b>	540-671-	WAYNESBORO	WPH2	00547	1150 SHENANDOAH VILLAGE DRS SECTOR	911 Calls	Waynesboro City	11/1/2015 4:54:27 AM	38	43
<b>Transfer To</b>	540-671-	WAYNESBORO	WPH2	00547	1150 SHENANDOAH VILLAGE DRS SECTOR	911 Calls	Augusta County	11/1/2015 4:54:59 AM	145	150
<b>TOTAL:</b>									183	193
<b>Source</b>	240-832-	STAUNTON	WPH2	00888	HUCKLEBERRY HILL TOWER SITEE SECTOR	911 Calls	Augusta County	11/1/2015 10:43:05 PM	144	149
<b>Transfer To</b>	240-832-	STAUNTON	WPH2	00888	HUCKLEBERRY HILL TOWER SITEE SECTOR	911 Calls	Staunton City	11/1/2015 10:45:09 PM	105	114
<b>TOTAL:</b>									249	263
<b>Source</b>	540-241-	WAYNESBORO	WPH1	00547	1541 S DELPHINE AVESW SECTOR	911 Calls	Waynesboro City	11/2/2015 1:10:16 AM	82	87
<b>Transfer To</b>	540-241-	WAYNESBORO	WPH2	00547	1541 S DELPHINE AVESW SECTOR	911 Calls	Augusta County	11/2/2015 1:11:30 AM	9	15
<b>TOTAL:</b>									91	102
<b>Source</b>	540-255-	VERONA	WPH1	00539	375 WILLOW SPROUT RD - S Sector	911 Calls	Augusta County	11/2/2015 7:42:13 AM	80	86
<b>Transfer To</b>	540-255-	VERONA	WPH1	00539	375 WILLOW SPROUT RD - S Sector	911 Calls	Staunton City	11/2/2015 7:42:52 AM	41	49
<b>TOTAL:</b>									121	135
<b>Source</b>	434-906-	VERONA	WPH2	00888	12 MID VALLEY LNW SECTOR	911 Calls	Augusta County	11/2/2015 1:45:55 PM	122	131
<b>Transfer To</b>	434-906-	VERONA	WPH2	00888	12 MID VALLEY LNW SECTOR	911 Calls	Staunton City	11/2/2015 1:47:46 PM	353	368
<b>TOTAL:</b>									475	499



## Cell Tower Sector Routing

- Determine which cell tower sectors transferred calls originate from.
- Use this information to determine if re-routing cell tower sectors to another PSAP, will reduce the need for call transfers.
  - Streamline call processing
  - Improve response time



# Wireless Call Sector Report

- The Wireless Call Sector report
  - provides transfer information based on cell sectors for the specified date range.
  - If a PSAP transfers 50% or more of their calls from a specific cell sector to the same destination PSAP, it will show up on this report.



# Wireless Call Sector Report Generation

<b>Standard Reports</b>	<b>REPORTS</b> Wireless Routing Reports > Wireless Call Sector		
Call Summary	<b>Select Psaps:</b>	<b>Select Group:</b>	
Calls Per Hour	<input checked="" type="checkbox"/> Augusta County	VITA	
Top Busiest Hours	<input checked="" type="checkbox"/> Fluvanna County	OR	
Average Call Duration	<input checked="" type="checkbox"/> Staunton City		
Calls By Circuit	<input checked="" type="checkbox"/> Waynesboro City		
Circuit Utilization	<hr/>		
PSAP Answer Time	<b>Select Date Range</b>	<b>From:</b>	<b>To:</b>
PSAP Call Taker Ring Time	Specify a Date Range <input type="text"/>	11/01/2015	12/31/2015
Last 12 Months Answer Time			<b>Period Group:</b>
Last 12 Months Call Taker Ring Time			Month <input type="text"/>
Class of Service	<b>Number of Calls in Sector (&gt;=)</b>	1 <input type="text"/>	
Call Transfer	<b>Percent Transferred (&gt;=)</b>	30 <input type="text"/>	
Calls by Operator	<hr/>		
Initial Station Total Calls	<b>Output Format:</b> Web <input type="text"/>		
Operator Speed of Answer	<input type="button" value="Generate Report"/>		
Calls per Hour by Day of Week			
Top ESN Report			
Top ANI Report			
<b>Management Reports</b>			
Trunk Group Utilization			
Answer Time Exception Report			
Call Taker Ring Time Exception Report			
Outage			
10-Digit Emergency Call			
Unparsed Data			
<b>Wireless Routing Reports</b>			
Wireless Call Sector			
Wireless Transfer Summary			



# Wireless Call Sector Report (sample)

Originating PSAP	"Transferred to" PSAP	Cell Sector	Telco	Total 9-1-1 Calls	Total 9-1-1 Calls Transferred	Percentage of Calls Transferred
Augusta County	Staunton City	119 AUGUSTA WOODS DRNW SECTOR	CFWDI	66	34	51.52%
Augusta County	Staunton City	HUCKLEBERRY HILL TOWER SITESW SECTOR	VZW	42	14	33.33%
Augusta County	Staunton City	5322 A LEE HWYNW SECTOR	VZW	34	11	32.35%
Augusta County	Staunton City	199 Equestrian Dr - NE Sector	ATTMO	18	12	66.67%
Augusta County	Waynesboro City	2158 JEFFERSON HWYS SECTOR	CFWDI	18	7	38.89%
Augusta County	Waynesboro City	2761 HERMITAGE RDSE SECTOR	CFWDI	15	10	66.67%
Augusta County	Staunton City	1380 NEW HOPE RDSW SECTOR	CFWDI	8	3	37.50%
Augusta County	Staunton City	199 EQUESTRIAN DRE SECTOR	CFWDI	8	4	50.00%
Augusta County	Staunton City	199 EQUESTRIAN DRN SECTOR	CFWDI	7	6	85.71%
Augusta County	Waynesboro City	51 THREE NOTCHED MOUNTAIN HGWY RT250N SECTOR	VZW	7	4	57.14%
Augusta County	Waynesboro City	51 THREE NOTCHED MOUNTAIN	CFWDI	7	4	57.14%



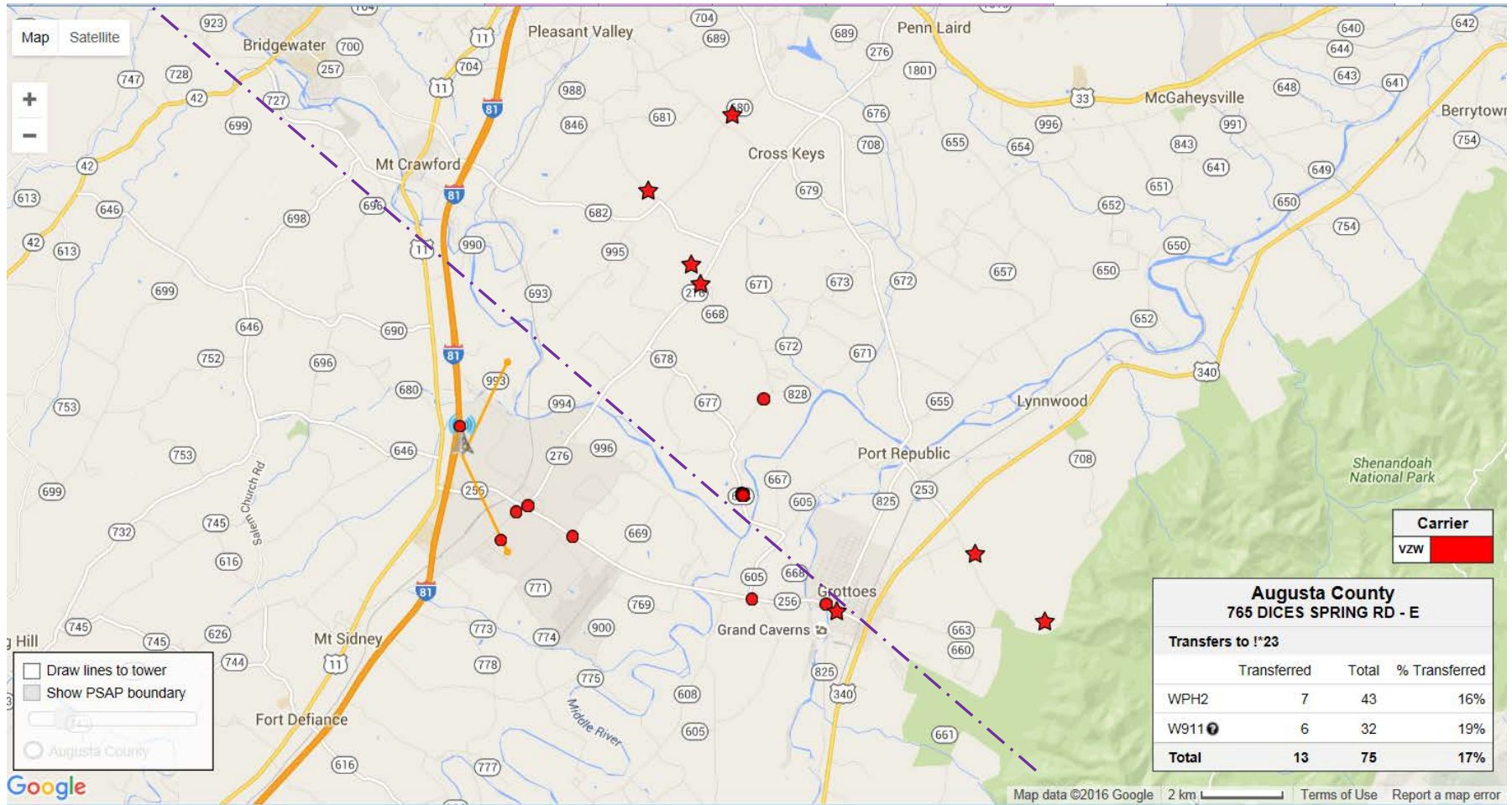
# Report & Visualize Wireless Transfers

- Can run reports and also create maps to review the data and results of all transfers.

Originating PSAP	Tower Address	Sector	Carrier	Total 9-1-1 Calls	Transfer Details		Plot Calls
					Transfer PSAP	% Transferred	
Augusta County	166 CRIMORA STATION RD	W	VZW	3	I*20	33.33%	<a href="#">Visualize</a>
Augusta County	2203 LEE JACKSON HWY	S	TMOB	9	I*20	33.33%	<a href="#">Visualize</a>
Augusta County	250 N JEFFERSON ST	NW	VZW	3	I*23	33.33%	<a href="#">Visualize</a>
Augusta County	375 WILLOW SPROUT RD - NE Sector	NE	ATTMO	3	I*20	33.33%	<a href="#">Visualize</a>
Augusta County	375 WILLOW SPROUT RD - S Sector	S	ATTMO	2	I18005722260	50.00%	<a href="#">Visualize</a>
Augusta County	418 BROADHEAD SCHOOL RD	E	VZW	2	I*20	50.00%	<a href="#">Visualize</a>
Augusta County	438 HANKEY MOUNTAIN HWY	SW	CFWDI	5	Staunton City	60.00%	<a href="#">Visualize</a>
Augusta County	559 Spottswood Rd - NE Sector	NE	ATTMO	10	I*20	30.00%	<a href="#">Visualize</a>
Augusta County	59 Construction Ln - NW Sector	NW	ATTMO	1	Staunton City	100.00%	<a href="#">Visualize</a>
Augusta County	760 TROXELL GAP ROAD	E	VZW	22	I*24	40.91%	<a href="#">Visualize</a>
Augusta County	767 DICES SPRING RD - N	N	CFWDI	3	I*20	33.33%	<a href="#">Visualize</a>



# Visualization of Call Transfers







## Pilot Continuation

- Two months of three month pilot completed
- Continue to analyze available data
- Determine needs met/unmet and quantify benefit
  - Local
  - Commonwealth
- Determine short-term and long-term issues to be resolved



## Issues Identified

- Records retention
- Hosted data versus local storage
- Freedom of information Act
- Report Access
- Contracting



# CMRS Subcommittee Report

- Review Subcommittee's recommendations



## And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is March 10, 2016