



9-1-1 Services Board

General Business Meeting

November 10, 2016



Agenda

1. Call to Order
2. Approval of Minutes
3. FY 16 True-ups
4. Update on 9-1-1 Data Analytics Project
5. Old Business
6. New Business
7. Public Comment
8. Adjourn



FY 16 True-Ups





FY 2016 True-Ups

- True-Up form contains three data elements:
 - Total 9-1-1 calls
 - Total wireless 9-1-1 calls
 - PSAP personnel costs
- Completion of a True-Up is a financial and programmatic requirement for participation in the PSAP Grant Program
- FY 2014 was the first year in which call load data submitted by PSAPs must be verified by call accounting system reports
 - Exceptions must be approved by the Board



FY 2016 True-Up Data

- State-wide FY 2015 results
 - Total 9-1-1 calls **4,470,764**
 - Total wireless 9-1-1 calls **3,387,594**
 - **76% of all 9-1-1 calls are reported on wireless trunks**
 - Personnel costs **\$115,253,631**
- Comparing the results of FY 2016 to FY 2015 yields the following:
 - Total 9-1-1 calls < less than **1%**
 - Total wireless 9-1-1 calls **+1%**
 - Personnel costs **+3%**



FY 2016 True-Up Results

- Submissions subject to a two-step review process
 - Complete and timely True-Ups received from 120 PSAPs
 - Staff recommends that the Board approve the complete and timely True-Ups submitted by these PSAPs
 - True-Up from one PSAP will require separate action by the Board



Martinsville/Henry

- The True-Up submitted by the PSAP was missing about 2 months of call accounting reports because of a hard drive failure
- Locality estimated the missing data by averaging the 10 months of existing data
- Staff recommends that the Board accept the call load data submitted by the PSAP and consider the True-Up complete



Statewide 9-1-1 Data Analytics Project – Status Report



Commonwealth Wide Reporting

- Critically important that we have a data supported understanding of:
 - Current functional levels of 9-1-1; operationally and systematically,
 - The impact of NG9-1-1 services on those functional levels.
- Standard reporting tool across PSAPs, that provides consistent, comparable data analytics. ECaTS solution.



9-1-1 Services Board Actions

- \$1M allocation of existing budgeted funds
 - Goals: 1 - Deploy ECaTS statewide
 - 2 - Start data collection ASAP
- Conditionally Mandatory Participation
 - Based on funding by the Board
 - Exception process – no exceptions sought
- Data Sharing Agreement
 - Product and service description
 - Data ownership, retention & requests (It's local data)
 - Access to data



Data Sharing Agreements

- 119 Fully Executed Agreements (each primary PSAP)
 - 5 slight modification by the locality/PSAP; reviewed by ISP staff and OAG counsel
 - Access levels to data and reports
 - 76 granted limited access
 - 43 granted unrestricted access



ECaTS Installation Preparation

- Physical device (RDDDM) at each PSAP.
- Collection of contact and networking information.
 - All PSAPs and/or IT staff have provided info.
 - About 3 remain that need clarifications.
- Working with CHE maintenance vendors
 - Prepare CHE port for data feed; attend install
- PSAP notified of:
 - What to expect pre and during install.
 - Tentative installation dates and times.



ECaTS Physical Installations

- Began on November 1st.
 - 2 ECaTS technicians, each installing at 2-4 PSAPs per day.
 - CHE maintenance vendor on site for install.
- Installs complete around December 15.
 - Then:
 - Data review and acceptance
 - Troubleshooting, configurations, etc.
- User trainings will begin in January.
 - on site, regional, webinars, etc.



9-1-1 Data Analytics - Next Steps

- Working with ECaTS to set up users and access levels
- Develop a process for review and evaluation of reports.
 - Accuracy of carrier data and call delivery
 - Wireless cell sector and transfer reports
- Develop a plan of action for improvement.
 - Involving carriers and PSAPs
- Develop an ECaTS best practice use guide for PSAPs.



Old Business Items

- Southampton County Grant Payments



New Business Items

- Regional Advisory Council Report



And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is January 12, 2017