



Curtis Brown
Chairman
VDEM

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COMMONWEALTH of VIRGINIA

Virginia 9-1-1 Services Board

DRAFT MINUTES Virginia 911 Services Board Thursday, July 15, 2021 10:00 a.m.

Welcome and Opening Comments

Mary M. Blowe
Chief Financial Officer
City of Winchester

Thomas Bradshaw
Captain
Virginia State Police

Gary Critzer
Emergency Mgmt/ EMS Dir
City of Waynesboro

Terry Ellis
Comcast

R. Scott Garber
Fire Chief
City of Staunton

Pete Hatcher
AT&T

Jeffrey T. Merriman
Verizon Communications

Tamara Perez
Frederick County

Eddie Reyes
Prince William County

Nelson P. Moe
CIO
VITA

Kelvin Wright
Chief of Police
City of Chesapeake

Jolena Young
Twin County

Gabe Elias
SWIC
Advisor

Pursuant to § 56-484.13, the 9-1-1 Services Board convened in an “in person” open to the public setting on Thursday, July 15, 2021. The meeting was held at the Four Points Sheraton, 9901 Midlothian Turnpike, Richmond, Virginia 23236. Audio conferencing and web-ex information was provided via the Bureau’s website and the Commonwealth Calendar.

The following Board members were present for the meeting:

1. Curtis Brown - Chairman
2. Gary Critzer
3. Terry Ellis
4. Tamera Perez
5. Pete Hatcher
6. Jeffrey Merriman
7. Nelson Moe
8. Eddie Reyes
9. Jolena Young
10. Thomas Bradshaw
11. David Von Moll - Comptroller
12. Gabe Elias - Advisor

Curtis Brown, Chair of this Board, convened the meeting at 10:02 AM and welcomed Board members and staff to the meeting. He welcomed everyone back to the first “In Person” meeting in over a year and a half. He said that on June 30th the Governor ended the Emergency Declaration. He asked Shawn Talmadge, Deputy Secretary, to give an opening statement. Mr. Talmadge addressed the Board said that the Board is in an exciting space right now in terms of technology. He talked about the Cybersecurity hack, which is one of his projects for the Commonwealth. He thanked the Board for its work and said the Board does a “bang up” job.

Chairman Brown informed the Board that Coordinator Spears-Dean will introduce the new Board Members. He then recognized the new members and allow them to address the Board. Mr. Eddie Reyes of Stafford introduced himself. He said he is very honored and humble to be a member of this Board, and thanked the Board for letting him become a part of it. Ms. Tamera Perez of Frederick County, addressed the Board, and said that she has been in Virginia for six months, and is from Texas. She said that she is excited about being here and honored. Coordinator Spears-Dean then addressed the Board and said that the Board should recognize Danny Garrison for his long time service, whom is no longer on the Board. She also informed the Board that Terry Ellis, Sheriff Kevin Hall, and Chief Kelvin Wright have been reappointed to the Board.

Chairman Brown addressed the Board and said that it has a pretty thorough agenda today.

Approval of Minutes:

Chairman Brown called for a motion to approve the Minutes of March 11, 2021. Mr. David Von Moll made a motion to approve the Minutes of March 11, 2021, and Gary Critzer seconded the motion to approve the Minutes of March 11, 2021. The Minutes were approved;

11-0-0.

NGS Bureau Update:

Coordinator Spears-Dean addressed the Board and briefed the Board on updates for the NGS Bureau. She said that it has been over a year for staff coming over to VDEM. Mr. Brown commented that the environment has been an adjustment. He also said that August 12th there will be a kick-off to back to work at VDEM.

Coordinator Spears-Dean said that staff would be willing to work with you all through the adjustment.

She said that there has been a lot going on which included the expanding role of 9-1-1 and what is driving the expansion. She said that the expansion is influencing staff's role. It has a number of components, which includes current issues affecting the stakeholder community, and the impact on the 9-1-1 ecosystem.

Coordinator Spears-Dean then gave an update of what is going on in the Bureau. She informed the Board that the NGS Staff will meet "in-person" next week for the first time since transitioning to VDEM, and she will provide the Board with an update at its next meeting. She talked about the impacts on the 9-1-1 Ecosystem (see slide).

Coordinator Spears-Dean talked about how VDEM supports the Board and the NGS Bureau. She informed the Board that all team members in the NGS Bureau are focused on outreach. Coordinator Spears-Dean talked about the Committees of the Board, which are four (4) now: 1) Finance; 2) PSAP Grants; 3) Legislation; and 4) Regional Advisory Committee. She talked about how these Committees will interact and support each other and the Board. Coordinator Spears-Dean asked for questions, and there were none.

NG9-1-1 Deployment Update:

Brian Crumpler, Interim Regional Outreach Division Director, addressed the Board and gave a brief update on the NG9-1-1 Deployment. He introduced himself, and said that Stefanie McAlister has taken another job, and he is stepping into this position. He talked about the Next Generation 9-1-1 Overview. He said that the current 9-1-1 infrastructure is aged and has nine independent analog networks. He said that going forward, NG9-1-1 will have one statewide Emergency Services IP Network (ESInet) which will allow for detailed call transfers and data sharing. He said that 9-1-1 calls will be routed to the PSAP based on GIS data and caller location using geospatial routing of the calls. He said that the overall budget for this project is \$60M. He said that the legislative mandate is to have all deployments done by 2023. He said that since the last Board meeting there have been a number of deployments. He said that 9 PSAPs have been deployed and 12 will be done soon. Mr. Crumpler talked about the dashboard, and scheduling on the dashboard. He said that there are three phases actually going on at the same time. He said he will provide additional information at other Board meetings going forward.

Dr. Matt Gerike, Geospatial Program Manager, addressed the Board. He thanked Mr. Crumpler for his presentation on the dashboard. He said that although we are looking at four phases for testing and cutover; however, we are engaging all locations. He talked about the "time series" map. Dr. Gerike said that the GIS work has been ongoing since 2016. The GIS teams from each locality have done a great amount of work. He said that about 24% of Virginia localities have completed their GIS deployment. Fifty percent are engaged in loading the data, and 17% are eligible to upload. Dr. Gerike said that the remaining are continuing to work on their deployment piece. He talked about the PSAP Boundary Layers. The map shows the work that each locality and PSAPs have done. He said we are almost complete. He talked about the VGIN Report Card analysis. Dr. Gerike then asked for questions from the Board. Mr. Nelson Moe asked if it going to take three years to finished deployment, or will deployment be finished in two years? Mr. Moe also asked if staff could provide an idea of when deployment may be finished at the next Board meeting. Also, he said that he would like a clarification on the cost and timeline of the project in the form of a project brief with a brief detail snapshot. Dr.

Gerike said that by the next Board Meeting in September, he expects the boundaries to be complete. He said the GIS should be ready 90 days before deployment. Chairman Brown said that he is in agreement with Mr. Moe, and that the Board needs an update, and especially when the General Assembly meets. Mr. Crumpler said that there have been "lessons learned" during this process, and that is that the PSAPs can work concurrently throughout this project. Mr. Reyes said that he appreciate this GIS update. He said he had to work with 6 municipalities, and this is important in the significance of the GIS update. Mr. Reyes informed the Board that he has just cut-over.

Chairman Brown commented to the Board that this is reminder of the massive undertaking, and said that staff will have additional update in the coming meetings.

PSAP Boundary Data and Downstream Systems:

Coordinator Spears-Dean addressed the Board and said that VGIN makes data available as a downloadable dataset. These data sets are provided to interested parties aware of the new release. She also said that the data resources are provided in the most commonly used Virginia coordinate systems. She said that while VGIN supports localities in maintaining this dataset for NG-9-1-1, it is the responsibility of the PSAP or locality to provide the PSAP boundary data to third parties. Staff is recommending that the Board has three options, which include: 1) Does the 9-1-1 Services Board wish to weigh each downstream system proposal and provide approval; 2) Does the 9-1-1 Services Board wish to delegate authority to the NGS Bureau to provide PSAP boundary data to downstream systems that may use the data for call routing; and 3) Recommend NGS Bureau develop a decision brief for Board members to review at their September Board Meeting? Chairman Brown asked for questions from the Board. There were none. Chairman Brown then called for a vote from the Board on staff's recommendation on developing a "decision brief". Gary Critzer made a motion recommending the Board adopt the recommendation to develop a "decision brief". Terry Ellis asked about Geospatial Calling, and will that cure the problem with the "Border Response". Coordinator Spears-Dean said yes and no, there are a number of components to this problem. Coordinator Spears-Dean said that staff will provide more information on the Border Response at the September/November meeting. Dr. Gerike said that other parties control regulatory aspects. He said that Virginia prepares the PSAPs when they come together, but other parties participate to make it work. Mr. Moe asked about data sharing, and suggested that staff provide a definition of the data you are giving. Dr. Gerike said that the data being provided is "public". Chairman Brown called for a second to the motion, and Jolena Young 2nd the motion. All approved; **11-0-0**.

NG9-1-1 Funding and Amendment Requests:

Lisa Nicholson, PSAP Grant Manager, addressed the Board and talked about the NG9-1-1 Funding Award Amendments. She said that there are four (4) award amendments, which the Board authorized that staff acted on because they were within the 10% funding approval. The four Amendments are for Botetourt, Russell, Tazewell and Rockbridge. Botetourt exceeded the 10% threshold. They received a quote that expired on June 30th. They were able to get an extension. Staff provide a brief consideration that was sent out to the Board that was available for nine days which provided AT&T to go back and provide a new quote. The 10% rule disproportionately affect most of Virginia PSAPs. She said that the Grant Committee is recommending updating the 10% to allow staff to make an award amendment if it is less than \$50,000. This was to bring the Board awareness to an item later on in the Board's agenda to be discussed by recommendation by the Grant Committee. Ms. Nicholson said that Rockbridge, Russell and Tazewell are for "call handling equipment", and they are asking for funding to be included, and will bring the amount over \$50,000. Chairman Brown called for a motion to approve staff's recommendation. Ms. Jolena Young made the motion to approve staff's recommendation, and Mr. Critzer 2nd the motion for approval, with Mr. Pete Hatcher abstaining from the vote. Mr. Von Moll asked that staff check with the localities to see if they are having similar problems, and see if the Board can address this problem ahead of the process. Staff said that yes, and will be providing this information to the Finance Committee. Mr. Moe commented that staff needs to provide a report to the General Assembly to include this as a segment of the Project as well as the Boundary. Chairman Brown said that he is in agreement with Mr. Moe's comment. The vote was cast, and all approved; 10-1-0 with Mr. Hatcher abstaining.

Old Business:

- **9-1-1 Cost Study** – Coordinator Dr. Spears-Dean addressed the Board and said that NGS staff was directed by the Board to proceed with a 9-1-1 Cost Study. Jolena Young, as a member of the Finance Committee, is assisting staff. An update will be given to the Finance Committee on August 12, 2021.
- **Introduction of new SWIC**- Chairman Brown informed the Board that the Commonwealth has a new Statewide Interoperability Coordinator (SWIC). He introduced Gabe Elias to the Board, and said that he is happy to have him on the Board. Mr. Elias then addressed the Board and said that he has worked with many of the members on this Board.
- **COMLINC Update** - Mr. Elias addressed the Board and talked about COMLIC and the system. He said that the State Police is the user of this system. It is modern

technology which includes training, curriculum; funded support; modern hardware, and a mobile app. The project will upgrade, modernize, expand \$6.5M state funding with 147 or more installations. He talked about the COMLIC roll call. Mr. Elias said that this system will be initiated by tomorrow night, and it will test our systems. He said it is important to get the MOA returned. He is not calling out which localities that have not returned the MOA. He said the Commonwealth need those MOAs returned. He talked about what will happen when the 1st, and 2nd systems fail? COMLINC has a role to play in this. He is asking for the Board to encourage the localities and PSAPs to think about when communications go beyond boundaries.

Chairman Brown then recognized Captain Thomas Bradshaw with the Virginia State Police, and said that he is happy to have him on the Board.

New Business:

- **PSAP Grant Committee Report** – Lisa Nicholson, PSAP Grant Manager, addressed the Board for Chief Wright who was unable to attend this meeting. She said that the Committee is recommending a motion to support the 10% rule to allow the staff to approve for up to \$50,000 in grant funding amendments. Mr. Moe asked that the staff provide a report to the Board going forward. Mr. Moe made the motion to approve the Committee's recommendation, and Mr. Von Moll seconded the motion for approval. All approved; 11-0-0.

Ms. Nicholson informed the Board that a Pulaski PEP Grant application was lost in the VITA and VDEM mailbox doing the transition last July. The PSAP provided their documentation, and staff is recommending that the Board approve the \$3,000 grant award. Chairman Brown called for a vote from the Board on staff's recommendation. Mr. Gary Critzer made the motion to approve the funding, and Captain Bradshaw 2nd the motion for approval. All approved; 11-0-0.

- **Regional Advisory Council (RAC) Report** - Coordinator Spears-Dean addressed the Board, and said that Eddie Reyes will give the report to the Board on behalf of the RAC. Coordinator Spears-Dean gave a brief introduction to Mr. Reyes. She said that at the March meeting the Board made a decision about the RAC to move it from a Regional Advisory Council and make it a standing Committee of the 9-1-1 Service Board. The RAC is now known as the Regional Advisory Committee (RAC). Also, since this Committee is now a "standing Board Committee", it will be in alignment with the other Committees of the Board. She said that as a result of this Committee becoming a part of the 9-1-1 Service Board, new relationships have been developed. The RAC will provide a

commitment to the 9-1-1 community with a great voice, representation, and input into the work plan and program of the 9-1-1 Services Board. She said that over half of the members will represent the 9-1-1 community. Coordinator Spears-Dan said that regional nominations and election process for PSAP member representatives will begin this month. She said that the anticipated first meeting of the Regional Advisory Committee (RAC) will occur on September 16th at 2:00 PM at the Four Points Sheraton.

Eddie Reyes addressed the Board and said that this Committee will be allowing voices from the bottom up. He said that over half of the members from the RAC are from the 9-1-1 Community. Mr. Crumpler commented that nominations into membership on the Committee will be opening up within the next two weeks. Mr. Reyes, Chairman, and Ms. Perez, Co-Chairman, will receive the nominations. Mr. Reyes talked about the proposed make-up of the RAC which will include: two Board members (chair and vice-chair of the committee); seven regional PSAP representatives (one for each VDEM Region); one representative each from Virginia APCO and Virginia NENA; two emergency managers; one representative from VEMA; one local IT representative (covers areas of IT and cybersecurity); one representative from the Office of Emergency Medical Services (OEMS); one representative from the Department of Behavioral Health and Developmental Services (VBHDS); two private citizens (at-large members); and the Statewide Interoperability Coordinator (SWIC) – (Advisor to the RAC).

- **Finance Committee Report** – Chairman Von Moll addressed the Board and said that the Finance Committee has been a part of the Board for a while, and is just starting up again. The Committee members are: David Von Moll, Chairman; Nelson Moe, Vice Chairman; Kevin Hall; Tom Bradshaw; and Jolena Young. He said that at the meeting held on June 10, 2021, spent most of the time talking about the Charter document. The Committee talked about the 10% discussed today at the Board Meeting. Chairman Von Moll said that the next meeting of the Finance Committee is scheduled for August 12, 2021.
- **Legislative Committee** – Chairman Terry Ellis addressed the Board and commented that it is nice to meet the Board in person again. She said it is a great idea to reinstate the Legislative Committee. She said that the members of the Legislative Committee are: Terry Ellis, Chairman; Jeffrey Merriman, Vice Chairman; Gary Critzer; Scott Garber; Pet Hatcher; Jolena Young; unnamed Carrier Representative; Unnamed VML an VACo Representatives; and unnamed VA APCO and VA NENA Representatives. Ms. Ellis said that she thinks having a Committee going forward will allow them to have conversation with one another to allow legislation the Committee and Board needs for recommendations

and approach. She said that the next Committee meeting is scheduled to meet on August 18th.

Public Comment:

Chairman Brown asked for Public Comment. There were no comments in the room nor on the Chat. Mr. Moe commented that there are 50 days between now and September 11th. He said that is why PSAPs are so important, and move forward with resilience. Chairman Brown commented that this is why we are all here.

Adjournment of the Meeting:

Chairman Brown said that the next meeting of the 911 Service Board is September 9, 2021. He then moved that the meeting of the 911 Service Board be adjourned. Mr. Von Moll made the motion to adjourn the 911 Service Board, and Captain Bradshaw 2nd the motion for adjournment. All Board members approved the motion, and Chairman Brown declared the meeting adjourned at 11:52 AM with no objections; approved; **11-0-0**.

Respectively Submitted by
Ms. Terry Davis Mayo
Board Executive Administrative Assistant