

E911 Service Board Meeting  
 March 10, 2016  
 10:00 AM - CESC

<b>Members Present:</b>	Jeffrey Stern	Jeffrey Merriman
	David Von Moll	Danny Garrison
	James Junkins	Diane Harding
	Kevin Hall	Robert Layman
	Jolena Young	Adam Thiel - Advisor
	Anthony McDowell	
<b>Members Absent:</b>	Kathleen Seay	Nelson Moe
	Dennis Hale	Steve Hudson
<b>Remote</b>	Culpeper	Abingdon
	Roanoke	
<b>Staff Present:</b>	Dorothy Spears-Dean	Joshua Heslinga - Counsel
	Steve Marzolf	Stefanie McGuffin
	Lewis Cassada	Terry Mayo
	Dan Widner	

**1. CALL TO ORDER**

Chairman Stern called the meeting of the E911 Service Board to order at 10:03 AM. Dr. Dorothy Spears-Dean did a roll call of the Remote Regional Facilities on the audio conference. All Regional Facilities were on-board and accounted.

**2. APPROVAL OF THE MINUTES FROM JANUARY 14, 2016**

Chairman Stern asked for changes/additions to the January 14, 2016 E911 Service Board Minutes. Vice Chairman Jim Junkins made a motion to approve the Minutes of January 14, 2016, and Diane Harding 2<sup>nd</sup> the motion for approval. The Minutes of January 14, 2016 were approved; **9-0-0**. (Robert Layman had not yet arrived.)

**3. PROGRESS REPORT ON NG9-1-1**

The Coordinator, Dorothy Spears-Dean, addressed the Board and said that exactly a year ago at the March Meeting the Board approved the NG9-1-1 Feasibility Study. She briefed the Board on why it is concentrating on NG911. Dr. Spears-Dean said that the analog network is going away and there is a need for better service in the future. Dr. Spears-Dean commented that NG911 is a “game

changer”. She said that there have been significant shifts in consumer behavior and expectations, and that the Board need to make sure it is keeping pace in the 911 Community. Dr. Spears-Dean said that there is a large amount of data available now, with the completion of the NG9-1-1 Feasibility. The primary goal of the document is to provide a long-term solution. Dr. Spears-Dean said the report contains 141 recommendations and the approach to utilizing the recommendations are as follows: 1) Determine priority; 2) Identify those chronologically first; 3) Group into “themes”; 4) Estimate resources required; and 5) Identified 2015 tasks to support priorities.

Dr. Spears-Dean then went over the “Guiding Principles” which she said were determined and are: 1) 9-1-1 is an essential, local/regional service; 2) Need to address ALL of 9-1-1 not just NG; 3) Full stakeholder engagement is needed; 4) Services must not be degraded; 5) Economies need to be leveraged; and 6) Doing nothing is NOT an option. Dr. Spears-Dean referred everyone to the 911 Ecosystem drawing.

Dr. Spears-Dean talked about “Governance/Legislation”. ISP staff developed outreach material to help localities educate their leadership about NG9-1-1. A webinar was presented to local government constituents (9-1-1, IT, GIS), and the resource material is now available from the ISP website. Dr. Spears-Dean gave a summary of the draft legislation which are: 1) Rename the Board to the 9-1-1 Services Board (drop “E”) and makes all references consistent; 2) Establish the Board’s ESInet and core NG9-1-1 services standard setting authority; and 3) Defines the terms “ESInet” and “NG9-1-1”. Dr. Spears-Dean said that legislation now includes another Board member which is a cable company. She also said that the Board is to define Standards for: NG9-1-1 Core Services, ESInet, PSAP Function, Processing of information through the ESI Net, and ensuring the Commonwealth can operate as a single network and interoperate with other statistics. She then discussed “ESInet Design/Pricing;” “Best Practices/Standards;” and the Geospatial Foundation.

Dr. Spears-Dean went over the PSAP Grant Program and the financing. She said that there are 92 remaining recommendations from the Feasibility Study that need to be accomplished moving forward. Dr. Spears-Dean said that there are two groups that are coming in with staff to help with tackling the other 92 recommendations. The two entities are: 1) Trusted Partner, and 2) the Regional Advisory Council. She said that ISP will be using Data Analytics to assist in future decision making. The PSAP Grant Committee will further its efforts to support NG911 through the PSAP Guidelines. The PSAP Grant Committee will be meeting in April and staff will bring the information to the May meeting. Dr. Spears-Dean also said that the Finance and Policy Committees will also be involved.

Dr. Spears-Dean then informed the Board of the “actions” the Board needs to take and vote on.

Chairman Stern asked questions from the Board, and there were none. Dr. Stern asked for motions from the Board on the following actions, and then he called for the vote on each action which is: 1) Direct staff to move forward with ESInet RFP with the strategy of obtaining a Trusted Partner. Kevin Hall called for motion to accept the recommendation; and Danny Garrison 2<sup>nd</sup> the motion. All approved and the motion passed; **10-0-0**. 2) Direct staff to develop a statewide Data Analytics program to support the “Guiding Principles”. Jolena Young made a motion to approve the recommendation; and David Von Moll 2<sup>nd</sup> the motion for approval. All approved and the motion passed; **10-0-0**. 3) Direct the Finance and Policy Committees to focus on the remaining governance and financial recommendations to determine focus of the 2017 legislative agenda. Danny Garrison made a motion to accept the recommendation; and Robert Layman 2<sup>nd</sup> the motion to approve. All approved and the motion passed; **10-0-0**.

#### **4. REGIONAL ADVISORY COUNCIL UPDATE**

Dr. Spears-Dean addressed the Board and said that the Regional Advisory Council Committee met in person at CESC in February and that Mr. Jason Malloy will give the Board an update on the meetings thus far of the Regional Advisory Council.

Mr. Malloy addressed the Board and said that the Regional Advisory Council (RAC) has had several meetings since they last addressed the Board and that they have given staff a set of tasks. He said at the March 8<sup>th</sup> meeting they discussed the Best Practices, and have decided that the Council will act as a “Steering Committee” for the development of best practices and standards. He said that the RAC will bring in “subject matter experts” as needed to come up with those standards and best practices. The RapidSOS Haven App is coming up and being financed at the “private level” and is a new 9-1-1 app. He provided a website to access this app. Mr. Malloy said that some testing has been done in the Virginia area, and that they are trying to give as much information to the PSAP Community before the roll out on March 26<sup>th</sup>. The RAC also discussed Data Analytics at the March 8<sup>th</sup> meeting. Mr. Malloy also said that a discussion on the presentation that ISP staff will provide later in this meeting was done, and also the webinars that have been set-up. Updates on the development of the task list to support the 911 Comprehensive Plan were discussed, and the RAC is hoping to start prioritizing the list and give the names of individuals who will be leading the tasks.

Dr. Spears-Dean then addressed the Board and that the RAC has been busy and she went over the “Goals and Initiatives” of the 9-1-1 Comprehensive Plan and their interpretation and provided a list of tasks developed by the RAC to support the Goals and Initiatives (see posted slide of the presentation). Dr. Spears-Dean completed her presentation on the RAC meetings, and informed the Board that the

RAC will forward their recommendations for prioritized tasks to the Board during their May meeting.

Chairman Stern called for questions and comments from the Board. Mr. Anthony McDowell commented that the goals and initiatives seem to be a regulatory initiative. Mr. Marzolf said it would be self-policed and established as “best practices” and not requirements, as that is how it would be regulated. Chairman Stern thanked Dr. Spears-Dean for the presentation.

## **5. NEXT STEPS FOR DATA ANALYTICS**

Steve Marzolf address the Board and said that at the last Board meeting staff gave a presentation on “Data Analytics”, and now staff is asking the Board for money to fund the project. He said that all of this is to guide the Board into the future, and that the Board is lacking data. Mr. Marzolf talked about the “Guiding Principles” for Data Analytics, and the problem statement. He talked about the Pilot Project on “Data Analytics.” Mr. Marzolf said that this is the “Commonwealth’s” need, and that is why staff is focusing on this instead of the PSAPs’ need first. Mr. Marzolf talked about PSAP Reporting and the “Pilot” results. He said that the conclusions from the “Pilot” were: 1) Optimize wireless 911 call delivery, reduce the number of transferred 911 calls and ultimately reduce response times; 2) Provide the PSAPs with a more “user-friendly” tool and service for evaluating operations with their centers; 3) To promote overall, well informed, data driven decision at both the state and local level. Mr. Marzolf said the proposal is to: 1) Give the final Pilot Report to the Board; 2) Request \$1M allocation of existing budgeted funds for the project; 3) Start collection of the data as soon as possible; 4) Deploy ECaTS system statewide; and 5) Deployment of the methodology voluntarily or mandatorily. Mr. Marzolf said that the presentation was also presented to the RAC through a Webinar, and presented at the APCO Fall Conference and Winter Summit. Mr. Marzolf also informed the Board that overall support is needed and supported, and that the feed-back from the “Stakeholders” has been positive.

Mr. Marzolf then talked about FOIA and Records Retention. He talked about the Commonwealth Report Access which is: 1) Unrestricted access to all reports; or 2) Access to limited reports including “Call Summary Report; Calls per Hour; Top Busiest Hours; Average Call Duration; Calls by Circuit; Circuit Utilization; and PSAP Answer Time. Mr. Marzolf said that “Calls per Hour; Top Busiest Hours; Average Call Duration; and PSAP Answer Time Reports would only be available at the “state-wide level.”

Mr. Marzolf said that there is a \$1M of existing funds budgeted for network improvements. Staff is asking for approval to spend the \$1M on this project. He also said that staff would like to start as soon as possible and recommending the “voluntary” collection right now while working with Counsel to resolve the FOIA and record retention issue. Mr. Marzolf informed the Board that if it said no, the

funds will eventually role into the “Grant Program” for next year. Chairman Stern asked for questions from the Board. Comptroller Von Moll asked if there are any indications that the request is not enough to fund the project. Mr. Marzolf said no. Mr. Marzolf then broke down the cost for Comptroller Von Moll. He said the funding will get the project through July 1, 2017. Comptroller Von Moll stated that he understands the mandate of the project, but wanted to know why staff concluded that the project not be mandated. Mr. Marzolf said because he is fairly certain there will not be any opposition to this project. Chairman Stern asked about the thoughts on the \$1M allocation. Jim Junkins asked if this is the same \$1M used last year for other projects. Mr. Marzolf said yes, last year it went to the Feasibility Study and Comprehensive Plan. He said that there are savings done with this for the “Call Accounting System”. Jim Junkins asked about the advantage to the “Grant Program”. He asked if the money is not used then it rolls over to the “Grant Program”. Mr. Marzolf said yes. If all of the money is not used, the left over amount of money will roll over to the “Grant Program.” Jim Junkins said he agree with the “voluntary” now instead of “mandatory”. Mr. Marzolf said that one of the things staff is working on is that we currently spend money in the wireless billing agreements which will eventually be reduced down and that money will go to NG911. Jolena Young responded that she agrees that the Data Analytics is important, and she thinks it should be “mandated”. Danny Garrison asked about the consideration to the Secondary PSAPs. Mr. Marzolf made a comment that he thought Mr. Garrison’s suggestion is an excellent suggestion. Mr. Marzolf said that staff is beginning to collect information on the Secondary PSAPs. Chairman Stern requested that before the Secondary PSAPs are addressed that “mandated” or “voluntary” be done after the funding decision. Mr. Marzolf said absolutely. Mr. Marzolf also commented that staff is planning to bring the issues back to the Board at the May meeting. Fire Chief McDowell stated that he is concerned about sustainability. Jim Junkins asked Steve Marzolf if this compared to the Billing Agreement. Mr. Marzolf said yes, as the bill is paid on behalf of the PSAPs. Chairman Stern asked for a motion from the Board that the funding be approved and that the “voluntary/Mandatory” methodology be determined later. Jeffrey Merriman made a motion to approve the motion, and Kevin Hall 2<sup>nd</sup> the motion for approval. The motion was approved; **10-0-0**.

## **6. OLD BUSINESS**

- None

## **7. NEW BUSINESS**

- **Recent 9-1-1 Outages:** Dr. Spears-Dean addressed the Board and said that the presenters are not in attendance and will not be able to present this topic today.

- **Brunswick County FY2017 PSAP Grant:** Dr. Spears-Dean addressed the Board and said that during the application cycle of the 2017 PSAP Grants, staff received a request from Brunswick County. This application was deleted by mistake and has been reviewed and would have been prioritized as a #33 ranking, and would not have received funding. The request is a motion from the Board to allow staff to allow the request from Brunswick County to be included as part of the FY2017 PSAP Grant Submissions, but not approved for funding because of its ranking. Danny Garrison made a motion to approve staff's recommendation, and Comptroller David Von Moll 2<sup>nd</sup> the motion. All approved; **10-0-0**.
- **Hanover County Reimbursement Request:** Dr. Spears-Dean addressed the Board and said Hanover County has removed their request.
- **FY2017 Guidelines Amendment:** Staff is recommending an amendment to the FY2017 Grant Guidelines. The reason for this recommendation is two-fold: 1) PSAPs find calculating the per diem confusing and requires a significant amount of VITA staff time to process. This flat rate or travel assistance would be set in advance of the VA APCO, VA NENA, and VAMLIS conferences and would require approval by the Board. This will allow each conference attendee seeking reimbursement through a WEP/PEP (Wireless Education Program/Personal Education Program) grant to receive travel assistance for any meals not provided at the conference; incidentals; and parking for all conference days. The PSAP Grant Committee concurs with staff's recommendation.

Chairman Stern asked if this is within state travel guidelines. Dr. Spears-Dean said that staff has discussed this with VITA's Account Payable, in which they agree with this flat rate. Dr. Spears-Dean informed the Board that VITA's Accounts Payable came up with this recommendation. Comptroller Von Moll asked for clarification. Mr. Marzolf explained that 90% of the requests are the same, but that are only a few requests are anomalies. Chairman Stern called for a motion to approve staff's 1<sup>st</sup> recommendation. Comptroller Von Moll made a motion to approve; and Mr. Garrison 2<sup>nd</sup> the motion for approval. The 1<sup>st</sup> motion was approved; **9-0-0** (Kevin Hall had to leave).

The 2<sup>nd</sup> recommendation from staff is to establish immediately that PSAPs have 30 days from the deadline/submission date to submit any missing or clarifying documentation for a grant payment request. If the missing or clarifying documentation is not received, the PSAP will not be reimbursed. Chairman Stern called for a motion to approve the 2<sup>nd</sup> recommendation from staff. Vice Chairman Junkins made a motion to approve staff's recommendation; and Jolena Young 2<sup>nd</sup> the motion for approval. All approved the motion; **9-0-0**.

As part of the 2<sup>nd</sup> recommendation, staff asked that if the Deadline falls on a date that is not a business day that the deadline move to the next business day. Chairman Stern called for a motion to approve this part of the 2<sup>nd</sup> recommendation. Mr. Garrison made the motion; and Diane Harding 2<sup>nd</sup> the motion. All approved, and the motion passed; **9-0-0**.

Dr. Spears-Dean asked the Board to approve the Travel Assistance Request of \$110 per attendee for the 2016 VA NENA Conference. Chairman Stern called for the motion to approve staff's recommendation for the Travel Assistance Amount of \$110 per attendee. Fire Chief McDowell made a motion to approve staff's recommendation; and Comptroller Von Moll 2<sup>nd</sup> the motion for approval. The motion and recommendation was approved and passed; **9-0-0**.

**CMRS Subcommittee Report:** Dr. Spears-Dean informed the Board that the CMRS Subcommittee met before this Board Meeting. Comptroller David Von Moll said that all the Cost Recovery's had been approved except AT&T at the last Board meeting. He said that staff contacted AT&T to see if they had made a "good-faith" attempt to send in the Cost Recovery on time. Staff did and it was determined that they did. The Subcommittee is recommending that the Board accept the AT & T funding request. Vice Chairman Junkins 2<sup>nd</sup> the recommendation from the Subcommittee. The recommendation was approved and passed; **9-0-0**.

#### **8. PUBLIC COMMENT**

Chairman Stern called for public comments at CESC and the remote locations, and there were no comments from the remote site. However, Nicki Tidy addressed the Board at the CESC site and made comments about the RAC and the work Dr. Spears-Dean has done with the RAC. Also, she stated that Virginia APCO is taking an active role in the RAC.

Chairman Stern made a public comment asking for hope for a healthy recovery for the Officers hurt in the recent Northern Virginia incident. He also wishes that everyone keep the family of the Fallen Officer, and Chief Steve Hudson in their hearts.

#### **9. ADJOURNMENT OF THE MEETING**

Chairman Stern adjourned the meeting of the Board at 12:05 PM.

**Respectfully Submitted:**

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**Terry D. Mayo**

**(Date)**