E-911 Services Board

General Business Meeting

June 22, 2016

Agenda

1. Call to Order

2. Approval of Minutes

3. Data Analytics Decision Package

4. FY 18 PSAP Grant Guidelines

5. Old Business

6. New Business

7. Public Comment

8. Adjourn

9-1-1 Data Analytics Project Path Forward

Problem Statement

- Minimal data collection currently
- No performance data on existing network

- Guiding principle to not degrade service
  - Need to be able to monitor system performance
  - Need a baseline of service before NG9-1-1

Solution Path

- 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. ECaTS solution.

Board Action and Direction (3/12/16)

- Request $1M allocation of existing budgeted funds – **Approved**
- Goals – Deploy ECaTS statewide
  - Start data collection ASAP
- Further resolve the Data Sharing Agreement
  - FOIA & Records Retention
- Deployment methodologies considered
  - Voluntary or Mandatory

Data Sharing Agreement – access levels

1. Unrestricted access to all ECaTS reports

or

2. Access to limited reports including:

- **Call Summary Report**
- **Calls per Hour**
- **Top Busiest Hours**
- **Average Call Duration**
- **Calls by Circuit**
- **Circuit Utilization**
- **PSAP Answer Time**
- **Class of Service**
- **Call Transfer**
- **Outage**
- **Wireless Call Sector**
- **Wireless Transfer Summary**
- **Ad-Hoc Reporting Tool**

Note: Reports in red would be aggregated statewide.

Data Sharing Agreement – Data Requests

- Final Data Sharing Agreement
  - The PSAPs are the owners/custodians of the data
  - FOIA/Requests for Data
    - Board/ISP will refer data requestors to the PSAP(s).
    - PSAPs respond to requestor based on their data sharing policies and decision-making.
    - Requests that come to the Board/staff for aggregate or statewide data will be responded to in accordance with the Board's and VITA's policies and decision-making.

Data Sharing Agreement – Data Retention

- Final Data Sharing Agreement
  - The PSAPs are the owners/custodians of the data
  - Records Retention
    - Each PSAP responsible for ensuring their data held in ECaTS is preserved, maintained, and accessible throughout the lifecycle of the data.
    - Each PSAP is responsible for making decisions regarding retention and destruction of data in ECaTS and regarding creation and retention of local copies of data in ECaTS.
    - Board/staff will offer advice.

Continued Planning & Outreach

- Developing Implementation plan
  - Coordination and education (PSAPs, state, vendor)
  - Installation timeframe and scheduling
  - DSA review and signing
  - Roles and responsibilities
  - Procedures; "to do" lists

Staff Recommendations

- Approve Data Sharing Agreement
  - Authorize ISP Director to sign for Board

- Approve Conditionally Mandatory Implementation
  - Based on Board financing
  - Failure to participate results in PSAP Grant Program ineligibility
  - Exception process
    - Based on considerable hardship of the PSAP
    - PSAP must be able to provide necessary data.
    - Board approval required for exception.

FY 18 PSAP Grant Guidelines

NG9-1-1 GIS Project Definition

- Must relate directly to the preparation of data based on approved NG9-1-1 data standards, applicable data models, or GIS best practices and include a data maintenance plan

- These projects should not include any day to day geospatial maintenance activities

- Allowable items include those related to data production (enterprise software/hardware, GIS tools, data format conversion and manipulation) and data transfer

NG9-1-1 GIS Project Grant Ranking

- Grant ranks for NG9-1-1 GIS projects have been added:

    - Shared Services projects are Rank 15

    - Individual PSAP projects are Rank 16

Mission Critical NG9-1-1 GIS Data

- Only NG9-1-1 GIS projects that focus on the following data categories will be funded:

  - boundary issues
  - road centerline
  - address points

- These components are the three most critical components of developing NG9-1-1 data

Priorities

- Priority 2: NG9-1-1 GIS
  - Replaces "NG9-1-1 GIS Data"

- Priority 3: Mapping System
  - Replaces "Mapping System and GIS Equipment"

Definition of Mapping System

- Includes servers, mapping display workstations, and software and miscellaneous hardware associated, if purchased separately to support the maintenance of NG9-1-1 data

GIS Matrix

- GIS Matrix has been eliminated
  – No longer relevant or of value

- ISP staff will provide examples of NG9-1-1 GIS projects that are eligible for funding

Geo-Diverse Approach

- The goal is to provide maximum system survivability and data traffic and bandwidth usage

- The applicant must justify the location of the required system servers

- A geodiverse network does not, and should not, require a server in every location

- Any exception to this must be justified in the grant application

Shared Services Projects

- Additional language added:

  Shared services projects that consist solely of a network solution and only associated network equipment (switches, routers, network connections etc.) will be prioritized as a Strengthen (tier level) project

Memorandum of Understanding

- An MOU is a formal document that guides and directs the parties of a Physical Consolidation Project in regards to their affiliation and working relationship, inclusive of anticipated future arrangements, for the purposes outlined in the grant application submitted by the parties

Multi-Jurisdictional Agreement

- An MA is a formal document that guides and directs the parties of a Shared Services Project in regards to their affiliation and working relationship, inclusive of anticipated future arrangements, for the purposes outlined in the grant application submitted by the parties

Other Definitions

- Removed all footnotes and included information in Definitions section:
  - CHE

    Must be NG9-1-1 ready, as defined in the guidelines. Network projects, that exclude CHE or ESInet and next generation core services (NGCS) capabilities, will not be funded individually. ESInet and NGCS are considered a part of the CHE project. UPS can be purchased only with CHE, Mapping or CAD projects and must be "workstation" grade, not facilities grade. Time sync can be purchased separately from CHE.

  - Text-to-9-1-1
  - Non-Allowable Items

Call Accounting/MIS

- Recommending that Call Accounting/MIS grants only be considered for funding with an exception:

  – Board has already approved funding a statewide solution

Other items

- New PSAP Grant Committee meeting schedule

- 30-day follow-up period

- Business day deadline for PEP reimbursements

- New Travel Assistance and Meals & Incidental Expenses changes
    - PEP application also updated

Other Items

- Fiscal agent with shared services projects

- Milestone payments and invoice date

- Project Description and Goals/Objectives/Implementation Plan sections have been added
  - Application also updated

Old Business

Old Business Items

- York County's NG9-1-1 Project

New Business

Regional Advisory Council Report

- April 5th Meeting
  - Prioritization of tasks related to 9-1-1 Comprehensive
    - Baseline service and capabilities document
    - 9-1-1 stakeholder communications plan
    - NG9-1-1 deployment/sustainment funding strategy
    - PSAP baseline service and capabilities budgets
    - 9-1-1 clearinghouse
    - Staffing analyses

- ISP staff asked to develop charter and process document for Best Practices

Regional Advisory Council Report

- April 26th Meeting
  - Initial project plans completed for priority tasks

- May 24th Meeting
  - Final project plans completed
  - RAC adopted Steering Committee Charter and Project Plan

Regional Advisory Council Report

- June 21st Meeting
  - Reviewed Best Practices template and process document
  - Preparation for meeting with E-911 Services Board's Finance and Policy Committees

Grant Extension Requests

- Buchanan

- Colonial Heights

- Gloucester

- Greene

- Newport News

- Page

- Twin County

Other New Business Items

- Rockbridge County Payment Request

- Floyd County Emergency Grant Request

- Roanoke County Grant Award Request

And In Conclusion

- Public Comment

- Adjourn

- Next meeting date is Sept 15, 2016