



9-1-1 Services Board

General Business Meeting

March 09, 2017





Agenda

1. Call to Order
2. Approval of Minutes
3. NG9-1-1 Decision Package
4. Initial Results of PSAP Budget Survey
5. Old Business
6. New Business
7. Public Comment
8. Adjourn



Virginia Information Technologies Agency

NG9-1-1 Decision Package





NG9-1-1 Transition Costs of \$69M

- ESInet set-up
- NG9-1-1 GIS data preparation
- SR transition project to Next Generation Core Services (NGCS) Emergency Services Internet Protocol network (ESInet)



Offsets to NG9-1-1 Transition Costs

- PSAP Grant Program
- Billing Agreements
- Network Improvement Fund
- Elimination of wireless cost recovery
- Elimination of tariffs



Grant Program Recommendations

- PSAP Grant Program would be used almost exclusively to help support NG9-1-1 non-recurring costs
 - one-time ESInet set-up
 - GIS data preparation
 - SR transition project to NGCS ESInet
- The exception would be the PSAP Education Program (PEP)
 - Dedicated funding of \$500,000



Grant Program Recommendations

- Funding would be limited to the following priorities
 - Preemptive category for PSAP transition needs related to NGCS ESInet
 - CHE
 - NG9-1-1 GIS
 - Networking
- No funding for any other priorities currently included in the FY 18 Guidelines



New Grant Program

- NG9-1-1 Program (New)
 - Support funding requests for PSAP transition needs related to NGCS ESInet
 - Request funding in advance of transition date of selective routers
 - Includes cost share for allowable non-vendor supported (NVS) shared services and individual PSAP projects
 - Increase funding level for shared services CHE, NG9-1-1 GIS, and networking projects
- PSAP Education Program (PEP)



Considerations for FY 19 Guidelines

- The FY 19 grant application cycle opens on July 1, 2017, before any awards for the statewide ESInet RFP are made
- The Board will be making FY 19 grant awards in January 2018, before the outcome of their legislative agenda in the 2018 General Assembly session is known
- FY 19 grant priorities should not be dependent on ESInet award or legislation



Other Grant-Related Issues

- CAD
 - Can purchase with CHE
 - \$75,000 for CAD/mapping purchase only
 - No funding for stand-alone mapping
- Consolidations
- Address field verification
- Ancillary thoroughfares and data maintenance



Board Action

- Approve all proposed programmatic changes to PSAP Grant Program with one exception
 - NG9-1-1 grants
- Redirect monies from Billing Agreement as PSAPs transition off SRs
- Authorize the use of the Network Improvement Fund to support the PSAP Grant Program



Legislative Action

- Elimination of wireless cost recovery
 - Remove Wireless Carrier E-911 Cost Recovery Subcommittee
- ESInet point of interconnection
- Elimination of wireline tariffs



Wireless Cost Recovery in Code

- Beginning July 1, 2012, 60 percent of the Wireless E-911 Fund shall be distributed on a monthly basis to the PSAPs according to each PSAP's average pro rata distribution from the Wireless E-911 Fund for fiscal years 2007-2012...On or before July 1, 2017, and every five years thereafter, the Department of Taxation shall recalculate the distribution percentage for each PSAP based on the cost and call load data of the PSAP for the previous five fiscal years...
- Using 30 percent of the Wireless E-911 Fund, the Board shall provide payment to CMRS providers of wireless E-911 CMRS costs



Wireless Cost Recovery in Code

- The remaining 10 percent of the Fund and any remaining funds for the previous fiscal year from the 30 percent for CMRS providers shall be distributed to PSAPs...based on grant requests...



Proposed Legislation

- Sixty percent of the Wireless E-911 Fund shall be distributed on a monthly basis to the PSAPs according to each PSAP's average pro rata distribution from the Wireless E-911 Fund...*On or before July 1, 2018*, and every five years thereafter, the Department of Taxation shall recalculate the distribution percentage for each PSAP based on the cost and call load data of the PSAP for the previous five fiscal years...



Proposed Legislation

- Using the remaining *40 percent of the Fund and any remaining balance within the Fund*...shall be distributed to PSAPs or on behalf of PSAPs based on grant requests received by the Board each fiscal year. The Board shall establish criteria for receiving and making grants from the Fund, including procedures for determining the amount of a grant and payment schedule; however, the grants must *support the deployment and sustainment of Next Generation 9-1-1*



Proposed Legislation

- *All service providers required by the Commission or Federal Communications Commission to provide 9-1-1 service shall route the 9-1-1 calls to an ESInet point of interconnection defined by the Board at no cost to the Commonwealth or the locality. The Board shall establish appropriate points of interconnection to minimize cost to the service providers, to the extent practical.*



Funding: Identified Revenue Sources

Deployment Year	Prior Investments 2016	Deployment Year 1 2017	Deployment Year 2 2018	Deployment Year 3 2019	Deployment Year 4 2020	Deployment Year 5 2021	Total	Post Deployment Year 2022	Post Deployment Year 2023	
NG9-1-1 Deployment Costs (Local/State)		\$6,343,325	\$17,279,548	\$21,986,322	\$9,474,152	\$14,045,193	\$69,128,540			
		Incur One-Time Deployment Costs							Pay Down One-time Costs	
Billing Agreement		\$0	\$1,327,633	\$1,727,871	\$2,761,471	\$3,633,551	\$9,450,526	\$3,651,138	\$3,651,138	
PSAP Grant Program	\$500,000.00	\$1,225,000	\$4,588,434	\$6,000,000	\$6,000,000	\$6,000,000	\$23,813,434	\$8,000,000	\$8,000,000	
Elimination of Cost Recovery		\$0	\$0	\$2,700,000	\$2,700,000	\$2,700,000	\$8,100,000	\$2,700,000	\$2,700,000	
Network Improvements		\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$5,000,000	\$1,000,000	\$1,000,000	
Funding Gap		(\$4,118,325)	(\$10,363,481)	(\$10,558,451)	\$2,987,319	(\$711,642)	(\$22,764,580)	(\$7,413,442)	\$7,937,696	



Funding: After Legislative Changes

Deployment Year	Prior Investments 2016	Deployment Year 1 2017	Deployment Year 2 2018	Deployment Year 3 2019	Deployment Year 4 2020	Deployment Year 5 2021	Total	Post Deployment Year 2022	Post Deployment Year 2023	
NG9-1-1 Deployment Costs (Local/State)		\$6,343,325	\$17,279,548	\$21,986,322	\$9,474,152	\$14,045,193	\$69,128,540			
		Incur One-Time Deployment Costs							Pay Down One-time Costs	
Billing Agreement		\$0	\$1,327,633	\$0	\$0	\$0	\$1,327,633	\$3,651,138	\$3,651,138	
PSAP Grant Program	\$500,000.00	\$1,225,000	\$4,588,434	\$11,427,871	\$12,461,471	\$13,333,551	\$43,036,327	\$11,700,000	\$11,700,000	
Network Improvement		\$1,000,000	\$1,000,000	\$0	\$0	\$0	\$2,000,000	\$0	\$0	
Funding Gap		(4,118,325)	(10,363,481)	(10,558,451)	2,987,319	(711,642)	(22,764,580)	(7,413,442)	7,937,696	
State Treasury Funding				30,000,000						
Cash Flow		(4,118,325)	(14,481,806)	4,959,743	7,947,062	7,235,420	7,235,420	22,586,558	37,937,696	



Desired Outcome

- ISP staff is seeking approval from the Board to move forward with socializing the recommended changes and proposed legislation



Preliminary Report on Results of PSAP Budget Survey





Highlights

- Survey conducted on behalf of the Regional Advisory Council (RAC)
- Received a submission from 119 PSAPs
- Immediate focus is on critical infrastructure
 - Validate Local Exchange Carrier (LEC) costs
- Review data with RAC PSAP representatives to determine next steps
- Make data available on RAC webpage



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Old Business





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Statewide 9-1-1 Data Analytics Project – Status Report



Statewide 9-1-1 Data Analytics

- To assess the current functional levels of 9-1-1; operationally and systematically, and the impact of NG9-1-1 services on those functional levels
- Standard reporting tool across PSAPs, that provides consistent, comparable data analytics = ECaTS statewide deployment



Installations

- ECaTS device installed at each primary PSAP (119 sites)
 - 107 sites passing data to the ECaTS servers
 - 8 with network or equipment/software issues
 - 3 to 4 will not supply data until full CHE upgrade complete
 - Remaining 5 “fixed” by end of March (or sooner)
 - 6 with CHE that does not pass data
 - Vendor working on solution
 - Estimated completion end of March



Data Acceptance & Training

- Data goes through a system acceptance phase with ECaTS
 - Data issues resolved with vendor; PSAP engagement sometimes required
- Training follows system acceptance
 - Training on PSAP's own data
 - PSAPs establish accounts for staff
 - Customize look of, or descriptive for, reports



Data Sharing Agreements/VITA Access

- 119 Fully Executed Agreements (each primary PSAP)
 - Access levels to data and reports
 - 76 granted limited access
 - 42 granted unrestricted access
- VITA/ISP staff user accounts established
 - 1- unrestricted access
 - 2- limited access
 - 3- statewide reports



ECaTS Interface – Unrestricted Access

ECaTS Information into Insights Stefanie McGuffin Full | Logout

[Reports](#)
[AdHoc](#)
[Raw](#)

Reporting Groups Support Release Notes [Download ECaTS Training Manual](#)

Standard Reports

- Call Summary
- Calls By Circuit**
- Circuit Utilization
- 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
- Operator Ring Time
- Calls per Hour by Day of Week
- Top ESN Report
- Top ANI Report
- Call Transfer Count
- Management Reports**
- Trunk Group Utilization
- Answer Time Exception Report
- Call Taker Ring Time Exception Report
- Outage
- 10-Digit Emergency Call
- Unparsed Data
- Call Taker Ring Time 15 Second Exception
- Answer Time 15 Second Exception
- Wireless Routing Reports**
- Wireless Call Sector

REPORTS
Standard Reports > Calls By Circuit

Select PSAPs:

- Appomattox County Public Safety
- Bedford Communications
- Bristol 9-1-1 Communications
- Brunswick County Sheriff's Department
- Buchanan County 911

OR

Select Groups:

- Region 1 - Full
- Region 2 - Full
- Region 3 - Full
- Region 4 - Full
- Region 5 - Full

Select Date Range: **From:** **To:** **Period Group:**

Call Type: **Abandoned Filters:** **Inbound / Outbound:**

Include Comparisons

Graph Format:

Agency Affiliation

Emergency Communications Fire Medical Police Sheriff Training

Filter out Unknown trunks?

Run this report **Output Format:** [Generate Report](#)



ECaTS Interface – Limited access

ECaTS Information into Insights

Stefanie McGuffin limited | Logout

Reports AdHoc Raw

Reporting Groups Support Release Notes [Download ECaTS Training Manual](#)

Standard Reports

- Call Summary
- Calls By Circuit
- Circuit Utilization
- Class of Service
- Call Transfer

Management Reports

- Outage
- Unparsed Data

Wireless Routing Reports

- Wireless Call Sector

REPORTS
Standard Reports > Call Summary

Select PSAPs:

- Alleghany County Sheriffs Office
- Amelia County Sheriffs Office
- Amherst County Emergency Communications
- Augusta County

Select Groups:

- Region 1 - Limited
- Region 2 - Limited
- Region 3 - Limited
- Region 4 - Limited
- Region 5 - Limited

OR

PSAP Grouping

Select Date Range From: To: **Period Group:**

- SELECT - [] [] Month

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

Include Comparisons

Graph Format: No Graph

Agency Affiliation

Emergency Communications Fire Medical Police Sheriff Training

Run this report Now **Output Format:** Web **Generate Report**



Data Usage; Fixing Issues

- Only 2 months of data in the system for most PSAPs
 - Learning curve on a new system
 - Encourage use and review
 - Alerts from ECaTS to the PSAPs = optimization!
 - Rerouting of cell sectors to reduce call transfers; already!



Project Financial Status

- Allocated \$1M of existing funds toward the project.
 - Direct Technology (maker of ECaTS)
 - Configuration, Installation, PM - \$470,800
 - Service and support - \$290,400} \$761,200
 - CHE maintenance providers
 - CDR Port Activations & Installations - \$329,744
 - Local IT Connection Expenses
 - Reimbursement: \$1,780
- Project costs by end of FY17 estimated \$80,000 over; may be less



9-1-1 Data Analytics - Next Steps

- Working with ECaTS to set up users and access levels
- Develop a process for review and evaluation of reports
 - Accuracy of carrier data and call delivery
 - Wireless cell sector and transfer reports
- Develop a plan of action for improvement
 - Involving carriers and PSAPs
- Develop an ECaTS best practice use guide for PSAPs



Wireless Services Cost Recovery Request

- At the January meeting, the Board approved wireless services cost recovery for five PSAPs, totaling \$53,914.65
- The amount provided for Shenandoah amount was incorrect
 - FY15 True-Up % used instead of FY 16
 - \$10,266.60 approved, but correct amount is \$10,745.10
- Requesting approval of revised amount



New Business





Regional Advisory Council Report

- RAC support of PSAP Budget Survey
- Best Practices
- Re-chartering of RAC



Financial Activity Approval

- Need consistent policy for Board review and approval of financial activities
- Recommended policy:

It is the policy of the Board that any changes to the Appropriation Act impacting the Wireless E-911 Fund that are requested by VITA shall be reviewed and approved by the Board prior to submission for consideration. Once the Appropriation Act is passed, VITA will manage the budget within the approved appropriation without need for additional Board approval.



Comprehensive Plan Reporting

- Need a consistent method of reporting on activities surrounding the Comprehensive Plan and NG9-1-1 deployment
- Recommended approach:
The PSC Coordinator, with support of the RAC Chairman, shall report the overall status of activities of the Comprehensive Plan and NG9-1-1 deployment at least twice annually during one of the Board's regular meetings.



Grant Award Amendment Request

- Stafford Multi-Jurisdictional PEP Training Grant (FY 17 – ID #121)
 - Stafford was the host applicant named in the grant award, but another locality has taken over this responsibility
 - Request approval to transfer host applicant responsibility from Stafford to Fairfax



And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is May 11, 2017