

**9-1-1 Service Board Meeting
November 8, 2018
CESC**

Members Present:	Jim Junkins - Vice Chairman	David Von Moll – Comptroller
	Dennis Hale	Kevin Hall
	Robert Layman	Jeffrey Merriman
	Lehew Miller	Nelson Moe
	Jolena Young	
Members Absent:	Jeffrey Stern	Danny Garrison
	Terry Ellis	
AG Present:	Joshua Heslinga	
Advisor Present:	Shawn Talmadge	
Remote	Roanoke	Culpeper
	Abingdon	
Staff Present:	Dorothy Spears-Dean	Stefanie McGuffin
	Steve Marzolf	Lewis Cassada
	Joe Sewash	Terry Mayo

1. CALL TO ORDER

Vice-Chairman Jim Junkins called the meeting of the 9-1-1 Service Board to order at 10:07 AM.

Coordinator Spears-Dean did a roll call of the remote sites. All were accounted.

2. APPROVAL OF THE MINUTES FROM MAY 24, 2018

Vice-Chairman Junkins called for a motion to approve the May 24, 2018 Board Minutes, which had been distributed to the Board prior to this meeting.

Nelson Moe made a motion to approve the Minutes, and Dennis Hale seconded the motion to approve the May 24, 2018 Minutes. The Minutes were approved; **2-0-0**.

3. NG9-1-1 DEPLOYMENT UPDATE

Steve Marzolf addressed the Board via audio bridge. He refreshed the Board's memory on the NG9-1-1 Migration Deployment. He said that the Migration

Proposals have been delivered to all eligible PSAPs. Mr. Marzolf went over the process staff has taken thus far towards deployment. He said that there is really no difference between the deployment process for AT&T and any other solution. He said a lot of outreach has been done by staff to the localities. Mr. Marzolf said that staff is trying to implement the Deployment Plan the Board approved in January 2018. However, he said, some new developments have come forward. Some of them are:

- Virginia Beach is planning to do an RFP similar to Fairfax County in order to have its own contract, which is for a larger Tidewater area. Mr. Marzolf said that originally Virginia Beach said the RFP was supposed to be issued in the May timeframe; however, as of today it has not been released. They still plan to move forward with the RFP and put a procurement rider on it. Mr. Marzolf said that Virginia Beach plans to have a contract in place by January 2019.
- The budget is another issue. Mr. Marzolf said staff does not know the budget analysis and how it will affect overall deployment costs.
- Recurring cost increases is another concern. Mr. Marzolf said that staff does not know what the increase will be. He said it is a significant cost increase for some localities with the greatest impact on small localities. Part of the difference staff has attributed to the small amount these localities are currently paying for E9-1-1 services. He said that the NG9-1-1 model is about \$2,000 a month; however, some localities are currently paying \$500 - \$600 a month, which will increase their monthly payment by \$1,400 - \$1,500 a month. He said that although staff is looking to pay the first 24 months, the localities will have to come up with the payments after the first 24 months. Mr. Marzolf said that the Board needs to look forward at how to help those smaller localities.
- Mr. Marzolf said that the call handling equipment software is another issue that has developed. He said that there is a budget, and there is a deployment schedule. He said the deployment schedule is not going to be realistic. He said that with the influences such as the Virginia Beach RFP and the CHE software, it is going to take a little bit more time for the localities to make a decision about deployment. He said that many are trying to wait to see how the Virginia Beach contract will work before making that decision. Mr. Marzolf said that staff is recommending moving the deployment schedule back six months. However, Mr. Marzolf said that ultimately the deployment is a local choice, and that other states do not provide this choice. He said that the localities have to feel comfortable with the decision.

Mr. Marzolf showed the Board the revised schedule for deployment and said six months has been added to the deployment date. He said that the order of deployment has not changed; the deployment date has been extended six months. Mr. Marzolf

said the schedule will begin in January 2019, and end in December 2021. He said that the updated schedule will be distributed as soon as the Board gives its approval. Vice Chairman Junkins called for a motion from the Board to approve staff's recommendation to revise the deployment schedule to add six months. Kevin Hall made the motion to approve the recommendation from staff; and Jeffrey Merriman seconded the motion to approve. The recommendation was approved; **9-0-0**.

Mr. Marzolf talked about the budget for NG9-1-1 deployment, which he said will be based on the Fairfax County Contract. He said that the "worst case" scenario for costs would be: FY2019 - \$7,295,005.20; FY2020 - \$27,867,943.87; FY2021 - \$11,171,231.74; FY2022 - \$6,138,711.84; and FY2023 - \$1,142,122.38 which bring the total amount to deploy to \$53,615,015.03. Mr. Marzolf then broke down the costs of deployment by type such as NG9-1-1 Costs; CHE i3; CHE replacement; Text to 9-1-1; ECaTS expansion; racks; diversity; GIS data; Legacy 9-1-1; and the monthly delta. All equal to the \$53,615,015.03 cost. Mr. Marzolf went over the projected budget for FY2019; FY2020; and FY2021 and explained the amounts in the Board's budget; the expenses; and the expected deposits. The Board is expected to have \$8,471,895 in the budget at the end of FY2019; \$1,434,264 at the end of FY2020; \$497,298 at the end of FY2021; \$99,444 at the end of FY2022; and \$4,268,876 at the end of FY2023. He said that the amounts do not include the cash reserves the Board retains. Mr. Marzolf said that Board member, Jolena Young, had asked staff to brief the Board on the recurring costs. Mr. Marzolf then went over the amounts with the Board.

Vice Chairman Jim Junkins called for questions from the Board. Nelson Moe asked "what are the top three risks the Board should be watching?" Mr. Marzolf said that the top risk is the locality decision making. He said that the biggest concern for success is the Virginia Beach contract and whether it is a cost-effective solution; and one that the Board has anticipated and planned. Nelson Moe asked that staff track the risk, and update the Board, so that the Board may help move the process along.

Vice Chairman Junkins called for more questions or concerns from the Board, and there were none.

4. NG9-1-1 FUNDING REQUESTS

Coordinator Spears-Dean addressed the Board and said staff has received a number of proposals acceptance letters (PALs). She said that the PAL acts as the NG9-1-1 funding request. She said that the amount requested is limited to the estimated costs contained in the Migration Proposal (MP). Coordinator Spears-Dean said that the PAL confirms the PSAP's acceptance of the Migration Proposal, and signals intent to deploy NG9-1-1. The PAL identifies the PSAP preference for Board payment of eligible NG9-1-1 expenses. Coordinator Spears-Dean gave an overview of the NG9-1-1 funding requests. She identified the rolling application funding deadline for the funding requests. She said that

deadlines will occur 45 days prior to the Board Meetings. Coordinator Spears-Dean said that 11 funding requests were received from localities and the total amount of the requests is \$6,339,880.34, which includes non-recurring and recurring costs from the MP, but not data analytics costs. This expense will be paid for directly on behalf of the PSAPs. Coordinator Spears-Dean said that the PSAP Grant Committee recommended that the 11 requests be approved in the amount submitted of \$6,339,880.34. Vice Chairman Junkins called for a motion of approval from the Board. David Von Moll made the motion; and Robert Layman seconded the motion for approval. Kevin Hall abstained from the motion and vote, because his locality is listed. A discussion was had by the Board which resulted in a motion to amend the current motion being proposed by Jolena Young, but after discussion, she withdrew her amendment to the motion before the vote. Vice Chairman Junkins called for the vote; and the motion was approved; **8-0-1** (Kevin Hall abstained).

5. FY2018 TRUE-UPS

Coordinator Spears-Dean addressed the Board and went over the FY 2018 True-Up process. This process uses the new wireless funding formula, which is based on two data elements: 1) population; and 2) total 9-1-1 calls. She said that staff used ECATS data tool to collect 9-1-1 call data. She said that FY 2018 was a re-baselining year for PSAP call load data, and that the data was published on September 7th. PSAPs had until October 12th to report any perceived errors. Coordinator Spears-Dean said that the perceived error is based on what staff reported (ECATS data) versus the locality reporting their own data. She said that staff will also be asking for the Managed IP Services cost recovery. She said that staff looked at the applicable invoices, and the total amount is \$136,858. Coordinator Spears-Dean said staff is asking the Board to approve the FY 2018 True-Ups as presented. Vice Chairman Junkins called for a motion to approve the FY 2018 true-up data and approve the FY 2018 Managed IP services cost recovery requests, totaling \$136,858. Kevin Hall made a motion to approve staff's recommendation, and Lee Miller seconded the motion for approval. Vice Chairman Junkins then asked about the costs. Coordinator Spears-Dean said that the cost will go away once the localities transition to NG9-1-1. Vice Chairman Junkins called for more questions from the Board, and there were none. Vice Chairman Junkins then called for a vote from the Board, and the motion was approved; **9-0-0**.

6. FEDERAL GRANT

Coordinator Spears-Dean addressed the Board and said staff will be applying for a Federal Grant to help fund NG9-1-1. She went over the Federal grant process with the Board. She said that applicants were required by September 10 to file a form reporting that there is no diversion of 911 funds. She said that the form was

accepted by the Program Administrator, and that step one has been completed. Coordinator Spears-Dean said that the application process has started and she is not sure of the amount of funding Virginia would be eligible to receive. She said it is an equally weighted formula between population and roads. Coordinator Spears-Dean then went over the eligible uses for the funds. She said that NG9-1-1 is what Virginia will focus on for eligible funding. Coordinator Spears-Dean said that grant funds would be available until September 30, 2022; and that the match rate would be less than with the previous federal grant opportunity. Coordinator Spears-Dean said that there is no action required from the Board, and that this was only an informational presentation. Vice Chairman Junkins called for questions from the Board, and there were none.

7. OLD BUSINESS

- **CMRS Provider Contract:** ISP Director, Steve Marzolf, addressed the Board and said a draft CMRS contract was circulated at the last Board meeting since wireless cost recovery has been eliminated, but the carriers need to be reimbursed for approved FY 2019 funding requests. He said that it will only be for this year, and only one year at a time. Mr. Marzolf said that staff has received back requests for the contract, and that the Board need to vote on the contract that the Board is authorized to execute. Vice Chairman Junkins called for a motion from the Board to move that the Board approve the CMRS funding contracts (Payment Continuation Agreements) with the following providers: Sprint, AT&T, US Cellular, East Kentucky Network and Shentel for FY 2019. And further authorize the Board Chair to sign these agreements on behalf of the Board, as well as any additional contracts. Kevin Hall made the motion to approve, and Lee Miller seconded the motion. Mr. Layman stated he will not vote as his company is listed. The Board voted and approved the motion; **8-0-1** (Robert Layman abstained).
- **FY2018 Annual Report:** Coordinator Spears-Dean addressed the Board and said the FY 2018 Annual Report was sent out as a draft to the Board for review. She said that with Hurricane Florence it was hard to bring the Board together. Coordinator Spears-Dean said that the Annual Report, as required by Code, is required to be filed by the 1st of October each year. Coordinator Spears-Dean informed the Board that the Annual Report filed this year does include legislative action which states the Board has proposed the following legislation for the 2019 General Assembly (GA) Session “to maintain the required cash flow and implement NG9-1-1 by July 1, 2023: \$30 million in borrowing authority for the Board from the Virginia Treasury.” Coordinator Spears-Dean said that since the Report has been filed, staff

is asking the Board to approve the FY 2018 Annual Report, and to include the Board's legislative agenda for the 2019 GA Session. Vice Chairman Junkins called for a motion from the Board. Nelson Moe made the motion, and David Von Moll seconded the motion for approval. All approved 9-0-0.

8. NEW BUSINESS

- **PSAP Grant Committee (PGC) Report:** Coordinator Spears-Dean addressed the Board and said the PGC has reviewed and accepted annual progress reports for open PSAP non-PEP grants (6 for FY 2017 and 39 for FY 2018). Also, the PGC is recommending that the Board approve a travel assistance rate of \$143 for the recent VA APCO/NENA/SIEC conference. She said that this amount has been confirmed with VITA Finance. Vice Chairman Junkins called for a motion to approve the request. Nelson Moe made the motion to approve; and Kevin Hall seconded the motion to approved. The vote from the Board to approve the Committee's recommendation; 8-0-1 (Lee Miller stepped out).
- **PSAP Requests (Mathews and Amelia):** Coordinator Spears-Dean addressed the Board and said in the packet is a request from Mathew's County to be reimbursed \$6,300 for a FY 2018 grant they believe they had been awarded for a mapping project. Coordinator Spears-Dean explained that the County received a grant award letter in error, and was not entitled to the money, as it was never approved for funding and the grant award was not valid. Coordinator Spears-Dean said that staff reviewed the request and is recommending that the Board not approve the request since the Board did not approve the grant. She also said that the PGC does not agree with staff's recommendation. Vice Chairman Junkins then called for a motion to approve staff's recommendation. However, questions from the Board was asked and clarification from Counsel, Joshua Heslinga) was provided. After Counsel's clarification, the Board made a motion to approve Mathew's County's request for reimbursement with the stipulation that staff look at adding some provision to the current Grant Guidelines going forward to address this issue. Vice Chairman Junkins then called for a motion. Kevin Hall made the motion to fund the reimbursement request with the stipulation from Mr. Von Moll. Nelson Moe seconded the motion to approve; and the reimbursement was approved; 9-0-0.

Coordinator Spears-Dean informed the Board that ISP staff has withdrawn the Amelia request, so no Board action is required.

- **Regional Advisory Council (RAC) Report:** RAC Chairman, Terry Hall, was not available to give the report. Coordinator Spears-Dean briefed the Board for Mr. Hall. She said that there are plans for an in-person planning meeting in the future. She talked about the current workgroup activities; the COOP Template; Minimum NG9-1-1 Training Standards; and Additional NG9-1-1 Data Priorities.
- **9-1-1 Call for Service Dispatching Document:** Coordinator Spears-Dean introduced the new ISP Operations Manager, Stefanie McGuffin, to the Board. She informed the Board that Ms. McGuffin will be the person responsible for managing the regional coordination of the NG9-1-1 project. Stefanie McGuffin addressed the Board and said she is happy to be in her new role. She wanted the Board to know about the Dispatching Best Practice document. She said the document has been created to serve as a best practice for 9-1-1 request for service dispatching in the Commonwealth. Ms. McGuffin said it is an overview of how telecommunicators will provide dispatch services, which focus on calls, response, and regulations. Ms. McGuffin said the document will be posted on the ISP Website.
- **NG9-1-1 GIS Data Provisioning Document:** Coordinator Spears-Dean addressed the Board and said the RAC Lead was unable to be at this meeting so she will give a brief description of the NG9-1-1 GIS Data Provisioning and Maintenance document which has been developed to provide an overview on the provisioning of GIS data to support NG9-1-1. Coordinator Spears-Dean said the document is intended to provide guidance to local GIS and PSAP authorities on the following: required GIS datasets for i3 ECRF and LVF; validation processes to synchronize the GIS datasets to the MSAG and ALI datasets; geospatial call routing readiness; and NG9-1-1 GIS data maintenance workflow procedures.
- **Update on FY2017 Audit:** The ISP Director, Steve Marzolf, addressed the Board and said there were no findings. He said that the Auditor of Public Accounts has modified their audit process and a detailed audit will be done every three years.
- **Board Meeting Location:** The ISP Director, Steve Marzolf, addressed the Board and said the VITA ISP staff has been relocated to 101 N. 14th Street, 16th Floor of the James Monroe Building in downtown Richmond. He said that there is a large meeting room there and the Board could have the meeting in that room; however, it would be tight. ISP Director Marzolf is asking the Board to have an open discussion as

to continue to have meetings at CESC or at the new location. He stated that the parking at the new location is a problem, but there are several parking lots in the area. He also said that staff is recommending keeping the 9-1-1 Services Board meeting at the current location (CESC), and the Committee meetings be held at the new location (James Monroe Building). Vice Chairman Junkins called for a discussion. A minor discussion occurred, which resulted with the Board agreeing with staff recommendation to keep the 9-1-1 Service Board meetings at the CESC location and the Committee meetings at the downtown (James Monroe) location.

9. PUBLIC COMMENT

Abingdon - None
Roanoke - None
Culpepper - None

Stefanie McGuffin addressed the Board from CESC, and introduced the new Regional Coordinator for the Richmond Region, Melissa Wood, to the Board.

Vice Chairman Junkins then called for more public comments at CESC, and there were none

Vice Chairman Junkins addressed the Board and said that at the end of this meeting he will give his resignation to the Board effective today, November 8, 2018. He said it has been an honor and pleasure to continue to work with the PSAPs. He said that serving on the 9-1-1 Service Board has been a huge opportunity. He commented that the VITA staff is doing the best it can with the money.

10. ADJOURNMENT OF THE MEETING

Vice-Chairman Junkins adjourned the meeting of the 9-1-1 Service Board at 12:04 PM.

The next meeting of the 9-1-1 Service Board will be held on Thursday, January 10, 2019.

Respectfully Submitted:

Terry D. Mayo

(Date)