

E911 Service Board Meeting
March 10, 2011
10:00 AM - CESC

Members Present:	Michael Cline, Chairman John Knapp, Jr. – Co-Chairman David Von Moll - Comptroller Battalion Fire Chief Tracy Hanger Lt. Col. Robert Kemmler Samuel Nixon, Jr.	Linda Cage Phil Heins Robert Layman Danny Diggs Mickey Sims
Members Absent	Chief Ron Mastin Denise Smith	Pat Shumate Chief Henry Stanley
Remote	Abingdon Culpeper	Roanoke Tidewater
Staff Present:	Dorothy Spears-Dean, Coordinator Terry Mayo, Administrative Assistant Lisa Nicholson, Project Manager	Lewis Cassada, Project Manager Susan Siegfried, Commonwealth Counsel

1. CALL TO ORDER

Chairman Michael Cline called the meeting to order at 10:05AM. Chairman Michael Cline welcomed everyone to the E911 Services Board meeting. Ms. Dorothy Spears-Dean did a roll call to the Regional Facilities.

2. APPROVAL OF THE MINUTES FROM NOVEMBER 18, 2010

Chairman Michael Cline asked for changes/additions to the November 18, 2010 minutes, and there were none. Mr. John Knapp made a motion to approve the November 18, 2010 minutes, and Mr. Phil Heins 2nd the motion for approval. Chairman Michael Cline called for the vote, and all approved the minutes; **11-0-0.**

3. FY 2012 SUBMISSIONS FOR PSAP GRANT PROGRAM

Mr. Bob Layman addressed the Board and said the PSAP committee met on February 16, 2011. Mr. Bob Layman said the Committee reviewed the submissions for the Continuity/Consolidation, Enhancement, and PSAP Education grant requests received. PSAP Educations grants totaled \$136,000. The Committee also reviewed a total of four

grant extension requests. Chairman Michael Cline asked for questions. Mr. John Knapp asked about the total amount of recommended funding. Mr. Bob Layman said they are not trying to recommend a certain amount of funding. Ms. Dorothy Spears-Dean referred the members to the spread-sheet in their packet. The Committee is presenting to the Board today a list of the recommended funding rankings. Staff prioritized the grant as recommended by the Committee. The Committee will review all grant extensions requests and make recommendations for the Boards' consideration at the May 12, 2011 E911 Services Board meeting. The Committee is asking the Board to accept the prioritization list at this meeting. The amount of funding that will be available for grant award funding is about \$4.5 million. The 2nd grant sheet shows what could be funded with the amount of funding that is available for all three grant programs. Chairman Michael Cline asked for clarification on what the Committee would like for the Board to do. Ms. Dorothy Spears-Deans said they are only asking the Board's approval on the ranking of the grant submissions. Mr. Samuel Nixon asked if this is a pro formula ranking, and Ms. Dorothy Spears-Dean said yes. Mr. John Knapp asked for a quick reminder of the grant coding in the spreadsheet. Ms. Dorothy Spears-Dean provided that information.

Chairman Michael Cline called for a motion to approve just the ranking of the grant submissions. Mr. David Von Moll made a motion to approve the grant rankings; and Mr. Samuel Nixon 2nd the motion. All approved the motion; **11-0-0**.

4. UPDATE ON REFRESH OF 9-1-1 COMPREHENSIVE PLAN

Ms. Dorothy Spears-Dean addressed the Board and said that at the last E911 Services Board meeting in November she provided information on the PSAP Town Hall Meetings. Ms. Dorothy Spears-Dean said the current red-lined version is available on the ISP Website. She also said that the current draft of the refresh is a "messy document", but it is intentionally a messy document since the Plan is still a work in progress. In order to complete the plan, two objectives must be achieved, which are: (1) Ensure that proposed changes accurately reflect what was said at the PSAP Town Hall meetings; (2) Work with the 911 stakeholder community to develop implementation strategies for the plan and its supporting initiatives. Ms. Dorothy Spears-Dean said that additional outreach and working sessions with the Virginia Chapters of APCO and NENA are planned, as well as webinars or meetings with the PSAP Community. Also, the ISP staff will provide input. Ms. Dorothy Spears-Dean said the final draft of the Comprehensive Plan will be available from the ISP Website around May 1st in preparation for the May 12th E911 Services Board meeting. Ms. Dorothy Spears-Dean said that she will also reach out to the Board Members for their input. Chairman Michael Cline asked if there is a deadline for submitting a comment. Ms. Dorothy Spears-Dean said that she prefer to receive comments electronically, and would like to receive comments and input by the middle of April.

5. PSAP SURVEY MAPPING

Ms. Dorothy Spears-Dean addressed the Board and said that initially an Initiative

Action Team (IAT) was responsible for developing a baselines assessment survey. A survey went out to all the PSAPs. Ms. Dorothy Spears-Dean said they have received 78 surveys with various levels of completion. Ms. Dorothy Spears-Dean showed a slide of what the survey looked like (see attached slide). Ms. Dorothy Spears-Dean said that all 78 spreadsheets have been moved into a Microsoft database. Ms. Dorothy Spears-Dean gave a brief presentation on the findings (see attached slides). Chairman Michael Cline asked for questions or comments from the Board. Lt. Col. Robert Kemmler asked what staff is doing about the lack of response. Ms. Dorothy Spears-Dean said that every time there is a presentation on the survey, it generates additional responses from the PSAPs

6. OLD BUSINESS:

Legislative Update: Ms. Dorothy Spears-Dean addressed the Board and said that in the Governor's Budget there was an item put in concerning the payment of the wireless Billing Agreement in FY2012. It was decided that going forward the payment will be made "off the top" of the Wireless Fund before any further wireless revenue allocation is made (60/30/10 split).

Another item of interest is SB788 that gives the E911 Services Board flexibility to extend the data collection period up to 36 months when calculating distribution percentages; and move the payment recalculation effective date to coincide with the beginning of the fiscal year. This bill will be implemented the 1st of July and act on next fiscal year.

Bill SB787 was also submitted to remove "Wireless" from Wireless E-911 Services Board. And starting in January 2010, the payment for "prepaid wireless" will be received through the Department of Taxation and then forwarded to the E911 Services Board. Mr. David Von Moll asked about the regular Carrier Payments if they will be going through the Department of Taxation also. Ms. Dorothy Spears-Dean said this has not yet taken place and these CMRS payments continue to come straight to VITA to the E911 Services Board. Ms. Spears-Dean said that VITA does not have the capability to audit and cannot easily collect the prepaid wireless payments, and that the Department of Taxation is already set up to do this type of collection. Ms. Dorothy Spears-Dean said that the administrative payment for Taxation will be taken off the top. Mr. Bob Layman asked about the additional revenue. Ms. Dorothy Spears-Dean said yes, we should have some additional revenue.

FY2010 Verizon Wireless Costs: Ms. Dorothy Spears-Dean said that she sent an email to the Board and PSAP Community about the FY2010 Verizon Wireless Costs and how to proceed with the 2010 Verizon Wireless Costs. Verizon representatives shared their intentions with ISP staff that Verizon intends to

invoice the PSAP Community to request payment for services in 2010 they provided when there were no contract in place.

Mr. Gene Scott addressed the Board and said that there was an issue with the 2009 contract that expired. When the Contract expired, Verizon had no intention of terminating the service. Verizon's goal was to continue the work, and as quickly as possible provide a new contract. Mr. Scott said that there was no consideration but to continue to give the service. He wanted to thank the Board for its consideration in this matter, and that he is here if the Board has any questions. Ms. Dorothy Spears-Dean asked the Chairman for his guidance in how staff should proceed in paying Verizon for the services the PSAPs received when there was no contract in place. Chairman Michael Cline stated that in his opinion, even if no contract was in place and the localities continued to receive services, Verizon should receive some type of compensation for the services they provided at that time. Mr. David Von Moll addressed the Board and said that since there was no contract, the Board concluded that they are not liable. So, the Board cannot ask the PSAPs to pay. How can the Board provide a release of funds from something that was not due? Battalion Fire Chief Tracy Hanger said that, "we" as the Board did know that the services were being provided, and cannot ask every PSAP in the state of Virginia to come up with funds they do not have to pay. Battalion Chief Hanger asked "how do we as the Board come up with the money to pay for the services that were provided." She has a concern about the procurement process. It is a large amount of money we will be asking the PSAP to come up with that they have not budgeted for. A statement was made by Mr. David Von Moll that the Board would not ask the localities to pay for it. He asked if reimbursement could be made through the Grant Process. Ms. Dorothy Spears-Dean asked whether this was a legal question or a process question. Ms. Dorothy Spears-Dean said she believed that a grant process could be developed, but that this would have to be done with assistance from Counsel. Ms. Susan Siegfried said that this Board has the authority to entertain paying this through the grant program. Mr. Sam Nixon asked for a clarification of payment through the grant program. Ms. Siegfried said it is under the authority of the Board that the Board makes the payment on behalf of the PSAP Community using the 10% of the grant funding program. Ms. Siegfried said that she would look at it further. Chairman Michael Cline asked if the PSAPs would have to pay up front and then the Board reimburse them. Ms. Siegfried said that the Board can pay up front for the PSAPs through the Grant Process. Chairman Michael Cline asked if any of the PSAPs have looked at this and taken it to their local administration. Ms. Linda Cage said that she thought that VITA should pay the bill as the local administrators do not have the money to pay. A lengthy discussion ensued with questions and comments from the Board members and participants at the regional facilities. Mr. Sam Nixon made a comment that if the Board thinks it is obligated to pay for the invoice on behalf of the localities; how does the Board propose to do this. Mr. Samuel Nixon suggested tabling the issue until the next meeting when additional due diligence by staff can be completed. Chairman Michael Cline said that Verizon has informed the Board that they are

going to bill the PSAPs, and they can move forward with that. Chairman Michael Cline also stated that the Board would like to ask VITA and staff to move forward with coming up with recommendations and a legal process with dealing with this issue, if one is available. Chairman Michael Cline is asking that the staff reach out to the Attorney General's office to determine what the options are, and bring it to the next Board meeting in May. Ms. Susan Siegfried said the money would have to come from the 10% of the 60/30/10 split. The 10% is the grant fund on behalf of the PSAPs. Chairman Michael Cline called for a motion for staff to move forward with coming up with a process to deal with the 2010 Verizon bill. Mr. David Von Moll asked if this motion infers that the Board agrees to pay these costs that are billed to the PSAPs through the Grant Process. Mr. Diggs said that he heard that the only way we can do it is through the grant process. Ms. Dorothy Spears-Dean said this is the Board's only available funding source. Mr. Diggs asked if this payment would come from the grant funding spreadsheet. Ms. Dorothy Spears-Dean said yes. Verizon commented that they are not looking to deplete the grant funds, and are looking at paying the invoices over time. Mr. David Von Moll said he cannot support the motion. Chairman Michael Cline said he would entertain a motion to instruct staff to move forward to determine a process working with Counsel and staff. Mr. Samuel Nixon made a motion to instruct staff to move forward to determine a process for paying the invoices for the localities. The motion was 2nd and approved; **9-1-1** (Mr. David Von Moll denied and Mr. John Knapp abstained).

7. **NEW BUSINESS**

- **PSAP Grant Committee Membership:** Ms. Dorothy Spears-Dean addressed the Board and said that the PSAP Grant Committee has two vacancies. Since Tim Addington is now an ISP Regional Coordinator, he had to step down from the Grant Committee. Ms. Dorothy Spears-Dean said that there has been some interested parties in filling the vacancy; however, no decision has been made by the Chair to make an appointment. Ms. Dorothy Spears-Dean said that the member at lodge for VACO is also open, and there has been no appointment to that vacancy.
- **Wireless Billing Agreements:** Ms. Dorothy Spears-Dean said that the PSAPs must notify the Board if they have decided to "opt in" to the Wireless Billing Agreement by the end of March before the next contract begins July 1, 2011.
- **FY 2010 Education Request:** Ms. Dorothy Spears-Dean said that she received a request from Colonial Heights asking that their application for the FY2010 Education Grant be considered as they missed the deadline. Mr. Boide addressed the Board to ask if the Board would consider his request after the deadline. Chairman Michael Cline called for a discussion from the Board. A discussion

ensured with Board members stating their opinion. Mr. Bob Layman, as Chairman of the Grant Committee, stated that the Committee did not consider individual requests; it was looked at as a block. A question was asked by one of the Board members if this situation has occurred in the past. Ms. Dorothy Spears-Dean addressed the Board and said that this has happened before, and they were not granted. Linda Cage addressed the Board and said that she would like to make a motion that we do not accept this emergency grant. Chairman Michael Cline said we do not need a motion to not act on the request. So, the Board did not act on this request.

- **Funding Request from NENA for the Spring Conference:** Ms. Dorothy Spears-Dean said that this is the last request to come before the Board and the NENA Conference. Mr. Allan Weese addressed the Board on behalf of NENA to ask the Board to grant them \$40,000 for the Spring Conference as a scholarship. Chairman Michael Cline asked for questions. Lt. Col. Robert Kemmler asked if these funds would come out of the same money that the Board is considering paying the Verizon invoice. Ms. Dorothy Spears-Dean said yes. Mr. Phil Heins asked if these funds have already been committed. Ms. Dorothy Spears-Dean stated that initially a grant request of \$256,000 was made during FY 2008 and any turn back money from the Grant Program is also a funding source. Mr. Phil Heins made a motion to approve funding of \$40,000 to NENA for the Spring Conference. Battalion Fire Chief Tracy Hanger 2nd the motion for approval. The motion was approved; **8-3-0** (Mr. Samuel Nixon, Mr. David Von Moll and Lt. Col. Robert Kemmler voted no).
- **NG911 Pilots:** Ms. Dorothy Spears-Dean addressed the Board to ask for authorization from the Board to the funding commitment from the Enhance 9-11 Grant for the following NG911 Pilots: Southwest - \$383,691; New River Valley - \$343,000; and Southside - \$259,951. Chairman Michael Cline asked if this is the final amount. Ms. Dorothy Spears-Dean said these are “not to exceed” funding amounts, but total project would be higher. Ms. Dorothy Spears-Dean commented that these grants were not included in the prioritization program. Ms. Dorothy Spears-Dean said that the money for these pilot projects are through the ENHANCE 911 Grant that the Board received through the NHTSA federal grant award of \$1,000,000. Chairman Michael Cline called for the motion to approve. Mr. J.D. Diggs made a motion to approved, and Mr. John Knapp 2nd the motion for approval. All approved the motion; **11-0-0**.
- **CMRS Subcommittee:** Ms. Dorothy Spears-Dean said that the CMRS Subcommittee met prior to the E911 Services Board Meeting and they have received requests from Sprint and US Cellular. The Subcommittee reviewed and approved these requests, and is asking the Board to approve the FY2012 funding requests from Sprint and US Cellular. Chairman Michael Cline called for a motion to approve the two requests. Lt. Col. Robert Kemmler made a motion for

approval; and Mr. David Von Moll 2nd the motion for approval. All approved the motion; **11-0-0**.

Chairman Michael Cline informed the Board that Mr. Phil Heins will be retiring in June. Mr. Phil Heins said that his effective date is June 1 so he will make the May meeting. Chairman Michael Cline asked if there was any other new business the Board would like to discuss.

Board member J.D. Diggs commented to the Board that at the Grant Committee meeting there were discussions about up-front cost for CPE and other things like NG911. Ms. Dorothy Spears-Dean said that NG911 will have a different cost structure based on monthly recurring costs rather than capital costs for services and upgrades. Ms. Dorothy Spears-Dean said that this will be addressed in the Comprehensive Plan.

Chairman Michael Cline asked for any more new business, and there were none.

8. PUBLIC COMMENT

Chairman Michael Cline called for public comments at CESC and at the satellite locations.

There were none.

9. ADJOURNMENT OF THE MEETING

Chairman Michael Cline called for a motion to adjourn the meeting of the Board at 12:02 PM. All approved, and the meeting was adjourned.

Respectfully Submitted:

Terry D. Mayo

(Date)



Virginia Information Technologies Agency
Fiscal Year Budget vs. Expenses
For the Period Ended: January 31, 2011
Enterprise Governance Directorate
Fund 0928
WIRELESS E911 FUND

Program (Layout): RPT8055

Account	Description	Fiscal Year Budget	Current Month Expenses	YTD Expenses	Percent Spent YTD	Available Balance
E1111	Employer Retirement Contrib	98,377.43	(10,450.86)	29,194.29		69,183.14
E1112	FICA-Salaried Employees	66,939.98	4,425.62	33,596.82		33,343.16
E1114	Group Insurance	8,665.32	609.04	4,494.96		4,170.36
E1115	Medical/Hosp Insurance	118,212.00	7,847.00	57,426.09		60,785.91
E1116	Retiree Med/Hosp Ins Credit	8,410.55	591.14	4,255.68		4,154.87
E1117	LT Disability Insurance	5,607.00	394.06	2,789.45		2,817.55
E1128	Salaries - IT Employees	849,546.00	59,709.08	429,971.81		419,574.19
E1131	Bonus and Incentives	25,486.38	-	21,494.00		3,992.38
E1138	Deferred Comp Match Payments	1,260.00	90.00	756.36		503.64
E1162	Annual Leave Payments	-	-	1,221.95		(1,221.95)
E1165	Employee Retirement Contributi	-	17,365.18	20,743.58		(20,743.58)
E1100	Personal Services	1,182,504.66	80,580.26	605,944.99	51.24%	576,559.67
E1214	Postal Services	300.00	-	44.00		256.00
E1215	Printing Services	4,000.00	-	-		4,000.00
E1217	Telecom Svcs - Non State	6,000.00	384.35	1,996.34		4,003.66
E1221	Organization Memberships	1,680.00	1,884.00	2,104.00		(424.00)
E1222	Publications and Subscriptions	6,872.00	-	539.00		6,333.00
E1224	Employee Training Courses	4,852.00	-	-		4,852.00
E1225	Employee Tuition Reimbursement	507.00	-	(18,120.00)		18,627.00
E1226	Employee Training Consulting	298.00	-	-		298.00
E1227	Employee Training Other	2,498.00	-	61,979.84		(59,481.84)
E1228	IT Training Courses	3,017.00	-	-		3,017.00
E1242	Fiscal Services	35,000.00	-	-		35,000.00
E1264	Food/Dietary (Catering) Svcs	10,000.00	43.29	371.53		9,628.47
E1276	Comp Operating Services (VITA)	10,000.00	-	2,700.00		7,300.00
E1282	Travel, Personal Vehicle	2,775.00	-	4,457.68		(1,682.68)
E1283	Travel, Public Carriers	1,877.00	196.95	302.75		1,574.25
E1284	Travel, State Vehicle	20,000.00	-	4,430.00		15,570.00
E1285	Travel, Subsistence and Lodging	1,837.00	988.75	2,991.27		(1,154.27)
E1288	Travel Meal Reimb (Non-Tax)	423.00	40.00	2,015.00		(1,592.00)
E1295	Contractual Services - Rollup	1,184,614.66	-	-		1,184,614.66
E1299	Distributed Overhead	134,425.00	9,419.91	66,531.69		67,893.31
E1200	Contractual Services	1,430,975.66	12,957.25	132,343.10	9.25%	1,298,632.56
E1312	Office Supplies	10,000.00	121.78	204.75		9,795.25
E1323	Gasoline	-	-	1,157.29		(1,157.29)
E1353	Elec Repair/Maint Materials	-	-	522.60		(522.60)
E1373	ADP Supplies	7,000.00	129.42	350.33		6,649.67
E1300	Supplies and Materials	17,000.00	251.20	2,234.97	13.15%	14,765.03
E1436	Aid to Local Govts-Technology	30,540,251.00	2,178,279.52	20,045,331.74		10,494,919.26
E1452	Grants to Nongovernmental Orgs	6,191,968.00	357,196.64	2,666,697.63		3,525,270.37
E1400	Transfer Payments	36,732,219.00	2,535,476.16	22,712,029.37	61.83%	14,020,189.63
E1534	Equipment Rentals	1,000.00	-	-		1,000.00
E1535	Building Rentals	3,000.00	504.00	1,888.00		1,112.00
E1500	Continuous Charges	4,000.00	504.00	1,888.00	47.20%	2,112.00
E1600	Depreciation	-	-	-		-
E2211	Desktop Client Computers	5,000.00	-	-		5,000.00
E2212	Mobile Client Computers	20,000.00	-	-		20,000.00
E2218	Software (Off-the-Shelf)	2,500.00	-	226.00		2,274.00
E2231	Expendable Teleco Equipment	2,000.00	-	-		2,000.00
E2233	Expl Voice/Data Trans Equip	-	-	164.79		(164.79)
E2200	Expendable Equipment	29,500.00	-	390.79	1.32%	29,109.21
E1180	Turnover/Vacancy	-	-	-		-
E1613	Budget Reduction	-	-	-		-
	Grand Total	39,396,199.32	2,629,768.87	23,454,831.22	59.54%	15,941,368.10

Run: February 11, 2011 at 12:04 PM



Virginia Information Technologies Agency
Combining Balance Sheet
Enterprise Funds
January 31, 2011

Program (Layout): RPT8024

	<u>E-911 Wireless</u>
Assets	
Current Assets:	
Cash with Treasurer of Virginia	\$ 6,164,591.15
Petty Cash and Travel Advances	-
Accounts Receivable	4,577,070.23
Due From Other Funds	-
Due from Commonwealth of Virginia	-
Investments	-
Prepaid Expenses	-
Total Current Assets	<u>10,741,661.38</u>
Noncurrent Assets	
Depreciable Capital Assets, Net	-
Total Assets	<u>\$ 10,741,661.38</u>
Liabilities	
Current Liabilities:	
Accounts payable	\$ 15,674,222.37
Interest Payable	-
Capital Lease Obligations	-
Due to Other Funds	-
Due to Other Agencies	-
Notes Payable	-
Advances from Treasurer of Virginia	-
Accrued Compensated Absences	26,023.00
Deferred Contract Revenue	-
Other Deferred Revenue	-
Due to Federal Government	-
Other Liabilities	-
Total Current Liabilities	<u>15,700,245.37</u>
Noncurrent Liabilities:	
Notes Payable	-
Accrued Compensated Absences	63,686.88
Capital Lease Obligations	-
Deferred Contract Revenue	-
Total Noncurrent Liabilities	<u>63,686.88</u>
Total Liabilities	<u>15,763,932.25</u>
Net Assets	
Investment in Capital Assets, Net of Related Debt	-
Unrestricted	(5,022,270.87)
Total Net Assets	<u>(5,022,270.87)</u>
Total Liabilities and Net Assets	<u>\$ 10,741,661.38</u>

Run: February 11, 2011 at 08:47 AM



**Virginia Information Technologies Agency
Combining Statement of Revenues, Expenses,
and Changes in Net Assets
Enterprise Funds
For the Period Ended: January 31, 2011**

Program (Layout): RPT8029

	E-911 Wireless
Operating Revenues	
Charges for Services	\$ 30,705,198.08
Total Operating Revenues	30,705,198.08
Operating Expenses	
Payments to Virginia Interactive	-
Personal Expenses	646,503.62
Contractual Services	135,717.79
Supplies and Materials	2,234.97
Rent, Insurance & Other Related Charges	22,136.14
Depreciation	-
Expendable Equipment/Improvements	390.79
Non-recurring Cost Estimate Payments to Providers	22,712,029.37
Total Operating Expenses	23,519,012.68
Operating Income (Loss)	7,186,185.40
Nonoperating Revenues(Expenses)	
Interest	-
Revenue from the Sale of Recyclable Materials	-
Receipts on Behalf of Others	-
Payments for Receipts Collected on Behalf of Others	-
Loss on Fixed Asset Disposal	-
Total Nonoperating Revenues (Expenses)	-
Income (Loss) Before Transfers	7,186,185.40
Transfers	
Transfers to Other State Agencies	(12,116,666.68)
Transfers to the General Fund of the Commonwealth	-
Transfers from the General Fund of the Commonwealth	-
Total Transfers	(12,116,666.68)
Increase (Decrease) in Net Assets	(4,930,481.28)
Total Net Assets, July 1	(91,789.59)
Total Net Assets, January 31	\$ (5,022,270.87)

Run: February 11, 2011 at 08:47 AM

FY12 PSAP Grant Applications - PGC Recommendations

NOTE: Some projects were identified for further review before, during, or as a result of the PGC committee meeting held on February 16, 2011.

ID	PSAP	Project Cost	Amount Requested	Amount Recommended	Program Title	Tier	Grant Type	Project Focus (Priority)	Rank	Comments
25	Alexandria	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
56	Amelia	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
84	Appomattox	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
11	Augusta	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
142	Bedford	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
114	Blacksburg	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
111	Bristol	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
30	Caroline	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
139	Charles City	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
116	Charlottesville/UVA/ Albemarle	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
118	Chesapeake	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
14	Chesterfield	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
131	Christiansburg	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
153	Clarke	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
1	Culpeper	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
2	Danville	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	

FY12 PSAP Grant Applications - PGC Recommendations

NOTE: Some projects were identified for further review before, during, or as a result of the PGC committee meeting held on February 16, 2011.

ID	PSAP	Project Cost	Amount Requested	Amount Recommended	Program Title	Tier	Grant Type	Project Focus (Priority)	Rank	Comments
107	Dickenson	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
3	Dinwiddie	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
64	Eastern Shore	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
17	Fairfax	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
119	Fauquier	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
50	Floyd	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
96	Fluvanna	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
162	Franklin County	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
129	Frederick	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
87	Fredericksburg	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
112	Gloucester	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
97	Greensville	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
110	Hampton	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
23	Hanover	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
120	Henrico	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
44	Isle of Wight	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	

FY12 PSAP Grant Applications - PGC Recommendations

NOTE: Some projects were identified for further review before, during, or as a result of the PGC committee meeting held on February 16, 2011.

ID	PSAP	Project Cost	Amount Requested	Amount Recommended	Program Title	Tier	Grant Type	Project Focus (Priority)	Rank	Comments
5	James City	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
92	King William	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
79	Lee	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
6	Martinsville-Henry	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
115	Montgomery	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
9	Nelson	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
128	New Kent	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
135	Newport News	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
81	Norfolk	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
121	Norton	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
16	Orange	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
106	Page	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
151	Patrick	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
73	Petersburg	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
168	Pittsylvania	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
49	Prince George	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	

FY12 PSAP Grant Applications - PGC Recommendations

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ID	PSAP	Project Cost	Amount Requested	Amount Recommended	Program Title	Tier	Grant Type	Project Focus (Priority)	Rank	Comments
117	Prince William	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
29	Radford	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
166	Rappahannock	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
26	Richmond City	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
109	Richmond County	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
103	Roanoke City	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
113	Roanoke County	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
155	Scott	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
88	Shenandoah	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
108	Smyth	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
147	Southampton	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
94	Stafford	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
149	Suffolk	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
8	Surry	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
159	Virginia Beach	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
38	Warren	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	

FY12 PSAP Grant Applications - PGC Recommendations

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ID	PSAP	Project Cost	Amount Requested	Amount Recommended	Program Title	Tier	Grant Type	Project Focus (Priority)	Rank	Comments
136	Washington	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
13	Winchester	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
65	Wise	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
4	York	\$2,000.00	\$2,000.00	\$2,000.00	Wireless Education Program	N/A	IND	ED Program	N/A	
127	Brunswick	\$153,000.00	\$150,000.00	\$150,000.00	CPE Replacement	NVS	IND	CPE	C-02	
145	Charlotte	\$150,000.00	\$150,000.00	\$150,000.00	CPE Replacement	NVS	IND	CPE	C-02	
77	Lynchburg	\$120,000.00	\$120,000.00	\$120,000.00	CPE	NVS	IND	CPE	C-02	
21	Nottoway	\$241,036.00	\$150,000.00	\$150,000.00	CPE System Replacement	NVS	IND	CPE	C-02	
154	Scott	\$140,215.00	\$140,215.00	\$140,215.00	CPE	NVS	IND	CPE	C-02	
53	Spotsylvania	\$677,776.00	\$150,000.00	\$150,000.00	CPE Replacement	NVS	IND	CPE	C-02	
171	Westmoreland	\$150,000.00	\$150,000.00	\$150,000.00	CPE	NVS	IND	CPE	C-02	
83	Appomattox	\$157,000.00	\$150,000.00	\$150,000.00	CPE Replacement	TO	IND	CPE	C-03	PGC - ranked appropriately
122	Augusta	\$28,000.00	\$28,000.00	\$28,000.00	CPE	TO	IND	CPE	C-03	
47	Floyd	\$298,000.00	\$148,000.00	\$148,000.00	CPE Project	TO	IND	CPE	C-03	
48	King and Queen	\$43,574.00	\$43,574.00	\$0.00	RescueStar Replacement	TO	IND	CPE	C-03	PSAP indicates that this application is only to be considered should funds not be available to replace system totally - see GRANT ID 33.

FY12 PSAP Grant Applications - PGC Recommendations

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ID	PSAP	Project Cost	Amount Requested	Amount Recommended	Program Title	Tier	Grant Type	Project Focus (Priority)	Rank	Comments
33	King and Queen	\$184,370.00	\$150,000.00	\$150,000.00	RescueStar Replacement	TO	IND	CPE	C-03	
169	Middlesex	\$150,000.00	\$149,406.00	\$149,406.00	CPE	NVS	IND	CPE	C-03	
80	Norfolk	\$900,000.00	\$150,000.00	\$150,000.00	CPE	TO	IND	CPE	C-03	
20	Nottoway	\$37,407.00	\$37,407.00	\$0.00	CPE System Upgrade	TO	IND	CPE	C-03	Based on the information provided in the application, this application is only to be considered should funds not be available to replace system totally - see GRANT ID 21.
126	Richmond City	\$1,354,000.00	\$150,000.00	\$150,000.00	CPE	TO	IND	CPE	C-03	
137	Russell	\$164,867.00	\$150,000.00	\$150,000.00	CPE Replacement	TO	IND	CPE	C-03	
138	Smyth	\$242,457.00	\$145,000.00	\$145,000.00	CPE	TO	IND	CPE	C-03	
7	Surry	\$184,000.00	\$150,000.00	\$150,000.00	CPE Replacement	TO	IND	CPE	C-03	PGC - ranked appropriately
132	Buckingham	\$145,317.00	\$145,317.00	\$145,317.00	Mapping/GIS Upgrade	NVS	IND	Prmy Map Svr/ Wkst	C-05	PGC - ranked appropriately
95	Fluvanna	\$149,407.00	\$149,407.00	\$149,407.00	Mapping Sys Replacement	NVS	IND	Prmy Map Svr/ Wkst	C-05	PGC - ranked appropriately
144A	Giles	\$51,000.00	\$51,000.00	\$51,000.00	Upgrade GeoLynx	NVS	IND	Prmy Map Svr/ Wkst	C-05	PGC - ranked appropriately
133	Greene	\$147,616.00	\$147,616.00	\$147,616.00	Mapping/GIS Database	NVS	IND	Prmy Map Svr/ Wkst	C-05	PGC - ranked appropriately
146	Southampton	\$150,716.00	\$150,000.00	\$150,000.00	Mapping Software Repl & Supporting GIS Conv	NVS	IND	Prmy Map Svr/ Wkst	C-05	PGC - ranked appropriately
67	Wise	\$47,455.00	\$47,455.00	\$47,555.00	Phase II Upgrading - Primary Netwk Srv and Wkst	NVS	IND	Prmy Map Svr/ Wkst	C-05	PGC updated rank consistent with Guidelines

FY12 PSAP Grant Applications - PGC Recommendations

NOTE: Some projects were identified for further review before, during, or as a result of the PGC committee meeting held on February 16, 2011.

ID	PSAP	Project Cost	Amount Requested	Amount Recommended	Program Title	Tier	Grant Type	Project Focus (Priority)	Rank	Comments
161	Franklin County	\$43,153.00	\$43,153.00	\$43,153.00	Mapping/CAD Data Storage	TO	IND	Prmy Map Svr/ Wkst	C-06	PGC - ranked appropriately. (NOTE: Bill Agree abstained)
70	King William	\$19,935.00	\$19,935.00	\$19,935.00	Mapping Support	TO	IND	Prmy Map Svr/ Wkst	C-06	
12	Martinsville-Henry	\$105,209.00	\$105,209.00	\$105,209.00	Primary Mapping Svr/Wrk Replacement	TO	IND	Prmy Map Svr/ Wkst	C-06	
46	Richmond County	\$61,020.00	\$61,020.00	\$61,020.00	Mapping Hardware/Soft- ware Replacement	TO	IND	Prmy Map Svr/ Wkst	C-06	
60	Danville	\$240,000.00	\$60,000.00	\$60,000.00	NG-911 Network	N/A	IND	NG 911	E-01	PGC - ranked appropriately
125	Hanover	\$143,496.00	\$143,496.00	\$143,496.00	NG-911 Network	N/A	IND	NG 911	E-01	PGC - ranked appropriately
167	Pittsylvania	\$150,000.00	\$150,000.00	\$150,000.00	NG Text Messaging	N/A	IND	NG 911	E-01	PGC recommended that project be considered as a pilot project.
93	Stafford	\$133,716.00	\$133,716.00	\$133,716.00	Verizon/Intrado A9-1-1 Routing Network/ALI	N/A	IND	NG 911	E-01	PGC updated rank consistent with Guidelines
57	Amelia	\$81,540.00	\$47,813.00	\$47,813.00	GIS/911 Mapping Upgrade	TO	IND	GIS High Support	C-09	
89	Caroline	\$147,000.00	\$117,600.00	\$65,000.00	E911 GIS Support	TO	IND	GIS High Support	C-09	PGC determined that data maintenance and web site maintenance is not allowed under the Guidelines.
144B	Giles	\$44,000.00	\$44,000.00	\$44,000.00	ArcView 9.3/GPS Unit	TO	IND	GIS High Support	C-09	PGC - ranked appropriately
52	New Kent	\$146,017.00	\$146,017.00	\$146,017.00	E-911 Dispatch Mapping Replacement	TO	IND	GIS High Support	C-09	
22	Page	\$2,145.00	\$2,145.00	\$2,145.00	Communication Center Data Project	TO	IND	GIS High Support	C-09	PGC - ranked appropriately
27	Page	\$5,436.00	\$5,436.00	\$5,436.00	Communication Center GIS Tools Project	TO	IND	GIS High Support	C-09	PGC - ranked appropriately
105	Page	\$11,426.00	\$11,426.00	\$11,426.00	Data Transfer	TO	IND	GIS High Support	C-09	

FY12 PSAP Grant Applications - PGC Recommendations

NOTE: Some projects were identified for further review before, during, or as a result of the PGC committee meeting held on February 16, 2011.

ID	PSAP	Project Cost	Amount Requested	Amount Recommended	Program Title	Tier	Grant Type	Project Focus (Priority)	Rank	Comments
104	Page	\$98,908.00	\$98,908.00	\$98,908.00	Mapping 911 Display	TO	IND	GIS High Support	C-09	
123	Charlottesville/UVA/ Albemarle	\$34,148.00	\$27,318.00	\$27,318.00	CAD Client Hardware	NVS	IND	CAD	C-15	
134	Newport News	\$150,000.00	\$150,000.00	\$150,000.00	CAD Upgrade	TO	IND	CAD	C-15	
101	Roanoke City	\$15,000.00	\$15,000.00	\$15,000.00	Replacement Responder Communication System	NVS	IND	CAD	C-15	
75	Rockbridge	\$26,500.00	\$26,500.00	\$26,500.00	CAD Server Upgrade	NVS	IND	CAD	C-15	
152	Clarke	\$12,000.00	\$9,600.00	\$9,600.00	Mapping/CAD CPU and Monitor Replacement	TO	IND	CAD	C-16	
24	Fredericksburg	\$44,147.00	\$42,252.00	\$42,252.00	PSAP CAD Workstations	TO	IND	CAD	C-16	
78	Lynchburg	\$70,000.00	\$60,000.00	\$60,000.00	CAD Application Server	TO	IND	CAD	C-16	
164	Rappahannock	\$15,000.00	\$15,000.00	\$15,000.00	Servers	TO	IND	CAD	C-16	
82	Waynesboro	\$150,950.00	\$150,000.00	\$150,000.00	CAD	TO	IND	CAD	C-16	
98	Greensville	\$31,000.00	\$31,000.00	\$31,000.00	Recorder	OS	IND	Voice Recorder	C-17	
43	Isle of Wight	\$18,000.00	\$18,000.00	\$18,000.00	Logging Recorder	OS	IND	Voice Recorder	C-17	
141	Bedford	\$19,496.00	\$19,496.00	\$19,496.00	Voice Recorder Replace	NVS	IND	Voice Recorder	C-19	
37	Blacksburg	\$70,941.00	\$70,941.00	\$70,941.00	Voice Recorder Replace	NVS	IND	Voice Recorder	C-19	
19	Mecklenburg	\$49,000.00	\$49,000.00	\$49,000.00	Voice Recorder Replace	NVS	IND	Voice Recorder	C-19	
15	Orange	\$48,000.00	\$48,000.00	\$48,000.00	Recording System	NVS	IND	Voice Recorder	C-19	

FY12 PSAP Grant Applications - PGC Recommendations

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ID	PSAP	Project Cost	Amount Requested	Amount Recommended	Program Title	Tier	Grant Type	Project Focus (Priority)	Rank	Comments
148	Suffolk	\$128,208.00	\$128,208.00	\$128,208.00	Voice Recorder Replace	NVS	IND	Voice Recorder	C-19	
41	Isle of Wight	\$18,000.00	\$18,000.00	\$18,000.00	Additional CPE Wkst	STR	IND	CPE	C-25	
102	Roanoke City	\$58,000.00	\$58,000.00	\$58,000.00	Add'l 911 CPE Positions - Training/Expanded Call Tk	STR	IND	CPE	C-25	PGC - ranked appropriately
39	Warren	\$272,416.00	\$150,000.00	\$150,000.00	CPE Equipment Purchase - New Public Safety Bldg.	STR	IND	CPE	C-25	
71	King William	\$26,840.00	\$26,840.00	\$26,840.00	Mapping Software Upgrade	STR	IND	Prmy Map Svr/ Wkst	C-26	PGC - ranked appropriately
58	Amelia	\$86,778.00	\$86,778.00	\$86,778.00	Enterprise GIS	STR	IND	GIS High Support	C-27	
62	Eastern Shore	\$24,256.00	\$24,256.00	\$24,256.00	Field Address Verification	STR	IND	GIS High Support	C-27	PGC - ranked appropriately
61	Eastern Shore	\$30,674.00	\$30,674.00	\$30,674.00	TabletGIS	STR	IND	GIS High Support	C-27	PGC - ranked appropriately
54	Floyd	\$2,000.00	\$2,000.00	\$2,000.00	MSAG, ALI, GIS Data Veri.	STR	IND	GIS High Support	C-27	
140A	King George	\$5,866.00	\$5,866.00	\$5,866.00	Trimble GeoXT GPS Unit	STR	IND	GIS High Support	C-27	PGC identified two projects and separated/ranked accordingly.
32	Montgomery/Blacksburg/Christiansburg	\$375,000.00	\$375,000.00	\$375,000.00	Mont Regional GIS Data/ Scheduled Automation	STR	REG	GIS High Support	C-27	
68	Wise	\$35,800.00	\$35,800.00	\$35,800.00	MERG	STR	IND	GIS High Support	C-27	
69	Wise, et al	\$322,200.00	\$322,200.00	\$322,200.00	Regional MERG II	STR	REG	GIS High Support	C-27	
170	Bedford/Pittsylvania	\$156,016.00	\$156,016.00	\$156,016.00	Cen VA Common Op Pltfm	STR	REG	CAD	C-29	
35	Botetourt	\$3,850.00	\$3,850.00	\$3,850.00	CAD Upgrades	STR	IND	CAD	C-29	
42	Isle of Wight	\$10,000.00	\$10,000.00	\$10,000.00	Additional CAD Wkst	STR	IND	CAD	C-29	

FY12 PSAP Grant Applications - PGC Recommendations

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ID	PSAP	Project Cost	Amount Requested	Amount Recommended	Program Title	Tier	Grant Type	Project Focus (Priority)	Rank	Comments
36	New Kent/Charles City	\$229,720.00	\$229,720.00	\$229,720.00	Eastern VA Common Operational Platform	STR	REG	CAD	C-29	
150	Patrick	\$21,950.00	\$21,950.00	\$21,950.00	CAD	STR	IND	CAD	C-29	
130	Colonial Heights	\$37,000.00	\$29,600.00	\$29,600.00	Logging Recorder	TO	IND	Voice Recorder	C-30	
160	Franklin County	\$54,777.00	\$54,777.00	\$54,777.00	Voice Recorder Replace	TO	IND	Voice Recorder	C-30	
163	Rappahannock	\$20,000.00	\$20,000.00	\$20,000.00	Voice Recorder Replace	TO	IND	Voice Recorder	C-30	
143	Arlington	\$63,740.00	\$63,740.00	\$63,740.00	Recruitment/Retention	N/A	IND	PSAP Recruit	C-33	
156	Virginia Beach	\$24,000.00	\$24,000.00	\$24,000.00	Plant Tec Refresh (Monitors)	TO	IND	PSAP Hardware	C-36	
158	Virginia Beach	\$34,000.00	\$34,000.00	\$34,000.00	Training Wkst Upgrades	TO	IND	PSAP Hardware	C-36	
40	Isle of Wight	\$8,000.00	\$8,000.00	\$8,000.00	NetClock Replacement	OS	IND	Time Sync	C-37	
74C	Petersburg	\$11,300.00	\$11,300.00	\$11,300.00	Time Synchronization	TO	IND	Time Sync	C-39	PGC updated rank consistent with Guidelines
100	Greensville	\$898.00	\$898.00	\$898.00	UPS Battery Replacement	OS	IND	UPS	C-40	
76	Rockbridge	\$15,075.00	\$15,075.00	\$15,075.00	UPS Upgrade	TO	IND	UPS	C-42	
74B	Petersburg	\$8,950.00	\$8,950.00	\$8,950.00	Server for NICE Recorder	STR	IND	Voice Recorder	C-49	PGC agreed that if server is a necessary component of recording system or is dedicated to CAD mapping system, it is allowable under the Guidelines.
157	Virginia Beach	\$91,000.00	\$91,000.00	\$91,000.00	Plant Tec - Train Wksts	STR	IND	PSAP Hardware	C-50	
85	Fredericksburg	\$22,350.00	\$22,350.00	\$22,350.00	GIS Hydrants and Hydrography	STR	IND	GIS Medium	C-51	PGC updated rank consistent with Guidelines

FY12 PSAP Grant Applications - PGC Recommendations

NOTE: Some projects were identified for further review before, during, or as a result of the PGC committee meeting held on February 16, 2011.

ID	PSAP	Project Cost	Amount Requested	Amount Recommended	Program Title	Tier	Grant Type	Project Focus (Priority)	Rank	Comments
140B	King George	\$6,826.00	\$6,826.00	\$6,826.00	HP DesignJet 1200 Printer	STR	IND	GIS Medium	C-51	See - 140A.
51	Blacksburg	\$12,800.00	\$12,800.00	\$12,800.00	Time Synchronization	STR	IND	Time Sync	C-53	
99	Greensville	\$13,000.00	\$10,400.00	\$10,400.00	Time Synchronization	STR	IND	Time Sync	C-53	
28	Radford	\$11,916.00	\$11,916.00	\$11,916.00	NetClock Time Server	OTH	IND	Time Sync	C-53	
124	Gloucester	\$159,318.00	\$148,000.00	\$148,000.00	UPS/Generator	STR	IND	UPS	C-54	PGC - ranked appropriately
63	Eastern Shore	\$90,000.00	\$90,000.00	\$0.00	Telephone System Positions - Secondary PSAPs	STR	IND	Other	C-56	PGC determined that project is not allowable under Guidelines
165	Rappahannock	\$3,500.00	\$3,500.00	\$3,500.00	T1 Line	STR	IND	Fixed Backup	E-12	PGC - ranked appropriately
45	Isle of Wight	\$88,000.00	\$70,400.00	\$70,400.00	Radio Consoles	TO	IND	Radio Consoles	E-18	
34	Botetourt	\$5,600.00	\$5,600.00	\$5,600.00	Data Reconciliation	STR	IND	GIS High Support	E-19	
10	Northumberland	\$10,000.00	\$8,000.00	\$8,000.00	Dispatch Mapping Updates - Fiber Optic (Data Trans)	STR	IND	GIS High Support	E-19	
59	Amelia	\$13,679.00	\$10,943.00	\$10,943.00	GIS Data/Backup	STR	IND	GIS Medium	E-20	
74A	Petersburg	\$47,900.00	\$47,900.00	\$47,900.00	Software Encryption - Consoles	STR	IND	Radio Consoles	E-21	PGC - ranked appropriately
55	Amelia	\$91,506.00	\$91,506.00	\$91,506.00	Fire/Dispatch Protocols	STR	IND	EMD	E-25	
90	Caroline	\$40,167.00	\$40,167.00	\$40,167.00	EFD Project	STR	IND	EMD	E-25	
91	Caroline	\$68,847.00	\$68,847.00	\$68,847.00	EPD Project	STR	IND	EMD	E-25	
31	Martinsville-Henry	\$104,755.00	\$24,145.00	\$24,145.00	EMD	STR	IND	EMD	E-25	

FY12 PSAP Grant Applications - PGC Recommendations

NOTE: Some projects were identified for further review before, during, or as a result of the PGC committee meeting held on February 16, 2011.

ID	PSAP	Project Cost	Amount Requested	Amount Recommended	Program Title	Tier	Grant Type	Project Focus (Priority)	Rank	Comments
86	Fredericksburg	\$30,000.00	\$30,000.00	\$30,000.00	GIS Data Development	STR	IND	GIS Low Support	E-29	PGC updated rank consistent with Guidelines
66	Wise	\$37,296.00	\$9,911.00	\$9,911.00	MSAG Validated Parcels	STR	IND	GIS Low	E-29	
18	Fairfax	\$65,000.00	\$65,000.00	\$65,000.00	911 Communications Enhancement - NG 9-1-1	STR	IND	Other	E-33	PGC updated rank consistent with Guidelines
72	King William	\$1,569.00	\$1,569.00	\$1,569.00	Monitor Stands	STR	IND	Other	E-33	PGC updated rank consistent with Guidelines
	Total	\$11,490,739.00	\$8,036,656.00	\$7,813,175.00						

FY 2012 PSAP PAYMENT AUTHORIZATION FOR WIRELESS BILLING AGREEMENTS WITH VERIZON AND CENTURYLINK

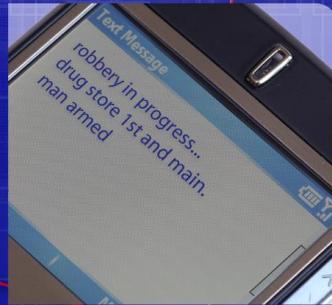
Effective July 1, 2010, Billing Agreements between the Virginia Wireless E-911 Services Board (the Board) and Verizon and CenturyLink were executed for the payment of wireless trunking and ALI/SR costs. These Agreements enable the Board to act as a billing agent for the convenience of Verizon, CenturyLink, and the PSAPs, paying the 9-1-1 service providers directly for wireless services consumed by the PSAPs participating in the Agreements. No later than 90 days prior to each anniversary date of these Agreements, the Board shall notify the 9-1-1 service providers as to whether each PSAP will continue to opt-in and have the Board pay for the services under these Agreements for the upcoming contract year. PSAPs that wish to continue participating in the Agreements for FY 2012 must notify the Board of their intention to do so. In FY 2012, the Agreements will be paid "off the top" of the Wireless Fund. To continue to opt-in to the Agreements for FY 2012, please check the "yes" box below.

ONCE YOU HAVE COMPLETED FORM, SEND IT TO LEWIS CASSADA VIA EMAIL LEWIS.CASSADA@VITA.VIRGINIA.GOV OR BY FAX TO (804) 416-6353. THIS INFORMATION MUST BE RECEIVED NO LATER THAN THURSDAY, MARCH 31, 2011 TO CONTINUE WITH THE AGREEMENT.

PSAP NAME:	
GOVERNING LOCALITY/PRIMARY GOVERNMENT AGENCY:	
NAME OF PERSON COMPLETING AUTHORIZATION/TITLE:	
EMAIL ADDRESS FOR CONTACT:	
<input type="checkbox"/>	Yes, we wish to continue to "opt-in" to the Billing Agreement with our 9-1-1 service provider and have the Virginia Wireless E-911 Services Board pay for the PSAP's wireless trunks and ALI/SR services for FY 2012.
<input type="checkbox"/>	No, we no longer wish to participate in the Billing Agreement with our 9-1-1 service provider.

VIRGINIA

Statewide Comprehensive 9-1-1 Plan



NEXT GEN & BEYOND



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1 INTRODUCTION

At their September 2010 meeting, the Wireless E-911 Services Board asked staff for an interim report on the implementation of the 9-1-1 Comprehensive Plan and to advise if any changes to the original Plan needed to be made. In particular, the Board was interested in learning two things from the 9-1-1 stakeholder community. First, whether or not the Plan's vision and goals are still valid and widely accepted among Virginia PSAPs. And second, the continued relevancy of the Plan's strategic initiatives in enabling the future state of 9-1-1 described in the Plan.

To gather input from the 9-1-1 Stakeholder community, Town Hall style meetings were held throughout the Commonwealth from November 2010 until February 2011.

HENRY COUNTY, VA: On October 1, 2004, Dr. David Lewis and his son, Will, were kayaking in the Smith River when their trip went awry. After rolling several times in the high water, Dr. Lewis became nauseated, and they pulled to shore to rest. The father and son team decided to hike to the Mitchell Bridge, the pre-determined pick-up location where Mrs. Lewis had agreed to meet them. As dusk approached so did a heavy mist that made navigating the river nearly impossible and risky. The fog and terrain made it difficult to make progress towards the rendezvous point, and they soon became disoriented.

Concerned about her husband and son's delay, Mrs. Lewis called the authorities. Within moments a 9-1-1 telecommunicator was able to reach Dr. Lewis on his cellular phone. After instructing him to call back, the 9-1-1 center used the cell towers in the area to triangulate the general location of David and Will. Then, using satellites that picked up the Global Positioning System (GPS) in David's phone, the 9-1-1 center dispatched the necessary aid. David and Will Lewis were found within ten feet of their estimated position in the woods.

Prior to 2002, this Henry County rescue mission would have required a crew of first responders combing the woods to find the missing father and son. 9-1-1 centers did not have the ability to identify caller location information from cellular phones. Since then, Virginia's 9-1-1 capabilities have come a long way. But in light of new communications technologies — cellular and beyond — many Virginia 9-1-1 centers are once again challenged to live up to the public's expectations.

Virginia is a national leader in the deployment of wireless Enhanced 9-1-1 services and continues its commitment to excellent emergency response by proactively planning for the future and Next Generation technologies.

1.1 THE PURPOSE OF THE PLAN

This Statewide Comprehensive Plan for 9-1-1 (the Plan), including the associated implementation plan, defines key strategic initiatives for improving 9-1-1 services and functionality across Virginia, especially during times of rapid technology advancement. The Plan describes a future for 9-1-1 to include Next Generation 9-1-1 (NG 9-1-1) and will influence Virginia's statewide decisions concerning 9-1-1. The successful achievement of the Plan's initiatives will result in Virginia's ability to continue to meet the public's high level of expectations for 9-1-1 emergency dispatch service, provide a consistent level of 9-1-1 emergency dispatch service across the Commonwealth, and contribute to excellent public safety capabilities that maintain secure communities.

Development of the plan began with a strategy to engage state and local 9-1-1 experts, practitioners, and users in the actual creation of the plan and to achieve consensus on a path forward. This was accomplished through a two-step process. The first step was a series of interactive interviews to gather data regarding the current and future state of 9-1-1, as well as initiatives and strategies that would support NG 9-1-1. The second step was to validate the data in an open offsite session held at the Virginia Information Technologies Agency (VITA) in November of 2007. (See Appendix A for



information on the development of the Plan.) The Plan was updated early in 2011 after a series of Town Hall meeting with 9-1-1 stakeholders.

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This Plan is intended for the following audiences:

- 9-1-1, public safety, and communications center telecommunicators, operators, dispatchers, coordinators, supervisors, managers, and information technology (IT) technicians
- Local law enforcement, fire, and emergency medical service (EMS) employees
- Local government officials and sheriffs
- Emergency management personnel at the local, regional, and state levels
- Virginia public safety related agencies
- State and federal legislators

With this Plan, readers will be able to:

- Understand the Commonwealth's 9-1-1 vision, priorities, and plan for implementation
- Align with the Commonwealth's 9-1-1 priorities, which may guide operational, technical, resource, funding, and legislative decisions
- Volunteer to become involved in enacting the vision and initiatives
- Be informed about the future of 9-1-1, including Virginia's activities to make it a reality

The Plan is designed to be regularly referenced, used, and updated. The future vision for Virginia will come to fruition through regular involvement from the 9-1-1 community, those who diligently serve the public everyday and know the issues at hand. It is up to this community, with the assistance of the VITA, to continue to spearhead the improvement efforts needed for Virginia to be a leader in providing services for NG 9-1-1 and beyond.

1.2 BACKGROUND OF VIRGINIA 9-1-1

The creation of a nationwide number for emergency services — 9-1-1 — in 1968 was a simple yet sweeping advancement in emergency services. The establishment and adoption of 9-1-1 service ensured that in an emergency any caller throughout the country could dial three easily memorized digits and quickly have local first responders come to his or her aid.

Technological Advancements

While the first deployment of 9-1-1 increased the speed by which emergencies were reported, the caller still had to supply the telecommunicator with his or her location. In the 1980s, wireline Enhanced 9-1-1, or wireline E-911, changed this — tying the caller's telephone number to his or her physical address for landlines that were validated with the phone company. The introduction of wireline E-911 was a great improvement to the 9-1-1 system, but it would quickly be strained by the introduction and adoption of cellular phones.

The rapid proliferation of cellular technology in the consumer market came as a surprise to many observers, including public safety officials and practitioners. It was widely anticipated that cellular phones would be a commuters' tool and emergency calls would primarily come from highways. The public safety community did not anticipate that cellular phones would move beyond a transitory technology to supplement and sometimes replace landline phones. In addition, 9-1-1 centers would start receiving emergency calls from cellular phones from shopping malls, street corners, and office buildings. Because wireline E-911 is not capable of providing location information for cellular callers, this information had to be collected by telecommunicators, slowing response times.



The deployment of wire^{less} E-911 has helped to overcome this challenge by transmitting longitude and latitude information based on the location of the caller's handset to the 9-1-1 center. The location of cellular callers is determined either by the GPS device within the phone itself or through a network solution that employs triangulation. While not as exact as landline technology, wireless E-911 has greatly improved telecommunicators' ability to quickly dispatch first responders to a wireless caller's location.

Continuing Challenges

Today, consumers continue to drive the communications market, bringing new technologies and new ways of communicating into practice. Voice over Internet Protocol (VoIP) phones, text messaging, picture messaging, and video are becoming preferred communications mechanisms, and consumers expect that 9-1-1 centers will keep pace with these technologies. Most of Virginia's 9-1-1 centers cannot handle new technologies and struggle with antiquated analog technology and a lack of interoperability.

In addition, the Commonwealth faces inconsistencies between rural and urban areas. Urban areas tend to have greater resources and be outfitted with the latest equipment. Many of their rural counterparts, however, lack the means to deploy comparable services.

Beyond technology, Virginia must also consider how 9-1-1 centers are staffed, how that staff is trained and retained, and the responsibilities of that staff. The current 9-1-1 system is staffed with resourceful and adaptive personnel who are dedicated to public safety. However, recruiting and retaining qualified staff is difficult because the work includes high-stress situations, non-competitive wages, and the responsibility of administrative tasks outside of emergency response. In fact, most public safety telecommunicators work overtime to accommodate their understaffed 9-1-1 centers, and often staff shortages prohibit them from leaving their site to attend training courses including those for new technologies and services. *(For more information on the current state of Virginia 9-1-1, see Appendix B.)*

Transitioning from the current 9-1-1 system to one capable of handling the increasing demands of modern technology and including skilled and qualified staff is a complex but realizable goal. This Plan provides a roadmap to move the Commonwealth of Virginia towards a robust and reliable 9-1-1 system that is able to handle new technologies while also helping to ensure a standard level of 9-1-1 service across the Commonwealth.

1.3 KEY TERMS

The following terms are used in this document.

9-1-1	This is the national three-digit number that can be dialed from any phone to contact a local 9-1-1 center to report an emergency.
9-1-1 center	This term is used to describe a 9-1-1 center, a Public Safety Answering Point (PSAP), a locality, or a communications center, which serves as the first response to a 9-1-1 need and involves call-taking and in some cases dispatch functions. For purposes of this Plan, this term refers to any size or type of center, regardless of the number of staff on duty at once or the parent organization of the 9-1-1 center.
Public safety or 9-1-1 telecommunicator	An individual or career profession that involves answering "calls" for emergency services in a 9-1-1 center. Other frequently used names to describe this role are <i>call-taker</i> , <i>operator</i> , or <i>communications officer</i> . For this Plan, the dispatcher position will also be included in this title.



<u>“Call”</u>	This term can refer to a landline or cellular phone call, or any type of contact with a 9-1-1 center used to make a request for emergency aid. Other examples include TTY (machine for the deaf) messages, text messages, and Voice over Internet Protocol (VoIP) phones.
<u>Next Gen 9-1-1 or NG 9-1-1</u>	This is the state in which the general public can make a 9-1-1 “call” using any real-time communications device in voice, text, or video from any wired, wireless, or IP-based device, and the emergency response community can track the “call,” identify location information, and transfer data using networked technology to deliver services.

2 STRATEGIC PLAN



Figure 1: The Virginia 9-1-1 Strategy



2.1 VISION & FUTURE FOR VIRGINIA 9-1-1

Virginia’s 9-1-1 Centers receive, process, and dispatch requests for emergency aid quickly & accurately:

- From any geographical location
- From any communication device
- In any language



This vision represents the ideal operational picture for 9-1-1 emergency response functioning at an optimal level of service and capability. Components of this future vision – as defined by Virginia’s 9-1-1 stakeholders, practitioners, and experts – include considerations for:

- Services and capabilities
- Infrastructure, equipment & technology
- Operations
- Staff and training
- Governance
- Funding

(See Appendix A for more information on the Plan development)

Most PSAPs agree that the Vision Statement is still accurate, but it lacks a temporal dimension. As a result, it is not clear whether the Statement is proactive or reactive. The consensus among the 9-1-1 stakeholders is to amend the Vision Statement and include language acknowledging the present and reflecting upon the past. Virginia’s 9-1-1 Centers should be able to receive, process, and dispatch requests for emergency aid quickly & accurately inclusive of legacy, intermediate, or NG9-1-1 technology solutions.

Services and Capabilities:

~~In the future,~~ 9-1-1 centers throughout the Commonwealth will provide a consistent, seamless, and comprehensive level of 9-1-1 dispatch service statewide using an IP-enabled system that is dependable and reliable. 9-1-1 centers accept “calls” from all devices and in all forms, in any language, and from special needs populations, such as the hearing impaired, to ensure that no request for assistance goes unanswered.

~~In addition, Emergency Medical Dispatch (EMD) is available to everyone within the Commonwealth.~~ 9-1-1 centers are not limited by their physical walls, and allow telecommunicators to process calls virtually or from outside the 9-1-1 center. There is a potentially unlimited, but managed, flow of information between any link in the chain of emergency response, including: 9-1-1 centers, emergency responders, patrol vehicles, and hospitals. However, the services and capabilities under discussion in this Plan are limited to those for which the PSAP has direct control and responsibility.

Infrastructure, Equipment & Technology:

~~The Virginia Information Technologies Agency (VITA) supports and encourages~~In the future, 9-1-1 centers throughout the Commonwealth to use a flexible, open-architecture application-based systems enabled by regional -made possible by -ESInetsa statewide IP network. This approach will system allow for easy access to information and provide secure and fluid data transfer between 9-1-1 centers and other public safety entities.

~~Furthermore, all upgrades to the infrastructure are tested and piloted to ensure quality and redundancy before new technology is widely deployed.~~ Statewide standards and guidelines exist for equipment, technology, and infrastructure to guarantee interoperability and allow for resource sharing providing procurement economies of scale and regional equality.



Operations:

~~At the time of the Plan's inception, the future state of 9-1-1 in Virginia embraced a broad interpretation of NG9-1-1 that included VITA's contractor Northrop Grumman. The construction of the IP backbone by VITA, through its contractor Northrop Grumman, was the initial step in enabling NG9-1-1 capabilities. Unfortunately, as a result of a Northrop Grumman business decision, VITA will not be able to leverage the statewide IP backbone as originally planned to enable Next Generation services. In the future, 9-1-1 centers throughout the Commonwealth will have the option of leveraging the investments made through the IT Partnership to enhance continuity of operations and improve disaster recovery. Instead, participation in regional NG 9-1-1 pilots, initiatives, a desire for increased information efficiencies, and an interest in services expansion will enable 9-1-1 centers to utilize best practices and standard operating procedures for day-to-day and mutual aid activities, staffing, and training. These operations will need to continue with current funding allocations, which will necessitate greater financial and programmatic efficiencies. Economies derived from the synergies of state and local government participation will ensure that public safety telecommunicators are solely dedicated to 9-1-1 emergency dispatch response services, and 9-1-1 centers are fully staffed and able to function when there is a surge or overflow.~~

Staff & Training:

~~In the future, Virginia certifies and provides sufficient wages for public safety telecommunicators comparable to other highly trained career professionals. These positions have standard schedules, a career progression, and a steady stream of people interested in working at 9-1-1 centers. Regular training is available on a variety of subjects, in close proximity to 9-1-1 centers, and through a variety of mechanisms.~~

Governance:

~~The existing 9-1-1 governance model in Virginia is hampering progress with the implementation of NG9-1-1. Other states have more control which is necessary for strong coordinated statewide leadership. 9-1-1 resources are scattered among several state agencies and it would benefit the 9-1-1 community to have all aspects of 9-1-1 contained within one agency. There is a significant concern among 9-1-1 stakeholders that Virginia will not be a leader in the deployment of NG9-1-1. Many Virginia PSAPs are waiting for NG9-1-1 technology to mature and are looking to the state for guidance in moving forward. In the future, stakeholder planning efforts will facilitate and support local officials' awareness and understanding of emergency response operations and issues, enabling 9-1-1 centers to operate autonomously from other non-response agencies. Lastly, the local community is aware of the services provided by the 9-1-1 center.~~

Funding:

~~In the future, Adequate, regular, and sustained funding is available to local governments that operate 9-1-1 centers. The collection of landline 9-1-1 surcharge revenue has shifted from local governments to the state. The result of this shift is the belief among 9-1-1 stakeholders that the role of the state has expanded from centralized coordination for wireless 9-1-1 to a leadership role in the implantation of NG9-1-1. 9-1-1 Mandates have a defined business case and value proposition and are fully funded.~~



2.2 STRATEGIC GOALS

The strategic goals represent overarching, long-term targets that will help Virginia move towards this vision.

Goal A: Provide a standard level of 9-1-1 emergency dispatch response service to the public

When achieved, this goal will provide consistent 9-1-1 emergency dispatch response services to anyone residing in or passing through the Commonwealth, at any time of day, and during any event. Consistent service means that all 9-1-1 centers can receive, process, and dispatch “calls” in a dependable and repeatable manner. The key to achieving this goal will be to identify what 9-1-1 standards should accomplish at a minimum and to understand what is meant by the term. These standards should be reflective of statewide efforts, as well as regional needs and complexity. PSAPs are concerned that the way standards will be identified and imposed on the PSAPs may be problematic for them.

Goal B: Position 9-1-1 centers to continuously meet the public’s expectations

When achieved, this goal will allow Virginia to keep up with the rapid pace of technology innovation and therefore the constant changes in customers’ expectations. PSAPs are concerned that they will purchase equipment/services based on anticipated infrastructure needs that will not come to fruition. The dilemma facing PSAPs is how to move forward with procurement if they don’t really know what the future may hold. 9-1-1 centers realize that the general public expects seamless, reliable, “just in time” service that keeps up with emerging technology innovations. To achieve this expectation, the 9-1-1 community needs to proactively monitor and communicate about the trends and best practices in the field and cooperatively adopt a preparedness mentality to anticipate changes in the public’s perception and expectations. This will be predicated upon having scalable standards based on public perception by region for 9-1-1 emergency dispatch response service to minimize occurrence of wasted funds on technology that is not expected by the public. Public education needs to be part of the efforts underway by PSAPs and VITA to ensure that the public is aware of what data is transferred when they place a 9-1-1 call. Equipment manufacturers need to educate their customers/citizens about the 9-1-1 capabilities of wireless service when they purchase equipment and with existing services and equipment. In addition, local governments need to be able to ensure that equipment/services offered by local governments can be sustained when considering the population served.

2.3 STRATEGIC INITIATIVES

The strategic initiatives are the actionable elements of the short-term strategy and provide the incremental steps needed to achieve the strategic goals. These initiatives will need to be refreshed or updated periodically. ~~yearly but may last in duration longer than one year.~~ Over time, as new trends, circumstances, and data surface, new initiatives will be required to ensure Virginia remains a model provider of cutting-edge 9-1-1 services.

The five initiatives detailed on the next few pages include the following information:

Description – A brief explanation of the sentiment and the work to be accomplished to successfully complete the initiative

Year-One Initial Outcomes – The status and continued relevancy of the initial outcomes included in yielded in the first year the initiative is successfully completed

Year-One Initial Tasks – The status and continued relevancy of the initial milestones and key deliverables that were to be completed over the next year using Initiative Action Teams (IATs). (See Section 3: The Implementation Plan.)



Benefit to the Commonwealth – The value the initiative provides

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Conduct a baseline assessment of 9-1-1 capabilities and services

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Description:

An assessment of Virginia’s current 9-1-1 capabilities and services provides a baseline by which decisions may be made related to funding allocation for key gaps between current capabilities and the desired future of 9-1-1. The baseline assessment shall include both operational and technological capabilities. The PSAP community will be educated as to the purpose and intent of the assessment and understand the value of the data that will be collected. Knowing the exact status of 9-1-1 statewide will enable decision-makers to better address the challenges related to interoperability, staffing, and Next Generation technologies.

Year-One-Initial Outcomes:

- A comprehensive inventory of all assets, resources, services, and capabilities of 9-1-1 centers in the Commonwealth. So far, approximately 63% (79 out of 125) of Virginia primary wireless PSAPs have completed a Baseline Survey.
- Identification of 9-1-1 centers that are exceeding expectations and delivering excellent services to the public This cannot occur until the terms expectations and services are defined. Also, who will make this determination?
- Identification of 9-1-1 centers that are challenged to provide various services This cannot occur until the terms expectations and services are defined. Also, who will make this determination?

Benefit to the Commonwealth:

- Greater understanding of regional and local successful service and disparities
- Identification of gaps that need to be addressed

Year-One-Initial Tasks:

- Identify the specific audience and recipients of the survey. The recipients for the survey were the primary wireless E-911 PSAPs in Virginia. The audience for the data collected through the surveys is the same audience for which the initial Plan was intended.
- Identify the data points that need to be collected. With input from the 9-1-1 stakeholder community, the initial list of data points developed by IAT will be reduced to facilitate future data collections and maintenance of data. PSAPs will be able to manage their own data through a secured online access tool.
- Develop the core survey questions, based on the identified data points Completed with baseline survey.
- Determine and acquire, if necessary, the survey instrument. Survey instrument for initial assessment, as well as future assessments, will be maintained by VITA.
- Pilot draft survey with a small sample Completed
- Update the survey based on pilot data Completed
- Conduct the survey statewide Completed



- Compile information Initial products derived from the survey data include reports showing salary ranges, and staffing schedules along with maps displaying wireless PSAP boundaries and CAD, CPE and Mapping software by vendor. In addition, data use cases are being compiled based on regional requests. The first data use case created was done for Region 3 to increase regional awareness of radio systems and interoperability.
- Determine the baseline (Has not occurred)
- Conduct an assessment of the data collected (Partially completed)



Develop and apply statewide guidelines to foster a minimum level of 9-1-1 emergency response service across Virginia

Description:

The development of a minimum capability level will provide 9-1-1 centers statewide with the guidance necessary to assess their own capabilities against a common set of efficiency and effectiveness metrics that have been interpreted on a local, regional, and statewide level. The 9-1-1 stakeholder community will identify minimum capabilities will be identified for everyday operations and services, such as including staffing, training, equipment, etc. Guidance will be provided to encourage 9-1-1 centers that do not meet this minimum level to move towards a higher capability level. In some instances, 9-1-1 centers may choose to consider consolidating to provide the minimum level of service by sharing services. The guidelines, and any resulting standards, must be PSAP-driven and focus only on the needs of the PSAPs. The dispatch function must be clearly defined.

VITA is a partner in this PSAP-led effort. 9-1-1 is evolving from just a local and state relationship to a state and national relationship. The state will need to supply a strong centralized coordinating effort. This effort should begin with making information and resources available electronically on federal and state 9-1-1 guidelines/standards, developments, and pending legislation. VITA needs to provide 9-1-1 stakeholders with Virginia's vision for NG9-1-1 and it should include more than just IP considerations. Also, as we look to the future, we should not lose sight of the present, which includes wireline and wireless 9-1-1. There are lessons learned from these deployments that can and will prove valuable in planning for NG9-1-1.

The minimum developed may come in the form of statewide operational and technical guidelines. Some examples include:

Operational

- *Services:* Guidelines for providing EMD services and accepting text messages
- *Staffing:* Standard operating procedures for staffing a 9-1-1 center according to its call volume
- *Training:* Standard training courses, annual courses, and a statewide certification program

Technical

- *Equipment:* Guidelines on the type or make of equipment that will promote interoperability
- *Infrastructure:* Guidelines on connecting to the IP backbone
- *Economies of Scale:* Guidance on the acquisition of new equipment and technology to improve service offerings and interoperability

Year One Initial Outcomes: PSAPs will need to determine if these are still relevant and appropriate

- Guidelines for a minimum capability level

Benefit to the Commonwealth:

- Improved quality of service for the public
- Seamless support to other 9-1-1 centers anywhere in the state when needed and authorized
- Improved interoperability with compatible systems and aligned capabilities
- Long-term savings for localities that consolidate 9-1-1 centers
- Economies of scale buying power



- Outreach materials to help centers that are not operating at the identified minimum capability level reach the desired level

Year One Initial Tasks: PSAPs will need to determine if these are still relevant and appropriate.

- Review the baseline assessment data to determine current operating levels
- Identify the components of the baseline assessment that will be put into the guidelines
- Determine the minimum level for each identified component
- Develop a comprehensive minimal capability level for Virginia 9-1-1
- Communicate guidance to 9-1-1 centers
- Support 9-1-1 centers to reach the minimum capability level



Implement a recruitment and retention program

Description:

Recruiting and retaining qualified staff is imperative to the work of 9-1-1 responders, who are the first of the first responders. To effectively do this, the Commonwealth needs a strategy to ensure that telecommunicators are not overworked, that there is a consistent atmosphere of professionalism, and that recruiting is vastly improved.

Training of 9-1-1 professionals needs to be a component in a recruitment and retention program. This training should be standardized and promote the professionalism of 9-1-1. People and their learning readiness are the key driving factors, not the technology, which will impact the deployment of 9-1-1 emerging technologies. Currently, training and continued education for existing technologies is not available in Virginia, which will impact Virginia's readiness for NG9-1-1.

Year One Initial Outcomes:

- Outreach materials on recruitment and retention best practices
- New employees to staff 9-1-1 centers

Year One Initial Tasks:

- Review current recruitment and retention guidance and tools including the APCO Retains project
- Discuss current guidance with Virginia's telecommunicators to gain insight into the additional needs of the Commonwealth
- Identify and compile Virginia's best practices
- Develop and distribute outreach materials related to recruitment and retention to Virginia's 9-1-1 centers
- Implement best practices and assess progress
- Develop better relationships with training academies
- Collaborative recruitment and retention campaigns should be supported and encouraged
- VITA should provide a knowledge center for educational materials and resources for the 9-1-1/public safety community.
- PSAP job posting announcements should be available from the ISP website

Benefit to the Commonwealth:

- A highly skilled, well-trained, and engaged workforce prepared to work in increasingly high-tech 9-1-1 centers
- Reallocation of funds currently spent on training new employees due to high turnover
- Improved work-life balance, morale, and working environment for telecommunicators



Enable Next Generation services by connecting 9-1-1 centers to the statewide IP backbone

Description:

Virginia has recently completed the construction of an Internet Protocol (IP) wireline across the Commonwealth, referred to as the "IP backbone" (as depicted in Figure 2). This IP system will provide an infrastructure foundation that allows greater access to information databases and more effective data transfer. At this time, VITA is not in a position to leverage the statewide IP backbone as originally planned to enable Next Generation services. As a result, this initiative will need to be refocused. The 9-1-1 stakeholder community has suggested that an appropriate starting point in developing Virginia's vision for NG9-1-1 is with a definition of NG9-1-1; however, the consensus at this point in time is that all we can agree upon is that the definition needs to include IP. IP will bill the linchpin for enabling NG9-1-1. Moving to an IP-based system does provide significant benefits, such as provides a reliable, high-speed way to transfer information while providing greater flexibility and redundancy assurances. The IP wiring is the linchpin for enabling NG 9-1-1. The And, IP backbone will enable 9-1-1 centers to receive data that is currently unavailable to them, including text messages, pictures, video, automatic crash notifications, and state and private databases. but does this mean that each PSAP will needs direct IP telephony, or even NG9-1-1 capable equipment?

NG9-1-1 has to be sustained monetarily before Virginia can realistically be considered NG9-1-1 capable or ready. The recurring costs associated with NG9-1-1 will continue to constrain Virginia's ability to move forward with the implementation of NG9-1-1.

The VITA/Northrop Grumman's construction of the IP backbone was the initial step in enabling NG 9-1-1 capabilities. Now that the wiring is available and being tested, this initiative will focus on "the last mile," which means connecting each of the 9-1-1 centers to the statewide backbone.

Year One Initial Outcomes: (No longer relevant)

- Pilot program and lessons learned
- "Last mile" connection process
- Connection business case
- Outreach materials for IP backbone connectivity
- NG9-1-1 vision and implementation strategy for Virginia

Year One Initial Tasks: (No longer relevant)

- Conduct a pilot program connecting 9-1-1 centers to the statewide IP backbone
 - Test equipment compatibility with IP backbone
 - Document best practices, successes, troubleshooting, and effective solutions
 - Calculate "last mile" costs
- Communicate best practices to all 9-1-1 centers in the Commonwealth

Benefit to the Commonwealth:

- A 9-1-1 system that accommodates technologies used by the consumer public
- The groundwork for a 9-1-1 system that allows seamless, interoperable data transfer throughout Virginia

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- Provide advice on technology acquisitions to help ensure they are compatible with Next Gen technologies and interoperability within the system
- Make use of standardized applications
- Create and communicate statewide guidance on connecting to the IP backbone, and encourage 9-1-1 centers to connect
- Develop a business plan including incentives, benefits, and suggested funding for connecting to the IP backbone
- Other states have issued RFIs and RFPs for NG91-1 services. VITA needs to review this information and make it available to Virginia 9-1-1 stakeholder community
- Regional ESINet service opportunities should be identified and the advancement of IP should be promoted.
- The 9-1-1 stakeholder community needs to be educated on the progress of NG9-1-1 pilots in the Commonwealth, as well as other significant regional initiatives.

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Create a mechanism for advocacy in the political environment surrounding 9-1-1 emergency response

Recommend deleting this initiative

Description:

9-1-1 centers are the first of the first responders. However, due to the lack of visibility, 9-1-1 is often overlooked in favor of funding law enforcement, fire, and EMS. Many may believe that 9-1-1 gets funded hand-in-hand with these other disciplines. An advocacy program will inform the public and decision-makers of the importance and unique needs of 9-1-1 statewide and add legitimacy to the professionals that provide 9-1-1 emergency response.

Year One Outcomes:

- Increasing the ability of emergency responders to influence their environment would provide the following benefits:
 - Identification of a political champion to advocate for 9-1-1 challenges
 - Informed Virginia elected officials
 - Establishment of a sustainable and effective mechanism to support ongoing outreach and advocacy efforts

Benefit to the Commonwealth:

- Increased ability of practitioners to influence and promote change in the 9-1-1 environment
- A clear message and a dedicated and coordinated voice for 9-1-1

Year One Tasks:

- Establish an advocacy group to promote 9-1-1. This group will be made up of Virginia's 9-1-1 practitioners, stakeholders, and associations
 - Recruit members
 - Develop group charter, membership requirements, and standard operating procedures
- Identify the appropriate mechanism for building advocacy for 9-1-1
- Conduct an outreach effort to educate local officials, legislators, and citizens



3 IMPLEMENTATION PLAN

3.1 ROADMAP

A roadmap lays out the specific steps for immediately executing the strategy and provides traction for accomplishing the initiatives. Awareness of the current status of 9-1-1 statewide (see Appendix B) and the vision for 9-1-1 statewide (see Section 2: Strategic Plan, Vision) allows for a greater level of planning around how change will be achieved. The initiatives and tasks provide the one-year plan for incremental improvement towards the achievement of the vision and goals. Virginia’s Roadmap for 9-1-1 is presented in Figure 3. This roadmap provides a notional view of the year and the needed implementation activities to help ensure achievement of the Plan.

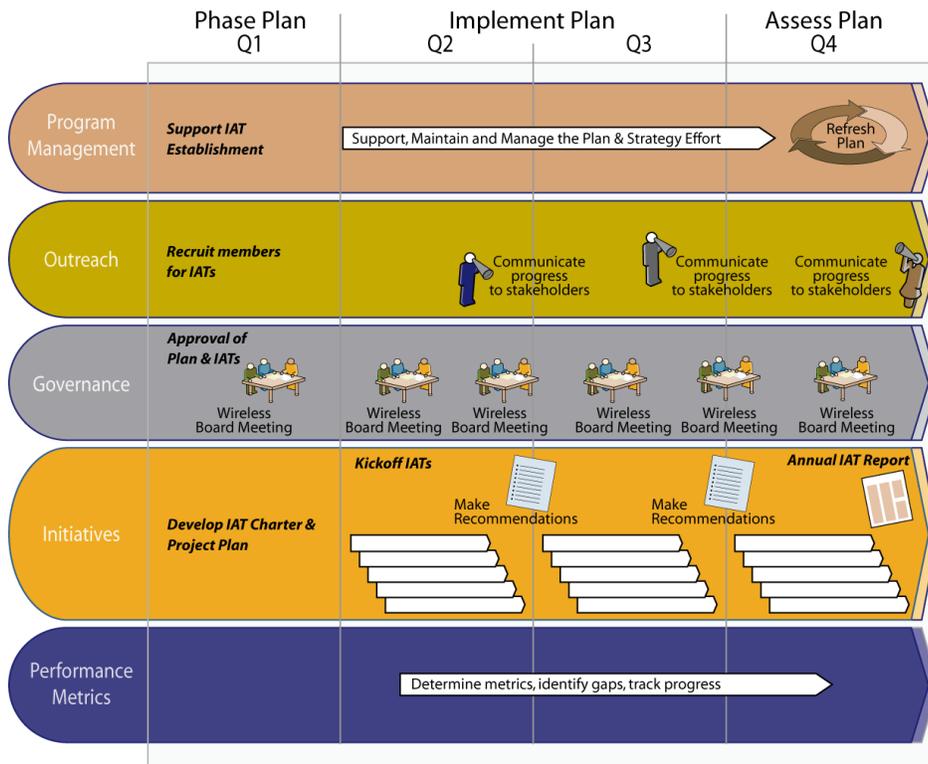


Figure 3: The Virginia 9-1-1 Roadmap



Program Management:

The Virginia Information Technology Agency (VITA) Integrated Services Program (ISP) Public Safety Communications (PSC) Division provides overarching project management for the Virginia 9-1-1 community by providing the following services (*see Appendix C: About the VITA for more information*):

- Regional Public Safety Answering Point (PSAP) services through four regional coordinators
- PSAP educational and training services
- Next Generation 9-1-1
- Hosted services to PSAPs

At this time the VITA PSC Division provides a Program Management Office (PMO) that is responsible for managing the strategy effort and the Wireless E-911 Services Board (*see the Governance section below*) and acts as a hub to coordinate 9-1-1 activities. This includes acting as the primary point of accountability for statewide issues relating to the Plan and for gathering and disseminating information about the progress of the initiatives. In addition to daily program management, the PMO will be responsible for the following activities:

- Driving the implementation of the Plan through Initiative Action Teams (IATs)
- Refreshing the Plan annually
- Serving as a liaison between local and regional 9-1-1 communities and the Commonwealth

Outreach:

Critical to the success of the strategy is the ability to communicate with those involved in carrying out the Plan and with those affected by it. Outreach activities will be conducted by the PMO to help inform the community about the content and status of current initiatives. In addition, an informed 9-1-1 community has a greater ability to provide input before decisions are made. Outreach efforts in Virginia will involve, but are not limited to, the following functions:

- Distributing lessons learned and best practices to 9-1-1 centers and the emergency response community
- Creating and executing a plan to educate local and state-elected officials and the public on 9-1-1 needs and capabilities
- Recruiting and engaging additional experts and stakeholders in the implementation of the Plan

Governance:

Governance refers to the system of planning, decision-making, and management established by the state and local community to ensure that the needs of the 9-1-1 community are being met. Virginia 9-1-1 will leverage its existing governance community, the Wireless E-911 Services Board, to support the implementation of this Plan. IATs will be established on a temporary basis to work on specific initiatives and tasks and will provide information to the Wireless E-911 Services Board on a regular basis for review and consideration. The Wireless E-911 Services Board also reserves the right to increase and/or modify established IATs as it deems appropriate.

Wireless E-911 Services Board:

The Wireless E-911 Services Board (Wireless Board) consists of 9-1-1 community experts and leaders from the public and private sectors and provides information on the state of wireline, wireless, and NG 9-1-1 capabilities across the Commonwealth. The Virginia Code requires the Wireless E-911



Services Board report annually to the Governor, the Senate Committee on Finance, the House Committee on Appropriations, and the Virginia State Crime Commission on the following areas:

- The state of enhanced wireless emergency telecommunications services in the Commonwealth
- The impact of, or need for, legislation affecting enhanced wireless emergency telecommunications services in the Commonwealth
- The need for changes in the wireless E-911 funding mechanism as appropriate, and the sufficiency of other moneys appropriated for the provision of enhanced wireless

Managed by the PSC Division of the VITA, the Wireless Board meets once every other month and includes a PSAP Grant Program Committee that annually appropriates funding to 9-1-1 projects from the Wireless Fund.

The Wireless Board will be engaged in this Plan to help determine roles, responsibilities, and milestones with respect to the strategic initiatives, and offer direction, guidance, funding, and advice for the initiatives.

Initiative Action Teams (IAT):

IATs will be established on an as-needed basis to assist in implementing specific initiatives and/or tasks. Each IAT will have a charter detailing its purpose, standard operating procedures, and roles and responsibilities. Membership will be identified based on the topic and consist of stakeholders and experts with broad and deep expertise. The IATs will make recommendations to the Wireless Board. Similar to working groups, the IATs will develop most of the work and guidance involved in initiative implementation. IATs can be created to assist any new initiative and can be terminated when an initiative is completed.

Initiatives:

Initiatives are focused projects bound by time and achieved through multiple tasks for incremental movement towards the vision. Often the initiatives help reach short-term goals, and when they are complete, new initiatives are formed to continue progress towards the vision. Initiatives typically require various perspectives and input from users, experts, and advisors to accomplish their various tasks. *(See Section 2: Strategic Plan, Strategic Initiatives for details on the five initiatives outlined in this Plan.)*

Virginia is already working towards the implementation of these initiatives through pilots that will be leveraged for statewide guidance. Below, each initiative is linked with an associated pilot that represents just one of the many best practices that will be leveraged by the Commonwealth.

1. Conduct a baseline assessment of 9-1-1 capabilities and services

“Connecting to Databases”

The Valley-Piedmont / Northern Virginia region is currently undertaking a pilot program to connect 9-1-1 centers to a “web-based informational database,” allowing 9-1-1 telecommunicators and public safety personnel to inspect, query, and report pertinent data. The success of the project will showcase the feasibility and effectiveness of transitioning 9-1-1 centers to an IP-based system with access to shared data. The pertinent data accumulated from this pilot will serve as the foundation for the statewide baseline assessment.

2. Develop and apply statewide guidelines to foster a minimum level of 9-1-1 emergency response service across Virginia

“Southwest Hosted PSAP Pilot”



The Southwest Virginia Region will be testing the concept of hosted 9-1-1 center services. In this pilot, the VITA/Northrop Grumman will host the servers and backroom equipment that operates the call handling positions within the 9-1-1 center. Using VoIP and the statewide IP network, the 9-1-1 center will connect to this equipment and receive the services. By sharing common systems, the 9-1-1 center will be able to interoperate, more easily share information, and redirect calls in the event of a 9-1-1 center evacuation or overload situation. Because the systems are hosted in a tier-II data center located in Russell County, which is staffed 24 hours a day and seven days a week, this service will provide routine maintenance, back-up, and recovery services, which are not currently available to most small 9-1-1 centers.

3. Implement a recruitment and retention program

“Fairfax Recruitment Program”

The Fairfax County Department of Public Safety Communications (DPSC) is implementing a program to address the chronic shortage of 9-1-1 telecommunicators. The DPSC has been forced to rely heavily on supplemental staff personnel (police officers and firefighters working overtime), who earn a much higher hourly rate, to accommodate an annual turnover rate of 21%.

The program involves the following projects:

- Designing recruiting materials
- Developing a department website
- Conducting media outreach
- Collaborating with local high schools, community colleges, and universities to attend job fairs and community events

4. Enable Next Generation services by connecting 9-1-1 centers to the statewide IP backbone

“Southside Virginia NG 9-1-1 Pilot”

The 9-1-1 centers served by the counties of Franklin, Patrick, Henry and the city of Martinsville have begun a pilot project with grant funding from the Wireless E-911 Services Board to implement NG 9-1-1 services, including VoIP trunking, selective routing, and IP-based ALI database management. The short-term objective for this pilot is to prove that a technological solution exists and is suitable for deployment in other areas of the Commonwealth. The long-term objective will be to refine performance and integration efficiencies resulting from NG 9-1-1 services supported by an IP-based public safety 9-1-1 infrastructure.

5. Create a mechanism for advocacy in the political environment surrounding 9-1-1 emergency response

“State Interoperability Executive Committee”

The VITA, Virginia APCO and Virginia NENA participate in State Interoperability Executive Committee (SIEC) to coordinate interoperability efforts statewide. The success and lessons learned of the SIEC will be leveraged in the development of a 9-1-1 specific advocacy group.



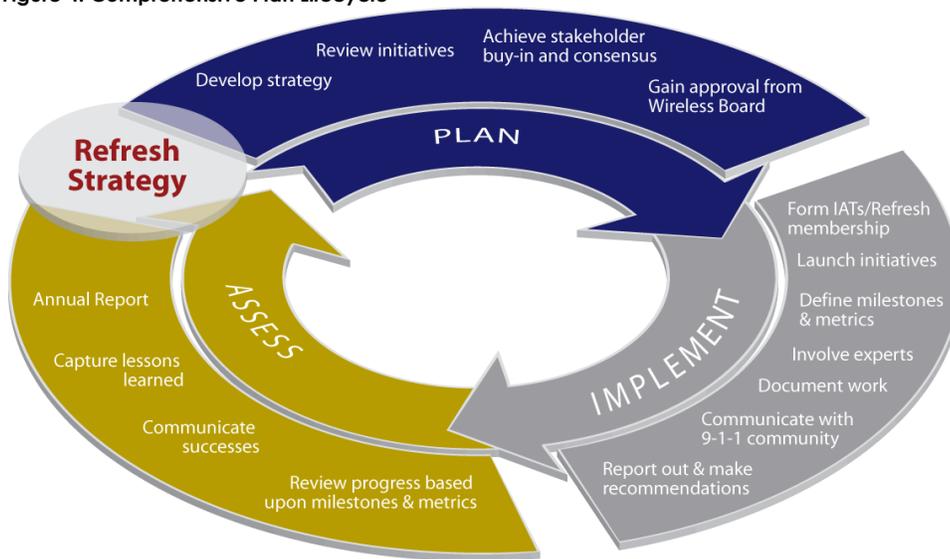
Performance Metrics:

Performance metrics are used to assess the Commonwealth’s progress towards the vision. With the establishment of a baseline of capabilities, the Commonwealth may create performance metrics that appropriately measure the success of the Plan and continue gap identification to allocate resources effectively. In the short-term, each IAT will determine its milestones, major deliverables, and metrics by which it will measure success towards the accomplishment of the initiative.

3.2 LIFECYCLE

While the Roadmap (Figure 3) will help the Commonwealth implement the initiatives within its first year, the Plan Lifecycle (Figure 4, below) will allow Virginia to refresh the Plan on an annual basis to ensure that the needs of the community continue to be met.

Figure 4: Comprehensive Plan Lifecycle



The Plan Lifecycle is a process of planning, implementation, and assessment. Planning is conducted through a collaborative process that considers the needs of 9-1-1 stakeholders and practitioners statewide to develop and gain approval for a comprehensive statewide plan. Implementation is conducted by leveraging stakeholders and the PMO through IATs over one year. The final stage of assessment allows for a comprehensive look at the Plan’s progress to refresh and update the initiatives. At this stage, one year initiatives may have either been successfully implemented and therefore removed from the Plan or need further work and therefore remain in the Plan and



assigned new tasks for the second year. In addition, new initiatives may be added to address new concerns.

4 CONCLUSION

The demands on the Commonwealth’s 9-1-1 system and infrastructures, originally designed for landline communications, have increased exponentially due to the expanding and shifting population and the public’s demand for access to emergency services through modern devices. Now is the time to take advantage of the nation’s focus on public safety and interoperability to help ensure access to state-of-the-art emergency services 24 hours a day, seven days a week, and 365 days a year for the Virginia public. This Plan establishes the foundation for taking Virginia’s 9-1-1 capabilities to the next level – helping our centers achieve a statewide minimum standard level of service, pursuing a more comprehensive and technically advanced suite of services in our major cities, and establishing 9-1-1 telecommunications as a rewarding career choice.

5 APPENDIX

5.1 APPENDIX A: PLAN DEVELOPMENT

The Commonwealth of Virginia Wireless E-911 Services Board is legislated by the Code of Virginia to create a Statewide Enhanced 9-1-1 Plan to move the Commonwealth towards Next Generation technologies and capabilities. To aid in the development of the Plan, the VITA ISP enlisted support from the SRA International Touchstone Consulting Group (Touchstone) to gather information and opinions from Virginia’s 9-1-1 end-users and stakeholders. Input from the 9-1-1 community is vital in developing a statewide Plan to build consensus and foster buy-in on the direction of the Plan, from the very people who will be implementing the Plan.

In October of 2007, Touchstone conducted a series of interviews with Virginia’s 9-1-1 stakeholders and thought leaders to gather information and to develop a clear understanding of the current status and future vision of 9-1-1 in Virginia. Interviews were chosen as the primary source of data collection because they provide the opportunity for two-way dialogue and customization of interview questions according to the interviewee’s background and area of expertise. Involving stakeholders through this method allows them the chance to contribute to the effort, thereby creating alignment and bringing a full range of thinking to the table.

The data from the interviews was analyzed and transformed into high-level themes and key points that emerged during the interview process and helped to reveal capability gap areas. (See *Figure 5 for the complete list of areas*). Following the analysis, Touchstone led a joint review session with key stakeholders representing a variety of viewpoints and interests through a process to further refine the themes developed from the interviews and craft statewide initiatives to enable NG 9-1-1. The

Capability Gap Areas identified during the interviews:

- Services & Capabilities
- Infrastructure, Equipment, & Technology
- Operations
- Staff & Training
- Governance
- Funding
- Regulatory Environment

Figure 5: Capability Gap



results of both the interviews and the focus group session provided the components of this Plan.





The following 9-1-1 stakeholders participated in the interviews and/or the joint review session in helping to develop this Plan:

Last Name	First Name	Title	Organizational Affiliation
Agee	Bill	E-911 Coordinator	Franklin County & Association of Public-Safety Communications Officials (APCO) VA President
Broughman	Chief J.B.	Police Chief	City of Covington
Essid	Chris	Interoperability Coordinator	Governor's Office of Commonwealth Preparedness
Gentry	Rodney	9-1-1 Support Division Manager	Hanover County & National Emergency Numbers Association (NENA) VA President
Hanger	Tracy	Battalion Chief	City of Hampton and Wireless E-911 Services Board
Hanson	Tom	PSAP Manager	City of Charlottesville, UVA, Albemarle County
Junkins	Jim	Director	Harrisonburg/Rockingham ECC and State Interoperability Executive Committee
Layman	Bob	Radio Frequency Network Engineer	AT&T and Wireless E-911 Services Board
McGeorge	Constance	Special Assistant to the Governor	Governor's Office of Commonwealth Preparedness
Smith	Lary	9-1-1 Coordinator	Essex County
Souder	Steve	Director	Department of Public Safety Communications, Fairfax County
Sweet	Jonathan	County Administrator	Bland County
Williams	Shannon	9-1-1 Coordinator	Smyth County
Woltz	Robert	President	Verizon (Local Exchange Carrier) and Wireless E-911 Services Board

Additional information was contributed by the VITA regional coordinators.



- Call processing time and time to dispatch varies based on technology, call volume, and staffing
- Response time across the Commonwealth varies from 1minute to 45minutes
- Not all PSAPs provide Emergency Medical Dispatch (EMD)
- The basic level of service is not defined (Structure, People, and Technology)

Infrastructure, Equipment & Technology:

Infrastructure and Equipment refers to the technological backbone, composed of both hardware and software, which enables the delivery of 9-1-1 services to the public.

- Virginia is recognized, both internally and externally, as a national leader in wireless deployment
- In some areas, Virginia pushes the envelop in adopting new technologies and services
- There is regional disparity with respect to infrastructure, equipment, and deployment
- Equipment is old and outdated
- The analog network limits data transfer
- For many rural PSAPs, caller location is not entirely accurate or available for wireless
- Interoperability is a challenge, with respect to radios, between PSAPs, and among CAD systems
- The current regulatory environment obstructs movement towards NG 9-1-1 (For example, the Analog Switch, DOT regulations and separate 9-1-1 systems resulting from 9 LATAs)

Operations:

Operations refers to the manner in which PSAPs function and provide services with regards to their mission.

- The VITA regional coordinators provide great value to PSAPs, especially to augment staff for the small/rural PSAPs
- There is a mission gap, and many PSAPs serve as operators for administrative functions in addition to 9-1-1
- Statewide standard operating procedures and definitions do not exist for PSAPs
- Some areas are considering consolidation and shared services; others are conducting pilot projects
- Most PSAPs do not have their own organizational functions (grant writing, supervision, and internal logistics)

Governance:

Governance refers to those charged with providing guidance and oversight of all aspects of PSAP operations and strategy.

- The majority of PSAPs are not independently governed; therefore, funding distribution and personnel management is often conducted by non-PSAP officials
 - PSAP ownership varies and is often split across the state
- There are many late adopters who wait for mandates to make changes



- The administrative agency is often resistant to change and unwilling to give up control and share resources
- PSAPs have a tendency to take on the culture of the agency to which they report in the organizational hierarchy (e.g. - fire, sheriff, or, police). This may result in different/competing priorities depending on the reporting structure

Staff & Training:

Staff and Training refers to the human elements of PSAP functionality, including those that relate to the personnel employed by each PSAP, the staff's qualifications, and training.

- PSAP staff are dedicated, resourceful, and adaptive
- Most PSAPs are understaffed
- Recruitment and retention of staff weighs on PSAPs
 - Constant stress
 - Non-competitive salaries/benefits
 - Small qualified applicant pool
- Pressure to remain operational detracts from taking time to receive training
- PSAPs are handling daily calls, but surge capacity is inadequate
- The general public may not fully understand the level of professionalism required of communication officers to perform their duties. As a result, personal value judgments, from individuals outside the PSAP, may impact PSAP morale and contribute to a feeling among communication officers that their valuable service is not appreciated or perceived to be lacking in professionalism

Funding:

Funding refers to the monetary streams for short-term operating costs, the acquisition of currently deployed 9-1-1 technology, and the migration to NG 9-1-1.

- Funding for wireless deployment is successful
- Many PSAPs recognize the benefit of the PSAP grants program
 - Not all PSAPs are taking advantage of it
 - Limited awareness of other state and federal grant programs, or inability to access due to internal competition at the local level
 - Staffing is limited: they don't have the resources to develop an application
 - Many PSAPs feel they are behind on current 9-1-1 technology due to lack of funds
- PSAPs sense a barrier to NG 9-1-1 is funding
- There is uncertainty about future revenue streams



- Telecommunications tax reform abolished a dedicated funding stream for the PSAPs, which has dramatically reduced operating revenue
- The Compensation Board only funds “dispatchers” (communications officers) that are controlled by sheriffs office

5.3 APPENDIX C: ABOUT THE VITA

The Virginia Information Technologies Agency (VITA) is the Commonwealth's consolidated, centralized information technology organization. The VITA mission is to provide information technology that enables the government to better serve the public. The VITA responsibilities fall into three primary categories:

- Operation of the IT infrastructure, including all related personnel, for the executive branch agencies declared by the legislature to be "in-scope" to the VITA
- Governance of IT investments in support of the duties and responsibilities of the Information Technology Investment Board and the Chief Information Officer of the Commonwealth
- Procurement of technology for the VITA and on behalf of other state agencies and institutions of higher education

The VITA and Northrop Grumman formed a public-private partnership to provide the latest information technology services to Virginia's state government. Believed to be the first and the largest of its kind in the nation, the IT Infrastructure Partnership delivers state-of-the-art technologies and provides significant resources for the benefit of citizens and consumers.

In this partnership Northrop Grumman is responsible for the service delivery of the Commonwealth's IT infrastructure needs, and the VITA provides oversight. The 10-year, \$2 billion public-private partnership is transforming the state government's IT infrastructure technology and providing the expertise and resources to support improved delivery of government services. It also provides the essential up-front capital that otherwise would not be practically available to the Commonwealth. That capital enables the transformation of the IT environment and provides for ongoing revitalization to keep it in step with future technology advancements.

The VITA ISP

The Integrated Services Program (ISP) consists of the Public Safety Communications (PSC) division and the Virginia Geographic Information Network (VGIN) division as well as a radio engineering function. The ISP focus is on the following key components:

- Creating an efficient shared services model that provides more cost-effective solutions for small to mid-size state agencies and local government
- Designing an effective enterprise approach that aggressively pursues partnership arrangements, leveraging the Commonwealth's economies of scale potentials to acquire both capital and expertise
- Defining and adhering to a business-oriented value proposition
- Generating an equitable and effective pricing strategy

Both the VGIN Advisory Board and the Wireless E-911 Services Board are supported by the VGIN and PSC Divisions, respectively, as well as several communities of interest network councils (COIN) that represent the stakeholders throughout the Commonwealth in varying disciplines.



Public Safety Communications Division

The PSC provides the following services to the Virginia community:

- Regional 9-1-1 Center Services
 - Currently there are four regional coordinators who provide consultative services and support for developing plans and providing services in each region.
- 9-1-1 Center Educational and Training Services
 - The Division has hosted several ad-hoc training opportunities for 9-1-1 centers as well as formal training courses conducted by a professional training organization such as the National Emergency Number Association (NENA), when requested by a region or a group of 9-1-1 centers. In the future, more training services will be available to complement the existing training programs from the Department of Criminal Justice Services (DCJS).
- Next Generation E-911
 - New challenges threaten to undermine the historical success of the E-911 system. The current system architecture has changed little since its introduction in the early 1980's, which was actually based on 1970s analog technology. This means the current E-911 system handles voice very reliably but can only handle a very small amount of data. Many citizens are opting for more mobile wireless service or cheaper Voice over Internet Protocol (VoIP) services. As the reliability of these services increases, more and more people will adopt them as their only telephone service. 9-1-1 centers will not be able to accommodate these changes with the current system architecture. The Commonwealth needs to begin planning for a Next Generation system that will continue to support the citizens regardless of the device or network protocol through which they request emergency services.
- Hosted 9-1-1 Center Services
 - An observation was made while looking for ways to leverage economies of scale within the 9-1-1 center environment and maintain 9-1-1 center services, that if small localities lack the resources to maintain a 9-1-1 center then several localities could consolidate their 9-1-1 centers to achieve greater economies. With this approach, 9-1-1 centers connect, using the IP network, into a hosted backroom of servers and equipment. 9-1-1 Centers will operate on a shared system while maintaining their autonomy.

Program E-911

The E-911 program provides both wireline and wireless 9-1-1/E-911 throughout the Commonwealth of Virginia. This service includes funding assistance, system design and end user support. All funding requests must be considered by the Wireless E-911 Service Board.

The E-911 program offers the following key features and benefits:

- Review of funding requests from localities
- Liaison between the localities and the Wireless E-911 Service Board
- Quality assurance of the application process



- Coordination of funds from the wireless providers and distribution of funds