

E911 Service Board Meeting  
May 12, 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 Pat Shumate	Denise Smith Phil Heins Robert Layman Danny Diggs Mickey Sims
Members Absent	Linda Cage Bob Layman	Samuel Nixon Chief Henry Stanley
Remote	Abingdon Culpeper	Roanoke Tidewater
Staff Present:	Dorothy Spears-Dean, Coordinator Steve Marzolf, ISP Director Terry Mayo, Administrative Assistant	Lisa Nicholson, Project Manager Lewis Cassada, Project Manager John Westrick, Commonwealth Counsel Susan Siegfried, Commonwealth Counsel

**1. CALL TO ORDER**

Chairman Michael Cline called the meeting to order at 10:05 AM. 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 MARCH 10, 2011**

Chairman Michael Cline asked for changes/additions to the March 10, 2011 minutes, and there was one change to the minutes which was on page 3 under “Old Business,” 3<sup>rd</sup> paragraph to change the date from January 2010 to January 2011. Mr. Knapp made a motion to approve the March 10, 2011 minutes as amended and the one correction. Mr. David Von Moll 2<sup>nd</sup> the motion for approval. Chairman Michael Cline called for the vote, and all approved the minutes; **11-0-0** with the correction made to page 3 under “Old Business,” 3<sup>rd</sup> paragraph to change the date from January 2010 to January 2011.

### **3. VERIZON FY2010 COSTS**

Mr. Steve Marzolf addressed the Board and refreshed the Board on the 2010 costs. Mr. Marzolf said that this issue was left unresolved at the last Board meeting. The Board directed staff to come up with a process to resolve the problem and to present the resolution at this (May) meeting. As a result, staff has come up with a form that is both legal and authorized by Counsel for solving this problem (see hand-out). Mr. Marzolf distributed a copy of the form to the Board members. Mr. Marzolf presented a 1 page form with an addendum to the 2012 grant guidelines to address the cost to be associated with the provision of wireless E911 services costs provided by Verizon in FY2010. Mr. Marzolf said that the addendum is in keeping with the stated purpose of this grant program, which is stated in the guidelines as: the primary purpose of this program is to financially assist Virginia primary PSAPs with the purchase of equipment and services that support the continuity and enhancement of wireless E-911. Mr. Marzolf said the form will be posted and distributed to the PSAPs by tomorrow (May 13, 2011).

Mr. Marzolf discussed some of the questions from the PSAPs. Mr. Marzolf asked if there are any questions on the proposal of this form being used. He stated that this is to amend the guidelines first, and then at the July meeting the resolution will be brought at the next meeting. Mr. Cline asked for questions. A question was asked from Culpeper about staff and Board's due diligence on this issue. Mr. Cline stated that the concern is duly noted and asked Mr. Marzolf to address the issue. Mr. Marzolf stated that this was a complicated issue and a learning experience for all involved. Mr. Cline commented that the resolution of the issue has not been because of a lack of effort from the staff. Sheriff J.D. Diggs asked about taking the money "off the top." Mr. Marzolf said that the Legislature approved taking it off the top for 2012 and beyond. In the language in the Appropriate Act the Board has the authority to do this. Sheriff J.D. Diggs asked about taking it off the top this year and in the following years adjust. Mr. Marzolf said that the agreement with Verizon is not for payment in arrears, but ahead. J. D. Diggs said his priority is to preserve the Grant Fund any way it can. Mr. Cline asked if we are able to get the 50% spread over three years would the two subsequent years come out of the grant fund. Mr. Marzolf said that would be up to the Board. Mr. Cline commented that he thought that would be something for staff to pursue. Mr. Marzolf said if that is what the Board desires he could ask and come back with the best deal (both the one-time payment and the three-year payment), and bring the result at the next meeting. Mr. Cline asked for a motion from the Board that the staff be allowed to move forward with the process. Mr. Von Moll made a motion to approve that staff move forward with the process, and Mr. Mickey Sims 2<sup>nd</sup> the motion for approval to move forward; all approved; **10-0-1** (Mr. John Knapp abstaining).

Mr. Marzolf mention the PSAPs would like to change the course of direction of the \$4 million. To deal with 2012 \$4 million has been put in the budget to come off the top for operating costs. They would like for the payment to come from the 60%. Mr. Cline said that the Board members representing the PSAP should consider and bring the issue to the next meeting.

### **4. PSAP GRANT PROGRAM**

Sheriff Diggs addressed the Board and said that the PSAP Grant Committee met,

and he would like for Ms. Dorothy Spears-Dean to address the Board on the results of the meeting.

Ms. Spears-Dean addressed the Board and said that before getting into the PSAP Grant Program she wanted to make an announcement. During the fiscal year 2009 grant period 5 jurisdictions participated in a routable road centerline project. Fairfax County was the lead jurisdiction on this project. Ms. Spears-Dean said the localities would be awarded a Special Achievement in GIS award at the 2011 ESRI International User Conference in San Diego. Ms. Spears-Dean said that VGIN staff provided support for this project. She also said that this project was well recognized in the industry that was funded through the PSAP Grant Program. Ms. Spears-Dean congratulated the jurisdictions on its award.

Ms. Spears-Dean gave the Board an overview of what is going on with the Grant Program. Ms. Spears-Dean said that in FY2008 \$5,331,100 in grant awards were awarded, and of this \$264,364 is still outstanding. Ms. Spears-Dean said that there are still some grant extension requests for 2008 totaling \$264,364 to be carried over. Ms. Spears-Dean said one extension is for Wythe and Wytheville (\$264,364). The other FY2008 grant recipient - Alleghany, Clifton Forge and Covington has \$0 left over.

Ms. Spears-Dean said that for FY2009 there was \$524,525 in total grant request carry-over. Of these requests \$3,492 will be returned to the grant fund, less any draw downs received by June 30, 2011.

Ms. Spears-Dean said that for FY2010 there was \$2,040,798 total requested; \$1,084,038 will be returned to the fund, less any draw downs received by June 30, 2011.

Ms. Spears-Dean said that for FY2011 there was \$300,000 total requested carry-over which includes \$150,000 for Mathews and \$150,000 for Radford.

In summary, Ms. Spears-Dean said that there is \$4,217,217 in outstanding grant awards. The PSAP grant committee is recommending to carry over \$3,129,687 until June 30, 2012 and that \$1,087,530 be returned to the grant fund, less any draw downs received by June 30, 2011. Ms. Spears-Dean said that once the Board considers the matter, staff will notify the localities. Ms. Spears-Dean also said that **“unless an extension request is approved, grant awards will expire on June 30, 2011 and any remaining balance will be returned to the Grant Fund.”** She also said that the 49 grant extensions they have received are the only ones that will remain open. Mr. Von Moll asked about the money returned if it will go back into the specified grant fund. Ms. Spears-Dean said yes it would remain in the grant program. Mr. Marzolf filled Mr. Von Moll in on the process. Bill Agee asked to address the Board, and asked if the Board would consider closing the grant requests on June 30 and giving the PSAPs at least 15 days to complete their paperwork with no more draw-downs. Pat Shumate commented

that he thought that having one grant deadline date instead of two to get the paperwork done should be sufficient. Mr. Cline stated that 15 days to allow the paperwork in is appropriate. Lt. Robert Kemmler asked about invoices dated, as he thinks that the invoices should not be dated beyond June 30. Mr. Von Moll said he agrees with the 30 day paperwork submission. Mr. Cline asked for a motion to carry forward the requested \$3,129,687. The motion was made by Mr. David Von Moll and 2<sup>nd</sup> by Mr. Diggs. All approved **11-0-0**.

Ms. Spears-Dean talked about the FY2013 PSAP Grant Guidelines (see attachment). Ms. Spears-Dean said that the following changes have been made to the guidelines: Definitions of tiers and grant cycle which now includes a detailed description of the drawdown process, required reporting by grantee, extension request process, and return of unused funding. Also included are grant closure and audit sections; adjustments made to continuity and consolidation program priorities - GIS: medium priority, time sync, and UPS/generator are higher priorities; PSAP group training (hardware and software) and PSAP individual training are lower priorities; recurring costs not included in NG911 projects; group rankings for program combined; include actual dates in addition to fiscal year reference. Mr. Cline called for a motion to approve the guidelines changes/additions. Mr. John Knapp made a motion to approved the changes/additions, and Mr. Pat Shumate 2<sup>nd</sup> the motion for approval. All approved the motion; **10-0-0** (Battalion Fire Chief Tracy Hanger was not present at this vote).

Lt. Robert Kemmler asked if the Board can wait to decide on grant funding when the Board will know how much they will have to approve at the July 14<sup>th</sup> meeting. Mr. J.D. Diggs suggested that staff contact those who are waiting to hear if their grant submission will be funded and let them know that the decision will be made at the July meeting. Mr. Cline asked if the Board would like to defer the discussion and vote on the grant submissions to the July Board Meeting. All agreed to hold off on discussions for the grant submissions until July 14<sup>th</sup> E911 Services Board Meeting.

## **5. REFRESH OF 9-1-1 COMPREHENSIVE PLAN**

Ms. Dorothy Spears-Dean addressed the Board and said there is a copy of the revised Comprehensive Plan in the Board packets, and that this information was emailed to them earlier. Ms. Spears-Dean said that when conducting the “town-hall” meetings, she constantly heard from the localities that VITA should have a leadership role in this plan. Ms. Spears-Dean said that the focus of the document is practitioner driven. Since the March meeting there has been a vision change “inclusive of legacy, transitional, or NG9-1-1 technologies.” There were also revisions made to existing goals: Goal A is to provide a standard level of 911 emergency dispatch services to the public. Goal B is position 911 Centers to continuously meet the public’s expectations (see slide). Ms. Spears-Dean briefed the Board on how to make these recommendations a reality. She said that staff

will provide a close-out report at the July 14<sup>th</sup> Services Board Meeting for the Baseline Initiative. Ms. Spears-Dean said that the only item left for discussion is the “sustainment” section which includes an annual PSAP survey of shortened list of variables. Ms. Spears-Dean said that staff will work with the PSAP community to determine the final list. She said that staff will not; however, identify which PSAPs are above or below a certain performance level.

Ms. Spears-Dean addressed the IP Backbone Initiative in which she said needs to be refocused and aligned with Virginia NG911 vision. An initiative action team will be formed and tasks developed.

Ms. Spears-Dean also addressed the Standards and Guidelines, Recruitment and Retention, and Advocacy Initiatives.

Ms. Spears-Dean is asking the Board to approve the document in its current format. Mr. Cline asked for question. A discussion ensued from the Board members, and Mr. Bill Hunter (from the audience) addressed the Board. Mr. Cline called for a motion to approve the Comprehensive plan as written today. Chief Ron Mastin made a motion to approve the Comprehensive Plan as presented today, and Mr. John Knapp 2<sup>nd</sup> the motion to approval. All approved the motion; **11-0-0**.

## **6. OLD BUSINESS:**

**PSAP Grant Committee Membership:** Ms. Dorothy Spears-Dean addressed the Board and said she wanted to announce the appointment of the newest member to the PSAP Grant Committee, and that member is Shannon Williams. The Board congratulated and welcomed him on his new appointment to the PSAP Grant Committee.

## **7. NEW BUSINESS**

- **Preliminary Report on FY 2010 APA Audit:** Mr. Steve Marzolf addressed the Board and reminded the Board that the Board is audited every year and the Auditors look at the entire E911 Fund. Mr. Marzolf said that there was one finding against the audit. Mr. Marzolf also said that each Board member will be getting a copy of the finding. The Auditors are concerned about the Cash Management of the Fund, as in the past, this was a fund that was “cash rich.” Mr. Marzolf said that March of 2011 the fund came close to having a \$0 cash balance because of late revenue payments and invoices received. As a result of this situation, in FY2012 the policy is going to have to be changed. The APA has concerns about this. The recommendation is to reserve some grant funding in order to have some cash flow. Also in the Audit Report is the mentioning of the

Verizon funding. Mr. Marzolf asked the Board if they had questions. Mr. John Knapp asked about the last Audit in which the Auditors questioned the collection of the Carrier Payments. Mr. Steve Marzolf said that was two years ago. The recommendation was to move the collection to the Department of Taxation since they are better equipped to handle large collection of payments. Mr. John Knapp made a comment in which he said he is having a hard time understanding the finances and obligations. He wants to know the size of what the fund actually is. He is recommending a "Finance Committee" be formed by the Board with Board members and that some discussions on these issues held. Mr. David Von Moll said that he agrees with this. Both Mr. David Von Moll and Mr. John Knapp said they would like to serve on the Committee with Mr. David Von Moll as the Chair. Lt. Robert Kemmler also agreed to serve on the committee. Mr. Marzolf said the final decision is with the Board. Lt. Kemmler asked about the ISP Division Funding. Mr. Marzolf informed Lt. Kemmler that the General Assembly is in charge of the ISP Division's Funding and that is outside of the Board's obligation. Battalion Fire Chief Tracy Hanger asked about paying the Verizon bill in long installments. Mr. David Von Moll informed the Board that there is a state law to not finance something over a longer period of time. Mr. Cline commented to the Board that he thought it would be appropriate to form a Financial Committee. Mr. Cline also stated that he would like someone on the Wireless Services Board who represents the PSAPs to serve on this Committee. Mr. Pat Shumate agreed to serve on the Finance Committee as the PSAP Representative. Mr. David Von Moll made a motion that the Wireless E911 Services Board form a Financial Committee with the 4 members. Mr. Mickey Sims 2<sup>nd</sup> the motion for approval. Mr. Cline asked that they come back to the Board with how they are going to proceed with Committee. All approved the motion; **11-0-0**.

Mr. Marzolf talked about the Virginia Performs – Cost by Call – 911 Call Answered performance measure. Mr. Marzolf said that this was audited this year also. Virginia Performs do not think the Board is moving in the right direction since the cost per call has increased each year. The performance measure needs to be meaningful to answer the question: How do we know if we are being successful? Mr. Marzolf said that the Board needs to think about it.

Ms. Spears-Dean addressed the Board and said that the CMRS Subcommittee met prior to the E911 Services Board Meeting and is recommending accepting those funding requests submitted. Mr. Cline called for a motion to approve the Committees recommendation for approval. Lt. Robert Kemmler made a motion to approve the Committees recommendation for approval, and Mr. David Von Moll 2<sup>nd</sup> the motion for approval. All approved the motion, and motion was passed **11-0-0**.

Ms. Spears-Dean said that Mr. Phil Heins will be leaving the Board soon, as he is retiring. She thanked him for the opportunity to work with him. Mr. Cline asked if this is his last Board meeting, and he responded yes. Mr. Heins said that he has

enjoyed working with this Board with all of its help and support.

Mr. Cline asked about new business from the audience. Mr. Terry Hall addressed the Board and said that 2 1/2 years ago he started working on developing a Geo-Call Center based on NENA's I-3 solution. He gave the Board a brief presentation of the progress he has made, stating that things have worked well, and that he would like the Board to consider his project a NG9-1-1 regional pilot, as well as provide funding through the ENHANCE 9-1-1 grant. Mr. Hall asked for comments or questions from the Board. Mr. Pat Shumate asked about other users subscribing to this solution. Mr. Hall addressed this and said he welcomed that.

Mr. Cline asked if the Board would approve the staff moving forward to proceed with the Project and help Mr. Hall obtain finding. Hampton Roads, York and Franklin County addressed the Board and said they would like to work with Mr. Hall's group on this project. Mr. Cline called for the motion to approve the collaboration. Mr. Pat Shumate made a motion to approve, and Mr. John Knapp 2<sup>nd</sup> the motion for approval. The motion passed; **10-0-1** (Sheriff J.D. Diggs abstained).

**8. PUBLIC COMMENT**

Chairman Michael Cline called for public comments at CESC and at the satellite locations. None was made.

**9. ADJOURNMENT OF THE MEETING**

Chairman Michael Cline called for a motion to adjourn the meeting of the Board at 12:06 PM. All approved, and the meeting was adjourned.

**Respectfully Submitted:**

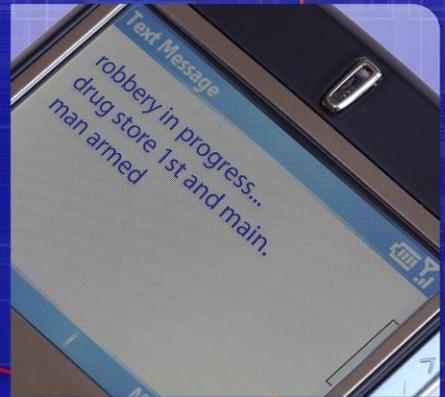
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**Terry D. Mayo**

**(Date)**

# VIRGINIA

## Statewide Comprehensive 9-1-1 Plan



**NEXT GEN & BEYOND**

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## INTRODUCTION

In September, 2010, the Wireless E-911 Services Board asked staff for an interim report on the implementation of the Statewide Comprehensive 9-1-1 Plan and to advise if any changes to the original Plan needed to be made. Specifically, 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 were 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.

### 1.1 THE PURPOSE OF THE PLAN

The Statewide Comprehensive 9-1-1 Plan, including its associated implementation, 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 services, provide a consistent level of 9-1-1 emergency dispatch services across the Commonwealth, and contribute to excellent public safety capabilities that maintain secure communities.

Development of the original plan began with a strategy to engage state and local 9-1-1 experts, practitioners, and users in the 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 meetings with 9-1-1 stakeholders.

#### *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 every day and know the issues at hand. It is up to this community, with the assistance of 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 wireless 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. In this report 9-1-1 means “9-1-1 emergency communications”.
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.
“Call”	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.
Next Gen 9-1-1 or NG 9-1-1	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.
ESInet	An ESInet is a managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies. It provides the IP transport infrastructure upon which independent application platforms and core functional processes can be deployed, including, but not restricted to, those necessary for providing NG9-1-1 services. ESInets may be constructed from a mix of dedicated and shared facilities. ESInets may be interconnected at local, regional, state, federal, national and international levels to form an IP-based inter-network (network of networks).



# 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 dispatch 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               | ▪ Staff and training |
| ▪ Infrastructure, equipment, & technology | ▪ Governance         |
| ▪ Operations                              | ▪ Funding            |

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

Most PSAPs continue to agree that the Vision Statement is still accurate, but have commented that 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 add a fourth bullet, which identifies the future, but also acknowledges the present and includes 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, transitional, or NG9-1-1 technologies**

### *Services and Capabilities:*

9-1-1 centers throughout the Commonwealth must provide a consistent, seamless, and comprehensive level of 9-1-1 dispatch services 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.

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, 9-1-1 centers throughout the Commonwealth to use flexible, open-architecture application-based systems enabled by regional ESInets. This approach will allow for easy access to information and provide secure and fluid data transfer between 9-1-1 centers and other public safety entities.

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 original 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 for Next Generation services.

Instead, participation in regional NG 9-1-1 pilots, 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 to be better prepared in the future for day-to-day and mutual aid activities, staffing, and training. These operations must continue with current funding allocations, which will necessitate greater financial and programmatic efficiencies. Economies derived from the synergies of state and local government participation must ensure that public safety telecommunicators are solely dedicated to 9-1-1 emergency dispatch services, and 9-1-1 centers are fully staffed and able to function when there is a surge or overflow.

### ***Staff & Training:***

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 already identified a direction and have developed statewide guidance to support their future path for NG9-1-1. Legislative changes may be necessary to support strong coordinated statewide leadership. In addition, 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. Virginia must have a vision for NG9-1-1 to maintain its leadership role.

### ***Funding:***

Adequate, regular, and sustained funding must be 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. Funding for 9-1-1 must be aligned with trends in information technology procurement. How local governments pay for 9-1-1 going forward must be similar to the way these entities pay for network services. Future funding models must also consider the transition from a regulated tariff-based environment to one that is predominately unregulated. As a result, 9-1-1 mandates must have a defined business case and value proposition, which 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 services to the public**

When achieved, this goal will provide consistent 9-1-1 emergency dispatch 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 services 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 and service providers need to educate their customers/citizens about the 9-1-1 capabilities of wireless service with new and existing equipment and services. In addition, local governments need to be able to ensure that equipment/services purchased from vendors 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. 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

**Initial Outcomes** – The status and continued relevancy of the initial outcomes included in the initiative

**Initial Tasks and Next Steps** – The status and continued relevancy of the initial milestones and key deliverables that were to be completed and next steps suggested by 9-1-1 Stakeholders. (See Section 3: The Implementation Plan.)

**Benefit to the Commonwealth** – The value the initiative provides



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

### 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.

### Initial Outcomes:

- A comprehensive inventory of all assets, resources, services, and capabilities of 9-1-1 centers in the Commonwealth. **So far, approximately 64% (80 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 outcome has not yet occurred and 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 outcome has not yet occurred and 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

### Initial Tasks:

- Identify the specific audience and recipients of the survey. **This task has been completed. 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. **This task has been completed. With input from the 9-1-1 stakeholder community, the initial list of data points developed 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. This task has been completed.**
- **Determine and acquire, if necessary, the survey instrument. This task has been completed.**
- **Pilot draft survey with a small sample. This task has been completed.**
- **Update the survey based on pilot data. This task has been completed.**
- **Conduct the survey statewide. This task has been completed.**
- **Compile information. This task has been completed. 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. 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. In addition, an interactive mapping tool based on survey data is also available.**
- **Determine the baseline. This task has been partially completed.**
- **Conduct an assessment of the data collected. This task has been 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 must 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 must identify minimum capabilities for everyday operations and services, such as staffing, training, equipment, etc. Guidance must 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 effort. 9-1-1 is evolving from a local and state relationship to a state and national relationship, in which VITA must provide strong centralized, coordinating efforts. These efforts should include making information and resources available electronically on federal and state 9-1-1 guidelines/standards, interoperable communication developments, and pending legislation. VITA must provide 9-1-1 stakeholders with Virginia's vision for NG9-1-1 and it must 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 capability level 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

#### **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



## Technical

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

### *Initial Outcomes:*

- Guidelines for a minimum capability level. **This outcome has not yet occurred. VITA will need to partner with PSAPs to determine.**
- Outreach materials to help centers that are not operating at the identified minimum capability level reach the desired level. **This outcome has not yet occurred. VITA will develop with direction from the PSAPs.**

### *Initial Tasks:*

- Review the baseline assessment data to determine current operating levels. **This task has been partially completed.**
- Identify the components of the baseline assessment that will be put into the guidelines. **This task has not yet begun.**
- Determine the minimum level for each identified component. **This task has not yet begun.**
- Develop a comprehensive minimal capability level for Virginia 9-1-1. **This task has not yet begun.**
- Communicate guidance to 9-1-1 centers. **This task has not yet begun.**
- Support 9-1-1 centers to reach the minimum capability level. **This task has not yet begun.**



## 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. Telecommunicators and their learning readiness are the key driving factors, not the technology, which will impact the deployment of 9-1-1 emerging technologies. Currently, standardized training and continued education for existing technologies is not available in Virginia, which will impact Virginia's readiness for NG9-1-1.

### *Initial Outcomes:*

- Outreach materials on recruitment and retention best practices. **This outcome has not yet occurred.**
- New employees to staff 9-1-1 centers. **This outcome has not yet occurred.**

### **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

### *Initial Tasks:*

- Review current recruitment and retention guidance and tools, including the APCO Retains project. **This task has not yet begun.**
- Discuss current guidance with Virginia's telecommunicators to gain insight into the additional needs of the Commonwealth. **This task has not yet begun.**
- Identify and compile Virginia's best practices. **This task has not yet begun.**
- Develop and distribute outreach materials related to recruitment and retention to Virginia's 9-1-1 centers. **This task has not yet begun.**
- Implement best practices and assess progress. **This task has not yet begun.**



- Develop better relationships with training academies. **This is a new task resulting from the PSAP Town Hall meeting series.**
- Collaborative recruitment and retention campaigns should be supported and encouraged. **This is a new task resulting from the PSAP Town Hall meeting series.**
- VITA should provide a knowledge center for educational materials and resources for the 9-1-1/public safety community. **This is a new task resulting from the PSAP Town Hall meeting series.**
- PSAP job posting announcements should be available from the ISP website. **This is a new task resulting from the PSAP Town Hall meeting series.**



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

### *Description:*

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 be the linchpin for enabling NG9-1-1. Moving to an IP-based system does provide significant benefits, such as a reliable, high-speed way to transfer information while providing greater flexibility and redundancy assurances. And, IP 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 need 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.

### *Initial Outcomes:*

- Pilot program and lessons learned. **This outcome has been partially achieved.**
- “Last mile” connection process. **This outcome has not yet occurred.**
- Connection business case. **This outcome has not yet occurred.**
- Outreach materials for ESInet connectivity. **This outcome has not yet occurred.**
- NG9-1-1 vision and implementation strategy for Virginia. **This is a new outcome resulting from the PSAP Town Hall meeting series.**

#### **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

### *Initial Tasks:*

- Conduct a pilot program connecting 9-1-1 centers to a regional ESInet. **This task has been partially completed.**
  - Test equipment compatibility with ESInet



- Document best practices, successes, trouble shooting, and effective solutions
- Calculate “last mile” costs
- Communicate best practices to all 9-1-1 centers in the Commonwealth. **This task has not yet begun.**
  - Provide advice on technology acquisitions to help ensure they are compatible with Next Gen technologies and interoperable within the system
  - Make use of standardized applications
  - Create and communicate statewide guidance on connecting to a regional ESInet and encourage 9-1-1 centers to connect
  - Develop a business plan including incentives, benefits, and suggested funding for connecting to regional ESInets
- Other states have issued RFIs and RFPs for NG91-1 services. VITA needs to review this information and make it available to the 9-1-1 stakeholder community. **This is a new task resulting from the PSAP Town Hall meeting series.**
- Regional ESInet service opportunities should be identified and the advancement of IP should be promoted. **This is a new task resulting from the PSAP Town Hall meeting series.**
- 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. **This is a new task resulting from the PSAP Town Hall meeting series.**



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

### *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.

### *Initial Outcomes:*

- Increasing the ability of emergency responders to influence their environment would provide the following benefits. **This outcome has not yet occurred.**
  - 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

### *Initial 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. **This task has not yet begun.**
  - Recruit members
  - Develop group charter, membership requirements, and standard operating procedures
- Identify the appropriate mechanism for building advocacy for 9-1-1. **This task has not yet begun.**
- Conduct an outreach effort to educate local officials, legislators, and citizens. **This task has not yet begun.**
- Pursue stakeholders to promote a common vision and amplify individual effects. **This is a new task resulting from the PSAP Town Hall meeting series.**



# 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 revised initiatives and tasks provide a 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.

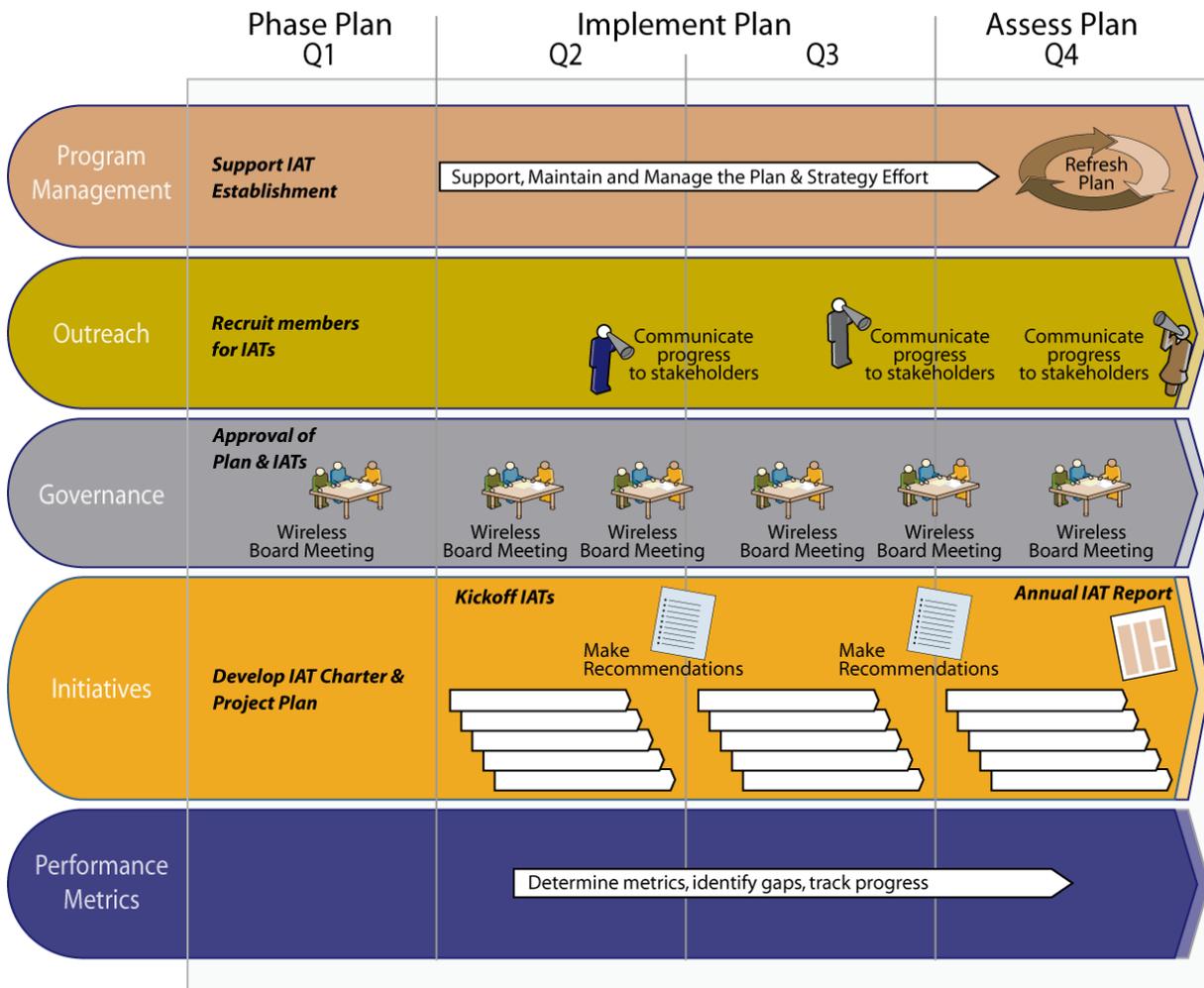


Figure 3: The Virginia 9-1-1 Roadmap



### ***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 VITA for more information*):

- Regional 9-1-1 Center Services
- 9-1-1 Center Educational and Training Services
- Next Generation 9-1-1

At this time VITA's 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 periodically
- 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 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.)*

### ***Performance Metrics:***

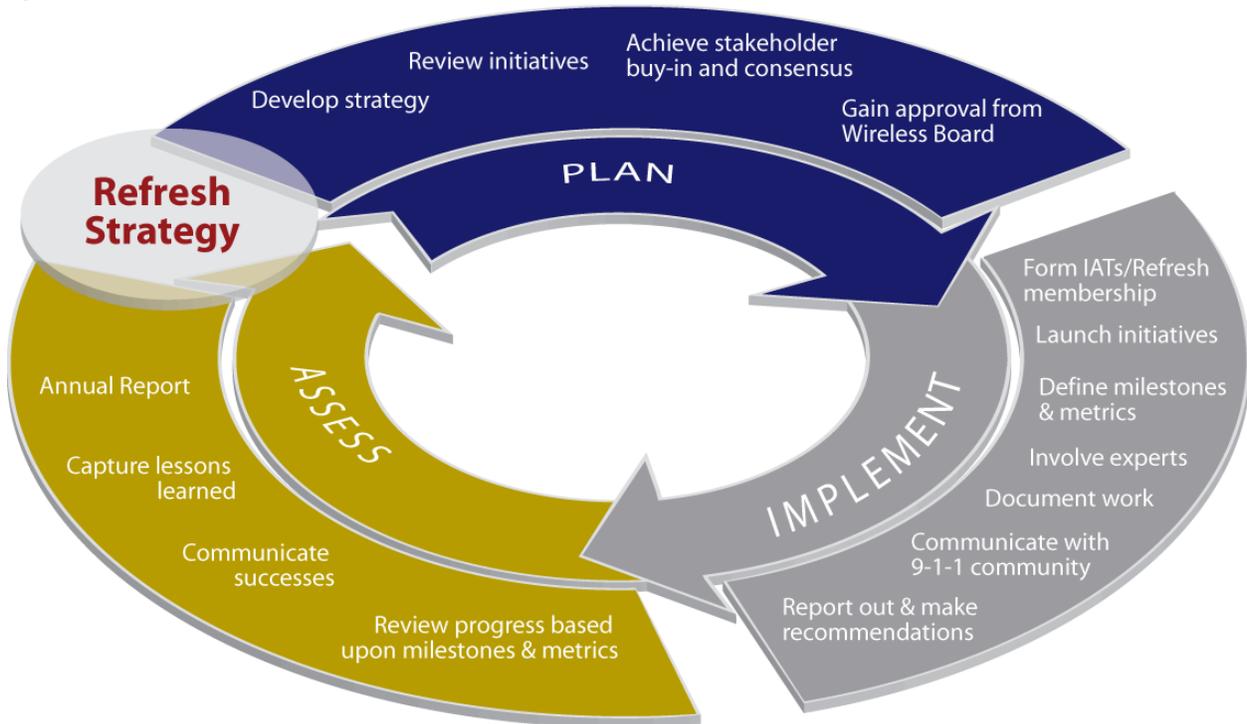
Performance metrics are used to assess the Commonwealth's progress towards the vision. With the establishment of a baseline of capabilities, the Commonwealth may create performance metrics that appropriately measure the success of the Plan and continue gap identification to allocate resources effectively. 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



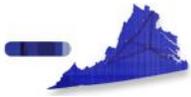
The Plan Lifecycle is a process of planning, implementation, and assessment. Planning is conducted through a collaborative process that considers the needs of 9-1-1 stakeholders and practitioners statewide to develop and gain approval for a comprehensive statewide plan. Implementation is conducted by 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 in subsequent years. In addition, new initiatives may be added to address new concerns.



## CONCLUSION

### *4.1 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.



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

#### Capability Gap Areas identified during the interviews:

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

**Figure 5: Capability Gap**



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	Larry	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.





- There is frustration that 9-1-1 lags behind current market technology for communications including text messaging, picture messaging, Voice over Internet Protocol (VOIP) and the Internet
- Some PSAPS have not deployed current 9-1-1 capabilities including Computer Aided Dispatch (CAD), Wireless Phase I and II, and wireline
- PSAPs are unable to transfer location and caller data (ANI/ALI data) to other PSAPs
- 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 envelope 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 governance 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 NG9-1-1.

- 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' offices.

### ***5.3 APPENDIX C: ABOUT VITA***

The Virginia Information Technologies Agency (VITA) is the Commonwealth's consolidated, centralized information technology organization. VITA's mission is to provide information technology that enables the government to better serve the public. VITA's goals in the current biennium include the following:

- Foster a culture that demonstrates our values
- Partner with customers for mutual success
- Protect the Commonwealth through information security and public safety and public safety technology support
- Understand and meet IT service expectations



- Manage the investment of IT resources to support Commonwealth business objectives
- Strengthen the culture of preparedness across state agencies, their employees, and customers

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 VITA provides oversight. The 10-year, \$2 billion public-private partnership is transforming the state government's IT infrastructure technology, 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.

### ***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:

- An effective collaborative approach that aggressively pursues partnership arrangements, leveraging the Commonwealth's economies of scale potentials that provides more cost effective solutions to small and mid-sized state agencies and local governments
- A governance model that is coordinated among all interested stakeholders including the Board and professional association
- Definition of an adherence to a business-oriented value proposition

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.

### *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



*We look forward to welcoming you*

**THURSDAY, MAY 12, 2011**

THE RICHMOND MARRIOTT HOTEL, RICHMOND, VIRGINIA  
10:00 AM – 5:00 PM

*An Executive Seminar on*  
**EMERGENCY COMMUNICATIONS**

MISSION CRITICAL LEADERSHIP

Featured Speaker: Michael J. Durant  
Master Pilot and Inspiration for the Movie *Black Hawk Down*

EXPERTS WILL SPEAK ON

Next Generation 9-1-1 Advances – The Technology Track  
Next Generation 9-1-1 Advances – The Leadership Track  
The Real Threat of Cyber Warfare

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This seminar will provide the critical information we all need to handle the challenging world of public safety in 2011. Intrado and Verizon are committed to researching and providing technological solutions that support you in delivering the best possible emergency communications systems and services to your community.

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OPTIONAL PRE CONFERENCE SESSIONS

U.S. DOT Next Generation 9-1-1 Overview: 10:00 AM – 10:45 AM  
Data Breach Investigations Report: Statistics, Case Studies, War Stories: 10:00 AM – 10:45 AM

REGISTRATION AND PROGRAM DETAILS

[www.intrado.com/assets/communications/communications/richmond.html](http://www.intrado.com/assets/communications/communications/richmond.html)

FOR MORE INFORMATION  
Karen Schlarb Tel: 720.494.5913

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*Virginia E-911 Services Board*

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Bugs Island  
Telephone Cooperative

Col. Henry W. Stanley, Jr.  
Henrico County

Dorothy Spears-Dean  
PSC Coordinator  
(804) 416-6201

**DRAFT**

**Virginia E-911 Services Board  
PSAP Grant Program  
FY13 Grant Guidelines**

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## EXECUTIVE SUMMARY

The PSAP Grant Program is a multi-million dollar grant program administered by the Virginia E-911 Services Board. The primary purpose of this program is to financially assist Virginia primary PSAPs with the purchase of equipment and services that support the continuity and enhancement of wireless E-911. Any Virginia primary PSAP that supports wireless E-911 is eligible to apply for and receive these funds either as a standalone applicant or as part of a regional initiative or a consolidation project, with the exception of individual PSAP application for the Wireless E-911 PSAP Education Program. Grant awards cannot exceed 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

The deadline to apply for a grant each year is October 31<sup>st</sup>. Absolutely no grant applications, with the exception of emergency requests, will be considered for the current grant cycle submitted after that time. Primary PSAPs need to submit their requests using the grant application on VITA's Integrated Services Program website. The Wireless E-911 PSAP Education Program will have a twelve month grant period in which to expend their grant award. Individual PSAP and regional initiative applicants will have a twenty-four month grant period in which to expend their grant awards. Consolidation project applicants will have a thirty-six month grant period in which to expend their grant awards. All grant periods will run consistent with the Commonwealth's fiscal year. However, this program cannot guarantee grant funding to sustain multi-year projects.

The chairperson of the Board will make appointments to the PSAP Grant Program's Grant Committee. Each year, in anticipation of the upcoming grant cycle, the Grant Committee will recommend to the Board the grant funding priorities, as well as any changes to the existing grant guidelines or administration of the grant program. The final authority to administer the PSAP Grant Program rests with the Board. The Board can amend, alter, or change the guidelines, as well as require the Grant Committee to undertake additional responsibilities not already specified in the guidelines.

Primary PSAPs have three programs through which to apply for grant funds. These programs are the Wireless E-911 PSAP Education Program, the Wireless E-911 Continuity and Consolidation Program and the Wireless E-911 Enhancement Program. The purpose of the Wireless E-911 PSAP Education Program is to provide 9-1-1-specific

group education/training opportunities throughout the Commonwealth. Each year, approved grants in this program will receive funding from the top of the available funds in the PSAP Grant Program before the funding for the Continuity and Consolidation and Enhancement projects. The purpose of the Continuity and Consolidation Program is to provide funding to primary PSAPs for projects designed to replace or upgrade wireless E-911 equipment and services that are out of service, without vendor support, technically outdated, or can no longer perform at an established minimum functional standard to sustain an acceptable level of service to the public. Each year, after the approved funds for the Wireless E-911 PSAP Education Program are identified, approved grants in this program will receive no less than 80% of the remaining available funds in the PSAP Grant Program. However, should all approved grants for the Continuity and Consolidation Program for a specific year be fully funded, then any funds left from the 80% in that same year may be allocated for other grant programs, such as the Enhancement Program, as deemed appropriate by the Committee and/or Board. The purpose of the Enhancement Program is to provide funding to primary PSAPs for projects designed to strengthen, broaden or increase the current wireless E-911 operations through equipment, PSAP staff development, or service beyond that PSAP's current capabilities. Each year, this program will receive the remaining percentage of the available funds in the PSAP Grant Program.

All applications submitted by primary PSAPs for these grant programs must include a statement of need, a comprehensive project description, a budget, a budget narrative, and an evaluation plan. Awards will be made by the Board based on the substance of the application relative to the established funding priorities.

# INTRODUCTION

## What is the PSAP Grant Program?

The PSAP Grant Program is a multi-million dollar grant program for Virginia primary PSAPs to provide financial assistance to these organizations based on demonstrated need. Funding for this program is being made available through the Virginia E-911 Services Board (the "Board") to support wireless E-911. The primary goal is to financially assist primary PSAPs with the purchase of equipment and services that support the continuity and enhancement of wireless E-911, including voluntary PSAP consolidation projects.

The PSAP Grant Program has been established in the Code of Virginia, §56-484.17:

Wireless E-911 Fund; uses of Fund; enforcement; audit required:

*The remaining 10% of the fund and any remaining funds for the previous fiscal year from the 30% for the CMRS providers shall be distributed to the PSAPs or on behalf of PSAPs based on grant requests received by the Board each fiscal year. The Board shall establish criteria for receiving and making grants from the Fund, including procedures for determining the amount of a grant and payment schedule: however, the grants must be to the benefit of wireless E-911. Any grant funding that has not been committed by the Board by the end of the fiscal year shall be distributed to the PSAPs based on the same distribution percentage used during the fiscal year in which the funding was collected; however, the Board may retain some or all of this uncommitted funding for an identified funding need in the next fiscal year.*

In regards to the PSAP Grant Program, the Board is authorized to undertake the following actions:

1. Distribute 10% of the Wireless E-911 Fund collected during the current fiscal year as PSAP grants to support Wireless E-911.
2. Distribute any remaining funds from the 30% CMRS earmark collected during the previous fiscal year as PSAP grants to support wireless E-911.
3. Distribute to the PSAPs any uncommitted grant funding at the end of each fiscal year based on the same distribution percentage used during the fiscal year in which the funds were collected.
4. Retain any of the uncommitted grant or CMRS funding for an identified funding need in the upcoming fiscal year, ~~which may include specified grant funding or special projects for the next fiscal year.~~

**NOTE:** Requests for exceptions to the guidelines contained within this document either in grant amounts or timeline for grant submission will not normally be allowed and only under an extreme situation will such a request be considered.

*This document contains information about the rules and requirements governing the PSAP Grant Program, the types of projects eligible for funding, and instructions for completing and submitting the grant application. However, the final authority to administer this grant program rests with the Board. The Board can amend, alter, or change these guidelines, as well as require the Grant Committee to undertake additional responsibilities not already specified in the guidelines.*

## **Grant Committee**

The Board Chair will make appointments to the Grant Committee for the PSAP Grant Program. Membership to the Grant Committee will be staggered. Committee appointments will be made for three-year terms and members can be reappointed for only one additional consecutive term. Committee members are appointed and serve at the pleasure of the Board's chairperson. At all times, the Grant Committee shall have at least two Board members.

Furthermore, members of the Grant Committee should adequately represent the geographic diversity of the Commonwealth, the varied operational capacities of Virginia primary PSAPs, and public safety professional organizations. Accordingly a nine-person Grant Committee is established consisting of the following individuals: two Board members (one of which will chair the committee), four primary PSAP representatives (two of which will represent APCO and NENA), and three at-large members. Members with the same organizational affiliation will have different reappointment/replacement schedules. One schedule will consist of one Board member (co-chair), two primary PSAP representatives (one of which will represent APCO), and two at-large members. The other schedule will consist of one Board member (chair), two primary PSAP representatives (one of which will represent NENA), and one at-large members.

Each year, in anticipation of the upcoming grant cycle, the Grant Committee will recommend the grant funding priorities and tiers for the continuity and enhancement of wireless E-911 equipment and services to the Board. After review of priorities and tiers, a combined list for each grant award type, continuity and consolidation and enhancement, will be drafted to assist the Committee with review and approval for the upcoming grant cycle(s). In addition, the Grant Committee will make recommendations to the Board regarding the creation and/or modification of previously established program guidelines, the development of any criteria for awarding grants, and the proposal of any necessary changes to the administration of the PSAP Grant Program.

## Definitions

CMRS – means mobile telecommunications services as defined in the federal Mobile Telecommunications Sourcing Act, 4 U.S.C. § 124, as amended.

CMRS provider – means an entity authorized by the Federal Communications Commission to provide CMRS within the Commonwealth of Virginia.

Consolidation – means the combining of two or more primary PSAPs into a single physically combined primary PSAP with an integrated management structure established by MOUs that serves the same constituent population previously served by the independent primary PSAPs. In addition, all parties must benefit directly from the consolidation activities implemented with a grant award.

Consolidation Project – means a project that meets the narrow criteria of “consolidation”. “Shared resource” or “co-location” projects are considered regional initiatives. See *“Initial Consolidation”* and *“Secondary Consolidation”*.

Emergency Grant Request – means a request for funding outside the normal grant cycle timeline, which if not received, would severely impair the daily operations of the PSAP. Such emergency requests should be limited to those basic minimal required items that are no longer functioning in their entirety in the PSAP (e.g. - CPE, Mapping System, Voice Recorder or CAD, etc). An emergency request should not involve upgrades or replacement of individual items such as PCs, nor should the need for funding be the result of poor planning on the part of the PSAP. Such requests, because of their emergency nature, may not allow enough time for prior review by the Grant Committee, and instead, should be presented directly to the Board for consideration. Applicants need to submit the equivalent of the information requested in the application.

Exceptional Grant Request – means a grant request submitted during the normal grant cycle that does not meet the general guidelines, such as a grant in excess of the grant limit amount. Exceptional grant requests are not normally considered favorably by the Grant Committee for recommendation for approval to the E-911 Services Board, and as such, are not encouraged.

Initial Consolidation – means the initial, primary, or first consolidation of two or more primary PSAPs.

Memorandum of Understanding (MOU) – means a formal document that guides and directs the parties of a Regional or Consolidation Initiative in regards to their affiliation and working relationship, inclusive of anticipated future arrangements, for the purposes outlined in the grant application submitted by the parties.

Out of Service - replacement of inoperable wireless E-911 equipment or software to enable primary PSAPs to maintain current service levels.

Non-Vendor Supported - replacement of wireless E-911 equipment, service, or software, which is no longer supported by manufacturing vendor, to enable primary PSAPs to maintain current service levels. (NOTE: Failure of a reseller or partner to support hardware and/or service does not meet this definition unless there are no other options for support available. Supporting documentation will be required as a condition of the grant award for this tier.)

Public Safety Answering Point (PSAP) – means a facility equipped and staffed on a 24-hour basis to receive and process E-911 calls or that intends to receive and process E-911 calls and has notified CMRS providers in its jurisdiction of its intention to receive and process such calls.

Primary Public Safety Answering Point – means a PSAP that receives the initial wireless E-911 call as recognized by the Virginia E-911 Services Board as eligible to receive wireless funding. Only these specific PSAPs may participate in the PSAP Grant Program.

Regional Initiative – means a project or projects involving multiple primary PSAPs. Regional initiatives can include projects from the Continuity and Consolidation Program, the Enhancement Program, or both. Regional initiatives are interpreted broadly. Included in this definition are regional approaches aimed at consolidating the components that support wireless E-911, such as shared equipment, shared resources, and/or the co-location of technology. All participants must benefit directly from the regional activities implemented with the grant award.

Secondary Consolidation – means the consolidation of a primary or consolidated PSAP with an already consolidated PSAP prior to the expiration of the 3 year period of the initial consolidation project (example PSAP for County and/or City X joining the consolidated PSAP already serving Counties and/or Cities Y and Z).

Strengthen - upgrade current equipment and/or services beyond the current functional standards of the PSAP.

Supplanting – Grant funds are to be used to supplement the portion of the local governments' budgets that pertain to PSAPs. Grant funds are not to replace any funds which would have been budgeted for the grant-funded purpose in the absence of the grant. This means that a locality cannot replace general funds that have been allocated for a specific PSAP project with grant funds awarded for the same project in the same fiscal year.

Technically Outdated - replacement of wireless E-911 equipment or software, which no longer meets current functional standards of the PSAP, such as software that is two or more versions behind or equipment beyond normal lifecycle. (NOTE: Applicant must provide age of equipment and version during the application process.)

Wireless E-911 Fund – means a dedicated fund consisting of all moneys collected pursuant to the Wireless E-911 surcharge, as well as any additional funds otherwise allocated or donated to the Wireless E-911 Fund.

Wireless E-911 Surcharge – means a monthly fee of \$.75 billed by each CMRS provider and CMRS reseller on each CMRS number of a customer with a place of primary use in Virginia.

## **Eligibility**

Any Virginia primary PSAP that supports wireless E-911 is eligible to apply for and receive these funds. Additional consideration will be given to new primary PSAP projects that are not currently being supported by a local, state or federal grant and to primary PSAPs that can demonstrate financial need. In order for a funding request from a primary PSAP to be considered, the PSAP must have already submitted any required true-up for the previous FY by the identified deadline, unless an exception has been granted by the PSC Coordinator. Certain projects, such as GIS and personnel recruitment and retention, shall require data sharing with the Commonwealth of Virginia, as well as other PSAPs, when appropriate. This requirement will be stated in the grant award.

Grant funds are to be used to supplement the portion of local governments' budgets that pertain to PSAPs, not replace any funds which would have been budgeted for the grant-funded purpose in the absence of the grant. This means that a locality cannot replace general funds that have been allocated for a specific PSAP project with grant funds awarded for the same project in the same fiscal year

### **Amount Available and Required Match**

A primary PSAP can submit individual project applications up to the individual grant funding limits, and participate in no more than one regional initiative in a grant cycle.

If a PSAP participates in a consolidation project, then the PSAP is prohibited from participating in either an individual PSAP or a regional initiative grant until the consolidation project is complete and the grant has been fully executed (closed out); however, they will still be eligible for the Wireless E-911 PSAP Education Program. For three years from the closeout date of the initial consolidation project, the consolidated PSAP may not request funding for additional initial consolidation projects. A PSAP involved in an initial consolidation project may participate in a secondary consolidation project with other PSAPs only after the close out of the initial project, but before the three year time period has expired. However, the funding level for the secondary consolidation will be commensurate with a regional initiative. The only exception for funding would be an emergency appeal made by a single primary PSAP participating in an ongoing consolidation project faced with a critical need related to maintaining current operations and unrelated to the consolidation effort. An appeal for this exception would need to be made directly to the Board and would be limited to \$150,000. Applicants need to submit the equivalent of the information requested in the application.

In addition, funding requests from either a single primary PSAP or for a regional initiative can include multiple projects from different grant programmatic areas. Funding requests for PSAP consolidation projects can only be used for equipment and services that directly relate to a physical consolidation. Funding requests for more than one project in a single request will need to be prioritized by the applicant. Each project should include its own cost schedule. In the event that the Board exercises its discretion and recommends a partial or incomplete award, the Grant Committee will work with the primary PSAP listed on the grant application to determine an optimal solution.

Grant awards cannot exceed 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

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

## **Grant Cycle**

The grant cycle for successful Wireless E-911 PSAP Education Program applicants will be for twelve months. The grant cycle for successful individual primary PSAP or regional initiative applicants will be for twenty-four months. The grant cycle for successful consolidation project applicants will be for thirty-six months. All grant cycles will run consistent with the Commonwealth of Virginia's fiscal year, which begins on July 1 and ends on June 30. All grant award funds must be encumbered or expended by the end of the grant award cycle.

## **Multi-Year Funding**

This is an annual grant program and projects that can be completed within two years (or three for consolidations) are the primary focus. Therefore, this program cannot guarantee grant funding to sustain multi-year requests for the same project.

## **How to Apply/Deadline**

The grant application will be available and accessible from VITA's Integrated Services Program's website (<http://www.vita.virginia.gov/isp/>). A reference manual for the application will also be available to assist primary PSAPs with the application process. Upon completion of the application, it is to be submitted to the PSAP Grant Manager as identified on the application form.

After submission, the PSAP Grant Manager will assign a Grant ID and send an e-mail notification to the project contact e-mail address listed on the application received.

All funding requests must be submitted using the grant application. In addition to the grant application reference manual, technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The deadline to apply each year is October 31.

## **FUNDING GUIDELINES**

### **Grant Cycle**

The Board will accept primary PSAP grant applications each year from July 1 until October 31. Specifics about the grant program for the upcoming funding cycle will be announced no later than July 1 of each year. In order for a funding request from a grantee to be considered, the PSAP must have already submitted any required wireless true-up for the previous FY by the identified deadline, unless an exception has been granted by PSC Coordinator. VITA's Public Safety Communications staff will review grant applications for completeness and accuracy and forward applications to the Grant Committee. Applications will be reviewed by the Grant Committee from November 1 until December 31. The Grant Committee will make funding recommendations to the Board. The Board will review and approve applications no later than February 15 to coincide with local budget planning cycles. Final approval is at the discretion of the Board. Grantees will receive an electronic grant award notification by March 1. After the Grantees receive their notification, the Grant Committee will provide the Board with its recommendations for funding priorities and changes to the grant guideline for the upcoming grant cycle at the May E-911 Services Board meeting.

### **Regional Initiatives**

Any eligible primary PSAP may act as a "host applicant" in a funding request for a regional initiative. Regional initiatives require that one eligible primary PSAP act as the "host" for the initiative. The "host" will be the fiscal agent responsible for fulfilling all grant requirements such as reports, control of and accounting for funds, and distribution and control of equipment purchased with the grant award. All jurisdictions participating in a regional initiative must be identified in the grant application. A signed joint MOU must be provided by all of the participating localities with the regional grant application. PSAPs will not receive funding for more than one regional initiative grant in any one grant cycle.

Regional initiatives among PSAPs are encouraged. To the extent appropriate, primary PSAP applicants should address the following items in the grant application:

- the relationship of the initiative to the participating PSAPs;
- intended collaborative efforts;
- the geographic area that will be served by the initiative;
- resource sharing; and

- how the initiative impacts the operational or strategic plans of the participating agencies.

## **Consolidation Projects**

A consolidation project is a specialized grant type which requires additional grant funding and a longer grant cycle than would ordinarily be available for an individual primary PSAP request or a regional initiative. Grant funding for a PSAP's initial consolidation project is a one-time only grant. In addition, all participating PSAPs receiving funding for a consolidation project may not apply for funding as an individual or regional initiative during the consolidation project until the consolidation grant has been fully executed (closed out). For three years from the date of closeout, the consolidated PSAP may not request funding for additional initial consolidation projects. A PSAP involved in an initial consolidation project may participate in a secondary consolidation project with other PSAPs only after the initial project has been closed and may request additional funding before the three-year time cycle has expired. However, the funding level for the secondary consolidation will be commensurate with a regional initiative. The only exception for funding would be an emergency appeal made by a single primary PSAP participating in an ongoing initial or secondary consolidation, faced with a critical need related to maintaining current operations, and not related to the consolidation effort. This appeal would need to be made directly to the Board and would be limited to \$150,000. Applicants need to submit the equivalent of the information requested in the application.

Primary PSAPs interested in obtaining grant funding for a consolidation project must first satisfy two prerequisites before submitting a grant request. These prerequisites are demonstrated local commitment and feasibility.

- First, the localities that govern the PSAPs involved in this consolidation must sign a Statement of Intent in support of consolidation.
- Second, a feasibility study must be completed that provides answers to the following questions:
  - How would a consolidation take place and provide improved service;
  - How should it be organized and staffed;
  - What services should it perform;
  - How should policies be made and changed;
  - How should it be funded; and,
  - What communication changes or improvements should be made in order to better support operations.

This feasibility study may be completed with local funds, staff assistance, financial support from VITA, or uncommitted grant funding at the discretion of the Board.

Similar to a regional initiative, one of the primary PSAPs participating in the consolidation project must act as the “host applicant” in a funding request. The “host” will be the fiscal agent responsible for fulfilling all grant requirements such as reports, control of and accounting for funds, and distribution and control of equipment purchased with the grant award. All jurisdictions participating in a consolidation project must be identified in the grant application. A signed joint MOU must be provided by all of the participating localities with the consolidation grant application.

# **GRANT APPLICATION PROCESS**

## **Statement of Need**

Funding requests for the Continuity and Consolidation and Enhancement Programs must include a Statement of Need that the project is attempting to address. This statement should reference the relationship to the current funding priorities established by the Grant Committee and include evidence of any financial need. Documentation of need shall be established with facts and quantifiable data. In order to address the key elements related to need, the Statement of Need section on the grant application has a corresponding text box for the primary PSAP to address the relationship of the following items to their projects: identification of funding priorities; impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; likelihood of completing project without grant funding; availability of other funding source for project; percentage of grant funding request to total project costs; and, local sustainability.

## **Comprehensive Project Description**

Each funding request for the Wireless E-911 PSAP Education Program must include a description of how the education/training is 9-1-1 specific and how this will benefit E-911 and the employee(s) and/or PSAP.

Primary PSAPs seeking funding for their Wireless E-911 Continuity and Consolidation and Enhancement projects must provide a thorough, concise, and complete description in the Comprehensive Project Description section on the grant application. At a minimum, this description shall outline goals and objectives, provide an implementation strategy and work plan, list the activities to be accomplished, include a timeline, and identify the longevity or sustainability of the project. The Comprehensive Grant Description section on the grant application has a corresponding text box for the primary PSAP to describe the items listed above.

In addition, depending on the grant project, primary PSAPs may want to provide more information such as:

- the interface or compatibility between existing equipment and/or software and that which you intend to purchase;
- the overall relationship of your project to established long-range future technologies plans; and,
- how the equipment purchased will support future technologies for PSAP readiness.

## **Budget Narrative**

Each funding request for the Wireless E-911 PSAP Education Program must include a breakdown of the funding allocation of the education/training opportunities.

Each funding request for the Continuity and Consolidation and Enhancement Programs must include a budget for the total amount requested. In the Budget Narrative section of the grant application, list the planned expenditures to be made with grant funds. In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment. Maintenance as an extended warranty may be included as a pre-paid option for an original purchase (up to 5 years) for items that are included in the priority list for the Continuity and Consolidation Program. Maintenance as a separate purchase is not eligible for funding. Supplanting is not permissible under the PSAP Grant Program.

In addition to providing a budget, applicants shall provide a corresponding narrative that explains the reason for each requested budget item and provides the basis for its cost. All items requested must be thoroughly justified and clearly related to the proposed project.

If this project will have ongoing expenses, such as monthly recurring charges, describe plans and specific sources for future/long-term funding within the Budget Narrative section. Primary PSAPs shall also demonstrate how the project will be sustained in the future without additional outside funding.

## **Evaluation Plan**

Each Wireless E-911 PSAP Education proposal must include an evaluation plan that assures that the intended employees attend and receive value from the education/training.

Each Continuity and Consolidation and Enhancement proposal must include an evaluation plan that demonstrates that the equipment or services listed on the grant application have been purchased, installed/implemented, and are performing as expected. In many cases, this can be achieved with a brief statement in the Evaluation Plan section on the grant application. In addition, depending on the grant project, primary PSAPs may also want to identify the short-term, intermediate, and/or long-term outcomes, the measures used to determine outcomes, how data will be collected and evaluations conducted, and how data will be presented.

## **Review Process**

The Grant Committee will evaluate all complete and eligible applications based on the substance of the application relative to the established funding tiers and priorities and make funding recommendations. The funding priorities and tiers serve as the criteria for evaluating applications and are established based on set priorities (see Appendices A, B, C and D). This methodology is a guideline only. The Committee has the discretion to make case by case evaluations and recommendations for approval or disapproval of all submitted grant applications. In addition to funding priorities, the Grant Committee will evaluate applications based on what is contained in the application, the relationship to wireless E-911, whether or not funding was received in the last grant cycle, sustainability, demonstrated financial need, and criticality, as well as other criteria developed by the Grant Committee and identified in conjunction with the announcement of the grant application cycle.

## **Draw Down Process**

Draw down requests of Board-approved grant awards may be submitted by grantees beginning July 1 of the grant year. With the initial draw down request, grantees must provide to the Board (or their designee), a firm fixed-price contract, purchase order, or invoice(s). In the case of an equipment purchase, a firm fixed-price quote or an invoice must be submitted. Grantees do not need to wait until invoices are received or paid in order to recover costs. Grantees are encouraged to draw down their funds as soon as they receive their fixed-price contract, purchase order, or fixed-price quote. Upon the expenditure of funds, the grantee must provide invoices and/or other payment documentation to the Board staff (or their designee) for compliance with grant terms, if the invoice(s) have not already been submitted.

## **Financial and Programmatic Reporting**

Grantees will be required to report financial and programmatic information and data annually until the grant is closed. Financial and programmatic reports must be submitted by March 31 of each grant year. A final financial and programmatic report is required in conjunction with closing of the grant award. The final financial and programmatic report must also include how the Grantee met specific grant objectives set out in the grant award.

## **Grant Extension Requests**

If a grant recipient has made a reasonable attempt to complete the project within the required time frame, but is unable to do so, an extension may be requested from the Board. All grant extension requests must be submitted to the Board (or their designee) no later than March 31 of the year that the grant is set to expire. Extension requests

will be reviewed by the Grant Committee, which will make a recommendation to the Board based on the progress of the project. This includes review of previously submitted financial and programmatic reports. If reasonable progress is not reported, the Grant Committee may not recommend an extension. If the Board approves an extension request, an annual financial and programmatic report will be required until the end of the extension cycle.

## **Grant Closure**

All grant awards are to be closed out at the end of their grant cycle. A grant award will be considered closed with receipt of final invoices or other payment documentation, along with the final financial and programmatic report. Final invoices or other payment documentation for grant funds encumbered during the grant cycle must be submitted within 45 days of the end of the grant award cycle, or as adjusted by any grant award extensions. Should a grantee fail to submit final documentation in the accordance with these Guidelines, the grant award will be administratively closed as August 15 following the grant cycle conclusion. All unexpended drawn down funds must be returned by the grantee to the Board. Further draw downs will not be permitted and those funds will be returned to the wireless fund balance. In addition, future grant applications will not be considered unless the grant award is settled, and the Board may withhold all other wireless funding pending this settlement.

Unexpended grant funds are to be returned to VITA via check made payable to "Treasurer of Virginia." The reference on the check must include "PSAP Grant Distribution - Refund", the fiscal year the grant was awarded, and the grant ID, if applicable. Payment is to be sent to:

Virginia Information Technologies Agency  
ATTN: E911 Services Board  
11751 Meadowville Lane  
Chester, Virginia 23836

## **Auditing**

The Board shall audit the grant funding received by all recipients to ensure that it was utilized in accordance with the grant requirements. If it is determined that the funding was misused, or if the grant guidelines were not adhered to, the Commonwealth may take appropriate action to the extent permitted by law, including, and not limited to, requiring the return of the grant funds, and/or withholding future wireless payments.

## **PROGRAM BRIEFS**

### **WIRELESS E-911 PSAP EDUCATION PROGRAM**

#### **Purpose**

The Board will provide funding to primary PSAPs for the purpose of the Wireless E-911 PSAP Education Program to provide 9-1-1 specific group education/training opportunities throughout the Commonwealth.

#### **Funding Allocation**

Each year, approved grants in this program will receive funding from the available funds in the PSAP Grant Program before the funding is split between the Continuity and Consolidation and Enhancement projects. Each primary PSAP may receive up to \$2,000 per twelve month cycle. This grant award is for twelve months only and is not eligible for grant extension.

#### **Program Concept**

The Board will provide funds to primary PSAPs for 9-1-1 specific group education/training opportunities within the Commonwealth of Virginia such as provided by VANENA, VAAPCO, VAPDC, VAMIS and other such organizations. The program will fund registration and lodging only.

#### **Goals and Objectives**

All primary PSAPs will take advantage of education/training opportunities to foster and enhance consistent knowledge and awareness of 9-1-1/public safety communications current and advancing standards, issues, procedures, practices, technologies and other relevant matters.

#### **Implementation**

The Wireless E-911 PSAP Education Program uses a cost recovery method of funding. In the Comprehensive Project Description section of the grant application, the applicant will provide an allocation of the funds to be used for 9-1-1/public safety communications specific group education/training opportunities throughout the Commonwealth. The grantee will pay the costs for the education/training. Within 30 calendar days of the end of the education/training, the PSAP will submit all receipts for lodging and registration reimbursement in accordance with Commonwealth of Virginia travel regulations. If the request for reimbursement is not submitted within the allotted 30 calendar days, reimbursement cannot be provided per Commonwealth guidelines.

### **Outcomes/Evaluation**

Primary PSAPs shall describe in the Evaluation Plan section of the grant application an evaluation plan that assures that the intended employees attend and receive value from the education/training.

# **WIRELESS E-911 CONTINUITY AND CONSOLIDATION PROGRAM**

## **Purpose**

The Board will provide funding to primary PSAPs for projects designed to replace or upgrade wireless E-911 equipment and services that are out of service, without vendor support, technically outdated, or can no longer perform at an established minimum functional standard to sustain an acceptable level of service to the public. The Board will also provide funding for primary PSAPs to utilize in consolidation projects.

## **Funding Allocation**

Each year, after the approved funds for the Wireless E-911 PSAP Education Program are identified, approved grants in this program will receive no less than 80% of the remaining available funds in the PSAP Grant Program. However, should all approved grants for the Continuity and Consolidation Program for a specific year be fully funded, then any funds left from the 80% in that same year may be allocated for other grant programs as deemed appropriate by the Committee and/or Board.

## **Program Concept**

Grant funds may be requested for, but are not limited to the following wireless E-911 equipment and services: customer premise equipment (CPE); mapping display systems and related GIS services; call accounting equipment; voice recorders and logging systems; recruitment, training, and retention of PSAP personnel; integrated 911 call processing systems; and, internal network improvements that support wireless E-911 equipment and services. A Continuity and Consolidation priority list of equipment and services will be developed each funding cycle, and certain equipment should be NG-911 enabled, if available.

## **Goals and Objectives**

Primary PSAPs that submit funding requests for projects shall include goals and objectives relevant to the purchase of equipment and/or services that support the continuity of wireless E-911 and the identified need described in the grant application.

## **Implementation**

Primary PSAPs shall describe in the Comprehensive Project Description section of the grant application the goals and objectives, an implementation strategy and work plan, the activities to be accomplished, a timeline, and the longevity or sustainability of the project.

## **Outcomes/Evaluation**

Primary PSAPs shall describe in the Evaluation Plan section of the grant application an evaluation plan that demonstrates that the equipment or services listed on the grant application have been purchased, installed/implemented, and are performing as expected. In many cases, this can be achieved with a brief statement.

## **WIRELESS E-911 ENHANCEMENT PROGRAM**

### **Purpose**

The Board will provide funds to primary PSAPs for projects designed to strengthen current wireless E-911 operations through equipment, PSAP staff development, or service beyond that PSAP's current capabilities.

### **Funding Allocation**

Each year, this program will receive the remaining percentage of the available funds in the PSAP Grant Program.

### **Program Concept**

Grant funds may be requested, but are not limited to the following initiatives: Next Generation 9-1-1 (network/backbone or IP-based), future technologies beneficial to wireless E-911 and disaster and redundancy planning and technology. An Enhancement priority list of equipment and services will be developed each funding cycle.

### **Goals and Objectives**

Primary PSAPs that submit funding requests for projects shall include goals and objectives relevant to the purchase of equipment and/or services that support the enhancement of wireless E-911 and the identified need described in the grant application.

### **Implementation**

Primary PSAPs shall describe in the Comprehensive Project Description section of the grant application the goals and objectives, an implementation strategy and work plan, the activities to be accomplished, a timeline, and the longevity or sustainability of the project.

## **Outcomes/Evaluation**

Primary PSAPs shall describe in the Evaluation Plan section of the grant application an evaluation plan that demonstrates that the equipment or services listed on the grant application have been purchased, installed/implemented, and are performing as expected. In many cases, this can be achieved with a brief statement.

## APPENDICES

### APPENDIX A: TIERS/PRIORITIES

#### TIERS

(NOTE: See Definitions section for description of Tiers)

1. Out of Service
2. Non-Vendor Supported
3. Technically Outdated
4. Strengthen

#### PRIORITIES

##### Continuity and Consolidation Program

1. CPE\*
2. Primary mapping system (servers, workstations, and miscellaneous hardware associated if purchased as a system)\*
3. GIS: high priority\*
4. Call accounting equipment\*
5. CAD\*
6. Voice logging recorder systems and instant recall recorders (call check)\*
7. GIS: medium priority
8. Time sync
9. UPS/generator - (specific supporting PSAP only)
10. PSAP Recruitment Programs
11. PSAP Recruitment Programs (hardware and software)
12. PSAP Group Training Program (includes public education)
13. PSAP Group Training Program (hardware and software\*\*)
14. PSAP Individual Training Program\*\*\*
15. GIS: low priority

Non-allowable items: (not inclusive) bricks and mortar, outside security, card key systems, field equipment and applications (except for GIS mapping maintenance), furniture, personnel salaries and benefits.

## Enhancement Program

1. **Next Generation (such as IP-based networks)** – NOTE: NG-911 Priority is specific to implementation and installation costs of NG-911 networks and does not include recurring costs beyond implementation and/or initial installation.
2. **GIS: high priority**
3. **Transportable back-up for PSAP primary operational items (excluding radio consoles)**
4. **Fixed back-up for primary PSAP operational items (excluding radio consoles)**
5. **GIS: medium priority**
6. **Radio consoles (primary or back-up)**
7. **EMD (NOTE: Documentation of application from other grant agents may be required as a condition of the award.)**
8. **GIS: low priority**
9. **Other**

\* Hardware and software should be NG 9-1-1 enabled, if available.

\*\* Includes hardware and software that will be repeatedly used by a group of persons, even if they may use hardware/software one (1) at a time or in a small group.

\*\*\* Includes conferences and attendance of less than 10 persons to off-site training with priority given to in-state and multiple attendee training versus a single person going to an out of state conference.

## APPENDIX B: RANKINGS

Rank	Priority	Tier	Program Type
1	CPE	OUT OF SERVICE	CON/CONS
2	CPE	NON-VENDOR SUPPORTED	CON/CONS
3	CPE	TECHNICALLY OUTDATED	CON/CONS
4	PRIMARY MAPPING SYSTEM (SERVERS, WORKSTATIONS, AND MISCELLANEOUS HARDWARE ASSOCIATED IF PURCHASED AS A SYSTEM)	OUT OF SERVICE	CON/CONS
5	PRIMARY MAPPING SYSTEM (SERVERS, WORKSTATIONS, AND MISCELLANEOUS HARDWARE ASSOCIATED IF PURCHASED AS A SYSTEM)	NON-VENDOR SUPPORTED	CON/CONS
6	PRIMARY MAPPING SYSTEM (SERVERS, WORKSTATIONS, AND MISCELLANEOUS HARDWARE ASSOCIATED IF PURCHASED AS A SYSTEM)	TECHNICALLY OUTDATED	CON/CONS
7	GIS: HIGH PRIORITY	OUT OF SERVICE	CON/CONS
8	GIS: HIGH PRIORITY	NON-VENDOR SUPPORTED	CON/CONS
9	GIS: HIGH PRIORITY	TECHNICALLY OUTDATED	CON/CONS
10	CONSOLIDATION	N/A	CON/CONS
11	CALL ACCOUNTING EQUIPMENT	OUT OF SERVICE	CON/CONS
12	CALL ACCOUNTING EQUIPMENT	NON-VENDOR SUPPORTED	CON/CONS
13	CALL ACCOUNTING EQUIPMENT	TECHNICALLY OUTDATED	CON/CONS
14	CAD	OUT OF SERVICE	CON/CONS
15	CAD	NON-VENDOR SUPPORTED	CON/CONS
16	CAD	TECHNICALLY OUTDATED	CON/CONS
17	VOICE LOGGING RECORDER SYSTEMS AND INSTANT RECALL RECORDER	OUT OF SERVICE	CON/CONS
18	GIS: MEDIUM PRIORITY	OUT OF SERVICE	CON/CONS
19	VOICE LOGGING RECORDER SYSTEMS AND INSTANT RECALL RECORDER	NON-VENDOR SUPPORTED	CON/CONS

Rank	Priority	Tier	Program Type
24	GIS: MEDIUM PRIORITY	NON-VENDOR SUPPORTED	CON/CONS
25	CPE	STRENGTHEN	CON/CONS
26	PRIMARY MAPPING SYSTEM SERVERS AND WORKSTATIONS	STRENGTHEN	CON/CONS
27	GIS: HIGH PRIORITY	STRENGTHEN	CON/CONS
28	CALL ACCOUNTING EQUIPMENT	STRENGTHEN	CON/CONS
29	CAD	STRENGTHEN	CON/CONS
30	VOICE LOGGING RECORDER SYSTEMS AND INSTANT RECALL RECORDER	TECHNICALLY OUTDATED	CON/CONS
31	VOICE LOGGING RECORDER SYSTEMS AND INSTANT RECALL RECORDER	STRENGTHEN	CON/CONS
32	GIS: MEDIUM PRIORITY	TECHNICALLY OUTDATED	CON/CONS
33	TIME SYNC	OUT OF SERVICE	CON/CONS
34	TIME SYNC	NON-VENDOR SUPPORTED	CON/CONS
35	TIME SYNC	TECHNICALLY OUTDATED	CON/CONS
36	UPS/GENERATOR	OUT OF SERVICE	CON/CONS
37	UPS/GENERATOR	NON-VENDOR SUPPORTED	CON/CONS
38	UPS/GENERATOR	TECHNICALLY OUTDATED	CON/CONS
39	NEXT GENERATION 9-1-1 (IP HOSTING)	N/A	ENHANCE
40	PSAP TRAINING PROGRAM	N/A	CON/CONS
41	PSAP TRAINING HARDWARE/SOFTWARE	OUT OF SERVICE	CON/CONS
42	PSAP TRAINING HARDWARE/SOFTWARE	NON-VENDOR SUPPORTED	CON/CONS
43	PSAP INDIVIDUAL TRAINING	N/A	CON/CONS
44	GIS: LOW PRIORITY	OUT OF SERVICE	CON/CONS
45	GIS: LOW PRIORITY	NON-VENDOR SUPPORTED	CON/CONS
46	GIS: LOW PRIORITY	TECHNICALLY OUTDATED	CON/CONS
47	PSAP TRAINING HARDWARE/SOFTWARE	TECHNICALLY OUTDATED	CON/CONS
48	PSAP RECRUITMENT PROGRAM	N/A	CON/CONS
49	PSAP RECRUITMENT HARDWARE/SOFTWARE	OUT OF SERVICE	CON/CONS

Rank	Priority	Tier	Program Type
50	PSAP RECRUITMENT HARDWARE/SOFTWARE	NON-VENDOR SUPPORTED	CON/CONS
51	PSAP RECRUITMENT HARDWARE/SOFTWARE	TECHNICALLY OUTDATED	CON/CONS
52	PSAP TRAINING HARDWARE/SOFTWARE	STRENGTHEN	CON/CONS
53	GIS: MEDIUM PRIORITY	STRENGTHEN	CON/CONS
54	PSAP RECRUITMENT HARDWARE/SOFTWARE	STRENGTHEN	CON/CONS
55	TIME SYNCHRONIZATION	STRENGTHEN	CON/CONS
56	UPS/GENERATOR	STRENGTHEN	CON/CONS
57	GIS: LOW PRIORITY	STRENGTHEN	CON/CONS
58	OTHER	STRENGTHEN	CON/CONS
59	GIS: HIGH PRIORITY	TECHNICALLY OUTDATED	ENHANCE
60	GIS: HIGH PRIORITY	OUT OF SERVICE	ENHANCE
61	GIS: HIGH PRIORITY	NON-VENDOR SUPPORTED	ENHANCE
62	TRANSPORTABLE BACK-UP FOR PSAP PRIMARY OPERATIONAL ITEMS	TECHNICALLY OUTDATED	ENHANCE
63	TRANSPORTABLE BACK-UP FOR PSAP PRIMARY OPERATIONAL ITEMS	OUT OF SERVICE	ENHANCE
64	TRANSPORTABLE BACK-UP FOR PSAP PRIMARY OPERATIONAL ITEMS	NON-VENDOR SUPPORTED	ENHANCE
65	FIXED BACK-UP FOR PSAP PRIMARY OPERATIONAL ITEMS	TECHNICALLY OUTDATED	ENHANCE
66	FIXED BACK-UP FOR PSAP PRIMARY OPERATIONAL ITEMS	STRENGTHEN	ENHANCE
67	FIXED BACK-UP FOR PSAP PRIMARY OPERATIONAL ITEMS	STRENGTHEN	ENHANCE
68	TRANSPORTABLE BACK-UP FOR PSAP PRIMARY OPERATIONAL ITEMS	OUT OF SERVICE	ENHANCE
69	FIXED BACK-UP FOR PSAP PRIMARY OPERATIONAL ITEMS	NON-VENDOR SUPPORTED	ENHANCE
70	GIS: MEDIUM PRIORITY	TECHNICALLY OUTDATED	ENHANCE
71	GIS: MEDIUM PRIORITY	OUT OF SERVICE	ENHANCE
72	GIS: MEDIUM PRIORITY	NON-VENDOR SUPPORTED	ENHANCE
73	RADIO CONSOLES	TECHNICALLY OUTDATED	ENHANCE
74	RADIO CONSOLES	STRENGTHEN	ENHANCE

Rank	Priority	Tier	Program Type
75	RADIO CONSOLES	STRENGTHEN	ENHANCE
76	GIS: HIGH PRIORITY	STRENGTHEN	ENHANCE
77	GIS: MEDIUM PRIORITY	OUT OF SERVICE	ENHANCE
78	RADIO CONSOLES	NON-VENDOR SUPPORTED	ENHANCE
79	EMD/POLICE DISPATCH/FIRE DISPATCH SOFTWARE OR PROTOCOLS (NOT FUNDED THROUGH ANOTHER GRANT PROGRAM	TECHNICALLY OUTDATED	ENHANCE
80	EMD/POLICE DISPATCH/FIRE DISPATCH SOFTWARE OR PROTOCOLS (NOT FUNDED THROUGH ANOTHER GRANT PROGRAM	STRENGTHEN	ENHANCE
81	EMD/POLICE DISPATCH/FIRE DISPATCH SOFTWARE OR PROTOCOLS (NOT FUNDED THROUGH ANOTHER GRANT PROGRAM	OUT OF SERVICE	ENHANCE
82	EMD/POLICE DISPATCH/FIRE DISPATCH SOFTWARE OR PROTOCOLS (NOT FUNDED THROUGH ANOTHER GRANT PROGRAM	NON-VENDOR SUPPORTED	ENHANCE
83	GIS: LOW PRIORITY	TECHNICALLY OUTDATED	ENHANCE
84	GIS: LOW PRIORITY	STRENGTHEN	ENHANCE
85	GIS: LOW PRIORITY	OUT OF SERVICE	ENHANCE
86	GIS: LOW PRIORITY	NON-VENDOR SUPPORTED	ENHANCE
87	OTHER	N/A	ENHANCE



## APPENDIX D: FINANCIAL AND PROGRAMMATIC REPORT

### Project Phases Sample Activities

PHASE	SAMPLE ACTIVITIES
<b>INITIATION</b> (Project approved by appropriate stakeholders)	<ul style="list-style-type: none"><li>• Project concept is documented</li><li>• Local Board or governing authority approval or endorsement is received</li><li>• PSAP grant application is filed</li><li>• Local budgets are obtained</li><li>• Appropriated grant funds are approved</li><li>• Budgetary estimates are obtained</li></ul>
<b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	<ul style="list-style-type: none"><li>• Requirements are documented</li><li>• Components to be purchased are identified</li><li>• General design is documented</li></ul>
<b>ACQUISITION</b> (Selected system or solution is procured)	<ul style="list-style-type: none"><li>• RFP (or other bid related processes) are drafted</li><li>• Proposals are evaluated</li><li>• Contract is signed</li><li>• Purchase orders are issued</li><li>• Quotes are obtained/grant funds draw down</li></ul>
<b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<ul style="list-style-type: none"><li>• Purchased components are delivered and installed</li><li>• Training is performed</li></ul>
<b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<ul style="list-style-type: none"><li>• Performance of system/solution is validated</li><li>• System/solution goes "live"</li></ul>
<b>PROJECT/GRANT CLOSED</b> (Project or grant has been closed by submittal of all invoices or other payment documentation supporting the amount drawn down AND a final Financial and Programmatic Report has been submitted)	<ul style="list-style-type: none"><li>• All invoices or other payment documentation has been submitted to the PSAP Grant Manager</li><li>• A final Financial and Programmatic Report has been submitted</li><li>• Signature has been provided on the final Financial and Programmatic Report</li></ul>
<b>DECLINED GRANT AWARD</b> (PSAP is unable to utilize grant award)	<ul style="list-style-type: none"><li>• Local fund required to complete the project cannot be obtained</li><li>• Project was contingent upon another grant application award, which has been denied</li><li>• Signature has been provided on the final Financial and Programmatic Report</li></ul>



# COMMONWEALTH of VIRGINIA

## *Virginia Wireless E-911 Services Board*

Michael M. Cline  
Chairman  
VDEM

John W. Knapp, Jr.  
Vice-Chairman  
Verizon

David A. Von Moll  
Treasurer  
Comptroller

Linda W. Cage  
Mecklenburg County

Sheriff J.D. Diggs  
York County

Battalion Chief  
Tracy Hanger  
City of Hampton

Philip Heins  
Hanover County

Lt. Colonel Robert Kemmler  
Virginia State Police

Robert Layman  
AT & T

Chief Ron Mastin  
Fairfax County

Sam Nixon  
VITA

Pat B. Shumate  
Roanoke County

Mickey Sims  
Buggs Island Telephone

Denise B. Smith  
Charles City County

Dorothy Spears-Dean  
PSC Coordinator  
(804) 416-6201

Terry D. Mayo  
Board Administrative  
Assistant  
(804) 416-6197

## Virginia Wireless E-911 Services Board PSAP Grant Program FY12 Grant Guidelines

### ADDENDUM

(Effective May 12, 2011)

NOTE: The PSAP Grant Program application deadline for this addendum is June 15, 2011.

## Introduction/Purpose

The purpose of this addendum to the FY2012 PSAP Grant Guidelines is to address the costs associated with the provision of wireless E-911 services costs provided by Verizon in FY2010. The addendum is in keeping with the stated purpose of this grant program, which is stated in the guidelines as:

*The primary purpose of this program is to financially assist Virginia primary PSAPs with the purchase of equipment and services that support the continuity and enhancement of wireless E-911.*

Though these services were provided in the past, the Board has determined that financial assistance is warranted as the PSAPs have not planned or budget for these costs. As a result, the follow grant guidelines are adopted to address this specific issue.

## Eligibility

Any Virginia PSAP receiving an invoice for services from Verizon for services provided during FY2010 is eligible to apply for these funds.

## Amount Available

A PSAP can submit a request for up to the full amount of the invoice received from Verizon. The total available for all grant requests shall not exceed an amount determined by the Board to be reasonable for all invoiced and unpaid services in FY2010.

## How to Apply

The attached grant application must be completed by each PSAP wishing to make application. Upon completion of the application, it is to be submitted to the PSAP Grant Manager as identified on the application form. Completion of this grant application is not intended as an admission of liability by the PSAP for these costs, but rather, only that the services reflected in the Verizon invoice were in fact provided during FY2010 and that the PSAP wishes any payment to Verizon be resolved by the Board using PSAP grant funding.

After submission, the PSAP Grant Manager send an e-mail notification to the PSAP contact e-mail address listed on the application that the form was received.

## Payment Process

Rather than disbursing the funding to each PSAP, the Board will pay Verizon directly for the FY2010 costs. Payment made to Verizon, if less than the invoice amount, will be on the condition that Verizon accepts this as payment in full for FY2010 services which it has invoiced to each PSAP.



## **FY 2012 PSAP Grant Request for Wireless Service provided by Verizon during FY2010**

At their May meeting the Wireless E-911 Services Board approved a process, utilizing the FY2012 PSAP grant cycle, to address the outstanding charges for wireless services provided by Verizon during FY2010. If you would like the Board to include the invoice you have received for these services in a negotiated resolution with Verizon, please complete the grant application below and return it to Lisa Nicholson ([lisa.nicholson@vita.virginia.gov](mailto:lisa.nicholson@vita.virginia.gov)) by June 15, 2011 along with a copy of the Verizon invoice, if it has not already been provided.

Completion of this grant application is not intended as an admission of liability by the PSAP for these costs, but rather, only that the services reflected in the Verizon invoice were in fact provided during FY2010 and that the PSAP wishes any payment to Verizon be resolved by the Board using PSAP grant funding. Payment made to Verizon, if less than the invoice amount, will be on the condition that Verizon accepts this as payment in full for FY2010 services which it has invoiced to each PSAP.

<b>PSAP Name:</b>	
<b>Amount of Verizon Invoice:</b>	
<b>Name of Person Completing Grant Request:</b>	
<b>Email Address for Contact:</b>	
<input type="checkbox"/>	<b>Yes, we request the Board to resolve the FY2010 wireless E-911 services costs with Verizon using the PSAP grant funding. We agree that the services reflected in the attached invoice from Verizon were received by our PSAP during FY2010.</b>
<input type="checkbox"/>	<b>No, we DO NOT want the Board to resolve the FY2010 Wireless E-911 Services costs with Verizon using the PSAP grant funding.</b>