



9-1-1 Services Board's Finance Committee & Regional Advisory Council (RAC) Meeting

CESC

August 02, 2016



Meeting Agenda

- Regional Advisory Council (RAC) Activities
 - Background
 - Priority Tasks
 - Best Practices
- Recalculation of Wireless Funding Distribution Percentages



RAC Background





Request from VA PSAPs

- During the NG9-1-1 Feasibility Study town hall meetings, local public safety communications officials expressed their desire for a greater voice, representation, and input into the work plan and program of the E-911 Services Board
- The success of the RAC depends on the participation of its members



Purpose

- Provide advice and recommendations on the thematic areas identified in the Next Generation 9-1-1 (NG9-1-1) Feasibility Study
- Assist in developing the recommended tasks for the 9-1-1 Comprehensive Plan
- Increase awareness and support of outreach efforts regarding the entire 9-1-1 ecosystem



Membership

- One PSAP employee representative (or alternate) from each of the seven Integrated Services Program (ISP) Regions
- Two local government GIS representatives familiar with the 9-1-1 industry
- Two local government IT representatives familiar with the 9-1-1 industry
- One representative each from the VA chapters of APCO and NENA



PSAP Representatives

- R1 – Allan Weese(P)/Charlie Udriet (A)
- R2 – Joell Kight (P)/Nicki Tidey (A)
- R3 – Melissa Foster(P)/Andrea Gaines A)
- R4 – Jolena Young(P)/Randy Davis (A)
- R5 – Terry Hall(P)/Tony Castillo (A)
- R6 – John Powers(P)/CW Thomas (A)
- R7 – Steve McMurrer(P)/Michele Surdam(A)
 - (P) Primary PSAP representative
 - (A) Alternate PSAP representative



GIS & IT Local Gov't Representatives

- GIS representatives:
 - Virginia Fowler (Region 5)
 - Carl Levandoski (Region 6)
- IT representatives:
 - Kurt Plowman (Region 3)
 - Jeff Shupe (Region 4)



VA APCO & NENA Representatives

- APCO representative – Carol Adams
(Region 7)
- NENA representative – Jason Malloy
(Region 2)



Meeting Schedule

- Bi-monthly meetings occur on the second and fourth Tuesday of each month at 2pm
- Information on everything related to the RAC is available from the ISP website:
 - <http://www.vita.virginia.gov/isp/default.aspx?id=6442473725>



RAC Priority Tasks

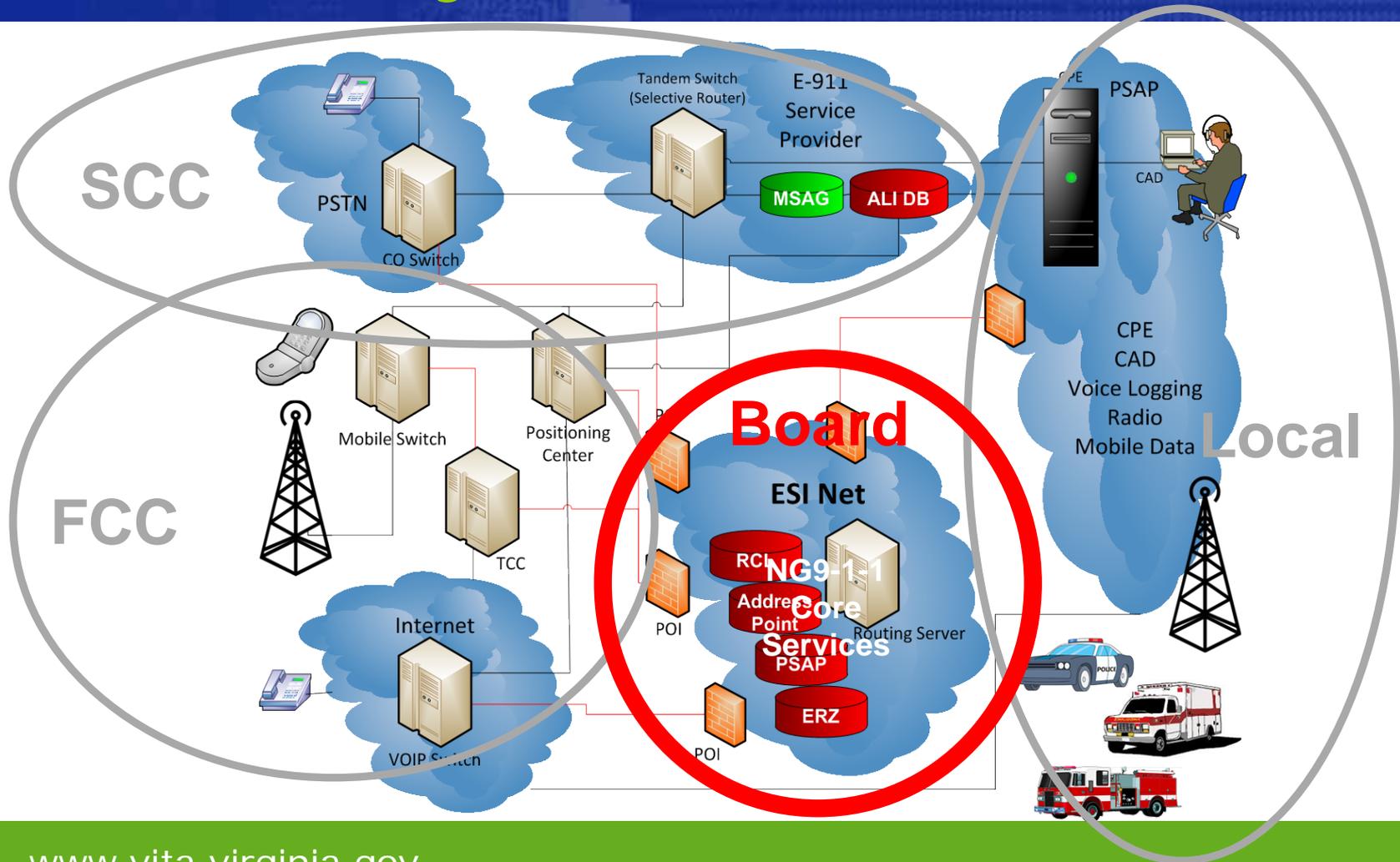




Identification of Priority Tasks

- Establish a list of prioritized tasks that support the goals and initiatives contained in the 9-1-1 Comprehensive Plan
- Feb 10th RAC Meeting:
 - Consensus interpretation of Plan's Goals and Initiatives
 - Created a list of recommended tasks related to 9-1-1 ecosystem

9-1-1 Ecosystem





High Priority Tasks

- March 8th RAC Meeting:
 - Consensus agreement on the identification and interpretation of task list items
- April 5th RAC Meeting:
 - Identified six high-priority tasks and established committees to complete these tasks
 - Committees begin working on their project plans



High Priority Tasks

- April 26th Meeting
 - Initial project plans completed for priority tasks
- May 24th Meeting
 - Final project plans completed
- Real work has begun...



Priority 1

- Create a baseline level of service and capabilities document
- Terry Hall, chair (Region 5)



Services & Capabilities Document

- Created list of Best Practices topics
- Grouped BPs into five swim lanes with supporting categories :
 - 9-1-1 Operations
 - Professional Development
 - Technical Systems
 - Data Development, Maintenance, and Support
 - Analysis and Planning
- Realized swim lanes and supporting categories can be used as a framework for the 9-1-1 capabilities and services document



Priority 2

- Create a 9-1-1 stakeholder communications plan
- Allan Weese, chair (Region 1)



Milestone 2 – Audience and Media

	Website Public	Website Member	Emails	Social Media	Public Service	Printed Media
911 Community	✓	✓	✓	✓		✓
Public Safety Partners	✓	✓	✓	✓		✓
Local / State Administration	✓		✓	✓		✓
State Officials	✓		✓	✓		✓
Public	✓			✓	✓	✓
Public Safety Vendors	✓			✓		



Milestone 3 - Virginia 9-1-1 Website

1. DEFINITION

1.1 Summary

The Regional Advisory Council (RAC) offers the local PSAP community, and other stakeholders, a forum to discuss issues and bring concerns or ideas for improvement to the Board, while allowing for the individual requirements of each region of the Commonwealth to be heard and considered.

A robust, dynamic web site is the most effective means of communicating the RAC's message to the PSAP community and stakeholders, while providing the general public with an insight into the 9-1-1 within the Commonwealth of Virginia.



Milestone 3 - 1.2 Goals

The goals of the web site are as follows:

- a) Provide the Virginia 9-1-1 community with a single source for documents, information, and resources related to 9-1-1 in the Commonwealth.
- b) Provide the Virginia 9-1-1 stakeholders with a single source for information and resources related to 9-1-1 in the Commonwealth including moving the current content related to the 9-1-1 Services Board and the RAC from VITA website to the new website.
- c) Provide the general public with information related to 9-1-1 in the Commonwealth, including the present state and future plans of 9-1-1.



Milestone 3 - 2. SCOPE

- a) The scope of the website development should be well defined, outlining specific activities and deliverables, along with specific timelines.
- b) Ownership of the website should be a partnership between Regional Advisory Council and VITA-IPS.
- c) The website should be developed and maintained by an outside vendor selected through competitive bidding.
- d) All content should be approved by the RAC and reflect the Goals set forth herein.



Milestone 3 - 2. SCOPE

- e) The website should include public pages with content addressing non-secured information and documents.
- f) Membership to secured content should be obtained by completing a registration page and have an approval process before granting access. A portal login should be available from public pages allowing registered members to access secured content.
- g) Site content should be maintained by RAC designees, VITA-IPS staff member, and the webmaster. All content will need to be approved by the RAC subcommittee created for the project.



Milestone 3 - 4. OWNERSHIP / MGMT

- a) The Regional Advisory Council will own the project and future operations.
- b) VITA-IPS and the 9-1-1 Services Board will also be major stakeholders in the project.
- c) The RAC will appoint a subcommittee to administer the vendor contract. The subcommittee will be composed of:
 - 1) Project Manager (PM)
 - 2) three (3) RAC members
 - 3) one (1) member from VITA-ISP
 - 4) one (1) 9-1-1 Services Board rep



Milestone 3 - 4. OWNERSHIP / MGMT

- d) The PM will serve as chairperson for the subcommittee.
- e) The subcommittee will be responsible for:
 - 1) initial content
 - 2) administering the project contract
 - 3) managing requests



Milestone 3 - 6. SITE CONTENT

Content is what people come to your site for. This can include text, images, and multimedia. The subcommittee can begin building a site by getting at least some of the content ready ahead of time. This includes the following:

- a) Site Concept – general layout of the site, such as site message, page appearance, content location, and wish lists (such as bog, forum, and email sign-up).
- b) Text – such as articles, blog posts, lists, documents, reviews, etc.
- c) Graphics – photos, clip-art, and free images.
- d) Multimedia – can have a negative impact on the site. Add sound and video to the site appropriately. Multimedia needs to be appropriate for all target audiences.



Milestone 3 - 6. SITE CONTENT

6.1 Site Structure

a) Public – open to all site visitors; this includes:

- Home
- State/Local Authorities
- Groups/Committees
- Meetings/Events
- 9-1-1/NG9-1-1
- Education
- Blogs
- Contact



Milestone 3 - 6. SITE CONTENT

6.1 Site Structure (continued)

b) Private – only available to registered user;
this includes:

- Member Home
- Regional Information
- Best Practices
- Documents/SOPs
- Calendar
- Forum



Milestone 3 - 6. SITE CONTENT

6.2 9-1-1 Clearinghouse

The Create a 9-1-1 Clearinghouse Task Group is being led by Region 6 (John Powers – Roanoke ECC) and corresponds with the 9-1-1 Comprehensive Plan Goal 2 – Initiative A – Task 1. Therefore, a large amount of the initial detailed content will come from the Clearinghouse Task Group with input from other assigned RAC Task Groups and VITA-IPS.



Priority 3

- Create NG9-1-1 deployment and sustainment funding strategy
- Steve McMurrer, co-chair (Region 7) and Jolena Young, vice-chair (Region 4)



Milestone Plan Overview

Milestone	Jul	Aug	Sep	Oct	Nov	Dec
Document Current Revenue						
NG911 Deployment Cost Model						
ID Funding Gaps for NG911 Transition						
ID Funding Sources and Sustain Model						
ID Legislative Strategy						

Milestone 1 – Current Revenue

Region	Sum of Comp Board (FY2017)*	Sum of Comm SUT**	Sum of WEP (Available)	Sum of Wireless (FY2015)	Sum of Sub-Total
1	2,119,830	4,394,265	130,000	4,876,718	11,520,813
2	1,641,628	1,667,573	70,000	1,362,071	4,741,272
3	1,400,467	1,748,594	90,000	2,210,075	5,449,136
4	1,992,352	925,128	80,000	888,780	3,886,260
5	1,591,041	6,904,537	110,000	7,572,871	16,178,449
6	1,626,527	2,246,542	105,000	2,182,099	6,160,167
7	198,739	9,639,185	30,000	7,753,879	17,621,803
Grand Total	10,570,584	27,525,823	615,000	26,846,493	65,557,900

Baseline Costs – Sub-total = Local Contribution (add'l analysis on Grants IP)



Milestone 2 – Develop Estimated NG9-1-1 Deployment Cost Model

- Assume Transition Strategy to NG9-1-1 is by Selective Router Pair Groupings
 - Spreadsheet Models by Selective Router Pair Groupings are in draft form (not yet complete)
 - Estimates for Non-recurring and Recurring Costs included
 - Collecting information on expected CPE upgrades to identify PSAP readiness for NG9-1-1 and estimate costs for upgrades to CPE
- Summary Cost Model with assumptions will be developed by September 2016



Priority 4

- Develop PSAP baseline level of service and capabilities budgets
- Melissa Foster, chair (Region 3)



Priority 5

- Create a 9-1-1 clearinghouse
- John Powers, chair (Region 6)



Priority 6

- Conduct staffing analyses
- Joell Kight, co-chair (Region 2)
- Jason Malloy, co-chair (VA NENA)
- Nicki Tidey, co-chair (VA APCO)



High Priority Tasks – Next Steps

- ISP staff has created a master calendar of task-related deliverables based on project plan schedules
- ISP staff will evaluate the impact and timing of task deliverables in relationship to E-911 Services Board initiatives



RAC & Best Practices





RAC's Role in Best Practices

- Discussed the role that the RAC wished to play in assisting ISP staff in identifying and developing best practices during the March 8th RAC meeting
- RAC determined that they should function as a steering committee in this effort



Recent Accomplishments

- Charter and project plan for the Best Practice Steering Committee
- Best Practice Document Template
- Best Practices Work Flow



Virginia Information Technologies Agency

Recalculation





Legislative Requirement

- On or before July 1, 2017, and every five years thereafter, the Department of Taxation shall recalculate the distribution percentage for each PSAP based on the cost and call load data of the PSAP for the previous five fiscal years



Review of True-Up Data

- Call and cost load data is available for four of the five required years for the recalculation
 - Fairly certain of impact
- Currently, PSAPs are receiving no less than \$40,000 annually, but this floor goes away with the recalculation



Options

- Change nothing (status quo)
 - Forecasted negative impact is not addressed
- If change is recommended (options):
 - Focus on how the calculation is done
 - Use different cost and call load data elements
 - Target specific outcomes
 - New funding strategy
 - Delay the recalculation



RAC Recommendations

- Delay the recalculation, but did not come to consensus on how long
 - RAC members to have follow-up discussion with PSAPs
- Present recommendations to Finance and Policy Committees at upcoming meetings



Next Steps

