



Virginia Department of  
Emergency Management

# Commonwealth of Virginia 9-1-1 Services Board FY 2022 Annual Report

October 1, 2022



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The 9-1-1 Services Board is leading Virginia’s efforts to transform an outdated 9-1-1 system into a digital network that is faster, more efficient, and has greater Public Safety Answering Point (PSAP) capabilities to better serve its citizens and visitors for years to come. Overall, the 9-1-1 system relies on technology that is decades old and tied to voice-centric communications. This outdated infrastructure is being replaced by newer and more resilient technology. The commonwealth must move forward in its evolution of enhanced 9-1-1 technology in order to ensure high-quality, state-of-the-art services to its citizens and visitors.

To accomplish this transformation, the Board has planned for and initiated the processes (Figure 1) for moving Virginia PSAPs to a Next Generation 9-1-1 (NG9-1-1) system. NG9-1-1 is based on a modern internet protocol (IP) network, that has the ability to deliver calls to the appropriate 9-1-1 center faster, transfer 9-1-1 calls and associated data anywhere as needed, interconnect with other public safety systems and databases, and eventually, to securely receive multimedia communications like text, photos and videos in an efficient and timely manner. As service providers begin to move away from legacy circuit-switched technology, there is an urgency to update the 9-1-1 infrastructure to NG9-1-1. Actions to transform the outdated system to a new digitally based network that is faster, more efficient, and has greater capabilities to serve Virginia’s citizens is underway.

The *Code of Virginia* [§56-484.16](#) requires full implementation of NG9-1-1 by July 1, 2023 unless extended by the 9-1-1 Services Board for good cause. Afterwards, the Board must be ready to execute a plan that establishes its vision of the enhanced NG9-1-1 ecosystem and related priorities for the utilization of the ESInet.

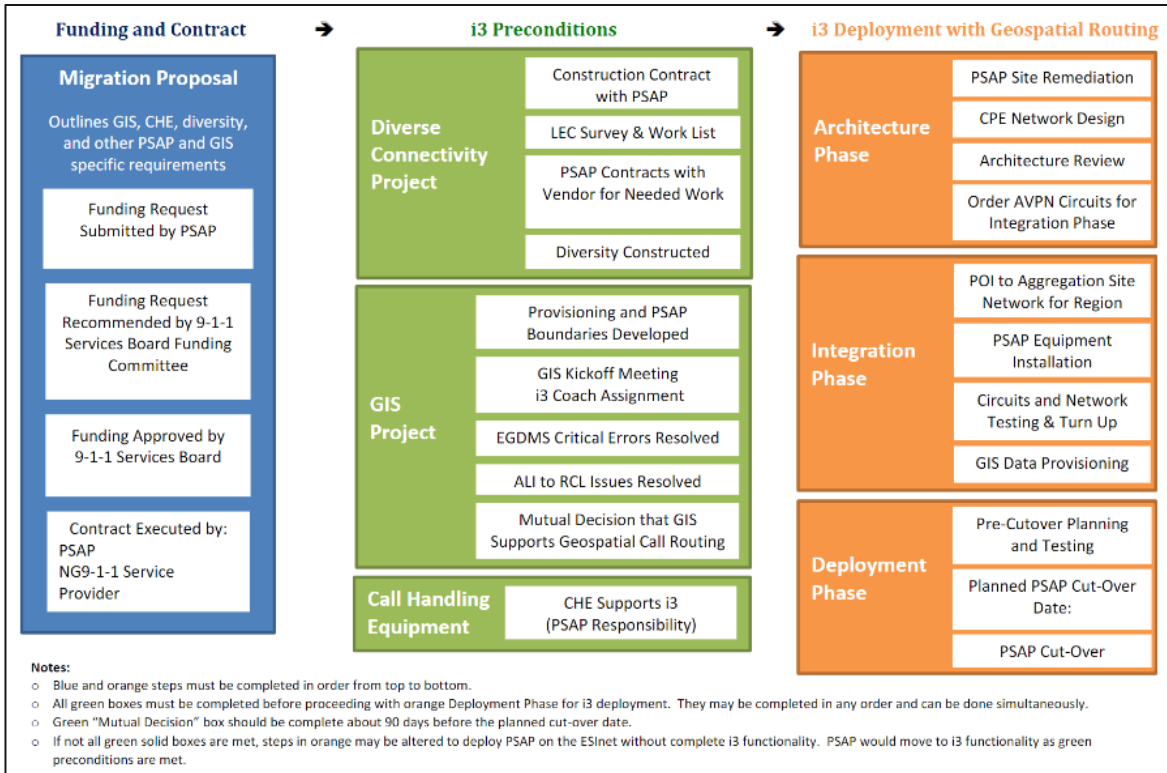


Figure 1: Overall NG9-1-1 Deployment Steps

The Board has a robust governance structure in place to achieve the above goal. This structure consists of the 9-1-1 Services Board and its four standing committees: Finance, PSAP Grant, Legislative, and Regional Advisory (Figure 2):

- The Finance Committee support the Board in fulfilling its financial obligations as identified in [§56-484.14](#) of the *Code of Virginia* and in accordance with establish Board policy.
- The purpose of the PSAP Grant Committee is to recommend funding guidelines to the Board. The current guidelines document focuses on two programmatic areas. The first area is the implementation of a statewide NG9-1-1 emergency communications system. The second is 9-1-1 and GIS education and training for PSAPs.
- The Legislative Committee reviews 9-1-1 legislative activities and recommends a legislative agenda to the Board for Virginia’s General Assembly sessions
- The Regional Advisory Committee studies and make recommendations regarding the implementation of the statewide NG9-1-1 emergency communications system and its impact on Virginia’s current and future 9-1-1 ecosystem.

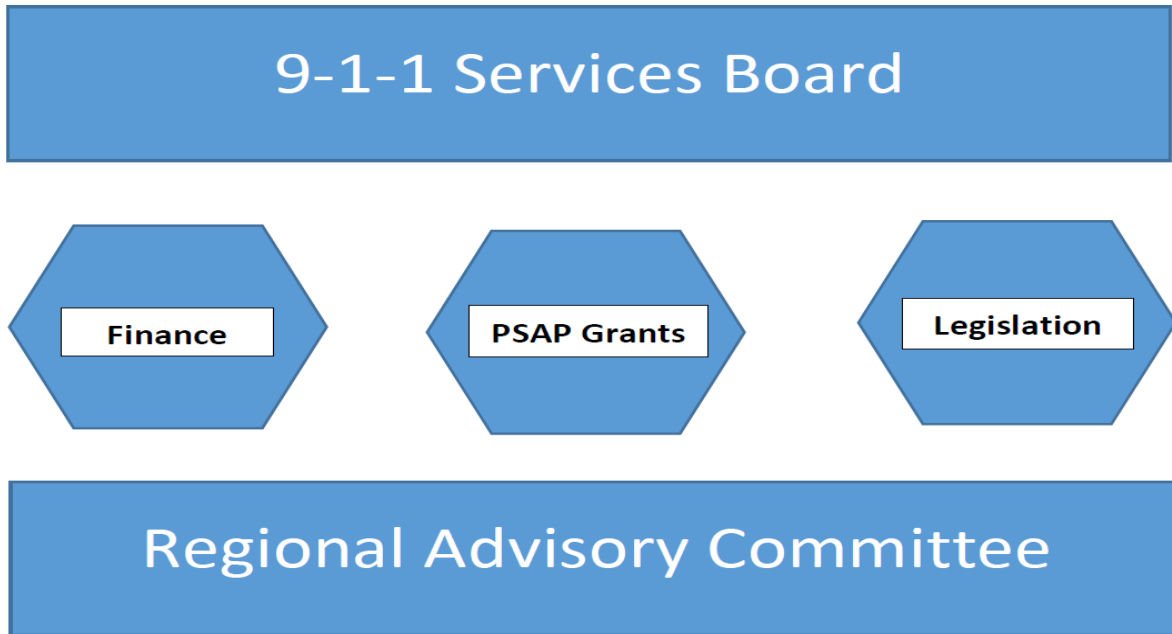


Figure 2: Virginia's 9-1-1 Governance Structure

Throughout FY 2022 the Board has made significant progress on the deployment of NG9-1-1. The following metrics pertain to the status of the statewide project:

- 29% - Percent of PSAPs Live with NG 9-1-1 and Geospatial Call Routing
- 50% - Percent of Population Served by NG9-1-1 PSAPs
- 24% - Percent of Area Served by NG9-1-1 PSAPs
- 50% - Percent of 4 million Annual 9-1-1 Calls Currently on the NG9-1-1 ESInet
- 51% - Percent of ESInet Calls Geospatially Routed

The number of wireless 9-1-1 calls also continues to grow. Currently, 80 percent of all the 9-1-1 calls received by Virginia PSAPs are from a wireless device.

Because of the above efforts, Virginia continues to be a nationally recognized leader in 9-1-1 and the Board has positioned itself strategically to address emerging challenges to the commonwealth's 9-1-1 ecosystem.

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

The Board's Legislative Committee maintains a proactive posture to provide 9-1-1 stakeholders with a forum to discuss legislation impacting the 9-1-1 community, make legislative recommendations to the Board to support its vision of the enhanced NG9-1-1 ecosystem and review legislative proposals from the Board. Most recently, the Committee has focused on harassing 9-1-1 calls and swatting. The Committee is also monitoring the need for additional NG9-1-1 legislation related to new developments, such as emerging technologies, and the implementation of the Marcus Alert and its impact on the 9-1-1 community. At this time, the Committee is not recommending a specific legislative agenda to the Board for the upcoming General Assembly session. However, the Board may determine otherwise.

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

The Board directed the 9-1-1 and Geospatial Services (NGS) Bureau Chief to move forward with a 9-1-1 Cost Study. The purpose of this study is to determine the statewide cost of 9-1-1 in Virginia, identify potential efficiency improvements, determine adequacy of current revenue streams, and short- and long-term fiscal impacts on localities. This study has been completed and the resulting report provides an analysis of statewide 9-1-1 costs and trends associated with these costs. This analysis is based on primary PSAP operational expenses from the past five fiscal years. The report also includes projections and recommendations on future NG9-1-1 costs and investment requirements, as well as anticipated trends. The Board will use this study to establish its vision of the enhanced NG9-1-1 ecosystem and related priorities for the utilization of the ESInet

➤ *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.