

E911 Service Board Meeting
January 8, 2015
10:00 AM - CESC

Members Present:	Dr. Jeffrey Stern	Danny Garrison
	David Von Moll	Jim Junkins
	David Ogburn	Pokey Harris via Audio Bridge
	Diane Harding	Lt. Col. Robert Kemmler
	Kathleen Seay	Fire Chief Anthony McDowell
	Sheriff J.D. Diggs	Athena Plummer
	Samuel Nixon, Jr.	Bob Layman
	Chief D.A. Middleton – Vice – Chairman	
	Brandon Smith - Advisor	
Members Absent:		
Remote	Abingdon	
	Culpeper	
Staff Present:		
	Dorothy Spears-Dean	Lewis Cassada
	Steve Marzolf	Sam Keys
	Terry Mayo	Joshua Heslinga

1. CALL TO ORDER

Chairman Jeffrey Stern announced that he has another meeting starting at 10:00 AM and he will go and start that meeting and will return to the E-911 Services Board meeting after the other meeting was underway. The meeting of the E-911 Services Board was called to order at 10:05 AM by Chairman Stern. Dr. Dorothy Spears-Dean did a roll call of the Remote Regional Facilities on the audio conference. All Regional Facilities were on-board and accounted.

2. APPROVAL OF THE MINUTES FROM SEPTEMBER 11, 2014

Chairman Stern asked for changes/additions to the September 11, 2014 Board Minutes. Lt. Col. Robert Kemmler made a motion to approve the Minutes, and Athena Plummer 2nd the motion for approval. The motion was approved; **15-0-0.**

3. FY2014 TRUE-UPS

Dr. Spears-Dean addressed the Board and said she will give a brief presentation of the FY2014 True-Ups. Dr. Spears-Dean said that since last year there has been a change in one of the guideline for True-Ups which states that “completion of a True-Up is a financial and programmatic requirement for participation in the

PSAP Grant Program. Dr. Spears-Dean said that starting July 1, 2013 all True-ups must contain three data elements which are total 911 calls; total wireless 911 calls; and PSAP personnel costs. Dr. Spears-Dean also said that FY2014 is the first year in which call load data submitted by PSAPs must be verified by call accounting system reports, and any exception must be approved by the E-911 Service Board. Dr. Spears-Dean gave the Board a summary of the FY2014 True-Up results, and said that there were 4,392,212 total 911 calls made; a total of 3,227,961 wireless 911 calls were made; and that 73% of all 911 calls are made with a wireless device. Dr. Spears-Dean also said that when she compared the results of FY2014 to FY2013 there was a 4% reduction in total 911 calls; a 3% reduction in total wireless 911 calls; and, an increase of 3% in personnel costs. Dr. Spears-Dean said that the FY2014 True-Ups submissions were subject to a two-step review process. There were 115 PSAPs who submitted and completed their True-Ups on time. Dr. Spears-Dean said that there were six PSAPs that were not complete, and will require further action by the Board. The PSAPs are: Buckingham, Charles City, King and Queen, Page, Rockbridge, and Shenandoah.

Dr. Spears-Dean started off presenting each locality separately to the Board to have them vote on staff recommendation of acceptance or denial of the True-Up.

Buckingham - The first locality was Buckingham County who submitted their True-Up on time, but was missing about 2 ½ months of call accounting reports because of equipment failure. Staff is recommending approval of the True-Up and recommends that the Board accept the call load data submitted by the PSAP and noted that the locality did not put in for a FY2016 grant. Chairman Stern called for a motion to approve staff's recommendation for Buckingham. Lt. Col. Robert Kemmler made a motion to approve staff's recommendation; and Mr. David Von Moll 2nd the motion for approval. The motion was approved; **15-0-0**.

Kathleen Seay recommended that the Board go through all the recommendations with special circumstances as a block instead of individually. The Board Chair approved the recommendation and Dr. Spears-Dean continued to brief the Board Members on staff's recommendation for the special circumstances. The localities are: Charles City, King and Queen, Page; Rockbridge; and Shenandoah all submitted incomplete data, so staff is recommending that the Board accept the call load data provided by the PSAPs, however Charles City will not be able to participate in the PSAP Grant Program until an explanation for how they determined their FY 2014 Call Load data is provided. Staff also suggested reaching out to Charles City County with a letter advising the Administrator of Board action. Chairman Stern called for questions from the Board members, and questions were asked from the following Board members: Athena Plummer; David Von Moll; Robert Layman; David Ogburn; and Kathleen Seay. Chairman Stern asked if this number of PSAPs who did not submit complete True-Ups is roughly the same numbers each year. He also asked if there is staff available to help the PSAPs. Ms. Spears-Dean said there have been about the same number of PSAPs with incomplete data, and that the Regional Coordinators are aggressive

with working with the localities to get this information. Chairman Stern then asked if the grant serves as the only tool to get this information and if there are any other available tools used to get the information. The Board then proceeded to vote on each locality.

Charles City – Mr. David Ogburn made a motion for approval based on staff recommendation, and Mr. Danny Garrison 2nd the motion for approval; **15-0-0**.

King and Queen –No Action needed; so no recommendation, only informational.

Page County – Mr. Jim Junkins made a motion for approval based on staff recommendation; and Ms. Athena Plummer 2nd the motion for approval; **15-0-0**.

Rockbridge – The True-Up submitted by the PSAP was missing two months of call accounting reports. The Call Load data for this period was estimated using data from existing call accounting reports, so staff recommends that the Board accept the call load data submitted by the PSAP, but not to consider the locality's FY2016 grant for funding. A motion to approve the above recommendation was made by Chief Doug Middleton and 2nd by Athena Plummer. However, after Scott Dillon addressed the Board and explained why the call load data was missing two months of data, Sheriff J.D. Diggs added an amendment to the recommendation asking that staff accept the report and for the Board to consider Rockbridge's grant for funding. Sheriff Diggs commented that he wanted to remove the punitive aspects of the recommendation. Chairman Stern said that he concurred with Sheriff Digg's analysis and would like the Board to accept the call load data and not punish Rockbridge on what happened last year. Several more questions were asked by Mr. Anthony McDowell; Kathleen Seay, and Danny Garrison. Chairman Stern commended Mr. Dillon for what he had to go through, and he thanked him for addressing the problem as it came about. Mr. Von Moll asked staff if the Board has ever granted an exception before like this. Dr. Spears-Dean said that this is a first. Chief Middleton commented that whatever the Board does for Rockbridge will impact what is done for Shenandoah. Chairman Stern then called for a motion on the recommendation made by Chief Middleton with the amendment added by Sheriff Diggs. Chief Doug Middleton made the motion to approve; and Athena Plummer 2nd the motion for approval. The motion was approved; **15-0-0**.

Shenandoah – Staff recommended the same as Rockbridge. Mr. Jason Malloy addressed the Board to supply information on why his True-Up was incomplete. Chairman Stern called for the motion to approve. Mr. David Ogburn made the motion to approve; and Mr. David Von Moll 2nd the motion for approval. The motion was approved; **15-0-0**.

Dr. Spears-Dean addressed the Board and is recommending that the Board approved the remaining 115 PSAP True-Ups, which were complete. Chairman Stern called for a motion to approve the remaining 115 PSAP True-Ups. Lt. Col.

Robert Kemmler made motion to approve the remaining True-Up submissions; and Athena Plummer 2nd the motion for approval. The motion was approved; **15-0-0**.

4. FY2016 PSAP GRANTS

Dr. Spears-Dean addressed the Board and gave a quick review of the changes made to the PSAP Grant Program which are: changed the PSAP Grant application review process so it is consistent with the annual True-Up process; more intensive staff review process through a preliminary review conducted by Regional Coordinators and an administrative review conducted by PSC staff. The result of these efforts is greater efficiency, an increase in the regional knowledge base, and a greater ability to leverage the expertise of the PSAP Grant Committee. Dr. Spears-Dean said that in the FY2016 grants submitted a new “shared services project grant type” was included. Staff received six shared services applications totaling \$2,239,470, which is almost 30% of the total amount requested for the FY2016 grants. The applications were received from regions 4, 5, and 7. The requests were for CPE, CAD and GIS projects. Dr. Spears-Dean said that at the PSAP Grant Committee Meeting on December 4, 2014, the PSAP Grant Committee recommended funding for 140 grants totaling \$7,431,782.95. Dr. Spears-Dean said that ISP staff also reviewed the grant applications to determine if any PSAPs did not meet the Financial and Programmatic requirements for participation in the PSAP Grant Program. She also said that staff received applications from Richmond City, New River Valley Authority, Pulaski, Rockbridge, and Shenandoah Counties, which were not recommended for funding. However, Shenandoah and Rockbridge have been discussed earlier and have been take care of with an exception. Dr. Spears-Dean informed the Board that Donna Brown is on the conference bridge and would like to address the Board on New River Valley’s behalf. Ms. Brown asked the Board to reconsider her funding request because she believes her grant meets the intent of the PSAP Grant Guidelines. Chairman Stern called for discussion from the Board. A lengthy discussion ensued with questions from the Board Members; Mr. Marzolf and Mr. Heslinga. Chairman Stern then called for a motion to approve recommendation. Sheriff J.D. Diggs made a motion to approve and Kathleen Seay 2nd the motion for approval. The motion was approved; **15-0-0**.

Dr. Spears-Dean addressed the Board again and said that an exception has been received for consideration as an Emergency Grant request from Culpeper. Dr. Spears-Dean said that staff supports this request and that funding will be provided immediately if the Board accepts the recommendation. Chairman Stern called for a motion to approve staff’s recommendation; and Lt. Col. Robert Kemmler made a motion to approve the recommendation. Athena Plummer 2nd the motion to approve. Mr. William Martin addressed the Board on behalf of Culpeper’s

request. Chairman Stern then called for a vote on approval. The Board voted and the motion was approved; **14-0-0** (Chief Middleton had to step out).

Dr. Spears-Dean addressed the Board and said that the rest of the grant submissions are recommended for approval, and have no exceptions. The grant requests total \$7,431,782.95. Chairman Stern called for a motion to approve the rest of the grant submissions as recommended by staff. Lt. Col. Robert Kemmler made a motion to approve; and Mr. David Von Moll 2nd the motion for approval. The motion for approval passed; **14-0-0** (Chief Middleton had to step out).

Dr. Spears-Dean informed the Board that there are two upcoming PSAP Grant Committee meetings planned. One is a mini workshop that will be held on March 5th to discuss regionalization, shared services, NG9-1-1, and recurring costs. The other meeting will be held on April 9th to discuss development of the FY 2017 PSAP Grant Guidelines.

5. NG-9-1-1 FEASIBILITY STUDY

Dr. Spears-Dean gave the Board a brief update of the NG 9-1-1 Feasibility Study. She said that the collection of all data sets and informational categories identified in the final research design has been complete. Dr. Spears-Dean also said that several milestones have been completed such as 9-1-1 regional stakeholder meetings that were conducted between Oct 27th and Nov 12th. The Finance and the Policy Committees meet on Dec 15th and Dec 18th, respectively to review the proposed governance implementation strategy. A “draft” of the study was completed on Dec 29th. Dr. Spears-Dean said no Board action is required at this time. ISP staff received a draft report in December 2014 and Dr. Spears-Dean provided an overview of the components included in each section of the study.

Dr. Spears-Dean continued to address and brief the Board on the NG9-1-1 Feasibility Study. Dr. Spears-Dean said that right now NG9-1-1 rule making does not exist and a decision will need to be made on how to address NG9-1-1 rulemaking specific to PSAPs. Also, staff wants the Board to have time when they receive the Study to consider what it is that they want. Staff has received the initial draft and is currently reviewing it at this time and will be releasing the final draft by January 29th. Dr. Spears-Dean informed the Board that a “Board Work Session” has been planned for February 12, 2015 to discuss the final draft of the Study. Final review and approval of the completed study will be on the agenda for the March 12th Board meeting. Dr. Spears-Dean said that there is no action required right now by the Board. Chairman Stern thanked the staff and Mission Critical Partners.

6. OLD BUSINESS

- **Text to 9-1-1 Subcommittee Report:** Chief Middleton addressed the Board and referred the Board to their Board packets. Chief Middleton said that a Subcommittee was tasked with evaluating Text-to-9-1-1 as a statewide initiative. The Charter document identifies the following outcomes: a strategy for a statewide initiative for Text-to-9-1-1 and a well-articulated Text-to-9-1-1 implementation guide for PSAPs. These outcomes are addressed in the white paper. The goal is to establish ubiquitous Text-to-9-1-1 service in the Commonwealth. The Recommendations from the Subcommittee are: to encourage the pursuit of web browser Text to 9-1-1 solutions; leverage text aggregator solutions to identify potential options for statewide use; and, to integrate statewide deployment of texting to 9-1-1 with NG9-1-1.

Chief Middleton said that the Board needs to provide direction to staff. Staff will need Board action on recommendations for governance, funding and the implementation guide. Chairman Stern then called for discussion from the Board. Several Board members had questions. Chief Middleton said that the Subcommittee accomplished what they started out to do, and that is to establish a dialogue on Text to 9-1-1. Chairman Stern thanked the Vice Chair for leading the Subcommittee on Text to 9-1-1. A motion to accept the report of the Subcommittee and direct the staff to proceed with the recommendations that were included in the white paper was made. Kathleen Seay made a motion to approve; and Athena Plummer 2nd the motion to approve; passed **15-0-0**.

7. NEW BUSINESS

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

- **CMRS Subcommittee Report:** Dr. Spears-Dean said the Subcommittee met prior to this Board meeting and discussed the FY 2014 Close-Out Report and the FY 2016 Funding Requests. The CMRS Subcommittee recommended approval of these items in their Report. Mr. Von Moll made a motion to accept the CMRS Subcommittee Report; and Lt. Col. Robert Kemmler 2nd the motion for approval; **14-0-0** (Mr. Samuel Nixon, Jr. was not present).
- **Grant Award Amendment Request – City of Newport News:** Dr. Spears-Dean addressed the Board and said that the City of Newport News has submitted a “Grant Award Amendment Request”. Dr. Spears-Dean said that the PSAP Grant Committee and staff do not recommend approval. The City of Newport News would like to use their grant award for another project, for

which the funds were not approved. A representative of Newport News addressed the Board, Ms. Carol Rainer, to give a presentation on the request. After the presentation, the Board asked questions. After the Board discussion, it was decided that the Board would not approve the request, and that the City of Newport News will be able to apply for a new grant to request funding for the item they wish to purchase. They will have to decline the original grant award and apply for a new grant. Chairman Stern then called for a motion to not approve the request as recommended by staff. Mr. David Von Moll made the motion to approve staff's recommendation in denying City of Newport News' request. Ms. Athena Plummer 2nd the motion. The request was denied; **14-0-0**. (Mr. Sam Nixon was not present).

8. PUBLIC COMMENT

Chairman Stern called for public comments at CESC and the remote locations. Several participants in the audience addressed the Board with comments. They were Jeff Flounoy; Carol Adams; Steve Souder; Steve Willouby; Jason Malloy; and Mr. Ron Lanier (Director of the Virginia Department for the Deaf and Hard of Hearing).

Dr. Dorothy Spears-Dean then addressed the Board and said that she is going to send out the information on the GIS Strategic Plan to everyone. She encourages everyone to look at it as NG9-1-1 is contained in it.

9. ADJOURNMENT OF THE MEETING

Chairman Stern called for a motion to adjourn the meeting of the E911 Services at Board at 12.27 PM; and the motion was approved; **14-0-0**.

Respectfully Submitted:

Terry D. Mayo

(Date)