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Director's Corner

As we enter the new year, it is typically time for reflection on the year coming to a close. 2017 marked the year that we transitioned from planning for next generation 9-1-1 (NG9-1-1) to starting the deployment process. While there is still much to do, we are finally ready to actually start deploying the technology and services of NG9-1-1. Northern Virginia will be first to deploy through a contract executed by Fairfax County with AT&T. They have already begun the implementation process and should be fully deployed by the end of the year. Fairfax County included the cooperative procurement clause in their contract to allow other localities to utilize the contract if they wish. Though VITA originally planned to conduct its own RFP, for several reasons VITA is recommending to the 9-1-1 Services Board that effort should be abandoned since there is an existing, competitively-awarded contract already in place. However, it is a local decision regarding whether to deploy this solution or another solution. Even though each locality will need to determine their path to NG9-1-1, coordination, communication and cooperation among all stakeholders will be key to our success. NG9-1-1, like the legacy 9-1-1 network, interconnects local PSAPs. Actions in one locality will impacts all of those around them. It is imperative that all stakeholders work together as we embark on this deployment. To help with that goal, we have drafted a [NG9-1-1 Deployment Plan](#) (discussed later in this newsletter) to focus our collective efforts. In addition to the deployment plan, our outreach has and will continue to include informational webinars and educational materials.

Steve Marzolf, ISP Director

News from Our Boards

9-1-1 Services Board

[Meeting Agenda & Minutes](#) | [Meeting Schedule](#) | [Board Members](#)



The board met on Thursday, November 9, 2017 at CESC. An overview of the proposed wireless 9-1-1- funding formula which equally averages all 9-1-1 calls and the population served by the PSAP. The current formula uses the ratio of wireless 9-1-1 calls to all 9-1-1 calls along with personnel costs. The change in formula is required by the Code of Virginia to occur on or before July 1, 2018. The board voted to approve the recommended formula and this change will require legislative action. The FY19 annual report including the legislative agenda was also approved. As we've discussed many times, the commonwealth has shifted its focus toward the implementation of NG9-1-1. The board was provided a quick overview of the anticipated costs which is estimated to be \$69 million statewide. Funding will be from existing revenue sources, recovering costs from the removal of tariffs and a borrowing authority of \$30 million. The ESINet infrastructure and core services contract in Fairfax County was awarded to AT&T and WEST and discussions were held about the possibility of utilizing that contract to begin the process throughout the rest of the state. ISP staff is going to gather more information and no action was taken by the board on this item.

The board met on Thursday, January 11, 2017 at CESC. The board approved the FY19 grant applications and more information can be found in the grant section of this newsletter. In discussion, the board approved the NG9-1-1 Deployment plan and the NG9-1-1 Communications plan, as well as recommending using the existing Northern Virginia contract. The RFP for the Northern Virginia project does have a cooperative procurement project clause, and ISP staff felt the requirements in that RFP were satisfactory and a separate process would likely result in the same outcome.

For full details of the board meetings, please click the links above.

Upcoming 9-1-1 Services Board Meetings:

- Thursday, March 8, 2018 (10 am-12 pm) Location: CESC - 11751 Meadowville Ln, Chester VA

VGIN Advisory Board

[Meeting Agenda & Minutes](#) | [Meeting Schedule](#) | [Board Members](#)

The VGIN Advisory Board met November 13 at the VITA offices. The board received three informational reports. Scott Lokken from the National Geodetic Survey presented on the National Spatial Reference System (NSRS) Modernization and upcoming 2022 geodetic datum update. The 2022 datum will need to be recognized by the Commonwealth in advance of its implementation. Jon Selby from the Secretary of Technology's Office provided an update on the Virginia Smart Communities Working Group. The working group has released an interim report that will be finalized in January. VGIN staff will engage the working group moving forward. Dr. Dorothy Spears-Dean, 9-1-1 Services Board Coordinator, updated the Board on Next Generation 9-1-1 (NG9-1-1) implementation in Virginia. Dr. Spears-Dean discussed the projected timeline and stressed the important role of GIS in support of NG9-1-1. At the conclusion of the meeting, Chairman Anderson recognized the resignation of Vice Chairman Christopher Knights for his ten years of service to the board.

The VGIN Advisory Board met Monday, January 8 at the Department of Conservation and Recreation offices in Richmond. The board elected Delegate Jay Leftwich as Chairman, and Doug Richmond as Vice Chairman. Joe Sewash, VGIN Coordinator, briefed the board on the mid-term status on implementing the 2015-2020 VGIN Strategic Plan. Joe indicated VGIN has made good strides to engage Virginia localities to develop data layer standards and coordinate statewide aggregation for road center lines, address points, administrative boundaries, and public safety answering point (PSAP) boundaries. 2018 will bring significant progress with outreach in supporting GIS data development and improving data

accuracy in support of NG 9-1-1. He also indicated VGIN outreach and engagement with Commonwealth agencies would receive extra attention, and VGIN will have specific initiatives to revamp the VGIN website as an informational outreach and transparency tool.

The second informational report was an update from Wendy Stout, VGIN Program Manager, on the recently completed 2017 flying season for the Virginia Base Mapping Program and upcoming 2018 flying season. The Board received information on the orthoimagery specifications, delivery process, and opportunity for localities to acquire value-added products such as increased resolution from orthos and planimetrics. The distribution of imagery through the VGIN portal was also highlighted.

Steve Marzolf, ISP Director, spoke to the board on NG9-1-1. Mr. Marzolf touched on the draft NG -1-1 implementation plan developed by ISP staff since the last VGIN Board Meeting. The NG 9-1-1 implementation plan has been socialized, vetted, and responsive to community feedback. The plan provides recommendations for sequencing NG 9-1-1 implementation by selective router regions based on population. ISP will not plan to execute a separate procurement for the supporting network and core services, rather supporting localities to make informed procurement selections meeting their needs. Th 9-1-1 Services Board approved the plan at their January 11, 2018 meeting.

On December 22, Governor McAuliffe made six appointments to the VGIN Advisory Board. New to the board are Khushboo Bhatia of Haymarket, an associate at Grant Thornton, and The Honorable John Watkins of Midlothian, former member of the Senate of Virginia. The governor reappointed Clyde Cristman of Henrico, director of the Virginia Department of Conservation and Recreation; Hua Liu of Virginia Beach, associate professor of geography at Old Dominion University; Doug Richmond of Fredericksburg, senior manager of The Thrasher Group; and, Elaine Roop of Roanoke, director of human resources and organizational development, VA811.

Upcoming VGIN Advisory Board Meetings:

- Date and Location TBD

Stakeholder Committees and Workgroups

The Voice of the PSAP and GIS Communities

PSAP Grant Committee

[Meeting Agenda & Minutes](#) | [Board Members](#)



The grant committee met on Thursday, December 7, 2017 at CESC to make a final review with staff, grant applications submitted by awardees.

The focus of the next meeting will begin the process of establishing the FY20 grant guidelines. This meeting will be held;

- Thursday, February 22, 2017 from 10 a.m. - 2 p.m. 2018 Location: CESC - 11751 Meadowville Ln, Chester, VA

Regional Advisory Council

[Meeting Agenda & Minutes](#) | [Board Members](#)

The purpose of the RAC is to assist the Public Safety Communications (PSC) Coordinator by providing advice and recommendations on the thematic areas identified in the NG9-1-1 Feasibility Study, assist in developing the recommended tasks for the 9-1-1 Comprehensive Plan, support the implementation of NG9-1-1, and increase awareness

and support of outreach efforts regarding the entire 9-1-1 ecosystem. The 2017-2019 council has identified and prioritized the following tasks to be completed:

Standards Development Process Document

Everyone talks about documenting processes, but there seems to be little real guidance on the topic. The purpose of a guide is to communicate the process management guidelines to support a specific process. The guide can be used by a wide range of audiences-- business units, partners, customer service, regional process leaders, or anyone who is involved in the specific process outlined in the guide. It is always important to keep the needs and interests in mind when creating a process documentation guide. The RAC will focus on defining the additional steps needed to support the development of 9-1-1 standards beyond those already established in the existing process document for best practices. Creating a standard development process document will ensure transparency in the development of 9-1-1 standards. Please take time to read a [draft](#) of the document and provide feedback to your RAC representative.

Clearinghouse

The clearinghouse should contain vital information for 9-1-1 stakeholders and would attempt to be a single source of reference to refer to in determining what activities are underway in the state that provide opportunities to leverage. This single source of information will be very beneficial to the localities for the commonwealth's implementation of NG9-1-1. The anticipated completion date is December 2018.

Continuity of Operations (COOP) Template

COOP planning is the effort to ensure the continued performance of critical business and government functions during a wide range of potential emergencies. The benefits of COOP planning include the ability to: anticipate events and necessary response actions, improve performance through the identification of agency essential functions that must be supported in an emergency, and improve communication to support essential functions throughout the agency. Establishing a COOP template that includes technology, operations, and impacted personnel will promote a standardized and holistic approach to COOP planning among Virginia PSAPs and protect the reliability and security of the commonwealth's 9-1-1 system. Development of the template document will include sample text that Virginia PSAP managers can use as a model to formalize COOPs for their respective agencies. Target date for completion is March 2018.

Support Staff Development Criteria

Want to keep your staff motivated about learning new concepts? Because job descriptions, individual goals and even the mission of the institution, division or department may change, staff development plans should be reviewed on a regular basis and changes made as needed. The quality and variety of employee training you provide are key for motivation. With that said, the RAC is working to identify minimum training recommendations necessary for PSAP personnel to support NG9-1-1 as defined in the 9-1-1 capabilities and services for Virginia PSAPs standard document. Completion of this task will provide guidance to local governments on the minimum training recommendations necessary for NG9-1-1 PSAP operations. Anticipated completion date is March 2018.

GIS Technology

A geographic information system (GIS) lets us visualize, question, analyze, and interpret data to understand relationships, patterns, and trends. GIS benefits organizations of all sizes and in almost every industry. There is a growing interest in and awareness of the economic and strategic value of GIS, therefore the creation of a Virginia NG9-1-1 GIS data provisioning document is underway. This document will support coordination and collaboration between the 9-1-1 and GIS disciplines, internal and external to VITA-ISP, to

produce useful and replicable work products that provide standardization, value and efficiency that support NG9-1-1 GIS data provisioning from inception through maintenance. Anticipated completion date is June 2018.

The formation of the Regional Advisory Council (RAC) is in direct response to the PSAP community's desire for a greater voice, representation and input into the work plan and program of the 9-1-1 Services Board. More information about the RAC can be found [here](#).

The RAC meetings are open to anyone that would like to participate.

Standard Dial in Number
1-866-843-5779, PIN 840-129-3827

FY19 Grant Applications

Education and Improvement



The FY19 grant application window officially closed on October 2, 2017. The focus of the grant program shifted toward non-recurring NG9-1-1 transition costs. These costs are replacement of call handling equipment (CHE) to be NG9-1-1 ready, preparation of NG9-1-1 GIS data, and transition from selective routers to an ESInet. In order to support the goal of a statewide NG9-1-1 implementation, several changes have been made to the FY19 grant guidelines.

A total of 127 [FY19 grant applications](#) were received and the following is a breakdown of those submissions:

- Individual PEP - 82 (\$2,000 per primary PSAP)
- Multi-Jurisdictional PEP - 5 (\$3,000 per primary PSAP)
- Individual Non-Vendor supported CAD - 11 (\$75,000 per PSAP for a CAD project)
- Individual Non-Vendor supported Mapping - 2
- Individual GIS - 12 (Full funding for allowable NG9-1-1 GIS items based on criteria and thresholds established by the board)
- Shared Services NG9-1-1 - 2 (Full funding for allowable NG9-1-1 GIS items based on criteria and thresholds established by the board)
- Individual Non-Vendor supported CHE - 15 (\$150,000 individual PSAP CHE projects)

There were seven applications that were either withdrawn, or did not meet the guidelines.

Total grant amount requested for FY19 is \$4,100,073.50

Total project costs - \$5,422,126.36

Recommended Amount - \$3,259,043.50

The [PSAP grant program](#) is used to financially assist primary PSAPs with non-recurring NG9-1-1 costs, limited legacy equipment purchase, PSAP consolidation projects, and 9-1-1/GIS educational and training opportunities.

Next Generation 9-1-1

The Plans

The deployment of Next Generation 9-1-1 (NG9-1-1) is both significant and inevitable. A primary goal of NG9-1-1 is to ensure calls and information received in one locality can be transferred to any surrounding locality even if it is to another state. Conditions to proceed with NG9-1-1 deployment within the commonwealth have ripened. As always, 9-1-1 is a local service, therefore, it's



up to each locality to determine how they will move forward. To aide that decision, the Commonwealth's NG9-1-1 Deployment Plan proposes a methodology and process to guide primarily the PSAPs but also all stakeholders. Approval of this plan by the 9-1-1 Services Board does not mean they are approving a procurement or a contract for NG9-1-1, but they will only agreed with the recommendation to NOT conduct another NG9-1-1 procurement.

During the first part of 2018, VITA, AT&T and each PSAP will work together to develop PSAP specific plans for the deployment of the AT&T NG9-1-1 solution. Major milestones as we move forward are described in the Gantt Chart found on page 15 of the plan.

The NG9-1-1 Deployment decision is in control of the PSAP. When to deploy and what solution is used to deploy continues to be a local decision. The following components identifying the responsible party or options for completion will be included in the PSAP specific plan:

- Assessment of geospatial data and corrective actions
- Assessment of redundancy and diversity of connectivity to ESInet and special construction costs
- Non-recurring costs associated with deployment
- Other transitional costs associated with deployment
- Monthly recurring costs after fully deployed
- Equipment requirements within the PSAP (i.e. CHE upgrades, etc.)
- Schedule for deployment including milestones leading up to the cut over
- Expected funding from the 9-1-1 Services Board PSAP grant program

In addition to the deployment plan, a draft of the [NG9-1-1 Communications Plan](#) has been completed. Its purpose is to articulate the policy and process through which NG9-1-1 specific communications will be provided to the identified stakeholder groups. The communications plan sets goals and objectives, specific channels, targets and frequency of communications, activities and milestones.

Open and transparent, two-way communications will be key to providing education to all 122 PSAPs connected to selective routers or otherwise receiving E9-1-1 services. Implementation plans provide very important information about projects. For an implementation process to be successful, many tasks between different departments need to be accomplished in sequence. Using proven methodologies and enlisting professional help to guide you through the implementation of a system is beneficial, but the failure of many implementation processes often stems from the lack of accurate planning in the beginning stages of the project due to inadequate resources or unforeseen problems that arise.

The 9-1-1 Services Board and the ISP are positioned to provide assistance and to assure a seamless, unified network. To that ends, the ISP recommends localities use the Fairfax County ESInet and NG9-1-1 core services contract with AT&T and West Safety Solutions. This procurement was extremely thorough with results that satisfy the needs of all size PSAPs and populations served. Universal or widespread use of the contract will assure timely transitions and achieve lower costs. Regardless of what the local decisions are, the keys to having a successful transition are cooperation, communication and coordination. The cost of failure is too high. The NG9-1-1 Deployment Plan explains how that should take place and is an essential document that impacts us all. Please take a few minutes to review it [here](#).

Please feel free to contact your [regional coordinator](#) for more information.



In an effort to provide outreach and education about the NG9-1-1 plan, funding components and the funding program to our stakeholders, VITA ISP staff will host regional town hall meetings during the weeks of **February 12-22, 2018**. These meetings will be held based on the selective router pairs and will not be like normal in following the regional coordinators coverage area.

More details will follow, but please mark your calendars and plan to attend one, or more of these very informational sessions.

- February 12, 2018 - Abingdon area
- February 13, 2018 - Lynchburg area
- February 15, 2018 - Lexington area
- February 20, 2018 - Winchester/Fredericksburg area
- February 21, 2018 - Richmond area
- February 22, 2018 - Tidewater area

The meeting times will be from 10am to 2pm and will include both ISP staff and AT&T staff. We are in the planning stages of providing lunch.

Please watch your email for further information, and if needed, please reach out to your [regional coordinator](#) for more details.

Locality Profiles

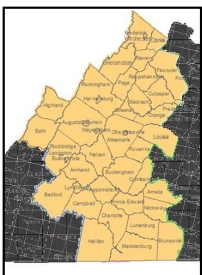
Why Do We Ask?

Do you ever wonder why we ask for all kinds of information about your PSAP? What does it do for us, what do we do with the information and how will help us in the future? The answer is simple; it's an effort to serve you better. The information we gather helps in supporting your 9-1-1 projects and programs, provides a resource to you if information from another locality with the same type of equipment and/or vendor is needed, and will help everyone statewide with the transition to NG9-1-1. In the coming months, the regional coordinators will be working with each PSAP to validate our existing data and make changes where needed. Please take a moment to review the [locality profile template](#) as it contains the information we will be asking for. If you choose, you may also complete the template and forward to your [regional coordinator](#).



Virginia Base Mapping Program (VBMP)

Orthoimagery Update



The (VBMP) orthoimagery program was established to promote effective and economically efficient development and sharing of spatial resources across the commonwealth. Fugro Geospatial, Inc. is the vendor that is contracted to acquire the orthoimagery. The first year of the 4 year (2017-2020) VBMP orthoimagery contract successfully concluded with delivery of the eastern third of the commonwealth in December of 2017. We are pleased to announce that the VBMP 2017 true color and infrared services are now available for your viewing. They can be accessed through our ArcGIS Server at <http://.vita.virginia.gov/arcgis/rest/> in the VBMP2017 folder. MrSid Download of the 2017 tiles will also be available through our VGIN Clearinghouse at <http://vgin.maps.arcgis.com/> early in 2018. Information sessions for the upcoming 2018 flights which will include the central portion of the Commonwealth were held in Roanoke and Harrisonburg during October and November. These sessions were great opportunities to collaborate with our customers about the orthoimagery program including the base one foot imagery and digital elevation model, as well as upgrade options

available.

The following localities will be flown in 2018:

Albamarle	Clarke	Highland	Prince Edward
Amelia	Charlotte	Lexington	Rappahannock
Amherst	Charlottesville	Louisa	Rockbridge
Appomattox	Culpeper	Lynchburg	Rockingham
Augusta	Cumberland	Lunenburg	Shenandoah
Bath	Faquier	Madison	Staunton
Bedford	Fluvann	Mecklenburg	Warren
Brunswick	Frederick	Nelson	Waynesboro
Buckingham	Greene	Nottoway	Winchester
Buena Vista	Halifax	Orange	Winchester
Campbell	Harrisonburg	Page	

If you have any questions about the upcoming 2018 flight or the VBMP orthoimagery program in general, please feel free to contact your [regional coordinator](#) or [Wendy Stout](#), Geospatial Program Manager.

Quality Assurance and Improvement

The duties and responsibilities of those who serve our communities by accepting and processing emergency calls from the public have grown exponentially over recent years. The industry, as a whole, is challenged by the type and nature of the calls received. Factors that affect the quality of service received are the heavy workload, constant changes within the PSAP, changes in technology, as well as customer expectations. Additionally, there is a lack of standardized methods to provide quality assurance and effective feedback to the telecommunicator. The heavy workload coupled in many cases with the constant change of the environment, technology and customer expectations and the lack of standardized methods to evaluate service delivery. Critical focus must be maintained to ensure a high standard of performance is delivered each and every time through phone calls and radio transmissions.



Continuous review is an example of quality assurance and quality improvement can't be improved unless you have an understanding of what your problems are. Most all of you already have processes in place for improvement, but please feel free to utilize this [QA excel form](#), and make any changes to accommodate the needs of your agency.

Funding Formula Changes and What it Means To You



Currently, localities receive wireless 9-1-1 funding based on annual true-up data (total number of all incoming 9-1-1 calls, wireless 9-1-1 calls, and personnel costs) collected from FY2007-FY2012. PSAP funding percentages produced through the current formula have not changed in over 5 years. However, on July 1st, 2018, the formula is set to recalculate as required by the Code of

Virginia: [§56-484.17](#). In advance of next years recalculation deadline, the 9-1-1 Funding Committee recommended to the 9-1-1 Services Board to change the wireless funding formula. The new funding formula is based on 9-1-1 call load data and population data. The call load data will be the total number of incoming 9-1-1 calls, and will be collected annually based on fiscal year. The population data will be the June 30th, 2017, estimate from the UVA Weldon Cooper Center. This data is set to be published on January 30th, 2018. Cooper Center Virginia Population Estimates If a PSAPs coverage area includes more than one Weldon Cooper statistical area, those populations will be totaled, and that total used in the new calculation. Utilization of this newly approved formula is contingent upon the Virginia General Assembly approving proposed code change to incorporate the word "population" and removing the word "costs" in the current language. If this Code change is not approved by the General Assembly, the new formula will not be implemented and the Board will have to reevaluate.

Now that the Board has approved the [true up data](#) provided for FY2017, new estimates follow. They reflect the change that would go into effect assuming the General Assembly approves new legislative language. The new [funding](#) percentage will remain fixed for 5 years, and will not be recalculated again until 2023.

For more information, please contact your [regional coordinator](#).

Webinar Wednesdays

Education and Information

VITA ISP conducts a series of educational webinars intended to help localities with upcoming challenges and opportunities. Our goal is to provide you with information that can assist you in doing your job better, faster and cheaper.



Standard Dial In Number
1-866-842-5779 , PIN 824-808-7601

Please visit our website for a complete listing of [past and future webinars!](#)

Your feedback about our webinar series including suggestions for improvement or requests for future webinar topics are greatly appreciated.

To provide comments and suggestions, please contact [Melissa Parsons](#), regional coordinator.

Retirements

Thank You For Your Service



Region I Coordinator Sam Keyes, after 15 years of state service, has retired. When asked what he was going to do after retirement, his immediate, without hesitation response was "nothing", and that was followed by a huge smile.

Thank you for your service Sam!

Kudos

IT Department and the PSAP - A Collaborative Effort

I would like to acknowledge Pattie Clayton for her vast knowledge of Information Technology and team work. Pattie is a Senior Application Support Specialist with the City of Danville and works closely with Danville Fire Department Emergency Communications on a daily basis. Pattie is a graduate from Averett College and worked at Dan River prior to joining the City 11 years ago. Pattie has created several reports that makes my job easier and always handles each request with professionalism and a smile! Pattie quickly builds rapport with anyone she meets and is fun to work with. Most recently Pattie assisted with technical updates on a ProQA upgrade that involved extensive work by multiple people; whenever we needed something changed or fixed from IT she was right there to assist.



Thanks Pattie for all you do for us!

This article was courtesy of Michael Gobble, City of Danville.
If you would like to pass along these types of great stories for our Kudos section, please do so by contacting your [regional coordinator](#).

Did you know?



[Virginia Locality GIS/Mapping Web Sites](#)

[National Geodetic Survey](#)

[We have a new website!](#)

[We are on You Tube](#)

[US National Grid Information](#)

[9-1-1 Takes the Case of The Week Show](#)

We would like to thank our stakeholders for your input, participation and support. It is our desire to keep you satisfied with our services and products. You are our inspiration in doing our very best.

[Steve Marzolf - ISP Director](#)
[Integrated Services Program \(ISP\)](#)
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