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## **Director's Corner**

This is a very exciting time for everyone that is part of the 9-1-1 ecosystem. From the call takers and dispatchers, to the PSAP managers and technical support staff, to the GIS and IT staff that provide critical support and data, the implementation of NG9-1-1 will impact everyone. Interestingly, the operations within the PSAP will probably be the least impacted because generally, 9-1-1 calls will still be presented and processed in much the same way they are today. GIS and IT staff and operations will likely be the most impacted due to NG9-1-1's reliance on geospatial data and an IP infrastructure.

All of these impacts are why it is so important that we all work together on NG9-1-1. As we noted during our recently completed series of town hall meetings, there is a significant amount of preparatory work required before we ever get to the deployment phase. GIS data and processes may need to be updated. New IP connectivity may need to be established. No one can do all of the required work by themselves. It will take teamwork and coordination to make NG9-1-1 a reality.

More information about our next steps can be found in the [NG9-1-1](#) section of this newsletter.

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, March 8, 2018 at CESC. A comprehensive update about the NG9-1-1 deployment was provided and included information about the Town Hall meetings, the Migration Proposals, funding for NG9-1-1 deployment, and legislation pertaining to the Enhanced Public Safety Telephone Services Act.

The board approved an emergency grant request from Greenville and approved an appeal for funds from Amherst County.

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

Upcoming 9-1-1 Services Board Meetings:

- Thursday, May 24, 2018 (10 am-12 pm) Location: CESC - 11751 Meadowville Ln, Chester VA

## **VGIN Advisory Board**

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

Upcoming VGIN Advisory Board Meetings:

- Next meeting date and location TBD

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## **Stakeholder Committees and Workgroups**

### **The Voice of the PSAP and GIS Communities**

#### **PSAP Grant Committee**

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



The scheduled grant committee meeting for Thursday, February 22, 2018 was postponed and re-scheduled. Currently, we have two meetings in the month of April.

- Thursday, April 12, 2018 from 10 a.m. - 2 p.m. Location: CESC - 11751 Meadowville Ln, Chester, VA
- Thursday, April 26, 2018 from 10 a.m. - 1 p.m. Location: CESC - 11751 Meadowville Ln, Chester VA

The focus of the Apr 12 and Apr 26 meetings will begin the process of establishing and finalizing the FY20 NG9-1-1 Deployment funding guidelines.

#### **Regional Advisory Council**

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

The RAC is continuing to work on the NG9-1-1 PSAP Migration, GIS Data Provisioning, COOP template and Minimum Training Recommendations tasks. As part of a new communications strategy, the RAC representatives will begin distributing a summary of the meeting notes to the PSAPs after each RAC call, as well as sending reminder emails about upcoming meetings. If you are not receiving those emails, please contact your [regional coordinator](#).

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 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

## 9-1-1 Fifty Years



This year marks the 50th anniversary of the first 9-1-1 call, made in Haleyville, AL on February 16, 1968. For half a century, 911 has been the gateway between the public and emergency help, and it will continue to be there as a lifeline to help people when they need it most. Though the profession, technology and industry have changed over the years, the desire to make a difference in people's lives remains the same.

Before the 1960s, the United States didn't have one universal phone number for Americans to call if they needed help from the police or fire department. Callers simply had to know the phone number for each department in the area they were currently in. To solve this problem, in 1957 the National Fire Chiefs Association suggested a national emergency phone number. In 1967, then President Lyndon B. Johnson helped get the ball rolling. To make this a national emergency number a reality, the Federal Communications Commission (FCC) partnered with the American Telephone and Telegraph Company (also known as AT&T) in late 1967 to figure out what the number should be. After mulling it over, AT&T proposed in 1968 that the numbers 9-1-1 should make up the new universal emergency phone number.

Interesting 9-1-1 calls:

- A man called 911 to complain that he was stuck in a hot tub. He requested some hot chocolate, marshmallows, and a hug
- After receiving a frantic 911 call, the Regina, Canada, fire department raced off to battle an inferno at the local Canadian Football League stadium. The fire, it was a burning log displayed on the stadium's giant video screen
- When a seven-year-old girl called 911 and then hung up, the Burnett, Wisconsin, police were dispatched to her home. When they arrived, they discovered the problem-the girl's grandfather was cheating in a game of cards

Read more about [How A Sneaky Alabama Town Launched America's 911 System](#)

## Next Generation 9-1-1 (NG9-1-1) Here We Go

The migration to NG9-1-1 has begun! Significant efforts have been made to plan, to educate and to engage. Now comes the time for action. VITA-ISP staff recently conducted a round of NG9-1-1 Town Hall meetings for stakeholders all around the commonwealth. Information about those meetings and the content can be found [here](#). Now, the ISP regional coordinators have begun reaching out to each PSAP manager to determine if they would like for us to complete an NG9-1-1 migration proposal. These proposals are specific to each PSAP and GIS environment, and based on the content of the Fairfax County NG9-1-1 Core Services Solution contract with AT&T ([here](#)). This contract has a cooperative procurement clause that makes it available



for use by all Virginia localities. PSAPs can evaluate the details of the contract and decide if they would like to use it, or if they prefer to source another procurement method. The migration proposals are a great opportunity for the PSAPs and GIS support to evaluate their current state and readiness for the transition. The proposal will identify required upgrades to PSAP systems, GIS data readiness, network diversity, deployment schedule, cost information and anticipated funding level from the 9-1-1 Services Board. Requesting a migration proposal does not, in any way, obligate or commit your PSAP to the AT&T solution or any other. It is strictly to provide you more information about how such a migration would proceed and its impact on your PSAP.

If you have questions about this next step, please reach out to your [regional coordinator](#) for more information.

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## Virginia Base Mapping Program (VBMP) 2018 Status Update

We are pleased to share that the 2018 Orthoimagery acquisition is nearing completion. The central third of the commonwealth is being flown in 2018. Flights began at the beginning of March and we expect to finish acquisition by the end of the first week of April, at the latest. Weather including several snow events has made acquisition a challenge, especially since the beginning of Spring.

As of Monday March 26, 53% of the base one foot acquisition, 100% of the six inch upgrade acquisition and 54% of the three inch upgrade acquisition is complete.

This article is courtesy of [Wendy Stout](#), Geospatial Program Manager. For more information please contact Wendy, or your [regional coordinator](#).

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## National States Geographic Information Council (NSGIC) 2018 Midyear Meeting Trip Report

The 2018 NSGIC midyear meeting meeting was held in Salt Lake City, UT Feb 26 to Mar 1, 2018, and was attended by our VGIN Coordinator, Joe Sewash. NSGIC is the national organization for state GIS coordinators and geographic information officers. NSGIC provides input on national programs and initiatives, creates networking and collaboration opportunities to learn how other states have approached programs and technical issues, and engages industry to preview upcoming trends and technologies.

The Midyear Meeting started with a half-day workshop on geo-enabled elections: using GIS to better manage and verify registered voters and assignment of voters to correct precincts. Monday's agenda included the states' caucus and board meeting. Tuesday's content focused on Next Generation 9-1-1 preparation and managing statewide address datasets. Wednesday featured updates from federal partners, future directions of imagery collection, and facilitated discussions on technical and advocacy topics. The Thursday half-day agenda highlights included GIS and surveying in Utah, and an update on the 3DEP national elevation program.

The 2018 NSGIC Annual Conference will be convened in Duluth, Minnesota October 1-5.

For more information about NSGIC, please contact [Joe Sewash](#), VGIN Coordinator.

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## Regional Grant Progress Merge

MERG is an acronym for Mountain Empire Regional GIS and was an idea that started in

2008 from a suggestion by Scott County, VA. The tasks of obtaining GIS data from the counties surrounding Scott was always difficult for the E911/GIS department, especially on a regular basis. With the implementation of Wireless 911, it became important that dispatchers could "see" the areas that calls were mapping to at the border and even further inside other jurisdictions.



The first MERG project began with six jurisdictions and took the simple idea of using a VPN (Virtual Private Network) to connect them to a server. This server would use ArcMap Server to "merge" GIS data layers into a seamless regional database. Once the data was merged it was then distributed back to each jurisdiction for inclusion into a single geodatabase of the roads, addresses, ESNs, parcels, hydrants, boundaries, etc. of the corresponding surrounding county data.

As a by-product of this system a Web Mapping application was created that allowed the participating jurisdictions to have a useful and easy to use method of accessing the region's data to lookup addresses, parcels, roads, etc.

Since the initial creation, thirteen more jurisdictions have joined MERG. MERG now includes all counties and City's from Lee County VA and Wise on the western end to Giles, Pulaski, Floyd, and Patrick County on the eastern end. The data is now transferred by a private Cloud system rather than VPN making the system even more efficient. The group has a set of bylaws and rules or procedures that they operate under. This also has them positioned to be prepared for future grant opportunities by various funding agencies.

MERG has also been a great asset for many other projects for the region such as the regional CAD system in Wise, Lee, Norton, and Dickenson counties. It is used by the regional project called CrisisTrak to update base mapping for emergency coordinators. It is used by Wise County to provide the base mapping for their online Pictometry. MERG is available to VGIN for the GIS Data Analyst to obtain up-to-date GIS data from each of the MERG jurisdictions as needed. Most recently is it now being used to supply the 911 mapping for the Russell/Tazewell Regional 911 system.

The MERG jurisdictions have been working toward agreed upon PSAP boundaries and are now planning for MERG to be a key part of their move into NG-911.

For more information about MERG, please contact [Tim Addington](#), regional coordinator.

## Statewide Training Event Critical Incident Stress Management (CISM)



We are pleased to announce a statewide training event for Telecommunicators that will be held during the month of April. This training, coordinated by VITA ISP, is titled "Critical Incident Stress Management", is provided is free of charge to the localities.

Critical incident stress management (CISM) is an adaptive, short-term psychological helping-process that focuses solely on an immediate and identifiable problem. It can include pre-incident preparedness to acute crisis management to post-crisis follow-up. This training is provided for the Telecommunicators in the PSAP, providing education about CISM, getting closure, identifying a need for debriefing and awareness of the resources that are available.

The training times are from 9 a.m. to 1 p.m. Lunch is on your own after the training has ended. Dates and locations are below:

- Region 1 - April 10, 2018 at the Virginia State Police Headquarters, Training

Academy, Room 106, 7700 Midlothian Turnpike, North Chesterfield, VA Register [here](#)

- Regions 2 & 7 - Tuesday, April 17, 2018 at the Fredericksburg Police Department, 2200 Cowan Lane, Fredericksburg, VA Register [here](#)
- Region 3 - Monday, April 16, 2018 at the Town of Farmville Municipal Building, EOC Room, 2nd Floor, Farmville, VA Register [here](#)
- Region 4 - Monday April 30, 2018 at the Southwest Law Enforcement Academy, 330 Bonham Rd, Bristol VA Register [here](#)
- Region 5 - Friday, April 13, 2018 at the Division 5 Virginia State Police Headquarters, 110 Pratt Ln, Fort Monroe, VA Register [here](#)
- Region 6 - Wednesday, April 25, 2018 at the Roanoke Higher Education Center, 108 N Jefferson St, Roanoke, VA Register [here](#)

This information can be found on our [website](#), or you can 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



David Warner, radio engineer for VITA has retired, effective February 28, 2018 after 45 years of state service. David's background included providing management and advice on private land mobile radio (LMR) licensing policies, frequency coordination, FCC related legal rulings, policy application, and strategic vision. He has worked to resolve ongoing spectrum issues with respect to Commonwealth of Virginia state agencies and institutions of higher education. Related experience includes radio system FCC application and engineering for state government agencies and higher education, emergency management operations and duties, leadership roles and participation in national planning committees and organizations including 700 MHz broadband, radio interoperability management, project management, state radio contract development and implementation.

Thank you David for your service and well wishes on your retirement!

## Did you know?



[We have a new website!](#)

[We are on YouTube](#)

[Today I found out](#)

[Dispatchers role in situational awareness](#)

[9-1-1: This time, dispatchers are the ones calling for help](#)

[5 Historic Towns To Visit In Coastal Virginia](#)

[Like Hiking? 12 Incredible Hikes Under 5 Miles in Virginia](#)

[First Responders Learn Dangers of Fentanyl](#)

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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.

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**[Steve Marzolf - ISP Director](#)**

**[Integrated Services Program \(ISP\)](#)**

**Virginia Information Technologies Agency (VITA)**

**VITA - Powering the Commonwealth's digital government**

**(804) 416-6019 (voice) (866) 4-VA-E911 (toll free) (804) 416-6353 (fax)**

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