



Virginia Information Technologies Agency

Wireless E-911 Services Board Meeting

General Business Meeting

November 18, 2010



Agenda

1. Call to Order
2. Approval of Minutes
3. FY 2010 True-Ups and Recalculated Wireless Funding Distribution Percentages
4. FY 2012 PSAP Grant Program
5. Old Business
6. New Business
7. Public Comment
8. Adjourn



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FY 2010 True-Ups and Recalculated Wireless Funding Distribution Percentages





FY 2010 True-Ups

- All of the FY 2010 True-Ups have been received and have been reviewed by staff for accuracy and reasonableness
- A summary spreadsheet was prepared that provides the new FY 2011 percentages, the old FY 2010 percentages, and the percentage of change when comparing FY 2011 to FY 2010
 - This spreadsheet was distributed last week to the Board and the PSAP community
 - Only adjustments made occurred at the 0.001% level, negligible financial impact to PSAPs
- A detailed spreadsheet that contains PSAP-level call load and financial data for FY 2011 and FY 2010 is available from the ISP website



FY 2011 Distribution Percentages

- Requesting approval of FY 2011 recalculated wireless distribution percentages
- This is the first year that a minimum funding level of \$40,000 is included in the wireless funding distribution methodology
 - Means that PSAPs will receive no less than \$3,333.33 per month regardless of monthly wireless revenue fluctuations
- Same outcomes as in previous years:
 - PSAPs with the largest operating budgets continue to receive the greatest percentage of the fund
 - The greater the percentage of wireless calls to total calls, the greater the amount of funding a PSAP receives
 - Overall, personnel expenses for PSAPs decreased slightly, but PSAPs that were able to add personnel, came out ahead



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FY 2012 PSAP Grant Program





Highlights of Proposed Changes

- New Program:
 - In addition to the Continuity and Consolidation and Enhancement Programs, primary PSAPs will have an additional program through which to apply for grant funds – the Wireless E-911 PSAP Education Program
 - The Wireless E-911 PSAP Education Program will provide 9-1-1 specific group education/training opportunities throughout the Commonwealth. Approved grants in this program will receive funding from the top of the available funds in the PSAP Grant Program, before funding for the Continuity and Consolidation and Enhancement projects



Highlights of Proposed Changes

- Definitions:
 - Language has been added to define “Exceptional Grant Request” as a grant request submitted during the normal grant cycle that does not meet the general guidelines
 - The “Public Safety Answering Point (PSAP)” definition has been changes to reflect the actual Code of Virginia language
 - The “Regional Initiative” definition has been changed to mean a project or projects involving multiple primary PSAPs
 - Language has been added to define “Supplanting”



Highlights of Proposed Changes

- Changes to grant award amounts:
 - As a result of changes to the number of grant programs types and the updated definition for regional initiatives, the grant award amounts have changed to reflect the following:
 - \$2,000 per primary PSAP for the Wireless E-911 PSAP Education Program
 - \$150,000 for an individual primary PSAP
 - \$325,000 for a regional initiative involving two primary PSAPs or a secondary consolidation
 - \$375,000 for a regional initiative involving three primary PSAPs
 - \$425,000 for a regional initiative involving four primary PSAPs
 - \$475,000 for a regional initiative involving five or more primary PSAPs
 - \$500,000 for an initial consolidation project



Highlights of Proposed Changes

- New Requirements for Financial and Programmatic Reports:
 - Grantees will be required to report financial and programmatic information and data semi-annually until the grant is closed
 - A final financial and programmatic report is required within 30 days of closing a project to include invoices or other payment documentation supporting fund expenditures
 - The final financial and programmatic report must also include how the Grantee met specific grant objectives in the grant award
 - With receipt of the final financial and programmatic report, additional draw downs against the award will not be allowed
 - Grant awards must be settled within 30 days of submission of the final financial and programmatic report
 - F&P semi-annual reports will be reviewed by the Grant Committee, and should there be extension requests made by the PSAP's, recommendations will be made by the committee to the WSB.



Highlights of Proposed Changes

- Required Match:
 - Funding for the Enhancement Program, with the exception of the Next Generation 9-1-1 projects, may be used to pay for no more than 80% of the cost associated with the approved projects. Grantees must provide the remaining 20% funding
 - Funding for the Wireless E-911 PSAP Education Program, Continuity and Consolidation Program and Next Generation 9-1-1 projects within the Enhancement Program do not require a match
 - Exceptions to the 20% required match are regional initiatives and individual primary PSAPs granted an exception by the Board because they are not able to comply with the match requirement



Highlights of Proposed Changes

- The priorities for the PSAP Grant Program have been updated:
 - PSAP Group Training Program (includes public education), PSAP Group Training Program (hardware and software), and PSAP Individual Training Program priorities have been moved to the Continuity and Consolidation Program type
 - Language has been included to reflect that “certain equipment should be NG9-1-1 enabled, if applicable” for projects under the “CPE, primary mapping system servers and workstations, GIS high priority, call accounting equipment, CAD, and voice logging recorder systems and instant recall recorders” priorities



Highlights of Proposed Changes

- Miscellaneous:
 - Draw down requests must include a firm fixed-price contract or purchase order, or, in the case of an emergency equipment purchase, a firm fixed-price quote
 - The grant period for successful Wireless E-911 PSAP Education Program applicants will be for twelve months; for successful individual primary PSAP or regional initiative applicants, twenty-four months; and for successful consolidation project applicants, thirty-six months
 - In addition to the Comprehensive Grant Description section on the grant application, applicants will be required to provide specific project management elements named Project Phases (sample activities of these phases can be found in Appendix F).
 - The GIS Priority Matrix has been updated to include ESRI 10.x or newer supporting the PSAP/PSAP with enterprise considerations and ESRI 9.x or newer supporting the PSAP/PSAP with enterprise considerations for additional licenses



And lastly....

- Board action
 - In addition to all of the changes already highlighted, there have been some recent additional “wordsmithing” changes made. These changes were the result of PSAP suggestions and counsel advise. These changes appear in red in the document in Board member packets.
 - The request is for Board approval of the Proposed FY 2012 PSAP Grant Guidelines, which will include the changes mentioned above
- Pending approval of the proposed changes to the PSAP Grant Guidelines at the Wireless E-911 Services Board meeting on November 18, 2010, the FY 2012 PSAP Grant Program Funding Cycle will open on November 22, 2010, 2010 and will close on December 22, 2010 at 11:59 PM
- The FY 2012 PSAP grant application will not be web-based, but it will be available on the ISP website during the open grant cycle as a downloadable file
- The next meeting of the PSAP Grant Committee will be held January 5 – 7, 2011 at CESC:
 - Review FY 2012 applications
 - Review Financial and Programmatic Reports



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Old Business





Objectives of Town Hall Meetings

- Validate vision and goals from current plan:
 - Virginia's 9-1-1 Centers receive, process, and dispatch calls for emergency aid quickly and accurately:
 - From any geographical location
 - From any communications device
 - In any language
 - Goal A: Provide a standard level of emergency response service to the public
 - Goal B: Position 9-1-1 centers to continuously meet the public's expectations
- Determine the relevancy of current strategic initiatives:
 - Conduct a baseline assessment of 9-1-1 capabilities and services
 - Develop and apply statewide guidelines to foster a minimum level of 9-1-1 emergency response service across Virginia
 - Implement a recruitment and retention program
 - Enable Next Generation services by connecting 9-1-1 centers to the statewide IP backbone
 - Create a mechanism of advocacy in the political environment surrounding 9-1-1 emergency response



Vision Statement

- Interpretation of Vision is different now than when Plan was first implemented:
 - Evolutionary or reactionary efforts?
 - Vision needs more substance
 - Concern that Virginia will not be a leader in NG9-1-1; some PSAPs waiting for NG9-1-1 technology to mature, possibly another 20 years down the road
 - Current governance with local controls is hampering progress; other states have more control
 - Virginia had central control with Wireless E-911 Phase 1 and Phase 2 deployments
 - Without a local 9-1-1 surcharge, the perceived effect is that PSAPs' operating budgets have increased dramatically and require more local general funds, which is not the case. In many instances operating budgets have shrunk.
 - Due to the shift of wireline 9-1-1 revenue stream from local government to the state, leadership is shifting to the state
 - VITA needs to take a leadership role with NG9-1-1 in the Commonwealth



Goal A: Standard Level of Response

- Identify what 9-1-1 standards should do at a minimum:
 - Understand what is meant by a “standard”
 - DCJS currently provides dispatcher accreditation
 - Every PSAP should meet the public’s expectation for EMD
- Goal should reflect efforts over which the PSAPs have control
- Should focus on the communications center not the emergency responders (response time):
 - VITA does not have the authority to enforce the standard because VITA cannot mandate
 - Resources are scattered among agencies and it would be beneficial to have them all in one place
 - Now is the time with a new state administration to attempt to bring all aspects of 9-1-1 under one umbrella
- Goal should be changed to include “911 emergency dispatch service” to separate 9-1-1 function from non-9-1-1 function
- Regional coordinators need to assist in the process of defining standards that are based on regional needs and complexity.



Goal B: Meet Public's Expectations

- Have scalable standards based on public perception by region for emergency 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 services when they purchase equipment and with existing services and equipment.
- PSAPs are concerned that they will purchase equipment/services based on "anticipated" infrastructure needs. How can PSAPs really move forward with procurement if they don't really know what the future holds?
- An initiative is needed with an outcome to ensure that equipment/services offered by local governments can be sustained when considering the population served



Baseline Assessment Initiative

- Survey data has to be used by VITA if the desire is to have PSAP participation in future surveys or data collection attempts
- Improve the format of future surveys
 - PSAPs should be able to manage their own survey data through a profile, making updates when necessary via a secured online access tool/format
- More PSAP education is needed on the purpose/intent of the baseline survey or assessment
- Value of data being captured needs to be clearly identified
- Additional analysis of the baseline survey results needs to be done and made available to the PSAPs
- NG9-1-1 is emerging as another way to collect key data elements to provide emergency dispatch services more efficiently



Statewide Guidelines Initiative

- Individual or PSAP-driven standards should be recognized or identified in the Plan
- The term “standards” need to be defined first to determine if goals are applicable. PSAPs are concerned that the way standards will be identified and imposed on the PSAPs may be problematic for them.
- Needs of PSAPs and dispatch function should to be clarified
- Web-based information and resources needs to be made available for state and federal 9-1-1 guidelines/standards, codes, and pending legislation
- Review other states to see how Virginia compares
- 9-1-1 is evolving from a local and state relationship to a state and national relationship
- More coordination needs to occur at a central level
- NG9-1-1 needs to be viewed beyond its IP considerations
- Mechanism for continued accuracy of wireless deployments needed
- Lessons learned from Phase 1 and Phase 2 deployments need to be considered moving forward to NG9-1-1, specifically from the vendor perspective.



Recruitment & Retention Initiative

- Include standardized training needs and 9-1-1 “professionalism”
- Collaborative recruitment and retention campaigns, such as the Metro 9-1-1 Project, should be supported and encouraged
- VITA should partner with 9-1-1/public safety communications profession-specific organizations to identify retention tools
- VITA should provide a knowledge center for educational materials and resources for the 9-1-1/public safety communications community
- There is no current training and/or continuing education on existing technologies; therefore, Virginia is not ready to begin NG91-1
- Plan’s current goals are appropriate and pushing NG9-1-1, while it’s in its infancy, is premature for the Commonwealth
- People and their learning readiness are the key driving factors, not the technology, that will impact the deployment of 9-1-1 emerging technologies
- Develop better relationships with training academies
- A training component is needed to promote the training of 9-1-1 professionals, to include available training opportunities
- Web-based statewide job postings with qualifications and salaries accessible via the ISP website



IP Backbone Initiative

- Defining NG9-1-1 is an initiative
- Regional ESINet service opportunities should be identified and addressed in the Plan. Plan should also address assisting PSAPs with the advancement of IP architecture
- As far as the definition of NG9-1-1, the only thing we can agree upon is that the definition needs to include IP
- Does each PSAP need direct IP telephony (or even NG 9-1-1 capable equipment), or can NG9-1-1 be done regionally (e.g., TN is working on a project to have one NG9-1-1 position at each PSAP)? What would this type of network look like?
- NG9-1-1 has to be sustained monetarily by all PSAPs before Virginia can realistically be considered NG9-1-1 capable/ready
- Vendors are aggressively pushing hosted PSAP services, including hardware and software. This needs to be addressed in the Plan with regards to reasonable applicability or sustainability to the PSAPs.
- Recurring costs for NG9-1-1 will continue to constrain PSAPs' ability to embrace NG9-1-1
- Need to educate all Virginia PSAPs on the progress of NG9-1-1 pilots in the Commonwealth, as well as other significant regional initiatives
- Other states have issued RFPs for NG9-1-1 services (Washington, Iowa, Alabama) and deploy NG9-1-1 on a statewide level, Need to consider potential loss of autonomy for PSAPs and legislative constrictions.



Advocacy Initiative

- Cost recovery is no longer necessary. The \$8M transfer to the Comp Board is proof that we are collecting money that is no longer needed. This would require legislation that would help Virginia become a champion of the PSAP community.
- Determine what contributions can be made by APCO, NENA, ISP, and other organizations (tools in the toolbox)
- The word “Wireless” needs to be taken out of the “E-911 Wireless Services Board” in consideration of advancing technologies (requires legislative action)
- The recent “diversion” of the 9-1-1 fund has really hurt the PSAP community. Legislation needs to be put into place to minimize future occurrences; need to get to the point where funding pays for everything, such as in Maryland.
- Advocacy initiative is misleading since VITA staff cannot advocate. “Create” is open for interpretation as to “whom”.
- Can the Board serve as an “advocate” for the PSAP community and shouldn’t members be serving as advisors to legislators on 9-1-1 issues and challenges?
- Is 3-1-1 going to affect/impact 9-1-1 operations? The varying skill sets and mission differences between 9-1-1 and 3-1-1 needs to be emphasized by public safety officials to local administrators and legislators.



Status of Enhanced 9-1-1 Grant

- In September of 2009 the Commonwealth received a \$1M grant award
 - Grant required a match of the same amount for a total of \$2M in available funds
- Purpose of the grant was to establish a NG9-1-1 footprint in the seven ISP regions within the Commonwealth
- VITA partnered with Northrop Grumman to pilot NG9-1-1 hosted PSAP services with three groups of PSAP “volunteers”
- Northrop Grumman withdrew from the pilots, but VITA made a commitment to the PSAPs to adjust the scope of work for each respective pilot and provide continued support and funding
- The ENHANCE 9-1-1 Grant was used as a partial source of funding for these pilots in the following amounts:
 - Southwest \$383,691
 - New River Valley \$343,000
 - Southside \$259,951
- Additional awards will be made for other NG9-1-1 pilots in the future



Southwest Virginia

- Regional initiative that involves four localities in far Southwest Virginia:
 - Dickenson County
 - Lee County
 - Wise County
 - City of Norton
- Shared CPE and CAD solution (Side A and B) with Point to Point T1s for connectivity
- This solution was developed by the localities and presented to VITA for support and funding:
 - Lee County does not yet have Basic 9-1-1
 - Limited options for connectivity
 - Recurring costs were a local constraint in evaluating options
- Represents one interpretation of NG9-1-1



New River Valley

- Regional Initiative that involves three localities:
 - Town of Blacksburg
 - Town of Christiansburg
 - Montgomery County
- These localities have agreed in concept to consolidate with VA Tech (other localities may join)
- Interoperability Governance:
 - Authority created to provides a unified approach across multiple jurisdictions and disciplines:
 - Vision of Authority will provide a well-managed interoperability infrastructure that reflects national standards and the needs of the localities
 - Mission of the Authority is to provide 9-1-1 dispatch and emergency communications services to people of the New River Valley Region.
- CAD/RMS consolidation
 - Deploy a regional broadband IP network that can support CAD/RMS, 9-1-1 and other public safety communications
- Radio Analysis
- This NG9-1-1 pilot addresses consolidation and radio comm



Southside Virginia

- Regional initiative that involves four localities in Southside Virginia:
 - Franklin County
 - Patrick County
 - Pittsylvania County
 - City of Danville
- Phase 1: (Franklin and Patrick)
 - ALI Management and Selective Routing services with transferability between the two localities
 - Shared CPE solution to provide each locality with a back up
- Phase 2: (Pittsylvania and Danville)
 - ALI Management and Selective Routing services with transferability among all four jurisdictions
 - Shared CPE solution to create a regional ring
- This NG9-1-1 pilot addresses the delivery of wireline, wireless, and VoIP 9-1-1 calls via an IP network maintained by a CLEC to 9-1-1 centers with IP-enabled CPE



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New Business





PSAP Grant Committee Membership

- Two New Members:
 - Robert Layman (Board representative)
 - Sheriff J. D. Diggs (Board representative)
- Additional appointment will be made for the VaCo representative



Update on Legislative Agenda

- The PSAP community requested that the Wireless 9-1-1 Services billing agreements be paid “off the top” of the Wireless Fund. Previously, these agreements were paid for with Fund Balance, but there is no longer a surplus that can be used for this purpose. As an alternative, the consensus of the PSAP community is to include payment of these agreements through the Appropriations Act, paying for wireless 9-1-1 services on behalf of the PSAPs, before any further wireless revenue allocation is made.
 - This request has been submitted through the Agency Budget process and it looks favorable. The desired outcome is that the Governor will include it in his budget package that he releases mid December. If this does not occur then we will need to find a patron to introduce it during session.
- The Wireless Funding Committee recommended two changes to VA Code, which the Board endorsed:
 - Give the Board the flexibility to extend the data collection period used to calculate the distribution percentages up to 36 months to minimize data anomalies from year to year
 - Move the payment recalculation effective date to coincide with the beginning of the fiscal year to improve the ability of local governments to forecast wireless revenue in the upcoming year
 - Senator Watkins has agreed to be the patron for these two legislative changes



And In Conclusion

- No CMRS Committee report
- Public Comment
- Adjourn
- Next meeting date is Jan 13th