



Virginia Information Technologies Agency



Wireless E-911 Services Board Meeting

General Business Meeting

January 30, 2008





Agenda

1. Call to Order
2. Approval of Minutes
3. Governor's Budget Amendment
4. Computer Modeling and Simulation
5. Financial Report
6. CMRS Report
7. FY 09 PSAP Grant Program
8. Virginia Comprehensive Plan for E-911
9. ISP/PSC Business Plan
10. Old Business
11. New Business
12. Adjourn



Virginia Information Technologies Agency

Governor's Budget Amendment





Virginia Information Technologies Agency

Computer Modeling & Simulation



www.vita.virginia.gov



Financial Report

Wireless E-911 Service Board December 2007 Financial Report

Item	Month	YTD	Appropriation
DPSC Expended	\$ 524,172.07	\$ 1,278,558.90	\$ 2,178,809.89
PSAP Funding	\$ 3,245,331.96	\$ 13,221,200.95	\$ 25,294,000.00
CMRS Funding	\$ 822,243.43	\$ 5,651,209.15	\$ 13,562,902.00
Fund Transfers	\$ -	\$ 5,450,000.00	\$ 5,450,000.00
Total Expenditures	\$ 4,591,747.46	\$ 25,600,969.00	\$ 46,485,711.89
Revenue	\$ 4,093,900.25	\$ 24,383,234.41	
Interest		\$ 230,510.68	
Difference		\$ (987,223.91)	
Beginning Fund Balance		\$ 19,378,844.71	
New Fund Balance	\$	18,391,620.80	



CMRS Status Summary - Remaining

CMRS	Phase I	Phase II
Alltel	1	4
AT & T	1	4
Nextel	0	5
Nextel Partners	0	1
nTelos	0	3
Sprint	0	7
T-Mobile	2	5
U.S. Cellular	0	2
Verizon Wireless	0	7
Total	4	38



Virginia Information Technologies Agency

FY 09 PSAP Grant Program





FY 09 PSAP Funding Requests

- Available funding: \$10,884,794 (includes funding for this FY plus carry-over from previous FY)
- Committee could recommend the following:
 - Projects totaling \$8,707,835 from the Continuity and Consolidation Program
 - Projects totaling \$2,176,959 from the Enhancement Program
- Primary PSAPs submitted 102 separate projects that totaled \$9,055,118:
 - Received \$6,714,300 in funding requests for projects within the Continuity and Consolidation Program
 - Received \$2,340,818 in funding requests for projects within the Enhancement Program



Funding Methodology

- First rank by Wireless E-911 Categories:
 - Out of service equipment or services
 - Non-vendor supported equipment or services
 - Consolidations
 - Technically outdated equipment or services
 - Strengthen capabilities
 - Broaden delivery
- Then by Grant Program within Categories
- And finally by priorities within each Grant Program



Continuity and Consolidation Program

- The Board will provide funding to primary PSAPs for projects designed to replace or upgrade wireless E-911 equipment and services that are technically outdated, without vendor support, 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 a consolidation projects.



Continuity and Consolidation Priorities

- CPE
- Mapping system
- Mapping servers and workstations
- Road Center Line (RCL) maintenance
- Voice recorders and logging system
- Computer-Aided Dispatch
- Call accounting equipment
- Structural addressing
- Computer system networking improvements
- Directionality and routing



Enhancement Program

- The Board will provide funds to primary PSAPs for projects designed to enhance cross-jurisdictional information sharing and collaboration among PSAPs, PSAP staff development, and new capabilities beyond those currently available with wireless E-911.



Enhancement Priorities

- Next Generation 9-1-1
- Recruitment of personnel
- Training of personnel
- Transportable back-up for PSAP primary operational items
- Fixed back-up for primary PSAP operational items
- Parcel mapping
- Radio consoles



Grant Committee Recommendations

- Committee reviewed all 102 projects on January 23rd and is recommending that the Board approve \$7,808,744 in funding requests
 - \$6,067,886 for the Continuity and Consolidation Program
 - \$1,740,858 for the Enhancement Program
- Committee made numerous adjustments to Categories, Grant Programs, Grant Types, and Priorities from the original submissions. In several instances Amount Requested was also adjusted because of data entry errors made in submissions.



Continuity/Consolidation Exceptions

- Dickenson County (appeal)
- Amelia County (appeal)
- Brunswick County
- Eastern Shore (two exceptions)
- Williamsburg



Enhancement Exceptions

- Arlington County
- Page County
- Virginia Beach (appeal)
- Suffolk Police Communications
- James City County
- Eastern Shore (two exceptions)
- Bath County
- Patrick County
- Floyd County (two exceptions)



Enhancement Exceptions

- Stafford County
- Blacksburg et al.
- Danville
- Staunton
- Portsmouth
- Middlesex County



Additional Grant Related Items

- Completion of PSAP Grant application
- PSAP GIS Prioritization Matrix
- Southwest Virginia Hosted PSAP Pilot
- Future PSAP Grant Committee meetings:
 - Sustainability of funding for grant-funded projects
 - Maintenance
 - Requirements for grant awards (e.g. - data to state, supplanting, etc)
 - Policy issues (e.g. – netclock, AVL)
 - Resource library



Virginia Information Technologies Agency

Virginia Comprehensive Plan for E-911



www.vita.virginia.gov



Strategic Questions to Strategic Plan

- Long-term equipment replacement needs? (Develop state contracts for 9-1-1 equipment replacement)
- What are the characteristics of the Next Generation network? (Define characteristics of access network, emergency network, and PSAP network)
- What are the Commonwealth-wide base level geospatial needs of the PSAP? (Consistency with VGIN)
- What about consistent and interoperable practices? (PSC walking in lockstep with other ISP groups and state agencies)
- What is the role of the PSAP Grant program in this effort (Financial support for an appropriate direction based on results of benchmark)
- How can the VITA/NG partnership be leveraged to expedite this process throughout the Commonwealth? (Support ISP role in identifying hosted services and enterprise solutions)



Comprehensive Plan Development

- 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
- SRA Touchstone Consulting Group was engaged to help staff develop this plan
- In October 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



Comprehensive Plan Development

- 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
- Following the analysis, Touchstone led a joint review session with key stakeholders through a process to further refine the themes developed from the interviews and craft statewide initiatives to enable NG9-1-1
- The result of both the interviews and the focus group session provided the components of this Plan



Vision & Future for Virginia 9-1-1

- Virginia's 9-1-1 Centers receive, process, and dispatch requests for emergency aid quickly and accurately:
 - From any geographical location
 - From any communication device
 - In any language
- This future vision represents the ideal operational picture for 9-1-1 emergency response functioning at an optimal level of service and capability and must include these critical components:
 - Services and capabilities
 - Infrastructure, equipment & technology
 - Operations
 - Staff and training
 - Governance
 - Funding



Strategic Goals

- A. Provide a standard level of emergency response service to the public
 - When achieved, this goal will provide consistent emergency services to anyone residing in or passing through the Commonwealth, at any time of day, and during any event
- B. Position 9-1-1 centers to continuously meet the public's expectations
 - When achieved this will allow Virginia to keep up with the rapid pace of technology innovation and therefore the constant changes in customers' expectations



Role of Strategic Initiatives

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



Strategic Initiatives and Current Activities

- 1. Conduct a baseline assessment of 9-1-1 Capabilities and services
 - Valley-Piedmont/Northern Virginia region is currently undertaking a pilot program to connect 9-1-1 centers to a “web-based informational database”
- 2. Develop and apply statewide guidelines to foster a minimum level of 9-1-1 emergency services across Virginia
 - The southwest Virginia region will be testing the concept of hosted 9-1-1 center services.
- 3. Implement a recruitment and retention program
 - Leverage the lessons learned from existing grant funded projects (e.g. – Fairfax County) to implement a program to address the chronic shortage of 9-1-1 telecommunicators



Strategic Initiatives and Current Activities

- 4. Enable Next Generation services by connecting 9-1-1 centers to the statewide IP backbone
 - The 9-1-1 centers served by the counties of Franklin, Patrick, Henry, and the city of Martinsville have begun a pilot project with grant funding to implement NG9-1-1 services, including VoIP trunking, selective routing, and IP-based ALI data management
- 5. Create a mechanism for advocacy in the political environment surrounding 9-1-1 emergency response
 - VITA, VA APCO, and VA NENA participate in the State Interoperability Executive Committee (SIEC) to coordinate interoperability efforts statewide. The success and lessons learned of the SIEC will be leveraged in this initiative



Program Management & Implementation

- At this time VITA's PSC Division provides a Program Management Office (PMO) that is responsible for assisting in the strategy effort of the Wireless E-911 Services Board 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 driving the implementation of the Plan through Initiative Action Teams (IATs).



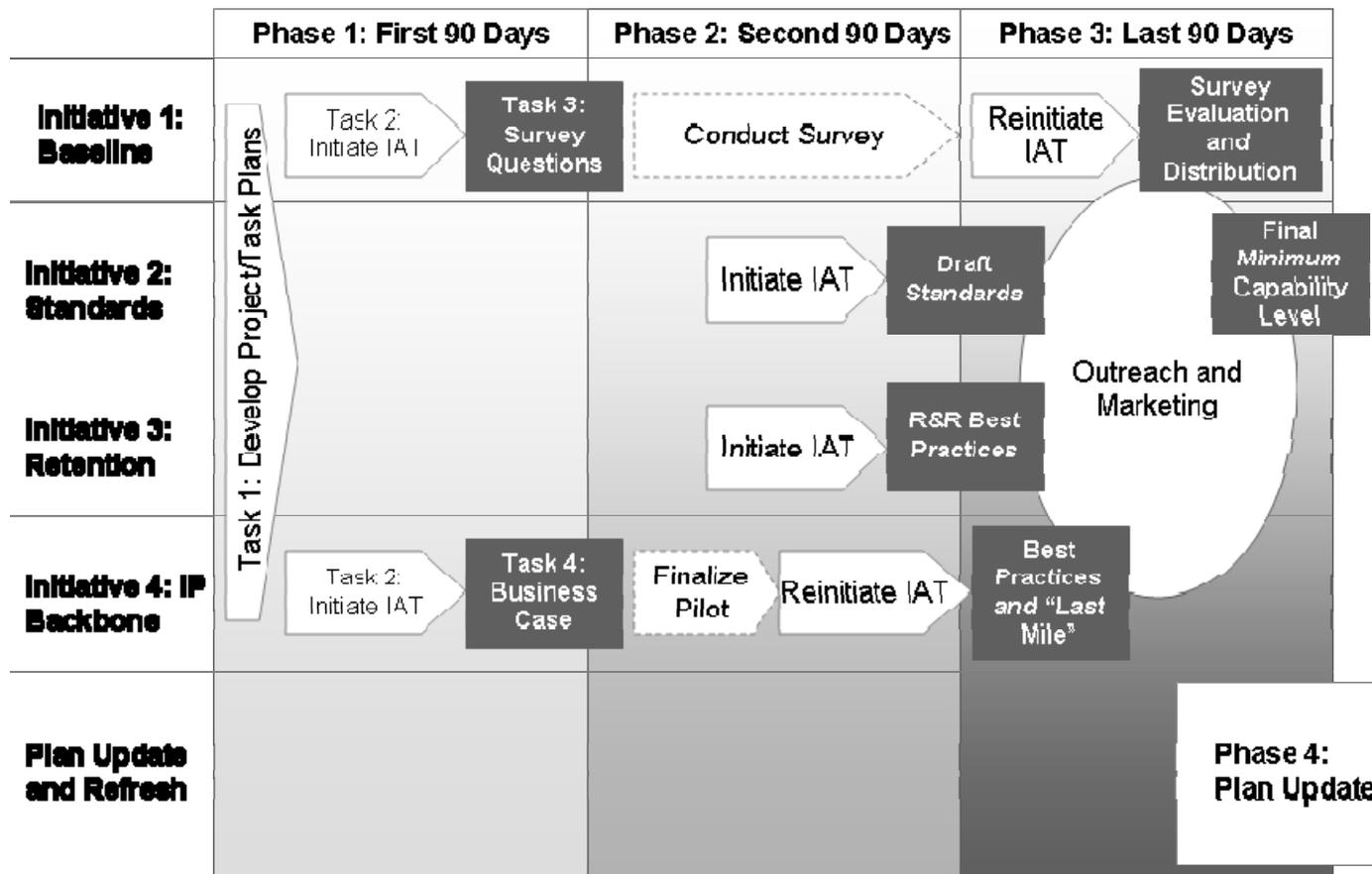
Initiative Action Teams (IATs)

- A phased approach is recommended for the implementation of the Commonwealth's strategic initiatives by leveraging IATs
- The Comprehensive 9-1-1 Plan requires subject matter experts and other stakeholders from across the Commonwealth be brought together to form IATs
- IATs work together to develop core deliverables and products that are essential to the accomplishment of the five initiatives outlined in Virginia's 9-1-1 Comprehensive Plan



Completion of Plan

Estimated Implementation Timeline





Phase One: First 90 Days

- Request Board support a continued effort with Touchstone during the first 90 days to begin the implementation of the Comprehensive Plan (about \$90,000)
- Currently staff resources are not sufficient to establish IAT efforts and will not be sufficient for at least 90 days as we work through the hiring process for the PSC position that is currently advertised
- Staff recommendation is to continue to use Touchstone to complete Phase 1 (limited to 90 days) to start the implementation effort in order to not lose current momentum
- Alternative is to wait until staffing permits an internal effort; thereby losing momentum



Phase One: Tasks 1 and 2

- Task 1: Develop Project/Task Plans
 - Task plans will lay out the specific action steps needed for the accomplishment of each initiative.
- Task 2: Initiate IATs for Initiatives 1 & 4
 - It is imperative that the IAT for Initiative 1 be established early in the implementation because a large data collection effort is required and the initiative is the precursor for the successful completion of Initiative 2. Initiative 4 is equally important as VITA works to build out the statewide IP backbone and encourage local usage.



Phase One: Tasks 3 and 4

- Task 3: Develop Baseline Survey Questions
 - The initiative 1 IAT will focus initial work on the development of survey questions to complete a comprehensive inventory of all assets, resources, services and capabilities within the Commonwealth
- Task 4: Develop the Business Case for the IP Backbone
 - The IAT will focus on the development of a business case that demonstrates the value and need for local entities to start using the infrastructure



Virginia Chapter of NENA

- Concerns with respect to language clarification that needs to be addressed:
 - Page 7: “public safety telecommunicators are solely dedicated to 9-1-1 emergency response services,…”
 - Many PSAPs have staff that also answer non-emergency calls or perform clerical duties.
 - Staff recommends replacing above statement with “public safety telecommunicators have adequate resources to perform their assigned duties,…”
 - Page 8: Clarification needs to be made in Governance that speaks to PSAPs being autonomous from non-response agencies.
 - What about PSAPs that are run by their IT departments? Would this type of agency not be in compliance.
 - Staff recommends replacing "non-responsive" agencies with "local government" agencies



Virginia Chapter of NENA

- Concerns with respect to language clarification that needs to be addressed:
 - Page 15: "...VITA's PSC Division provides a Program Management Office (PMO) that is responsible for managing the strategy effort of the Wireless E-911 Services Board..."
 - Clarification of the role of the PSC Division.
 - Staff recommends replacing "managing" with "assisting".
 - Page 10: The language of initiative 2 which refers to "staffing based on call volume" is of concern due to its potential to result in adverse outcomes.
 - PSAPs could be forced to alter the number of staff. Also, as a requirement of funding, it could hamper the ability of localities to control internal staffing numbers.
 - Staff response - The purpose of Initiative 2 is to "measure capabilities against a common metric". Specific capabilities and metrics would be determined by IAT participants.



Virginia Chapter of NENA

- Page 7: “best practices and standard operating procedures” mentioned in description of future operations.
 - There is no clear definition in the plan as to a.) who will define best practices and SOPs and b.) who will conduct evaluations of the PSAPs. The concerns about defining and evaluating best practices and SOP are valid points, but would not be addressed by the Comprehensive Plan.
 - This level of detail would be determined by the Initiative Action Teams that will assist in the implementation of the Comprehensive Plan.
- Page 15: The Wireless Board is put forth as a governance community for Virginia 9-1-1. The current Wireless Board does not have the proper make up or composition to effectively be that body.
 - The size of the Board is absolutely established in Code.



Virginia Information Technologies Agency

ISP Business Plan





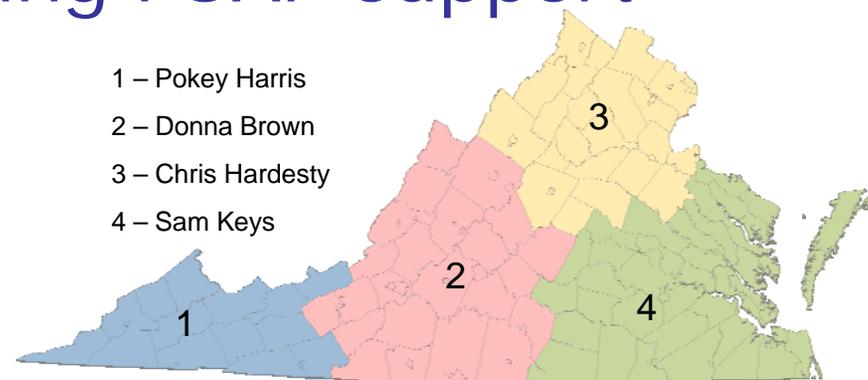
Background

- Integrated Services Program (ISP) created in May 2006 to:
 - Leverage existing resources;
 - Provide better coordination of local government services; and
 - Expand services to public safety
- Consolidated E-911, GIS and Radio services into on service program



Where we are...

- Regional Coordination overwhelmingly successful delivering PSAP support
 - Richmond
 - Salem
 - Shenandoah
 - Marion
- “Central” function integration complete
 - “It’s all about location”
 - Imagery and RCL data being delivered to PSAP

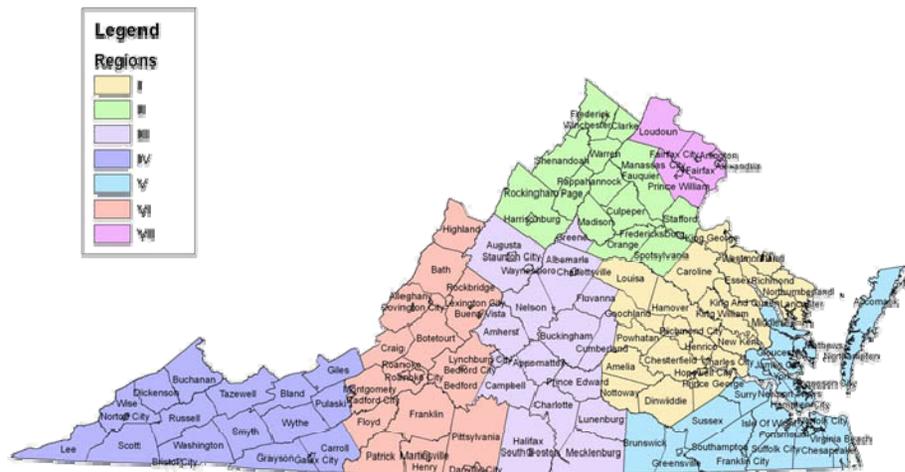




Where we are going...

- Regional Outreach Enhancement
 - Expand to seven regions (align to HS regions)
 - Need two additional (Regions 3 and 7)
 - One existing staff to shift to regional

State Homeland Security Planning Regions





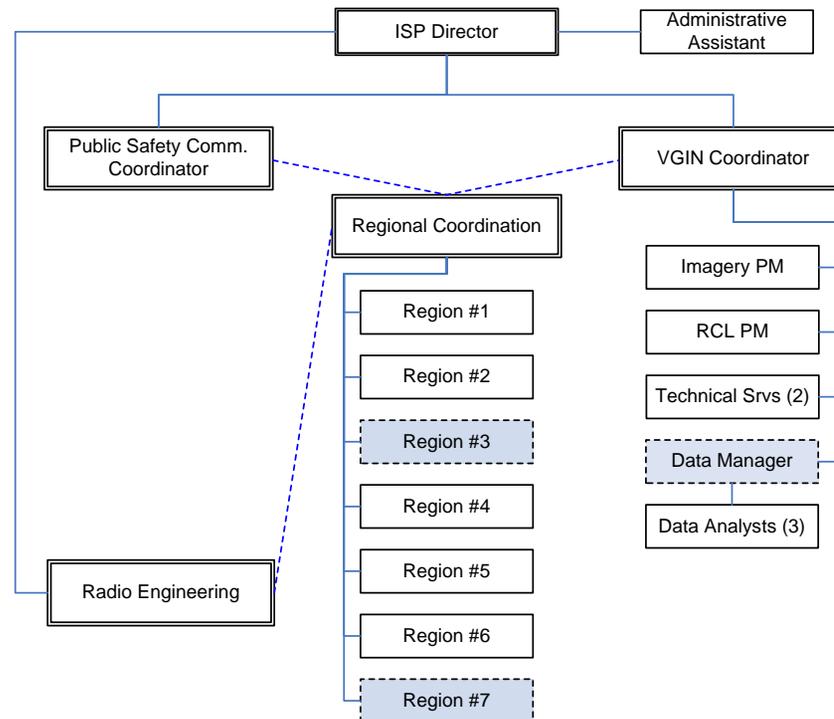
Where we are going... (Continued)

- MOU for Interoperability Support
 - OCP spending \$500K for contractor support
 - Initial for establishment of CICO program
 - Needed for continued program management
 - VITA/OCP negotiating support in two areas:
 - Program Management Office – Two personnel (\$250K)
 - Regional Outreach – Leveraging planned regions



Where we are going... (Continued)

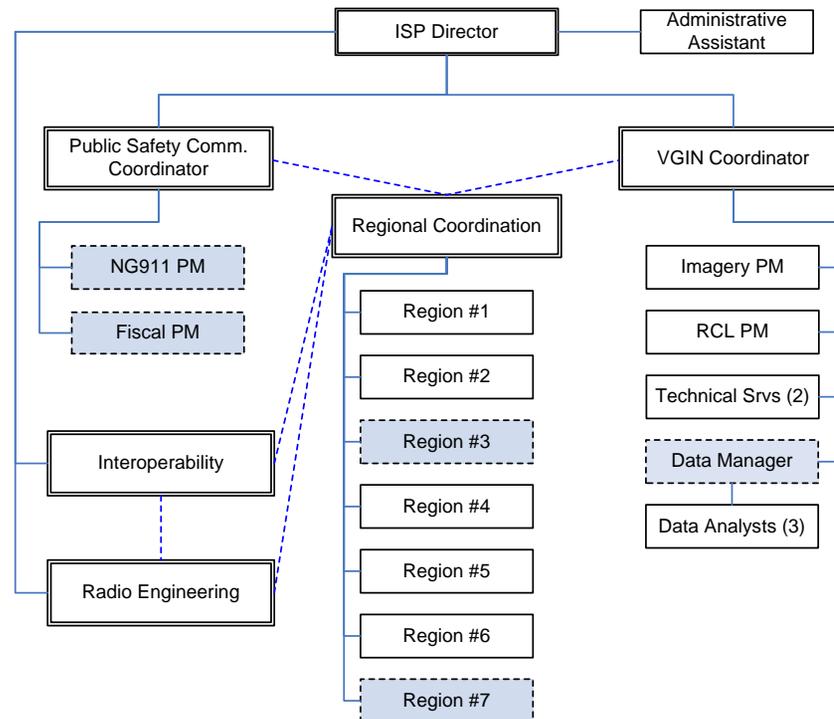
- Public Safety Communications "Central Function"





Where we are going... (Continued)

- Public Safety Communications “Central Function”





Summary

- ISP creation and integration has been successfully completed
- Expanding support for CICO to improve efficiencies
- Expanding regional outreach to meet demand and improve services (GIS, OCP)
- Establish a PSC central support function to manage statewide efforts (NG911, fiscal)



Old Business

- FY 07-08 PSAP Recalculation has been completed
- FY 06 True-Up Adjustment:
 - Greenville: An additional \$5,000 to locality to cover the expense of a second data conversion for their MicroData mapping system purchased through Verizon
 - Southampton: An additional \$9,225.60 to locality to cover expenses related to Verizon back billing for wireless trunks that were not included in the state contract



New Business

- Other Business
- Public Comment
- Adjourn