



Virginia Information Technologies Agency



Wireless E-911 Services Board Meeting

General Business Meeting

July 24, 2008





Agenda

1. Call to Order
2. Introduction of New Chairperson
3. Approval of Minutes
4. Financial Report
5. CMRS Report
6. Regionalism and Collaboration
7. Implementation of 9-1-1 Comprehensive Plan
8. Annual Report
9. Update on NG9-1-1 and Hosted Services Pilot Projects
10. Old Business
11. New Business
12. 12 Adjourn



Financial Report

Wireless E-911 Service Board May 2008 Financial Report

Item	Month	YTD	Appropriation
DPSC Expended	\$ 419,391.58	4,653,518.11	\$ 2,178,809.89
PSAP Funding	\$ 1,264,228.33	25,813,397.33	\$ 25,294,000.00
CMRS Funding	\$ (388,470.36)	8,959,605.51	\$ 13,562,902.00
Fund Transfers	\$ -	\$ 5,450,000.00	\$ 5,450,000.00
Total Expenditures	\$ 1,295,149.55	\$ 44,876,520.95	\$ 46,485,711.89
Revenue	\$ 4,614,515.51	\$ 45,076,548.46	
Interest		\$ 486,630.45	
Difference		\$ 686,657.96	
Beginning Fund Balance		\$ 19,378,844.71	
New Fund Balance	\$	20,065,502.67	



CMRS Status Summary - Remaining

CMRS	Phase I	Phase II
Alltel	1	2
AT & T	1	2
Nextel	0	3
Nextel Partners	0	1
nTelos	0	2
Sprint	0	5
T-Mobile	2	3
U.S. Cellular	0	1
Verizon Wireless	0	5
Total	4	24



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Regionalism and Collaboration

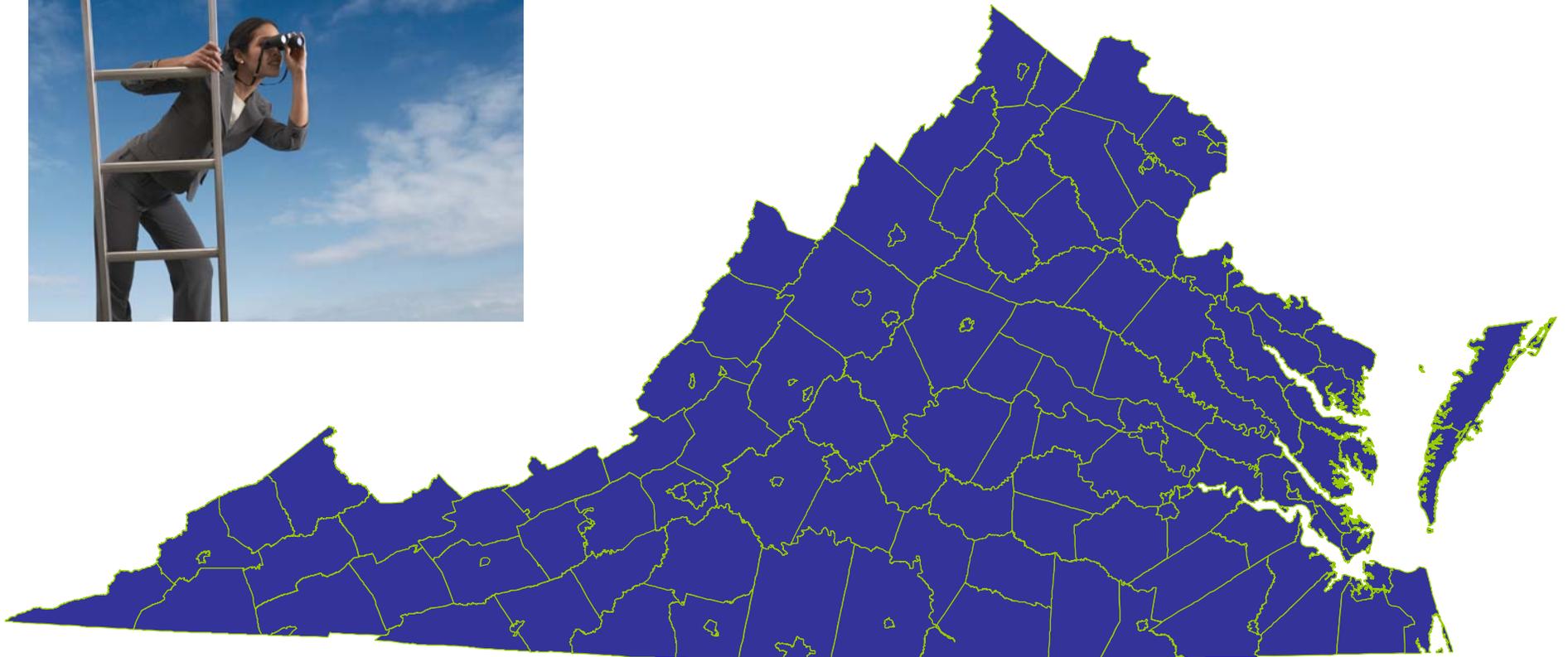




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50,000 Foot View





History and Overview

- Regional PSC Coordinators/Offices - early 2006.
 - PSAP community recommendation seeking greater funding due to the limited local resources to maintain existing services.
 - Successful deployment of wireless 9-1-1 utilizing project management contributed to creation of regional concept.
 - WSB observation that consolidation was potential solution and the decision to continue technical/specialized assistance.
 - “Hit the ground running” and have yet to stop!!!
 - Concept of collaborative efforts well received – even approached by PSAPs.
 - Feasibility of consolidation more palatable than assumed.



History and Overview

- Goals for emergencies, unplanned events, and day-to-day operations.
 - Improve and/or implement service(s) to citizens.
 - Provide the most efficient/effective emergency communications possible.
 - Increase safety to emergency responders.
 - Create interoperability and readily share information.
 - Offer higher level of maintenance, security, and back-up/recovery.
 - Maintain autonomy or create amenable governance structure.
 - Achieve greater economies of scale.
 - Reduce amount of capital outlay.
 - Maximize resources – staff, facilities, specialized skill, etc.
 - Embrace technology and trends.



History and Overview

- E-911 issues – some of many...
 - Current architecture problematic.
 - Extremely limited ability to process data.
 - Inability to support new technologies.
 - Inefficient/ineffective design based on old regulations.
 - Nine (9) independent networks in the Commonwealth.
 - Minimal interoperability/disaster recovery.
 - Inability for some localities to fund ongoing cost of equipment.



History and Overview

- 9-1-1 Regional Initiatives
 - Challenge to leverage purchasing power of 137 local 9-1-1 centers.
 - Basic cost of enhanced 9-1-1 systems exceed local ability to pay.
 - WSB provides grant funding that encourages regional initiatives.
 - Previous grant awards are perfect examples.



History and Overview

- 9-1-1 Hosted and/or Shared Services
 - Sharing technical systems –centralized “back room” equipment.
 - Telephone systems (CPE)
 - Computer-Aided Dispatch (CAD)
 - Mapping (GIS)
 - Records Management Systems (RMS)
 - Hosted at a professional data center or selected PSAP(s).
 - Reduced or no capital outlay.
 - Improves operations such as data sharing, interoperability and disaster recovery.
 - Pilot projects underway as a VITA/NGC service offering.



History and Overview

- 9-1-1 Consolidations
 - Merger of two or more local 9-1-1 call centers into a single call taking and dispatching operation.
 - Reduces overall cost by reducing infrastructure and personnel duplication.
 - Improves operations such as data sharing, interoperability and disaster planning.
 - Projects currently underway.



History and Overview

- Other possibilities
 - Regional Emergency Operations Center
 - Regional Back-up/Alternate PSAP
 - Overflow facility for large incidents.
 - Training facility for dispatchers.



Today

- Wireless E-911 Services Board
 - New role with the future of E-911.
 - Cognizant of the needs of the PSAP.
 - Working to maximize capabilities of staff and division to assist the PSAP.
 - Support for statewide IP-based network.
 - Desire to find solutions for PSAP funding issue.
- VITA/Northrop-Grumman Partnership
 - Moderation of statewide IT infrastructure.
 - \$272 Million investment.



Today

- Chesterfield Enterprise Solutions Center
 - Tier III - Primary Data Center
Meadowville Technology Park, Chesterfield County (Jun. 07)
 - VITA HQ & NG Richmond Operations
 - Secondary Security Operations Center





Today

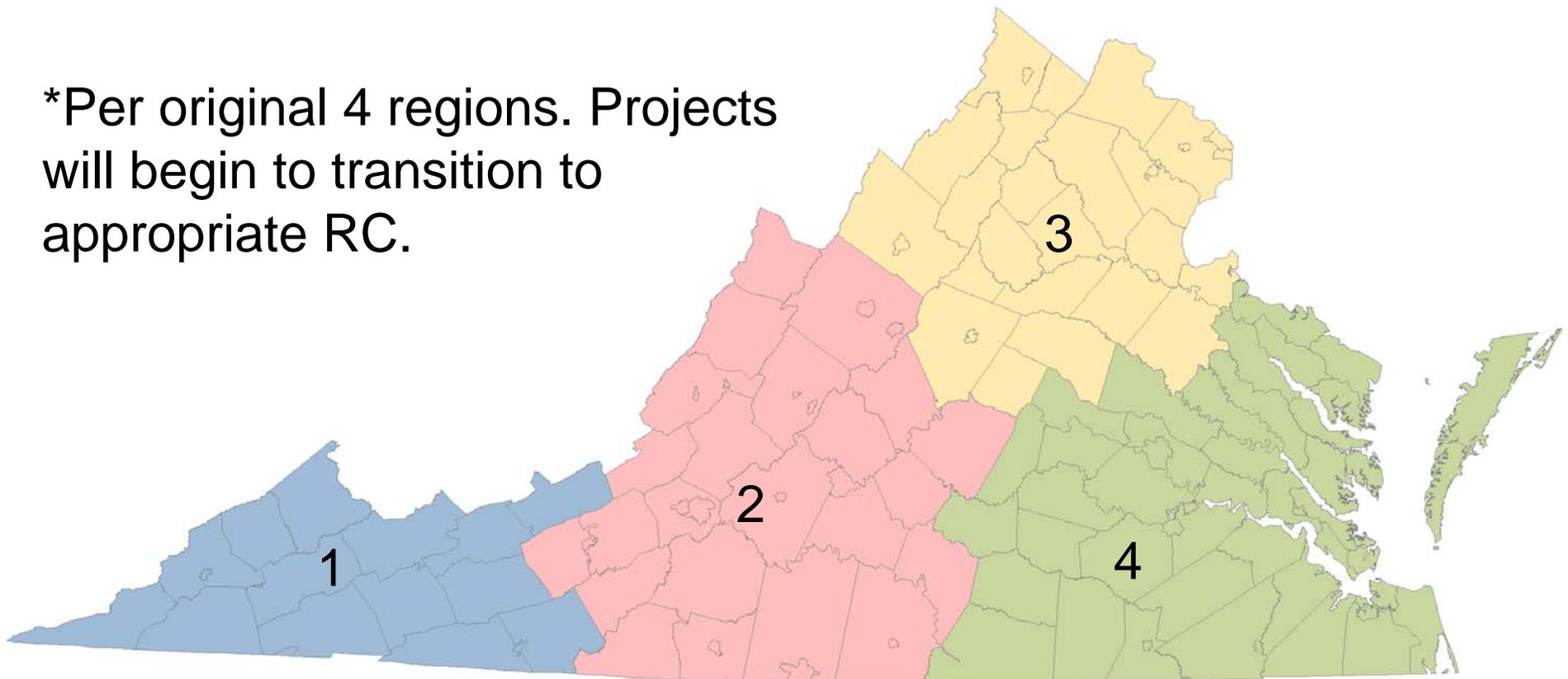
- Southwest Enterprise Solutions Center
 - Back-up Data Center
Lebanon, Russell Co. (Oct. 07)
 - Enterprise Help Desk
 - Primary Security Operations Center





Initiatives and Efforts

*Per original 4 regions. Projects will begin to transition to appropriate RC.

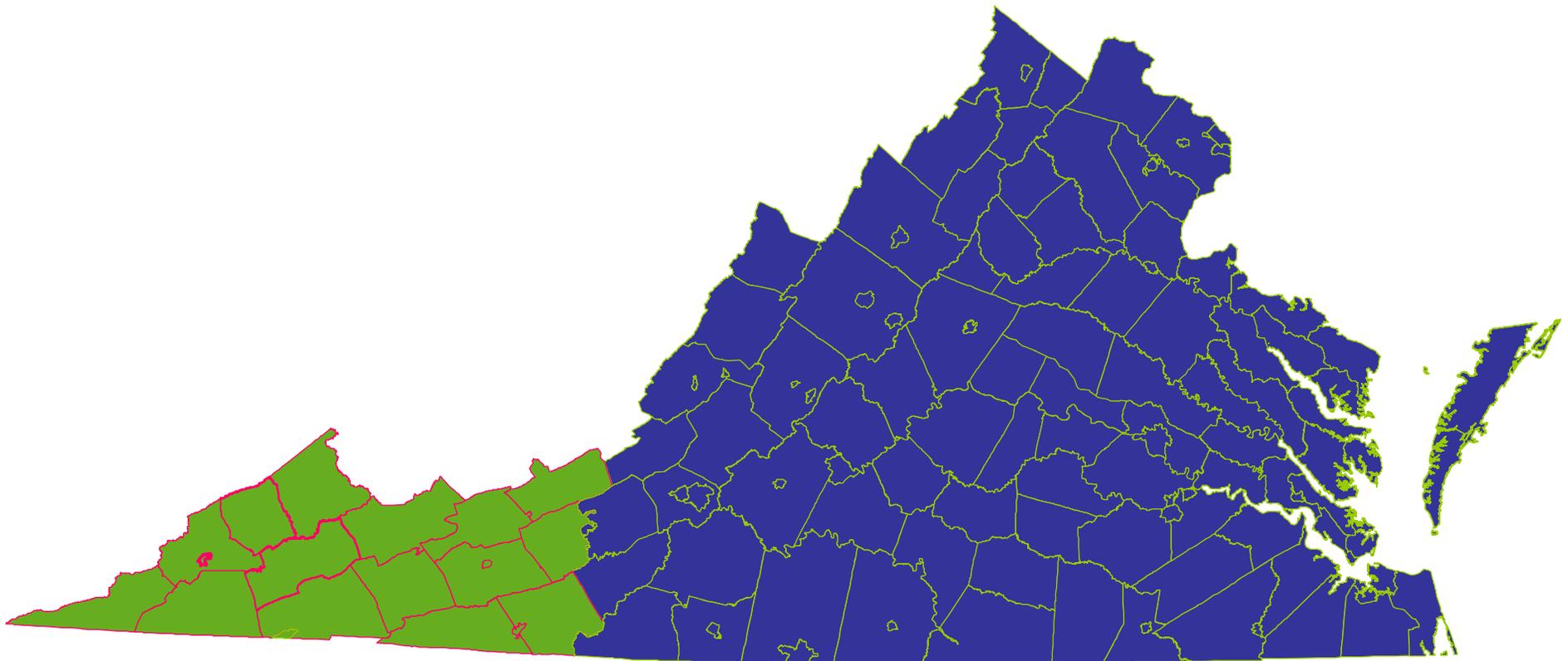




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Southwest Region – Pokey Harris





Southwest Region

- Southwest Virginia 9-1-1 Hosted Services Pilot Project
 - Dickenson County, Wise County, and City of Norton
 - Hosted services pilot project with VITA/NG IT Partnership.
 - Leverage use of the 2 existing data centers.
 - First in Virginia and the nation.
 - CPE
 - CAD
 - Possible Mapping at later date.
 - Collaborating on RMS project separate from pilot.
 - Spurred interest of Scott County and Washington County.
 - Could result as a shared services model among the 3 localities.
- Wise County and City of Norton
 - Consolidation feasibility study utilizing PSC funding.
 - Catalyst for pilot project and possible regional PSAP.
 - Would establish independent agency.
- Regional PSAP
 - Preliminary discussion among Dickenson, Wise, and Norton.
 - 3 localities within an EOC as independent agency.
- Projects involves 9 current positions, 1 independent agency, 1 SO, and 1 PD.
- \$450,000 grant award.
- Additional funding approved by the WSB for the project.



Southwest Region

- Bland County, Wythe County, Town of Wytheville, and Virginia State Police Division 4
 - Consolidation/Co-location.
 - New facility at VSP.
 - Legislative support with budget request.
 - Began as B-W-W consolidation feasibility study utilizing PSC funding.
 - VSP inquired of interest in a unified center.
 - Project involves 12(*) positions, 2 County programs, 1 town DPS program, and 1 state agency.
 - \$600,000 grant award.
 - \$450,000 VSP allocated to project.



Southwest Region

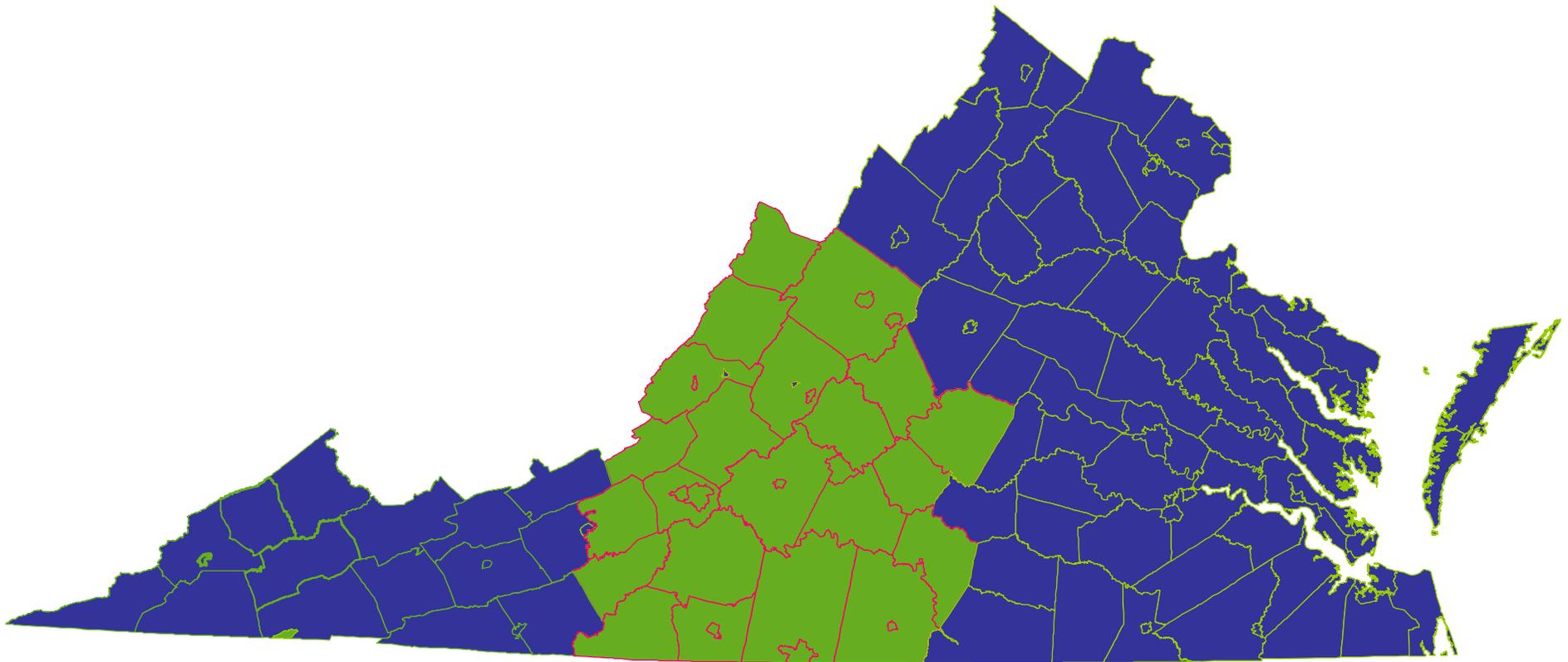
- Scott County, Smyth County, and Washington County
 - Personnel training project.
 - Multiple training opportunities to SW Region.
 - \$140,000 grant award.



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Central/Southside Region – Donna Brown





Central/Southside Region

- Southside Next Generation 9-1-1 Pilot Project
 - Franklin County, Patrick County, and Martinsville/Henry County
 - PSAPs realized the need for 9-1-1 back-up capabilities.
 - Researched options deciding upon a regional pilot project to test future 9-1-1 technologies.
 - 12 month/two-part project to test and accept emerging NG 9-1-1 technologies.
 - Connect participating localities to the statewide MPLS network through the VITA/NG IT Partnership.
 - NG 9-1-1 routing and ANI/ALI database management provided through a partnership with Intrado utilizing their Intelligent Emergency Network (IEN) solution.
 - Allow the routing and delivery of 9-1-1 calls from both traditional and non-traditional voice networks over an IP network.
 - Involves 13(*) positions, 2 SOs, and 1 independent agency.
 - \$497,000 grant award.
 - Additional funding approved by the WSB for the project.



Central/Southside Region

- Alleghany County, City of Covington, and Town of Clifton Forge
 - Consolidation feasibility study utilizing PSC funding.
 - Need to purchase CPE resulted in discussions of shared CPE that resulted in consolidation.
 - Resolution has been passed.
 - RFP for location cost analysis.
 - Radio Engineering and VGIN providing support services
 - i.e. radio path profile and analysis.
 - Project involves 6(*) positions, 1 SO, and 2 PDs.
 - \$600,000 grant award.



Central/Southside Region

- Augusta County, City of Staunton, and City of Waynesboro
 - 2 meetings in the past year to discuss consolidation.
 - Requested funding for consolidation feasibility study.
 - Involves 12 positions, 1 county program, 1 PD, and 1 independent agency.



Central/Southside Region

- Montgomery County, Town of Blacksburg, Town of Christiansburg, and Virginia Tech
 - Discussions regarding hosted services.
 - Demo for CPE.
 - Progressed to possibility of providing feasibility study for consolidation.
 - Involves 9 positions, 1 SO, 2 PD, and 1 university.



Central/Southside Region

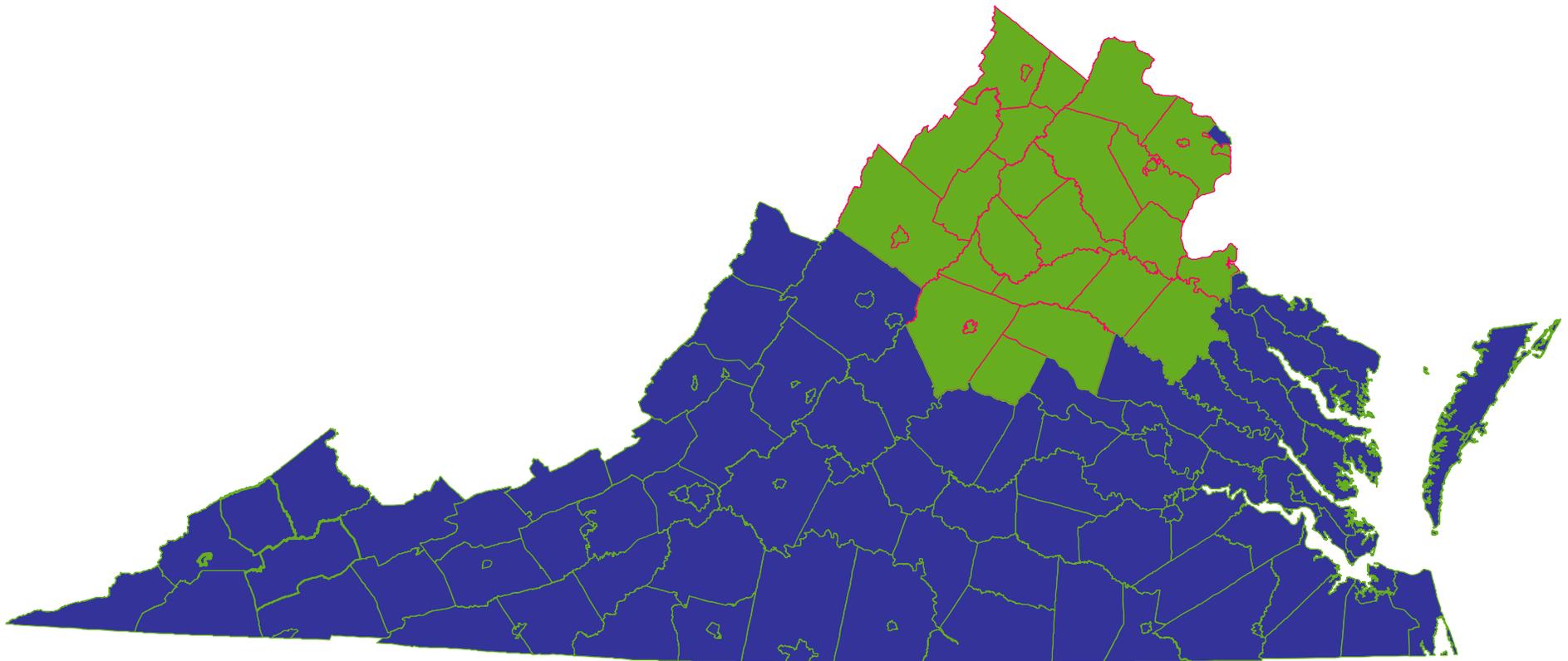
- Town of Blacksburg Police, Town of Christiansburg Police, Montgomery County, Roanoke Communications Department, Roanoke County Police Communications, Salem Police Communications, and Vinton 9-1-1 Communications.
 - Mutual effort to secure pictometry.
 - \$300,000 grant award.



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Valley Piedmont/Northern Virginia Region – Chris Hardesty





Valley Piedmont/Northern Virginia Region

- Louisa County, Madison County, and Orange County
 - Louisa County spearheaded.
 - Approached PSC Regional Coordinator early last year.
 - Regional 9-1-1 back-up project.
 - 9-1-1 call routing exists (i.e. NCM) and “make busy” circuits, BUT no means to dispatch for neighboring jurisdictions.
 - Call routing analysis determined Orange County most appropriate back-up.
 - Orange County serving as back-up for Madison County – but no radio interoperability.
 - Radio Engineering provided support services for analysis.
 - Kick off meeting was recently held.
 - Involves 11 positions, 1 independent agency, and 2 SOs.
 - \$128,000 grant award.



Valley Piedmont/Northern Virginia Region

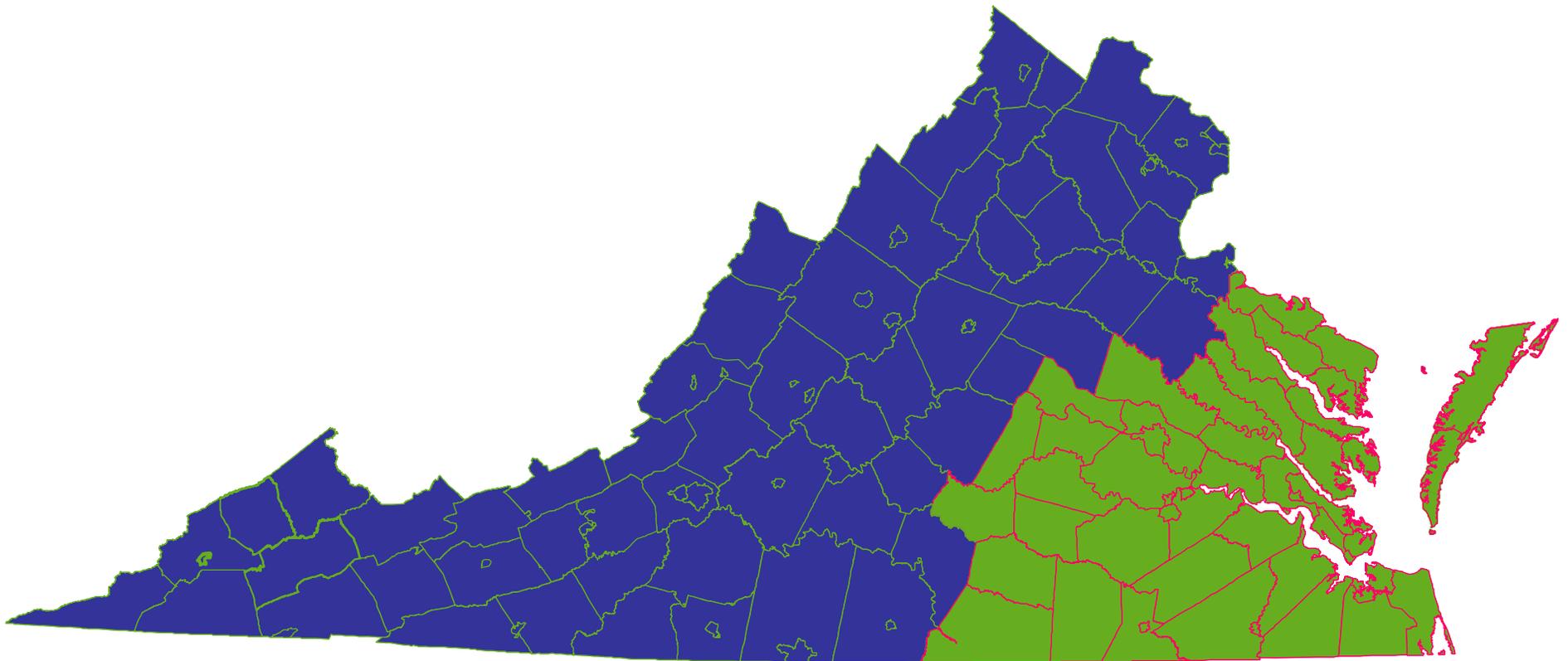
- Harrisonburg/Rockingham ECC
 - GIS focused/centric project.
 - Automate processes between county, city, and ECC.
 - Eliminates the need to manually update mapping data received by ECC from 2 localities.
 - Opens the door for regional datasets and automated processes to serve multi jurisdictions.
 - 8 position independent agency serving city and county.
 - \$289,000 grant award.
- Inquiries from interested PSAPs/localities about ongoing pilot projects.



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Richmond/Tidewater Region – Sam Keys





Richmond/Tidewater Region

- Northern Neck Project
 - Essex County, Gloucester County, King and Queen County, King William County, Lancaster County, Northumberland County, Richmond County, Westmoreland County, and Town of West Point.
 - Preliminary project for a regional consolidation.
 - Technology will come first with hosted services.
 - Meeting held with follow up discussions ongoing.
 - Involves 18(*) positions, 8 SOs and 1 PD.
- York County and Town of Poquoson
 - York County absorbed Poquoson per MOU.
 - Staffing issues for Poquoson caused calls to have to be rolled to York County.
 - Minimum of 2 positions will move to York County.
 - \$600,000 grant funded.
- James City County, City of Williamsburg, and York County
 - Hosted services.
 - Ongoing discussions with future meetings being planned.
 - Spurred interest of City of Newport News and Gloucester County.
 - Involves 14 positions, 2 independent agencies, and 1 SO.



Richmond/Tidewater Region

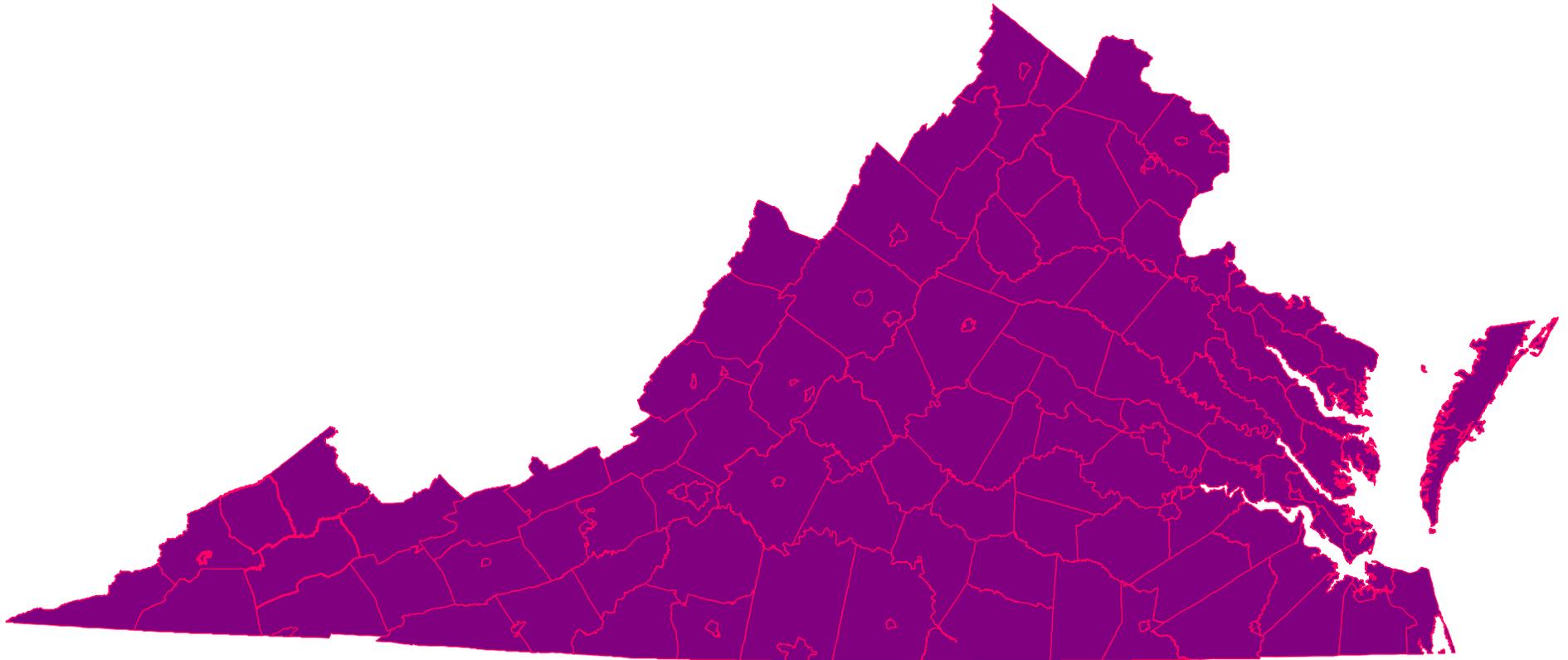
- Metro Richmond
 - Chesterfield County, Hanover County, Henrico County and City of Richmond
 - Recruitment and retention project.
 - TV, radio, and bill boards.
 - \$289,000 grant award.
- Alexandria PD and Alexandria FD
 - Discussions regarding co-location.



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THINK PURPLE!!!!





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Implementation of 9-1-1 Comprehensive Plan





Purpose of the Plan

- This statewide plan, including the associated implementation plan, defines key strategic initiatives for improving 9-1-1 services and functionality across Virginia
- The Plan describes a future for 9-1-1 to include NG9-1-1 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 service, provide a consistent level of emergency service across the Commonwealth, and contribute to excellent public safety capabilities



Vision & Future for VA 9-1-1

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



Strategic Goals

- Goal A: Provide a standard level of emergency response service to the public
 - When achieved, this goal will provide consistent emergency response services to anyone residing in or passing through the Commonwealth, at any time of day, and during any event
- 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 customer expectations



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:
 - Conduct a baseline assessment of 9-1-1 capabilities and services
 - Develop and apply statewide guidelines to foster a minimum level of 9-1-1 emergency response service across Virginia
 - Implement a recruitment and retention program
 - Enable Next Generation services by connecting 9-1-1 centers to the statewide IP backbone



Initiative Action Teams (IATs)

- IATs will help to implement strategic initiatives:
 - 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 develop most of the work and guidance involved in initiative implementation
 - IATs will make recommendations to the Wireless Board and staff



Baseline IAT

- Baseline IAT began on June 5th and is led by Chris Hardesty
- Desired Outcomes:
 - A comprehensive inventory of all assets, resources, services, and capabilities of 9-1-1 centers in the Commonwealth
- Purpose:
 - Review and collect operational and technical data elements pertaining to Virginia's current 9-1-1 capabilities and services to provide a baseline by which decisions can be made related to funding allocations for key gaps between current capabilities and the desired future of 9-1-1



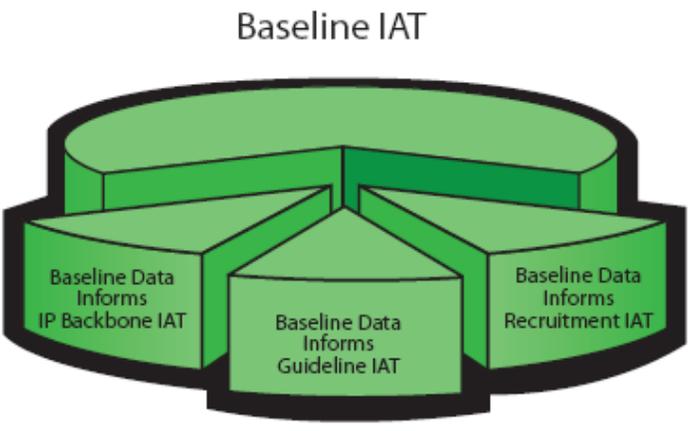
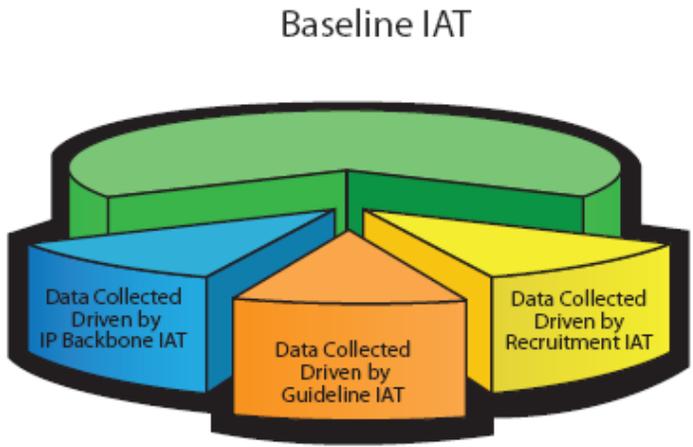
Baseline IAT

- Benefits:
 - 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
- Tasks:
 - Identify audience and recipients of the survey
 - Identify the data points to be collected
 - Prioritize data points
 - Develop survey questions
 - Determine survey instrument
 - Update the survey based on pilot data
 - Conduct the survey statewide
 - Compile information
 - Determine the baseline



Baseline IAT

Deliverable: Interdependencies of Baseline IAT





IP Backbone IAT

- IAT began on June 24th and is led by Donna Brown
- Desired Outcomes:
 - The creation of a connection business case, including
 - Lessons learned from the “Southside Virginia and Southwest Virginia NG9-1-1 Pilots
 - Outreach materials for IP Backbone connectivity
 - “Last mile” connection process
- Purpose:
 - To enable the transfer of 9-1-1 services to an IP system that will provide an infrastructure foundation that allows greater access to information databases and more effective data transfer



IP Backbone IAT

- Tasks:
 - Review existing pilot programs connecting 9-1-1 centers to the statewide IP backbone
 - Communications Best Practices to all 9-1-1 centers in the Commonwealth
- Benefits:
 - Moving to an IP-based system provides a reliable, high-speed way to transfer information while providing greater flexibility and redundancies assurances
 - IP infrastructure is the linchpin for enabling NG9-1-1
 - The IP Backbone will enable 9-1-1 centers to receive data that is currently unavailable to them, including text messages, pictures, video, automatic crash notifications, and state and private data based



IP Backbone IAT

- Deliverables:
 - Review equipment compatibility tested with IP Backbone
 - Review Documented best practices, successes, troubleshooting, and effective resolutions
 - Identify calculated “last mile” costs
 - Provide advice on technology acquisitions to help ensure they are compatible with Next Gen technologies and interoperability within the system
 - Make use of standardized applications
 - Create and communicate statewide guidance on connecting to the IP Backbone, and encourage 9-1-1 centers to connect
 - Develop a business plan including incentives, benefits, and suggested funding for connecting to the IP Backbone



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Annual Report





Annual Report

- Requirements
 - Monitor developments in enhanced 9-1-1 services and multi-line telephone systems
 - Status of Wireline and Wireless E-911
 - Introduction of NG9-1-1
 - The need for changes in the E-911 funding mechanism provided to the Board, as appropriate
 - The impact of, or need for, legislation affecting enhanced wireless emergency telecommunications services in the Commonwealth
- Inclusion of Virginia Statewide Comprehensive 9-1-1 Plan in an appendix
- Tentative draft to Wireless Board by the end of August for discussion and ensuing action at the September Board meeting



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Update on NG9-1-1 and Hosted Services Pilot Projects





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Old Business





Identified Funding Need

- PSAP Scholarship Program (\$256,000)
 - Attendance by 1 representative from each of Virginia's 128 primary PSAPs at the Fall APCO/NENA state conference and the Spring NENA/APCO state conference
 - The purpose of this program is to enhance grant knowledge and professional development
 - The per person cost is estimated at \$1,000 for each conference venue
 - Program scope and necessary financial controls will be developed by PSC staff and members of the state chapters of APCO and NENA. An update will be presented at the Board's July meeting



Impact of FY 08 Wireless Fund Distribution

- Of the 127 primary PSAPs included in the recalculation of the wireless funding distribution percentage:
 - The distribution percentage decreased for 96 PSAPs
 - The distribution percentage increased for 31 PSAPs
- **Of the 96 primary PSAPs that experienced a decrease in their wireless fund distribution percentage, 87 PSAPs are projected to see a decrease in their total wireless funding for FY 08**
- **Considering data from FY 06, FY 07, and FY 08, can you identify what is driving this process?**
 - Wireless 9-1-1 call volume
 - Almost every PSAP had an increase in wireless call volume
 - PSAP expenses and local investment
 - **Increase in wireless funding is directly related to an increase in costs**
 - **PSAPs that experienced a rapid growth in their costs had the largest increases in wireless funding**
 - **Issue may be that PSAP costs did not grow enough to get them above the minimums**



Impact of FY 08 Wireless Fund Distribution

- Learn from the numbers:
 - Not just the impact of the recalculation of the wireless fund Distribution Percentage, but how do we offset unintended consequences, if any:
 - PSAP Grant Program
 - Number of awards
 - Dollar amount of grant awards
 - Localities receiving grant awards
 - Hosted Services
 - Current equipment and service costs
 - Recurring and maintenance costs
- Staff will educate from the numbers:
 - Funding methodology
 - Annual True-Up process
- Further Analysis?



FY 10 PSAP Grant Funding Cycle

- Application has been completed and deployed:
 - Streamlined process which includes suggestions from staff, Grant Committee, and PSAP end users
 - Divisional control of user names and passwords to expedite trouble shooting for PSAP end users
 - General announcement and go live date by August 31st
- Already have begun PSAP Grant Seminars:
 - Roanoke
 - Culpeper
 - Abingdon
 - Richmond
 - Tidewater
- Additional outreach by PSC staff:
 - funding requests
 - application



New Business

- CMRS Committee Report
- Other Business
- Public Comment
- Adjourn
- Next Meeting is September 24, 2008