

Virginia Information Technologies Agency



Commonwealth of Virginia 9-1-1 Services Board FY 2019 Annual Report

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Executive Summary

The *Code of Virginia* (§56-484.14) requires the 9-1-1 Services Board (the “Board”) to report annually to the Governor, the Senate Committee on Finance, the House Committee on Appropriations, and the Virginia State Crime Commission on the following:

- (i) the state of enhanced 9-1-1 services in the Commonwealth,
- (ii) the impact of, or need for, legislation affecting enhanced 9-1-1 services in the Commonwealth,
- (iii) the need for changes in the E-911 funding mechanism provided to the Board, as appropriate, and
- (iv) 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.) pursuant to subdivision 6.

➤ *The state of enhanced 9-1-1 services in the Commonwealth*

The commonwealth has begun the deployment of Next Generation 9-1-1(NG9-1-1). NG9-1-1 is a solution based on a modern Internet Protocol (IP) network that has the ability to deliver calls to the appropriate Public Safety Answering Point (PSAP) faster, transfer 9-1-1 calls and associated data anywhere needed, interconnect with other public safety systems and databases, and securely receive multimedia communications like text, photos and videos.

In January 2018, the Board made the decision to transition to a statewide IP-based infrastructure, known as an Emergency Services IP Network (ESInet), and adopted a [plan](#) to guide deployment statewide. The ESInet replaces a 9-1-1 system that is dependent on decades old technology and is tethered to voice-centric communications. However, since 9-1-1 is a local service, it is up to each locality to determine how they will move forward with NG9-1-1 deployment.

The Board is leading Virginia’s efforts to transition an outdated 9-1-1 system into a digital network that is faster, more efficient, and has greater PSAP capabilities to better serve its citizens and visitors. Throughout FY 2019, VITA Integrated Services Program (ISP) staff implemented the Board’s deployment plan as follows:

- Completed 124 NG9-1-1 Migration Proposals (MP)
- Created program to address NG9-1-1 funding lifecycle needs
- Implemented communications platform
- Developed GIS resources
- Established integrated operational process to support regional deployments

The Code of Virginia [§ 56-484.16](#) requires that on or before July 1, 2020 that each PSAP in the Commonwealth shall deploy Text-to-9-1-1 service. As a result of this recent legislation, the Board anticipates statewide deployment of Text-to-9-1-1 services by July 1, 2020, and has made resources available to PSAPs to meet this legislative requirement.

The number of wireless 9-1-1 calls continues to grow. Currently, 77.5 percent of all 9-1-1 calls received by Virginia PSAPs are from a wireless device. In response to the fact that many more wireless 9-1-1 calls are made indoors, the Federal Communications Commission (FCC) in 2015, adopted a [Wireless Indoor Location Accuracy Report and Order](#). However, improving wireless accuracy continues to be an ongoing issue.

- *The impact of, or need for, legislation affecting enhanced wireless emergency telecommunications services in the Commonwealth*

Currently, the Board has not proposed any legislation for the 2020 General Assembly session.

- *The need for changes in the E-911 funding mechanism provided to the Board, as appropriate*

The 9-1-1 community has expressed concern over the amount of recurring costs associated with NG9-1-1. To address this concern, the ISP formed the NG9-1-1 Sustainable Funding Committee to develop recommendations on how to mitigate the financial burden of recurring NG9-1-1 costs on localities.

- *Monitor developments in enhanced 9-1-1 service and multi-line telephone systems*

This is a duty of the Board that was enacted on July 1, 2007. Most of the provisions of Article 8 (§ 56-484.19 et seq.) of Chapter 15 of Title 56 took effect on July 1, 2009. The Board continues to monitor developments.

Story Map

The full report of the above items is available from this [link](#). The format of this report is a story map. This format was chosen because it provides visual representation of important report elements in a manner that is both interactive and engaging for the reader.