

E911 Service Board Meeting
November 14, 2013
10:00 AM - CESC

Members Present:	Michael Cline – Chairman David Von Moll - Comptroller Athena Plummer David Ogburn Diane Harding Jim Junkins	Danny Garrison Anthony McDowell Bob Layman Kathleen Seay Chief D.A. Middleton Samuel Nixon, Jr.
Members Remotely:	Pokey Harris, Abingdon site	
Members Absent:	Lt. Col. Robert Kemmler Chris McIntosh - Advisor	Sheriff J.D. Diggs
Remote	Abingdon Culpeper	Roanoke
Staff Present:	Joshua Heslinga Dorothy Spears-Dean Sam Keys	Lewis Cassada Terry Mayo Lisa Nicholson

1. CALL TO ORDER

The meeting of the E911 Services Board was called to order at 10:09 AM by Chairman Cline. Ms. Dorothy Spears-Dean did a roll call of the Regional Facilities calling in remotely. All Regional Facilities were on-board and accounted.

2. Approval of the Minutes from September 12, 2013

Chairman Cline asked for changes/additions to the September 12, 2013 Board Minutes. Chief Doug Middleton made a motion for approval of the September 12, 2013 Minutes, and Danny Garrison 2nd the motion. All approved; **12-0-0**.

3. **FY2013 True-Ups**

Ms. Spears-Dean addressed the Board and gave an overview on the FY2013 True-Ups. Ms. Spears-Dean said that the state-wide results total of 911 calls are 4,558,194; total wireless 911 calls were 3,319,865; and that 73% of all 911 calls are made with a wireless device. Ms. Spears-Dean said that personnel costs were \$106,601,684. She also said that comparing the results of FY2013 to FY 2012 yielded the following: total 911 calls – 5%; total wireless 911 calls – 4% and personnel costs +2%. Ms. Spears-Dean said that 119 PSAPs completed submissions. She also said that the City of Greenville submitted a late True-Up (missed the deadline). Charles City and King and Queen Counties submitted incomplete True-Ups, and Highland County did not submit a True-Up. Ms. Spears-Dean said that Sam Keys, Regional Outreach Manager, has reached out to Charles City and King and Queen Counties to finish completing their True-Ups. Ms. Spears-Dean said that Highland County did not submit a True-Up and so data was used from FY2011. Ms. Spears-Dean said that since Greenville County submitted a late True-Up and Highland did not submit a True-Up, that staff is recommending that those two PSAPS not be allowed to submit a PSAP Grant Application for FY2014. Ms. Spears-Dean also said that since Charles City County and King and Queen County did submit their True-Ups on time; however, they were missing some data which resulted in them having incomplete True-Ups, staff is recommending that these PSAPs be ineligible to participate in the FY2015 PSAP Grant Program funding cycle.

Ms. Spears-Dean informed the Board that the recalculation of the “Funding Formula” will be done on or before July 1, 2017. She also said that staff has been keeping track of PSAPs’ call accounting reporting software and equipment in preparation for the FY2014 True-Ups. Ms. Spears-Dean said that staff is asking the Board to accept the FY 2013 data that has been received; consider the two localities who submitted their True-Ups on time, but with incomplete data, ineligible for the FY 2015 PSAP Grant funding cycle, and a policy moving forward for staff to address localities that do not submit a True-Up at all. Ms. Spears-Dean pointed out that localities can still submit missing data for consideration as part of the recalculation formula, but these localities would not be eligible to participate in the PSAP Grant Program until the missing data was provided.

Chairman Cline called for discussion and a motion to approve staff’s request on accepting the data submitted as part of the FY 2013 True-Ups. David Ogburn made a motion to approve staff’s recommendation, and Samuel Nixon, Jr. 2nd the motion for approval. All approved; **12-0-0.**

Ms. Spears-Dean asked Chairman Cline to call for a motion on the status of the two localities who submitted an application for grant funding, but did not submit a True-Up on time or not at all. Chief Middleton made a motion to not allow those PSAPs to participate in the PSAP Grant Program for FY2015, and Kathleen Seay 2nd the motion. A discussion followed from several Board members. Chairman Cline called for an approval of the motion. The motion was approved; **11-1-0** (Athena Plummer voted against the motion).

The Board continued to discuss the impact of the use of old data when new data is not supplied. They wanted to know if this would make their monthly payments shorted. Ms. Spears-Dean said that Highland County would be the only locality impacted. David Von Moll commented that the Board should enforce the locality to provide the data and hold them accountable and not get into using previous data just to have a money flow. Pokey Harris

commented that she agrees with Mr. Von Moll's assessment, and that there are no excuses to not report the data requested. Chief Middleton asked for a clarification on why the data was not submitted by Highland. Ms. Spears-Dean said the County Administrator is not supplying the PSAP Manager with the data. The PSAP Manager has to allow on someone else for this information. Ms. Spears-Dean said that staff will continue to work with the locality and that staff will draft a letter from Chairman Cline explaining the outcome if the locality does not submit the required data. Chief Middleton said he is in favor of the letter letting them know the concerns. David Ogburn said he is suggesting that staff not report a decrease in data. Chairman Cline asked staff to supply sufficient correspondence on what the Board's action will be, if the localities do not provide information as requested by the Board. No action was required on this issue.

4. 9-1-1 Comprehensive Plan

Ms. Spears-Dean addressed the Board and said that one of the new items she would be working on is the next edition of the 911 Comprehensive Plan. The Virginia Legislature mandated the E911 Services Board create and periodically update a "Statewide Enhanced 911 Plan." Ms. Spears-Dean said that the goal is to supply and outline a reasonable, cost effective, and detailed approach to completing the planning and requirements development stages for the next edition of the Plan. She also said that this is a Commonwealth-wide discussion, and not just VITA staff. Ms. Spears-Dean said that a packet will be forthcoming to the Board members in the January meeting packets, and she is only presenting this information at this meeting for informational purpose.

5. OLD BUSINESS

- **Update on 9-1-1 Baseline:** Mr. Spears-Dean addressed the Board and said at the last Board meeting she gave a presentation of the 9-1-1 Baseline. She also said that at the last Board meeting she asked the Board to consider the responses received from the PSAPs. Ms. Spears-Dean said that the deadline to submit the survey was October 21st. Staff received response from 122 PSAPs. There were some who presented responses after the deadline. Ms. Spears-Dean said as part of the report of the 9-1-1 baseline, she received a request from Tim Addington to grant an extension for completing the survey. The reason for the request was that the person responsible for completing the survey at Giles County was out as a result of having surgery, and was not able to complete the information before the deadline. The locality is requesting that the Board consider the survey as being on time. Staff is recommending that the Board accept this survey as on time. Chief Middleton asked if this had any adverse impact of the data. Ms. Spears-Dean said no. Chairman Cline called for the motion. Chief Middleton made a motion that the survey submission from Giles County be considered as a timely submission. Jim Junkins 2nd the motion for approval. The motion passed; **11-1-0** (Pokey Harris opposed the motion).

6. NEW BUSINESS

Ms. Spears-Dean addressed the Board on the following:

- **Update on FY2015 PSAP Grants:** Ms. Spears-Dean addressed the Board and gave an update on the FY2015 PSAP Grants. Ms. Spears-Dean said that staff received \$8.4M in grant requests. This amount includes two VITA applications: NG911 Feasibility Study - \$495,000; and Online Grant Management System- \$150,000. Staff wanted to be transparent and inform the Board and PSAP Community of VITA's applications. Ms. Spears-Dean said also, that staff has reviewed the applications. Also, an initial priority list has been posted to the ISP website for all to view. Ms. Spears-Dean said that VITA's submission will be discussed at the December 5th and 6th PSAP Grant Committee Meetings.
- **Analysis of NG9-1-1 Pilots:** Ms. Spears-Dean addressed the Board and said she wanted to present a summary document of the lessons learned with the NG911 Pilots. Ms. Spears-Dean said the Findings will be presented in a summary document that will include positive and negative outcomes of the NG911 Pilots that included: 1) Governance/Project Oversight; 2) Projects Cost; 3) Operational and Technical Impacts; and 4) VITA-ISP Support. Ms. Spears-Dean thanked Tim Addington and Buster Brown for travelling to the localities to interview the local project managers. She said the document has not been posted yet; however, it will be posted soon. Ms. Spears-Dean informed the Board that the information was presented at the recent APCO/NENA Conference in Roanoke. Ms. Spears-Dean ran through some of the highlights of the findings for the Board. Chairman Cline asked for questions from the Board. Mr. Sam Nixon asked about the "multi-jurisdiction localities," especially the Southwest Region, and "is the purposes of the pilots to determine the next NG911 deployments, and can the Board expect that Dickenson, Wise and Norton would do an implementation?" Also, he wanted to know at what degree the Board requires a consolidation. Ms. Spears-Dean said that NG9-1-1 projects moving forward would be better defined. Mr. Nixon said he would encourage, in the future, that a large locality work with some of the small localities (Henrico working with a Goochland, etc.). Ms. Spears-Dean said that staff will look at the grant applications and see if there is any support of that need. Chief Middleton said that this is a good opportunity. Athena Plummer, Chief Doug Middleton, Bob Layman, David Ogburn, Jim Junkins, and Diane Harding all had comments.
- **Emergency Grant Request – Westmoreland:** Sheriff Held from Westmoreland County addressed the Board and introduced Mr. Bill Seay, IT Manager with Westmoreland County, to the Board. Westmoreland County is requesting an emergency grant of \$15,192.94 to address the failure of two critical pieces of 911 equipment; UPS and Mapping Server. Mr. Cline asked

Ms. Spears-Dean what staff is recommending. Ms. Spears-Dean addressed the Board and said there are two recommendations. The first recommendation from staff is that Westmoreland County's Baseline survey be accepted without penalty even though it was submitted late. The person responsible for completing the survey was out on sick leave. Mr. Cline called for the motion on this recommendation. Mr. David Von Moll made a motion to approve this motion, and Mr. Layman 2nd the motion. All approved; **12-0-0**.

Ms. Spears-Dean addressed the Board about the second recommendation in which staff is recommending that the Board approve the Emergency Grant Request for the Mapping Server and not the UPS as UPS has not been funded as a priority since 2010. Chairman Cline called for discussion from the Board on the second recommendation. Mr. Sam Nixon asked staff if the Committee in the past has recommended approving grants for UPS equipment. Ms. Spears-Dean said yes; however, based on limited funding and its low priority, it has not been funded recently within grant submissions. Ms. Spears-Dean said that staff believes that the threshold for an emergency has been met. Kathleen Seay asked about experience of emergency requests in the past. Mr. Nixon asked Sheriff Held if he has gone to his County's Board for the money. Sheriff Held said he has not asked for this specific item for funding with his Board. Chairman Cline called for a motion to approve staff's recommendation. Chief Middleton said that he recommends that the E911 Service Board approve the \$7,400 for the replacement of the server. Kathleen Seay 2nd the motion for approval of the server. Mr. Ogburn commented that since Verizon was involved, he is abstaining. Chairman Cline called for the vote. The motion passed; **11-0-1** (Mr. Ogburn abstained). Mr. Sam Nixon recommended that Westmoreland County get a refurbished drive as soon as possible to avoid a crash.

- **Finance Committee Update:** Mr. David Von Moll, Finance Committee Chairman, addressed the Board and said that the Committee met briefly last week. He said that Net Assets went up from last year (most improved). Mr. Von Moll said the Committee discussed the Board's policy of keeping the reserve of one month of expenditures. The Committee also went over the recent conducted APA Audit and that there were no findings from the APA this year. Mr. Von Moll commended the staff for a clean audit.

7. PUBLIC COMMENT

Chairman Michael Cline called for public comments at CESC and the remote locations, and there were none.

8. ADJOURNMENT OF THE MEETING

Chairman Michael Cline called for a motion to adjourn the meeting of the E911 Services Board at 11:53 AM. All approved, and the meeting was adjourned.

Respectfully Submitted:

Terry D. Mayo

(Date)