COMMONWEALTH of VIRGINIA
E-911 Services Board
FY 2012 Annual Report

Prepared by the
Virginia Information Technologies Agency
Division of Public Safety Communications
October 1, 2012

Table of Contents

Executive Summary **1**
State of Enhanced 9-1-1 in the Commonwealth **4**
Wireline E-911 4
Wireless E-911 4
State of the Wireless E-911 Fund **6**
Wireless E-911 Fund ..... **Error! Bookmark not defined.**
Funding Levels 7
Wireless Funding Process 8
Conclusion **11**
Appendix A – PSAP Funding Detail **12**

Executive Summary

The *Code of Virginia* (§56-484.14) requires the E-911 Services Board (the Board) to report annually to the Governor, the Senate Committee on Finance, the House Committee on Appropriations, and the Virginia State Crime Commission on the following:

(i) the state of enhanced 9-1-1 services in the Commonwealth,

(ii) the impact of, or need for, legislation affecting enhanced 9-1-1 services in the Commonwealth,

(iii) the need for changes in the E-911 funding mechanism provided to the Board, as appropriate, and

(iv) monitor developments in enhanced 9-1-1 service and multi-line telephone systems and the impact of such technologies upon the implementation of Article 8 (§ 56-484.19 et seq.) of Chapter 15 of Title 56.

The state of enhanced 9-1-1 services in the Commonwealth

Though the original goal was to have all localities providing wireline E-911 service by July 1, 2003, there is still one (1) locality left that is diligently working to deploy this level of service. The locality anticipates that the wireline project will be completed by June 30, 2013.

Wireless enhanced 9-1-1 (E-911) Phase I service, where the caller's telephone number and the address of the cell site are provided to the public safety answering point (PSAP), is essentially complete, with only one deployment remaining. The one locality that has not completed this deployment is among the most rural in Virginia and is aggressively working toward deployment.

The deployment of wireless E-911 Phase II, which provides the PSAP with the caller's actual location by longitude and latitude, is nearing completion as well, with only one deployment remaining. As the Commonwealth approaches completion of the deployment of enhanced 9-1-1 services on traditional telecommunication devices, the focus of the E-911 industry shifts to the future of E-911 and service improvement.

The localities, telecommunications service providers and E-911 vendors should be commended for all of their effort expended thus far to provide the citizens of Virginia with the best E-911 system available. However, emergency calling in the Commonwealth is evolving beyond the traditional 9-1-1 call. Text messaging and instant messaging are becoming a more common method of communicating than traditional two-way voice communication. Pictures and videos are increasingly shared through the use of smart phones. Video and text based communications are now the communications norm for the deaf and hard of hearing.

Yet, with all of these advancements in consumer communications technology, Virginia's legacy 9-1-1 system cannot deliver any of this information to PSAPs. The architecture of the legacy 9-1-1 system is based on circuit switched telephony designed to enable telephone calls to 9-1-1, not data. In order to support the current and future needs of Virginia citizens, we need to continue the planning process for an Internet Protocol (IP)-based communications system, known as Next Generation 9-1-1 (NG9-1-1)[1] to enable PSAPs to receive this valuable data. Currently, this

[1] NG9-1-1 is an IP-based system comprised of managed IP-based networks (ESInets), functional elements (applications), and databases that replicate traditional E9-1-1 features and functions and

planning initiative is being led by the E-911 Services Board and the Virginia Information Technologies Agency's (VITA's) Public Safety Communications (PSC) Division and is described in the Virginia NG9-1-1 Implementation Plan[2].

The impact of, or need for, legislation affecting enhanced wireless emergency telecommunications services in the Commonwealth

The E-911 Services Board is not recommending any specific legislative changes for the 2013 General Assembly session, but rather that Commonwealth statutes and rules that use such terms as "calls", "telephone service", "emergency telephone system", " trunks", " dials/dialed", be examined and modified as appropriate to cover the calling and messaging capabilities enabled by NG9-1-1. It is recommended that a thorough review of the sections of statute in which the term "E9-1-1" is used be undertaken. This type of legislative review is a necessary precursor to any investment in or deployment of any NG9-1-1 technologies

The need for changes in the E-911 funding mechanism provided to the Board, as appropriate

At the end of FY 2012, the Wireless E-911 Fund remains fiscally sound, but moving forward, an existing appropriation and transfer from the Wireless Fund to other agencies and programs will challenge the Board's ability to meet their financial obligations to both the wireless carriers and the PSAPs and maintain the viability of the Fund. The current biennial budget includes a $3.7 million appropriation to the State Police for wireless 9-1-1 call taking. However, all localities in the Commonwealth are currently accepting wireless calls and no longer rely on the State Police to transfer wireless 9-1-1 calls to them. Thus, the justification for the State Police to receive Wireless E-911 funding no longer exists.

Also included in the current biennium budget is an $8M transfer from the Wireless Fund to the Compensation Board budget to support sheriff's dispatchers. This action may impact the Commonwealth's ability to receive federal E-911 grant funding in the future. However, the impact of the $8M transfer has already been felt by the PSAP community in the amount of funding available to them for the replacement of outdated equipment and to expand services to the citizens of the Commonwealth. The $8M transfer to the Compensation Board means that there is $8M less funding available for future PSAP Grant Program grants to fund critical PSAP projects, as well as plan for NG9-1-1.

---

provide additional capabilities. NG9-1-1 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for PSAPs and other emergency service organizations

[2]The Plan is available via the following link: http://www.vita.virginia.gov/isp/default.aspx?id=14864.

Monitor developments in enhanced 9-1-1 service and multi-line telephone systems

This is a new duty of the Board that was enacted on July 1, 2007. Most of the provisions of Article 8 (§ 56-484.19 et seq.) of Chapter 15 of Title 56 took effect on July 1, 2009, and information requested on these provisions is provided to interested parties.

The following sections of the report provide a more detailed analysis of the current state of E-911 in the Commonwealth, as well as the Wireless E-911 Fund.

State of Enhanced 9-1-1 in the Commonwealth

Wireline E-911

Originally, 37 jurisdictions were eligible for funding, because they had not fully deployed E-911 as of July 1, 2000. All but one (1) of those original localities has deployed E-911 Service. Lee County is the remaining locality and has made great progress on their wireline project. To date, this jurisdiction has completed its third pass on the addressing project, and working with the United States Postal Service (USPS) and their Local Exchange Carrier (LEC) has achieved a verification rate of almost 90%. This accomplishment is no small feat in a rural and sparsely populated jurisdiction, in which a county-wide addressing project has never been undertaken. In order to obtain the verification rate required by the LEC, part-time County employees are performing verification via phone calls to residents regarding structures that do not yet have addresses. It is anticipated that the jurisdiction will deploy E-911 by June 30, 2013.

The dedication and support of County leadership and public safety personnel is credited with the success of the project thus far. In conjunction with its current wireline project, the County is also working with surrounding jurisdictions on a Next Generation 9-1-1 (NG9-1-1) shared equipment project that will enable IP-telephony among the participating jurisdictions.

Wireless E-911

The number of wireless 9-1-1 calls has continued to grow rapidly since wireless service was introduced commercially in 1985. Though the rate of growth has slowed in recent years, the number of wireless 9-1-1 calls has surpassed the number of wireline E-911 calls in many Virginia localities. Through the 1990's, a 9-1-1 call placed from a wireless telephone would simply be forwarded to a 10-digit telephone number that went to the local PSAP or to the State Police. Coming in on a 10-digit number meant that the location of the caller, call back number and other important data elements were not provided like they were for wireline E-911. This lack of an automatic location resulted in more time for the call taker to process the call or an inability to locate the caller at all. Several incidents were documented around the country that demonstrated the problems PSAPs were having locating a wireless 9-1-1 caller.

To respond to this issue, in 1996, the Federal Communications Commission (the Commission) released an order requiring wireless service providers to implement enhanced features and location technology. The implementation was to occur in two phases. Phase I provided the PSAP with the caller's telephone number and the address of the cell site receiving the call along with the orientation of the antenna, if the antenna is directional. Phase II provided the PSAP with the actual location of the caller within a defined margin of error depending on the location technology used by the provider (Figure 1). According to the order, the wireless service provider had to implement Phase I within six months of a request from the PSAP. The timeline for Phase II was contingent on the location technology selected by the wireless service provider, network-based (triangulation) or handset-based (global positioning system – GPS).

One outstanding issue has been over what area the accuracy of

Phase II Accuracy

Network based solution:
Accuracy
- 100 meters 67% of the time
- 300 meters 95% of the time

Handset based solution:
Accuracy
- 50 meters 67% of the time
- 150 meters 95% of the time

Figure 1 - FCC Phase II Requirements

Phase II is to be measured. There was stark disagreement between the wireless and E-911 industry leadership on the appropriate area for testing. Because the two location technologies perform differently in different environments, the best alternative for the wireless providers was to have a large test area (nationwide or statewide). This would allow the performance of their solution to be "averaged" across a variety of these environments providing a more general evaluation of the solution's performance. The E-911 community felt the test area should be limited to each PSAP service area thus providing each PSAP manager with an indication of how the location technology performed in their area. This would also provide assurances that the wireless provider was providing a similar level of performance in all different environments.

In September 2010, the Commission adopted benchmarks for wireless carriers to meet these handset- and network-based accuracy thresholds at the County or PSAP level for increasing percentages of 9-1-1 calls over an eight-year period. Last year, the Commission went further and announced that after the conclusion of the eight-year implementation period in early 2019, it will sunset the existing network-based rule and require all wireless carriers to meet the more stringent location accuracy standards in the handset-based rule. At this time a specific sunset date has not been identified, but these more stringent standards may generate additional costs for which the carriers will seek reimbursement. At this time it is premature for cost projections to be made.

Phase I Project Status

To date, one hundred twenty-nine (129) localities have implemented wireless E-911 Phase I (call back number and cell site location) with all of the wireless service providers serving the locality. A total of 710 out of 711 (99%) Phase I deployments have been completed as of June 30, 2012. The final Phase I deployment will take place in Lee County once its wireline project is completed.

Phase II Project Status

Almost all of the Phase II deployments have been completed as well. To date, one hundred twenty-nine (129) localities have implemented wireless E-911 Phase II (caller location) with all of the wireless service providers serving the locality. A total of 710 out of 711 (99%) Phase II deployments have been completed as of June 30, 2012. The final Phase II deployment will take place in Lee County once its wireline project is completed.

Wireless Responsibility

Section 56-484.16 of the *Code of Virginia* makes clear the General Assembly's intent that wireless 911 calls be answered by the local PSAP where the call is initiated instead of by the State Police. The *Code* required that by July 1, 2003, all localities be directly taking the wireless 911 calls made within their jurisdiction. Rather than just taking the call as required by Code, many localities opted to deploy Phase I instead. As a result, the success with Phase I deployment translated into success with moving the calls from the State Police to the local PSAP.

Presently, all localities are now accepting all of their wireless 911 calls, including Lee County, which is still working on deploying wireline E-911 service. Currently, Lee County receives a wireless 9-1-1 call without the caller's number or location information.

State of the Wireless E-911 Fund

Wireless E-911 Fund

The Wireless E-911 Fund is generated by a $0.75 monthly surcharge collected from each wireless customer whose place of primary use is in Virginia. One question the Board is asked annually is whether the surcharge rate should be adjusted. With the changes to the funding process made during the 2006 General Assembly Session, this question requires a different approach to answer than in previous reports. In the past, the funding required was based on the actual costs incurred by the PSAPs and wireless carriers. Determining sufficiency of the fund and appropriate surcharge required a projection of the expected costs that would be incurred during the fiscal year. With large fluctuations and disparity of the initial, non-recurring costs, accurate projections were often difficult.

In 2006, a legislative change (described in the Wireless Funding Process section below) modified the funding process to distribute the majority of the Wireless E-911 Fund based on a formula. As a result, sufficiency of the surcharge is best evaluated against two criteria. First, 30% of the Wireless E-911 Fund is earmarked for wireless service cost recovery. In recommending this change, the Board's intent was that this amount be sufficient to fund the known, on-going costs of the providers. Since the providers have historically only collected approximately 26% of the fund, past projections of known provider costs indicated that this portion of the fund would be sufficient within the current surcharge rate. However, in the current biennium budget, there is an $8M transfer from the portion of the Wireless E-911 Fund that is earmarked for wireless cost recovery to the Compensation Board. The intent of this transfer is to pay for Sheriffs' dispatchers. In FY 2012 sufficient funding was available from the remaining portion of this earmark to pay all wireless service cost recovery requests, but in future years this may not be the case, especially when considering forthcoming compliance testing guidelines from the FCC.

The second criterion for evaluating the sufficiency of the surcharge is the potential impact to PSAP funding. The localities have come to rely on the wireless E-911 funding source to operate and maintain their PSAPs. Any reduction to the overall funding would be detrimental to service delivery. The surcharge rate must be sufficient so that the distribution formula results in consistent funding to the locality. Historically, the PSAPs have only received 48% of the Wireless Fund for recurring and operational costs. However, the new funding formula distributes 60% of the fund to the PSAPs, resulting in an increase in the overall amount of funding to the PSAPs. Although more funding is available for equipment replacements and upgrades, not all PSAPs have benefited equally. Those PSAPs located within the fastest growing localities have received a greater portion of the fund than those PSAPs located in the slower growing localities. Many PSAPs, mostly small and rural, experienced a significant decrease in funding since the current funding distribution methodology was put into place in 2006.

To provide insight into this trend, the Board established a Wireless Funding Committee in September 2009 to review the Wireless Fund distribution methodology, and if appropriate, recommend changes, which were made in the 2011 General Assembly session. These changes focused on smoothing out data anomalies and better aligning the funding cycle with local budgeting processes. More recently, changes were made as part of the Governor's Commission on Government Reform and Restructuring. In the 2012 General Assembly session, a change was made to how the 60% of the Fund is distributed to PSAPs. Beginning July 1, 2012, 60 % of the Wireless

E-911 Fund is be distributed to the PSAPs monthly by the Department of Taxation according to each PSAP's average pro rata distribution from the Fund for fiscal years 2007-2012.

Although not directly related to the sufficiency of the surcharge, financial assistance is also available to the PSAP community through the E-911 Services Board's PSAP Grant Program. This program was included in the 2006 legislative changes and is funded by the remaining 10% of the Wireless Fund and any remaining carrier funding from the previous fiscal year. As a result of the $8M transfer from the portion of the Wireless E-911 Fund that is earmarked for wireless cost recovery to the Compensation Board, the amount of funding available since FY 2011 has been significantly reduced.

Funding Levels

In order to appropriately analyze the effects of this new funding methodology, it is necessary to review the funding levels for both the wireless carriers and the PSAPs. The total amount of funding received by the carriers for the recovery of costs incurred during FY 2012 was $3,823,170. This amount is well within the 30% of the Wireless Fund set aside for this purpose, which in FY 2012, was $12,895,455. Any remaining funding in FY 2011 was transferred into the PSAP Grant Program for the FY 2012 funding cycle. The PSAPs received a total of $25,790.910 through the 60% formula distribution and were allocated another $2,526,632 from the FY 2012 PSAP Grant funding cycle. This amount is significantly more than the $844,577 allocated in FY 2011. As a result, in FY 2012 the PSAPs received a total of $28,317,542. Compared to FY 2011, when the PSAPs received a total of $27,610,503 from the 60% formula distribution and the FY 2011 PSAP Grant funding cycle, the overall result is an increase of 3% in available funding to the PSAPs. A list of funding by locality is provided in Appendix A.

Ensuring an appropriate funding level into the future requires sufficient revenue to be generated. Revenue is difficult to project accurately. Even wireless industry experts have had trouble predicting the growth rate of wireless services. Though current industry subscriber growth rates may result in higher revenue projections, a more conservative estimate of revenue is appropriate, especially in light of the volatility in the telecommunications industry and the economy. Since the actual revenue for FY 2012 was about $55.2 million, each penny of surcharge generates approximately $736,000 of revenue annually. It is important to note that there are other draws on the Wireless E-911 Fund that reduce the amount of funding available to the PSAPs and the wireless service providers. The Division of Public Safety Communications (DPSC), a portion of the Virginia Geographical Information Network (VGIN) Division, and centralized billing agreements for PSAP wireless 9-1-1 services with Verizon and CenturyLink are funded through Wireless E-911. Since this funding is contained in the Appropriation Act, it is subtracted

FY	PSAP Funding	Wireless Provider Funding
2000	$4,316,115	$396,144
2001	$7,047,639	$1,862,736
2002	$13,930,840	$3,719,132
2003	$18,861,283	$5,288,230
2004	$16,015,454	$8,361,966
2005	$20,086,422	$8,106,850
2006	$18,680,037	$5,371,059
2007	$25,443,756	$5,019,411
2008	$30,858,208	$5,399,847
2009	$36,275,235	$5,078,528
2010	$42,693,511	$4,251,126
2011	$27,610,503	$4,326,989
2012	$28,307,531	$3,823,170
Total	$290.126,534	$61,005,188

before the distribution of funding based on the formulas, thus evenly reducing the amount of funding across the three funding programs.

In addition to the $8M transfer from the Wireless Fund to the Compensation Board, the current biennial budget also includes a $3.7 million appropriation to the State Police for wireless 9-1-1 call taking. Just like the $8M transfer, this appropriation reduces the amount of funding available to the PSAPs and wireless service providers. This appropriation was originally established to provide funding to transfer wireless 9-1-1 calls from the State Police dispatch centers to the local PSAPs. However, all localities in the Commonwealth are currently accepting wireless calls and no longer rely on the State Police to transfer wireless 9-1-1 calls to them. Thus, justification for the State Police receiving Wireless E-911 funding no longer exist and could jeopardize the Commonwealth's ability to receive federal funding in the future.

Additionally, federal legislation was signed into law on December 23, 2004 that requires states that apply for federal E-911 grant funding (or the PSAPs within the states), to certify that no E-911 funding was diverted to other areas. A state that has diverted funding shall be ineligible for federal funding for 18 months after the diversion. On November 1, 2011, the FCC submitted its annual Report to Congress on State Collection and Distribution of 911 and Enhanced 911 Fees and Charges. In this report, the FCC listed the $8M transfer from the Wireless Fund to the Compensation Board as a diversion from the purposes designated in the funding mechanism. However, the report did identify that the purpose of the diversion was to support Sheriffs' dispatchers. No further action has resulted from this report; however, the Commonwealth's ability to receive federal E-911 grant funding in the future may be impacted.

Wireless Funding Process

The E-911 Services Board began providing funding to PSAPs and wireless service providers in FY 2000. Since FY 2000, the Board has approved the distribution of over $290.1 million to localities and over $61.1 million to the carriers. The amount of funding increased each year as more localities moved to implement the service and more deployments occurred (Figure 2). However, in the most recent fiscal years, the amount of funding has stabilized. As the costs have become more stable, the PSAPs have begun receiving a more constant funding level, which is primarily comprised of personnel funding. As a result, in FY 2006, the Board recommended a legislative change to implement its current formula-based funding process for the PSAPs. These changes were codified with the passage of Senate Bill 395 during the 2006 General Assembly session.

This current approach to funding splits the Wireless E-911 Fund into three parts. The first part is a 60% allocation to be distributed to the localities for PSAP operations. Beginning July 1, 2012, this portion of the E-911 Fund is distributed to the PSAPs monthly by the Department of Taxation according to each PSAP's average pro rata distribution from the Fund for fiscal years 2007-2012. The 60% allocation represents an overall increase of funding to the PSAPs since historically they have received approximately 46% of the fund for recurring costs. However, while this funding replaces the funding provided for recurring costs of wireless E-911, it may not cover the non-recurring costs such as equipment replacement. The projected increase in funding (the difference between 46% and 60%) will likely address these non-recurring costs (over the life cycle of the equipment) in larger localities, it will not in many smaller localities. As a result, the Board also recommended the creation of the second partition of the Wireless E-911 Fund, the E-911 PSAP Grant Program.

The E-911 PSAP Grant Program utilizes a 10% allocation of the Wireless E-911 Fund and is intended to assist the localities with the most need. While the legislation provides the Board with great latitude in the adoption of grant guidelines, the grant focus will be on equipment upgrades and ensuring continuity of the wireless E-911 service into the future. The Board formed a grant committee to develop grant guidelines as soon as the legislation was approved to ensure that funding would be available to the localities as quickly as possible. Logistically, the Board was not able to implement the full grant process until the FY 2008 funding cycle, but the Board accepted emergency grant requests in FY 2007 to ensure that no locality would lose funding during the transition from the old process to the new.

In addition to the 10% allocation of the Wireless E-911 Fund, the grant program will also receive the remaining funding from the portion of the Fund earmarked for CMRS Cost Recovery. Wireless service providers can seek cost recovery for direct and reasonable costs for the deployment and operation of the wireless E-911 network. Since 60% of the Wireless E-911 Fund is distributed to the localities and 10% is allocated for PSAP grants, 30% remains for this part of the Fund allocation. Any funding remaining in this part of the Fund at the end of the fiscal year will be transferred to the grant program. Any funding remaining in the grant program at the end of the fiscal year will be distributed to the localities in the same manner as the 60% part of the Fund; however, the Board may retain any or the entire amount if a specific need is identified in the next fiscal year.

In FY 2012, the amount of PSAP grant awards totaled $2,526,632. When compared to the amount of grant awards made in FY 2011, which was $844,577, an almost three-fold increase in funding occurred. However, this is significantly less than the $15,945,527 in grant awards that were awarded in FY 2010. The main reason for this decrease is the $8M that is transferred from the Wireless E-911 Fund to the Compensation Board. Despite the decrease in funding, the PSAP Grant Program continues to provide critical 9-1-1 equipment and services to the PSAPs, as well as provide funding for innovative 9-1-1 solutions.

And finally, efforts to promote NG9-1-1 technology pilots through the PSAP Grant Program received a boost from a $1M matching grant from the ENHANCE 911 Grant Program, offered through the National Highway Traffic Safety Administration, and awarded on September 25, 2009. To date, four NG9-1-1 demonstration projects are currently underway and supported by VITA's PSC Division. The active projects are situated in the Tidewater, Southside, Southwest and the New River Valley regions of the Commonwealth. The focus of these projects is to test the various technical components, and related issues, of a NG9-1-1 network:

- The Tidewater project, which includes the counties of York and James City and the cities of Williamsburg and Poquoson, is leveraging a robust microwave network in their NENA i3 solution that will include a shared Customer Premise Equipment (CPE) call processing platform and will provide a redundant, geo-diverse deployment architecture.

- The Southside project, which includes the counties of Franklin, Patrick, and Pittsylvania and the city of Danville, is evaluating the delivery of wireline, wireless and VoIP 9-1-1 calls via an IP network maintained by a Competitive Local Exchange Carrier (CLEC) to 9-1-1 centers with IP-enabled telephony equipment.

- The Southwest project, which includes the counties of Dickenson, Lee, and Wise and the city of Norton, is focusing on overcoming the issue of limited availability of local IP connectivity and developing a recurring cost model that will be viable in the most economically challenged areas of Virginia.
- And finally, the New River Valley project, which includes the towns of Blacksburg and Christiansburg and Montgomery County, is investigating the deployment of a regional broadband IP network that can support several public safety communication applications through an integrated interoperability governance structure.

The opportunity to upgrade our existing 9-1-1 communications system is not merely a compelling opportunity, but an imperative. In order to support the current and future needs of Virginia citizens, we need to continue the planning process for an Internet Protocol (IP)-based communications system, known as Next Generation 9-1-1 (NG9-1-1). Currently, this planning initiative is being led by the E-911 Services Board and the Virginia Information Technologies Agency's (VITA's) Public Safety Communications (PSC) Division and is described in the Virginia NG9-1-1 ImplementationNG9-1-1.

Conclusion

The E-911 Services Board continues to be effective in their role of promoting and assisting with the deployment of enhanced 9-1-1 services throughout the Commonwealth. As a result, Virginia continues to be a nationally recognized leader in E-911 and NG9-1-1. The next role for the Board will be to help PSAPs transition to NG9-1-1. Planning for this transition has already begun. The Board accepted the Virginia NG9-1-1 Implementation Plan at their March 2012 meeting.

For the upcoming 2013 General Assembly session, no specific legislative changes are proposed, but rather that Commonwealth statutes and rules be examined and modified as appropriate to cover the calling and messaging capabilities enabled by NG9-1-1. This type of legislative review is a necessary precursor to any investment in or deployment of any NG9-1-1 technologies

The implementation of statewide wireline enhanced 9-1-1 has progressed with only one (1) locality remaining. The locality anticipates that the wireline project will be completed by June 30, 2013. The implementation of wireless enhanced 9-1-1 is also nearing completion. To date, one hundred twenty-nine (129) localities have implemented wireless E-911 Phase I (call back number and cell site location). Only one deployment in one locality remains. More than 99% of all wireless telephone service subscribers now have Phase II service, which provides the longitude and latitude of the caller. Only one deployment in one locality remains.

The Appropriations Act for the current biennium budget continues the transfer of $3.7 million to the Virginia State Police and the $8M transfer from the Wireless E-911 Fund to the Compensation Board to support Sheriffs' dispatchers. These transfers may impact the Commonwealth's ability to receive federal funding in the future.

The Commonwealth of Virginia has positioned itself well for the new and coming challenges to the E-911 system. Despite the decrease in available funding for PSAP grants beginning in FY 2011, the PSAP Grant Program continues to provide critical 9-1-1 equipment and services to the PSAPs, as well as provide funding for innovative 9-1-1 solutions. Furthermore, with the assistance of funding through the federal ENHANCE 911 Grant Program, four NG9-1-1 technology demonstration projects are currently underway and supported by VITA's PSC Division. And finally, the Board and DPSC staff continues to plan for an IP-based communications system to support 9-1-1.

Appendix A – PSAP Funding Detail

PSAP	FY 2009 Total	FY 2010 Total	FY 2011 Total	FY 2012 Total
Alexandria Police Communications	$544,713.62	$621,412.96	$581,296.02	$497,014.42
Alleghany County	$44,024.83	$36,964.21	$38,866.81	$40,000.00
Amelia County	$38,012.41	$37,336.65	$39,401.15	$40,000.00
Amherst County Emergency Communications	$50,669.45	$60,876.43	$67,423.03	$74,564.55
Appomattox County	$40,688.58	$47,012.72	$49,407.30	$58,425.99
Arlington County PSCC	$772,632.14	$1,024,052.32	$779,521.14	$859,890.83
Augusta County	$142,067.50	$139,617.87	$134,804.60	$152,877.56
Bath County	$39,393.52	$37,541.37	$39,428,51	$40,000.00
Bedford Communications Center	$83,919.13	$89,625.51	$97,178.19	$92,654.40
Blacksburg Police Communications	$57,606.50	$62,861.24	$68,411.84	$63,040.10
Bland County	$43,631.07	$42,412.42	$40,596.33	$40,000.00
Botetourt County GIS-Communications	$61,690.24	$58,628.63	$52,880.50	$51,921.67
Bristol 9-1-1 Communications	$83,961.02	$75,684.16	$76,083.29	$73,287.65
Brunswick County	$129,696.97	$96,258.65	$78,792.50	$104,769.10
Buchanan County	$38,738.99	$34,693.96	$38,427.06	$40,000.00
Buckingham County	$44,705.06	$44,684.30	$41,298.85	$40,000.00
Campbell County	$265,402.97	$284,551.69	$286,442.80	$255,174.33
Caroline County	$99,933.95	$89,536.15	$73,933.94	$80,967.86
Charles City County	$43,700.44	$35,634.57	$38,382.97	$40,000.00
Charlotte County	$42,411.95	$38,508.81	$39,463.29	$40,000.00
Charlottesville, UVA, Albemarle County ECC	$586,644.78	$555,348.84	$485,024.68	$531,679.51
Chesapeake Police Communications	$1,434,751.37	$1,391,854.77	$1,302,655.57	$1,210,804.99
Chesterfield County ECC	$845,274.94	$895,878.81	$883,135.13	$814,203.94
Chincoteague	$41,839.48	$35,971.57	$38,513.99	$40,000.00
Christiansburg Police Communications	$41,732.31	$39,122.42	$39,743.24	$40,000.00
Clarke County 9-1-1	$38,329.15	$36,647.72	$39,126.99	$40,000.00
Colonial Heights 9-1-1 Communications	$90,893.28	$78,646.14	$80,128.92	$77,406.29
Covington 9-1-1 Communications	$39,176.34	$42,709.71	$41,060.62	$40,000.00
Craig County	$40,280.23	$35,390.00	$38,594.20	$40,000.00
Culpeper Joint 9-1-1 Center	$74,334.12	$83,903.79	$97,390.13	$85,007.95
Cumberland County	$53,035.99	$50,856.79	$42,246.23	$40,000.00
Danville Emergency Services	$139,074.19	$130,090.01	$122,059.82	$230,041.83
Dickenson County	$56,853.20	$39,792.43	$57,392.56	$59,079.55
Dinwiddie County	$46,482.01	$56,867.08	$45,191.04	$86,749.35

Eastern Shore 9-1-1	$124,729.62	$114,715.99	$101,295.97	$88,282.27
Emporia Police Communications	$45,965.39	$38,757.68	$58,783.61	$62,079.34
Essex County	$37,908.06	$33,993.04	$38,285.14	$40,000.00
Fairfax County PSCC	$4,795,982.12	$4,467,006.78	$4,730,568.34	$4,223,401.08
Farmville Police Communications	$140,637.30	$96,095.14	$70,389.46	$62,713.95
Floyd County	$65,539.23	$89,968.54	$59,572.64	$40,000.00
Fluvanna County	$81,201.07	$69,683.20	$63,808.40	$52,980.08
Franklin County	$49,512.71	$55,145.64	$66,099.08	$64,095.04
Franklin Police Communications	$43,214.08	$51,128.30	$57,591.24	$54,119.87
Frederick County PSCC	$61,530.15	$62,929.37	$61,989.57	$70,850.81
Fredericksburg Police Communications	$198,683.53	$164,072.90	$127,035.60	$106,035.18
Giles County	$37,722.61	$33,683.12	$38,208.27	$40,000.00
Gloucester County	$42,341.16	$44,398.61	$41,434.86	$40,453.01
Goochland County	$43,902.60	$39,064.28	$39,515.05	$40,000.00
Greene County	$40,372.75	$34,573.70	$38,290.02	$40,000.00
Greensville Sheriff's Communications	$37,670.96	$33,683.12	$38,208.27	$40,000.00
Halifax County	$79,698.27	$63,337.29	$58,663.17	$51,997.42
Hampton Police Communications	$407,089.81	$428,416.17	$421,714.03	$356,522.94
Hanover County ECC	$347,490.20	$286,447.98	$322,248.04	$318,040.79
Harrisonburg - Rockingham ECC	$240,086.25	$247,155.63	$260,787.99	$231,718.31
Henrico County	$1,138,933.32	$1,167,381.75	$1,138,381.68	$978,002.17
Highland County	$40,087.82	$37,919.60	$39,348.27	$40,000.00
Hopewell Police Communications	$46,241.09	$42,338.22	$48,022.68	$57,291.67
Isle of Wight Sheriff's Office	$100,902.99	$85,757.82	$83,454.58	$81,534.90
James City County ECC	$164,921.85	$180,392.04	$186,295.37	$230,897.29
King & Queen County	$38,366.46	$34,501.38	$38,411.40	$40,000.00
King George County	$95,159.96	$80,700.48	$81,208.41	$76,446.71
King William County	$42,350.55	$38,174.84	$39,330.10	$40,000.00
Lancaster County	$39,650.81	$35,873.48	$38,775.17	$40,000.00
Lee County	$37,748.07	$34,333.17	$38,417.17	$40,000.00
Loudoun County Fire Communications	$638,297.74	$656,772.21	$632,175.00	$586,825.68
Louisa County Sheriff's Office	$52,946.48	$51,437.86	$47,918.77	$49,266.72
Lunenburg County	$47,229.80	$43,780.19	$42,697.86	$40,199.86
Lynchburg ECC	$278,146.74	$283,013.44	$288,077.80	$271,018.95
Madison County	$41,237.31	$39,008.24	$39,738.61	$40,000.00
Martinsville - Henry County 9-1-1	$144,266.69	$138,379.84	$137,707.65	$128,371.99
Mathews County	$37,670.96	$36,118.16	$39,013.97	$40,000.00
Mecklenburg County	$98,557.48	$107,691.45	$137,999.50	$152,687.18
Middlesex County	$40,018.29	$40,911.91	$40,624.19	$40,000.00

Montgomery County	$42,652.84	$39,303.98	$39,720.26	$40,000.00
Nelson County	$40,988.66	$38,822.66	$39,720.02	$40,000.00
New Kent County	$39,918.91	$35,910.95	$38,749.28	$40,000.00
Newport News Police Communications	$708,725.38	$736,496.03	$729,710.72	$680,324.63
Norfolk Emergency Services	$1,225,150.06	$1,285,193.74	$1,353,699.72	$1,323,412.40
Northumberland County	$38,545.15	$34,527.88	$38,487.79	$40,000.00
Norton 9-1-1 Communications	$39,341.33	$37,021.31	$39,139.34	$40,000.00
Nottoway County	$44,042.08	$41,735.50	$40,245.55	$40,000.00
Orange County Communications	$101,223.01	$95,419.47	$106,814.29	$101,674.47
Page County EOC	$82,111.11	$69,464.30	$122,964.12	$105,288.28
Patrick County	$40,456.52	$36,803.24	$39,029.13	$40,000.00
Petersburg Police Communications	$282,343.31	$359,092.30	$462,883.07	$456,744.08
Pittsylvania County Emergency Management	$54,496.28	$60,102.40	$65,954.93	$63,336.82
Poquoson Police Communications	$12,938.10			
Portsmouth Police Communications	$539,048.60	$1,198,919.45	$701,918.07	$402,050.76
Powhatan County Emergency Services	$52,980.13	$44,929.40	$42,732.78	$40,000.00
Prince George County	$122,397.40	$139,550.04	$160,618.77	$155,322.26
Prince William County PSCC	$884,133.19	$855,273.52	$718,672.15	$886,205.89
Pulaski County	$44,502.80	$40,462.07	$39,909.91	$40,000.00
Radford Police Communications	$42,705.49	$38,855.75	$39,522.68	$40,000.00
Rappahannock County	$39,631.04	$35,727.99	$38,683.86	$40,000.00
Richmond County	$41,787.57	$37,730.72	$39,219.98	$40,000.00
Richmond Police Communications	$903,518.63	$689,281.88	$1,064,867.34	$1,062,787.51
Roanoke Communications Dept.	$630,817.53	$650,778.56	$690,528.84	$657,924.48
Roanoke County Police Communications	$213,647.12	$237,439.98	$286,512.04	$255,708.61
Rockbridge Regional PSCC	$98,958.04	$99,539.94	$114,017.95	$109,920.89
Russell County	$39,540.07	$35,858.55	$38,896.53	$40,000.00
Salem Police Communications	$135,964.65	$105,189.06	$128,611.37	$131,524.00
Scott County	$45,088.82	$43,184.14	$42,610.59	$40,000.00
Shenandoah County Emergency Communications	$113,689.23	$91,621.52	$84,822.46	$80,162.36
Smyth County 9-1-1	$38,771.78	$34,640.15	$38,438.94	$40,000.00
Southampton County	$43,537.07	$35,947.84	$38,485.93	$40,642.92
Spotsylvania County Emergency Communications Dept.	$180,934.81	$174,217.34	$172,717.05	$160,975.04
Stafford County Sheriff's Communications	$295,777.20	$227,472.27	$207,000.17	$273,092.32
Staunton 9-1-1	$72,678.65	$62,217.30	$60,695.87	$51,427.87

Communications				
Suffolk Police Communications	$247,055.40	$220,028.21	$208,412.76	$194,475.61
Surry County	$54,894.24	$60,004.90	$60,587.44	$187,432.66
Sussex County	$44,519.31	$41,689.39	$94,650.63	$102,793.24
Tazewell County	$52,550.48	$59,329.01	$57,080.11	$49,386.61
Twin County E-911	$84,202.47	$86,805.56	$81,025.96	$197,328.61
Vinton 9-1-1 Communications	$67,887.16	$110,042.88	$30,393.37	
Virginia Beach Communications Division	$1,951,500.47	$1,607,833.41	$1,705,382.44	$1,602,309.40
Warren County	$45,582.45	$38,730.01	$39,400.00	$40,000.00
Warrenton - Fauquier Joint Communications Center	$98,074.47	$99,868.27	$124,803.77	$124,517.43
Washington County	$40,519.66	$46,218.57	$55,150.92	$53,776.80
Waynesboro 9-1-1 Communications	$121,968.95	$123,595.48	$111,568.11	$100,513.37
West Point 9-1-1 Communications	$37,670.96	$33,894.31	$39,117.43	$40,000.00
Westmoreland County	$43,065.93	$39,409.89	$39,613.37	$40,000.00
Williamsburg Public Safety Communications Center	$88,143.51	$25,331.30		
Winchester Fire/Rescue Communications	$47,449.10	$49,042.05	$44,913.96	$52,483.34
Wise County	$47,062.52	$37,721.84	$39,460.11	$40,000.00
Wythe County	$41,012.31	$37,375.22	$39,190.10	$40,000.00
Wytheville Public Safety E-911	$39,739.72	$35,708.13	$38,714.89	$40,000.00
York County Fire Communications	$222,975.28	$226,907.29	$283,469.31	$271,972.71
	$26,949,230.92	$26,747,984.21	$26,765,926.36	$25,790.910.41