



9-1-1 Services Board

General Business Meeting

November 09, 2017



Agenda

1. Call to Order
2. Approval of Minutes
3. FY 17 True-Ups
4. Statewide NG9-1-1 Solutions Provider
5. Old Business
6. New Business
7. Public Comment
8. Adjourn



FY 17 True-Ups





Requirements

- True-Up form contains three data elements:
 - Total 9-1-1 calls
 - Total wireless 9-1-1 calls
 - PSAP personnel costs
- Completion of True-Up has historically been a financial and programmatic requirement for participation in the PSAP Grant Program



Call Load Data

- Data submitted by PSAPs must be verified by call accounting system reports
- Staff recommends that PSAPs run call accounting reports on a monthly basis
 - Notify RC within 30 days if there is a problem



Review Process

- Submissions subject to a two-step review process managed by PSC staff:
 - True-Up forms are submitted to the RCs for an initial review for completeness and accuracy
 - Forms are then sent to PSC staff for a secondary review
 - Resolve issues and come to consensus



Results

- Complete and timely submissions received from 107 PSAPs
- One PSAP submitted their form late
 - Greensville
- Twelve PSAPs submitted incomplete forms (partial estimate for call load data)
 - Charles City, Charlotte, Essex, Floyd, Hopewell, King George, Lee, Mathews, Middlesex, Washington, Westmoreland and Wise



Recommendations

- Staff recommends approval of 107 complete and timely submitted True-Ups
- Address late and incomplete submissions separately



Wireless Services Cost Recovery

PSAP	Managed IP Network Costs	Wireless Percentage	Months	Payment Due
Shenandoah	\$ 1,205.00	76.94510%	12	\$ 11,126.26
Franklin County	\$ 1,337.00	78.78898%	12	\$ 12,640.90
Roanoke City	\$ 2,200.00	84.56616%	12	\$ 22,325.47
Patrick County	\$ 977.00	48.70790%	12	\$ 5,710.51
Pittsylvania	\$ 2,248.00	68.79197%	12	\$ 18,557.32
Loudoun	\$ 2,210.00	83.03322%	12	\$ 22,020.41
Pulaski	\$ 1,456.00	84.09864%	12	\$ 14,693.72
Total				\$ 107,074.59



Recommendations

- Staff has reviewed submissions from PSAPs for wireless services that are not covered by Billing Agreements
- Recommended approval of \$107,074.59 as submitted



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Statewide NG9-1-1 Solutions Provider





Summary

- At the September Board meeting, ISP staff advised the Board of the following:
 - Leaning towards using the Fairfax contract as a solution for a NG9-1-1 service provider
 - Not recommending an RFP for several reasons
- No action taken by the Board, but members had a number of questions and requested additional information

AT&T/West Deployments

- States in which AT&T and/or West have deployed ESInet and NGCS

Connecticut	Tennessee	Florida	Kansas
South Carolina	North Carolina	Virginia	Louisiana
Nevada	Hawaii	Delaware	Minnesota
Arizona	Utah	North Dakota	Washington

- Extensive experience working with carriers of varying sizes



Migration Path for West Customers

- PSAPs with a direct Contract with West for A911 service
 - No additional cost to Migrate to AT&T ESI-net
 - No penalty for ending contract early
 - Must sign a participation agreement with AT&T
- PSAPs that are served by West Hosted Call Handling
 - Require additional development



Fairfax Contract Award Criteria

- Fairfax County provided a one-page summary that provided award considerations based on capability and advantage
 - Includes procurement selection factors and weighting



Interconnection

- Process for other solution providers to utilize in order to interconnect with AT&T network:
 - Choosing a solution provider other than AT&T (opting-out) is a real option for PSAPs
 - ESI-net must provide same functionality identified in Fairfax contract



Interconnection

- AT&T has provided an ESI-net to ESI-net Interconnection Specification document:
 - Specifies the messages and interaction scenarios for delivery and handling of voice-based emergency calls within a NENA i3 deployment model
 - To support interoperability with legacy originating networks, the NENA i3 architecture defines a Legacy Network Gateway (LNG) function



Interconnection

- Fairfax County has provided an interoperable definition
 - Summary of requirements for an Opt-out ESIInet solution to be considered interoperable with the Fairfax County NG9-1-1 ESIInet
- Still need to know all charges that AT&T or its partners would charge a carrier to interconnect to or provide calls through the proposed solution



AT&T Deployment Strategies

- Option 1
 - Transition PSAPs by selective router pair
 - Mated selective routers must be done together
- Option 2
 - Transition PSAPs by population
- Option 3
 - Transition PSAPs by large population centers then fill in with the rest



Special Construction Costs

- Local access diversity and resiliency
- Requested these costs from AT&T for 112 PSAPs not included in the Fairfax contract
- Still waiting on costs for a few PSAPs
- Local access diversity and resiliency may not be available for all PSAPs
 - Will need to address
- Amounts vary greatly
- Attempt to reduce costs with consolidated billing



GIS Data Prep Work

- NG9-1-1 Transitional Data Management
- GeoMSAG Replacement Service
- GIS Routing Accuracy Report



Initial Pricing

- NG9-1-1 Transition estimated at \$69M over a five-year period
- Special Construction Costs \$19,484,387
- Year 1 non-recurring costs \$448,000
- Year 1 recurring costs \$10,749,443
- Total 5 Years \$54,195,215



Next Steps

- General plan for NG9-1-1 solutions provider to be completed in November
- Update Board on results of research at next meeting
- Socialize the plan throughout December
- Most likely Board would vote on plan at January meeting
- Work with PSAPs on specific NG9-1-1 readiness and deployment plans



Other Items

- ISP staff to develop Gantt chart that provides more detail on previous items
- Continue legislative negotiations until 2018 GA session begins
- Develop 2020 NG9-1-1 funding guidelines
 - PSAP Grant Committee meeting on Dec 7th



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Old Business





2018 Legislative Action

- Elimination of wireless cost recovery
 - Remove Wireless Carrier E-911 Cost Recovery Subcommittee
- All service providers required to provide 9-1-1 at least cost to Commonwealth or PSAP
- Point of interconnection for ESInet to minimize cost
- Grants focused on NG9-1-1
- Incorporate “population” and remove “cost” in the funding formula



New Business





Purpose of the RAC

- 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



NG9-1-1 Feasibility Study

- Commonwealth's focus has shifted from NG9-1-1 planning to implementation
 - Most of the requirements have been completed
 - NG9-1-1 legislative agenda for the 2018 General Assembly session brings to a close the 24-month legislative change process recommended in the study
 - Regional Advisory Council (RAC) established



9-1-1 Comprehensive Plan

- This plan is broader than NG9-1-1 and encompasses the entire 9-1-1 ecosystem
- RAC met on Sept 13th to establish FY 18 priorities and tasks
- RAC will most likely complete tasks included in the plan by the end of FY 19
- Begin next planning lifecycle



RAC FY 18 Tasks

- Standards Development Process
- Communications Plan and Clearinghouse
- COOP Template
- Support Staff Development Criteria
- GIS Technology
 - Synergy between 9-1-1 and GIS
 - Conduct GIS database review
- PSAP NG9-1-1 Implementation Plans



Emergency Grants

- Greenville County
- Orange County



And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is Jan 11, 2018