



# E-911 Services Board

General Business Meeting

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November 12, 2015



# Agenda

1. Call to Order
2. Approval of Minutes
3. 2015 Annual Report
4. 2015 True-Ups
5. Old Business
6. New Business
7. Public Comment
8. Adjourn



# New Board Members & Reappointees

- **Dennis E. Hale**
  - Chief of Fire & EMS, Dinwiddie County
- **The Honorable Kevin W. Hall**
  - Sheriff, Alleghany County/City of Covington
- **Steve Hudson**
  - Chief of Police, Prince William County
- **Jolena Young**
  - Regional 911 Coordinator, Twin County Regional E911 Commission
- **Ms. Diane Harding, reappointed**
  - Global Enterprise Manager, Verizon Wireless



# 2015 Annual Report





## Reporting Requirements

- The state of enhanced 9-1-1 services in the commonwealth,
- the impact of, or need for, legislation affecting enhanced 9-1-1 services in the commonwealth,
- the need for changes in the E-911 funding mechanism provided to the Board, as appropriate, and
- 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.



## Highlights

- Fresh 9-1-1 Comprehensive Plan
- NG9-1-1 Feasibility Study
- ESI-net
- Maintenance phase for legacy 9-1-1 technologies
- Continued support for Text to 9-1-1
- Impact of transfers from the Wireless E-911 Fund on the PSAP Grant Program



## Legislative Agenda

- Rename the Board to the 9-1-1 Services Board (drop "E") and makes all references consistent
- Establish the Board's ESInet and core NG9-1-1 services standard setting authority
- Defines the terms "ESInet" and "NG9-1-1"
- Codify 9-1-1 as essential, local, public safety service



## Board Action

- Seeking Board action to approve the FY 2015 Annual Report
  - Because we were unable to hold a September Board meeting, staff has already distributed the report to the required individuals and groups



# 2015 True-Ups





## FY 2015 True-Ups

- True-Up form contains three data elements:
  - Total 9-1-1 calls
  - Total wireless 9-1-1 calls
  - PSAP personnel costs
- Completion of a True-Up is a financial and programmatic requirement for participation in the PSAP Grant Program
- FY 2014 was the first year in which call load data submitted by PSAPs must be verified by call accounting system reports
  - Exceptions must be approved by the Board



## FY 2015 True-Up Data

- State-wide FY 2015 results
  - Total 9-1-1 calls **4,487,588**
  - Total wireless 9-1-1 calls **3,341,374**
  - **74% of all 9-1-1 calls are made with a wireless device**
  - Personnel costs **\$111,600,179**
- Comparing the results of FY 2015 to FY 2014 yields the following:
  - Total 9-1-1 calls **+3%**
  - Total wireless 9-1-1 calls **+3%**
  - Personnel costs **+1%**



## FY 15 True-Up Results

- Submissions subject to a two-step review process
  - Complete and timely True-Ups received from 120 PSAPs
  - Staff recommends that the Board approve the complete and timely True-Ups submitted by these PSAPs
  - True-Up from one PSAP will require separate action by the Board
    - Martinsville/Henry



## Martinsville/Henry

- The True-Up submitted by the PSAP was missing about 2 months of call accounting reports because of a hard drive failure
- Locality estimated the missing data by averaging the 10 months of existing data
- Staff recommends that the Board accept the call load data submitted by the PSAP and consider the True-Up complete



# Old Business





## Old Business Items

- Adjustment to FY 16 PSAP Grant Awards Total
- Update on NG9-1-1 Planning



## Update on NG9-1-1 Planning

- Draft Legislation
  - Stakeholder review
  - Essential, Local, Public Safety
  - Patron Identification
- Call Handling Equipment (CHE) RFP
- ESInet RFI/RFP
  - NOVA RFI
  - Identify Partner(s)
  - VITA Contract



# New Business





## New Business

- Regional Advisory Council Report
- Louisa County Grant Amendment Request
- City of Petersburg Emergency Grant Request
- Citizen Survey



## Citizen Survey

- Partnered with VCU Center for Public Policy
- Originally conducted in 2003
- Statistically significant number of surveys in each region (2806 total)
- Repeated survey with modifications
  - Called wireless telephones
  - Added text-to-911 questions
- Measuring satisfaction, confidence and education about 9-1-1

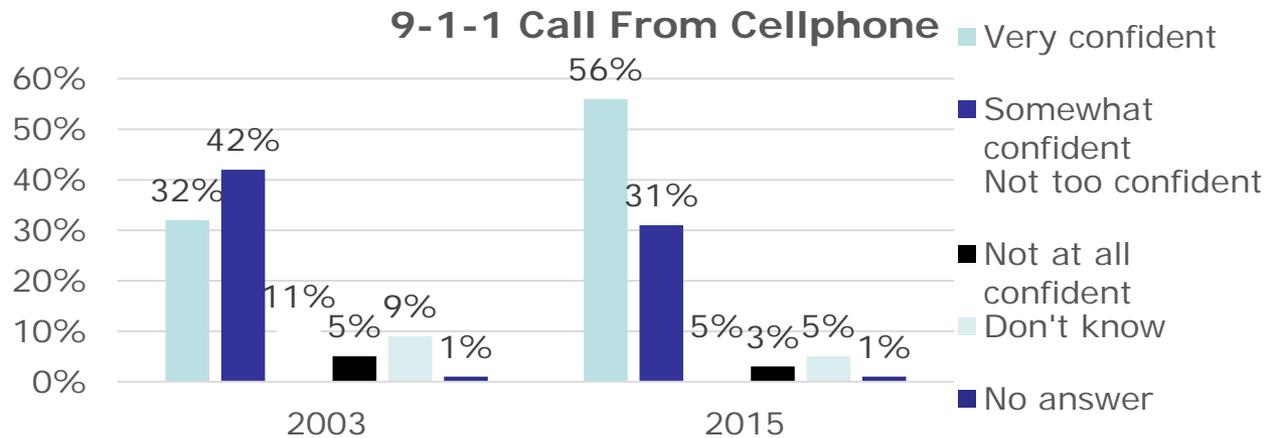
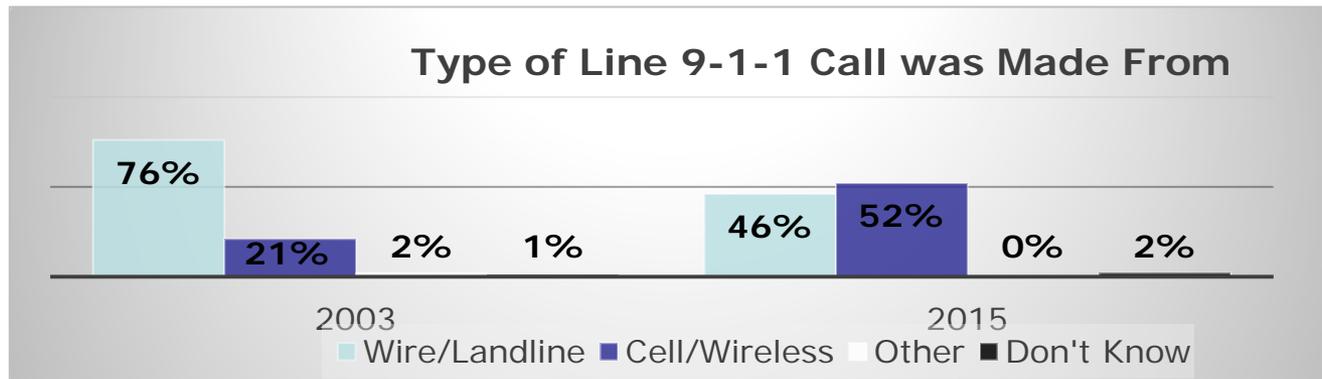


## Citizen Survey Results

- Almost 61% of those completing a survey by cell did not have a landline phone
- Almost 75% used a smartphone
- Cell users were 50%+ more likely to take the survey
- Over 40% of Virginians have called 9-1-1
- 70% believe landline provides location while only 41% believe wireless does
- Three out of four had seen #77 signs



# Citizen Survey Results





## And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is Jan 14, 2016