



*Virginia Information Technologies Agency*

# E-911 Services Board Meeting

General Business Meeting

November 14, 2013





## Agenda

1. Call to Order
2. Approval of Minutes from Sept 12<sup>th</sup>
3. FY 2013 True-Ups
4. 9-1-1 Comprehensive Plan
5. Old Business
6. New Business
7. Public Comment
8. Adjourn



*Virginia Information Technologies Agency*

# FY 2013 True-Ups





## FY 2013 True-Ups

- State-wide FY 2013 results
  - Total 9-1-1 calls **4,558,194**
  - Total wireless 9-1-1 calls **3,319,865**
  - **73% of all 9-1-1 calls are made with a wireless device**
  - Personnel costs **\$106,601,684**
- Comparing the results of FY 2013 to FY 2012 yields the following:
  - Total 9-1-1 calls **-5%**
  - Total wireless 9-1-1 calls **-4%**
  - Personnel costs **+2%**



## FY 2013 True-Ups

- Completed and timely True-Ups received from 119 PSAPs
  - Submissions subjected to a two-step review process
- City of Greensville submitted a True-Up after the deadline
- Charles City and King and Queen Counties submitted incomplete True-Ups
- Highland County did not submit a True-Up



## FY 2013 True-Ups

- Policy needs to be established to address missing data elements on submitted True-Ups and non-reporting PSAPs, but also need to avoid harming the most financially vulnerable PSAPs:
  - Use data from last reported True-Up as a substitute
  - Recording missing data as “zero” will significantly impact funding



## FY 2013 True-Ups

- Starting in FY 2014, all call load data submitted must be verified by a report generated by PSAP's call accounting software:
  - Most localities are complying
  - Exceptions must be approved by the Board



*Virginia Information Technologies Agency*

# 9-1-1 Comprehensive Plan





## Overview

- The Virginia Legislature mandated the E-911 Services Board in § 56-484.14.3 to create and periodically update a "Statewide Enhanced 911 Plan." The purpose of the Plan is three-fold:
  - Enable E9-1-1 services integration with wireless, VoIP, and other advanced technology
  - Deliver E9-1-1 services to wireless, VoIP, and other advantaged technology users
  - Monitor and forecast new-generation telecommunication technology



## Goal

- To provide a strategic approach that outlines a reasonable, cost effective, and detailed approach to completing the planning and requirements development stages for the next edition of the Plan
- Present “plan to plan” to Board for review and approval at the January 2014 meeting



## Process

- Identify the activities and tasks that will need to be completed for the planning and requirements stages of the Plan through interaction with internal and external stakeholders
  - Task 1: Perform Capabilities Analysis
  - Task 2: Develop Statewide 9-1-1 Requirements Document
  - Task 3: Finalize 9-1-1 Comprehensive Plan and Develop Strategic Initiatives



*Virginia Information Technologies Agency*

# Old Business





## Update on 9-1-1 Baseline

- Purpose:
  - Essential information related to the functioning of each primary PSAP
  - Necessary to support legacy 9-1-1 and plan for NG9-1-1
  - Baseline will be comprised of essential 9-1-1 data elements and information about existing 9-1-1 technologies



## Update on 9-1-1 Baseline

- Data Collection:
  - Report on 9-1-1 technologies is complete
  - Deadline for PSAPs to submit surveys of essential 9-1-1 data elements was Oct 21<sup>st</sup>
  - Received responses from 122 PSAPs:
    - Highland County did not respond
    - Giles, Westmoreland, Alexandria, and Covington received after the deadline
  - Survey was a Financial and Programmatic Requirement of the PSAP Grant Program



## Update on 9-1-1 Baseline

- Request was made by Giles County to grant an extension to complete the survey
- Based on Board decision to consider survey a Financial and Programmatic Requirement of the PSAP Grant Program, ISP staff did not grant extension
- Survey has been completed, but it was submitted after the deadline
- Locality is now requesting that the Board consider the survey a timely submission



*Virginia Information Technologies Agency*

# New Business





## Update on FY 2015 PSAP Grants

- Received \$8.4M in grant requests
- This amount includes two VITA apps:
  - NG9-1-1 Feasibility Study \$495,000
  - Online Grant Management System \$150,000
- Staff has reviewed the applications and an initial priority list has been posted to the ISP website
- PSAP Grant Committee will be meeting on December 5<sup>th</sup> and 6<sup>th</sup> to review applications and make recommendations



## Analysis of NG9-1-1 Pilots

- Provide report on initial findings
- List of pilot participants:
  - **Pittsylvania**
  - **Southside** (Franklin and Patrick Counties)
  - **Southwest** (Counties of Dickenson, Lee, and Wise and the City of Norton)
  - **New River** (Towns of Blacksburg and Christiansburg and Montgomery County)
  - **Bland/Twin/Wythe** (Town of Wytheville, the City of Galax, and the Counties of Bland, Carroll, Grayson, and Wythe)



## Methodology

- Finding will be presented in a summary document that will include positive and negative outcomes of the NG9-1-1 pilots:
  - Governance/Project Oversight
  - Project Costs
  - Operational and Technical Impacts
  - VITA-ISP Support.
- Information was collected through an interview process consisting of standardized questions



## Governance

- Statewide and local governance models for NG9-1-1 projects
- Statewide governance should include a path forward to interconnect the regional pilots with a statewide IP backbone
- Localities need a standardized planning approach that includes a best practice for a formalized local governance structure



## Governance

- Identification of two potential governance requirements:
  - Whether or not grant funding should be used to support NG9-1-1 projects prior to the completion of more robust governance models
  - Whether or not grant funding should be contingent upon an interconnection requirement with a statewide IP backbone



## Governance

- The NG9-1-1 pilots required a great deal of local resources and specialized knowledge
- Two specific areas identified by pilot participants for follow-up:
  - Local IT support
  - Procurement
- The suggestion was made to secure 24/7 tech support on all equipment



## Project Costs

- Pilot projects contain many unknowns
- Need greater insight in estimating all types of recurring costs
  - This knowledge is vital to the localities that participated in the pilots to be able to sustain the project once the grant funding has ended
- Sustainability strategies will need to be identified to help support, and to the extent possible, reduce recurring costs



## Project Costs

- It was assumed that the regional approach would cost less, but when comparing the two, there were no identified cost savings associated with a regional pilot as compared to a single deployment
  - Did we achieve the necessary economies of scale?



## Project Costs

- Have all of the benefits associated with the regional pilots been identified?
  - More analysis may need to be conducted to determine if localities are completely aware of the added value of NG9-1-1



## Operational and Technical Impacts

- All participants reported redundancy within their systems
- This was not evaluated against pre-determined criteria and the results were subject to interpretation



## Operational and Technical Impacts

- T1 and fiber were the common connectivity choices
- Issues related to redundancy and reliance on third party providers were identified by the pilot participants who used fiber as their means of connectivity
- Microwave also proved to be problematic because of mountainous terrain



## Operational and Technical Impacts

- Pilot participants were open and supportive to expanding the projects to other locations, but expressed concern about sustainability
- Need to address concerns related to sustainability



## Operational and Technical Impacts

- Since scalability was not addressed at the inception of the pilots, additional costs related to equipment, connectivity, and bandwidth requirements would need to be considered before any expansion decisions are made
- Periodic review for growth of the system



## Operational and Technical Impacts

- Pilot participants reported improvements in call processing in regards to functionality, connectivity, and coordination



## VITA Support

- Since these pilots represent the first applications of NG9-1-1 in the commonwealth not able to realistically foresee the full scope of problems or concerns experienced
- Expectation that VITA will compile data and experiences related to implementation problems with the pilots and use this information to inform participants in future projects



## Next Steps

- Provide useful standardized planning information for NG9-1-1
- Offer feedback on network approaches and equipment selection
- Estimate recurring NG9-1-1 costs
- Identify the level of support these types of projects will require moving forward
- Evaluate constituent products and services
- Identify legislative/regulatory needs



## Emergency Grant Request

- Westmoreland County is requesting an emergency grant of \$15,192.94 to address the failure of two critical pieces of 9-1-1 equipment:
  - UPS
  - Mapping server
- Staff believes that the threshold for an emergency has been met, but UPS, based on its priority, has not been funded since 2010



## Finance Committee Update

- Reviewed year-end financials
  - Fund balance of \$7.4M
- Cash-reserve policy
  - Committee is recommending that the Fund Balance be set at 4.9M
- FY 2012 Audit
  - No material findings



## And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is Jan 9<sup>th</sup>