



Virginia Department of  
Emergency Management

# Commonwealth of Virginia 9-1-1 Services Board FY 2023 Annual Report

October 1, 2023



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The 9-1-1 Services Board is leading Virginia’s efforts to transform an outdated 9-1-1 system into a digital network that is faster, more efficient, and has greater Public Safety Answering Point (PSAP) capabilities to better serve its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 current 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 This outdated infrastructure is being replaced by newer and more resilient technology.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 Actions to transform the outdated system to a new digitally based network that is faster, more efficient, and has greater capabilities to serve Virginia’s citizens is underway.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 deadline for completing this project is December 31, 2024.

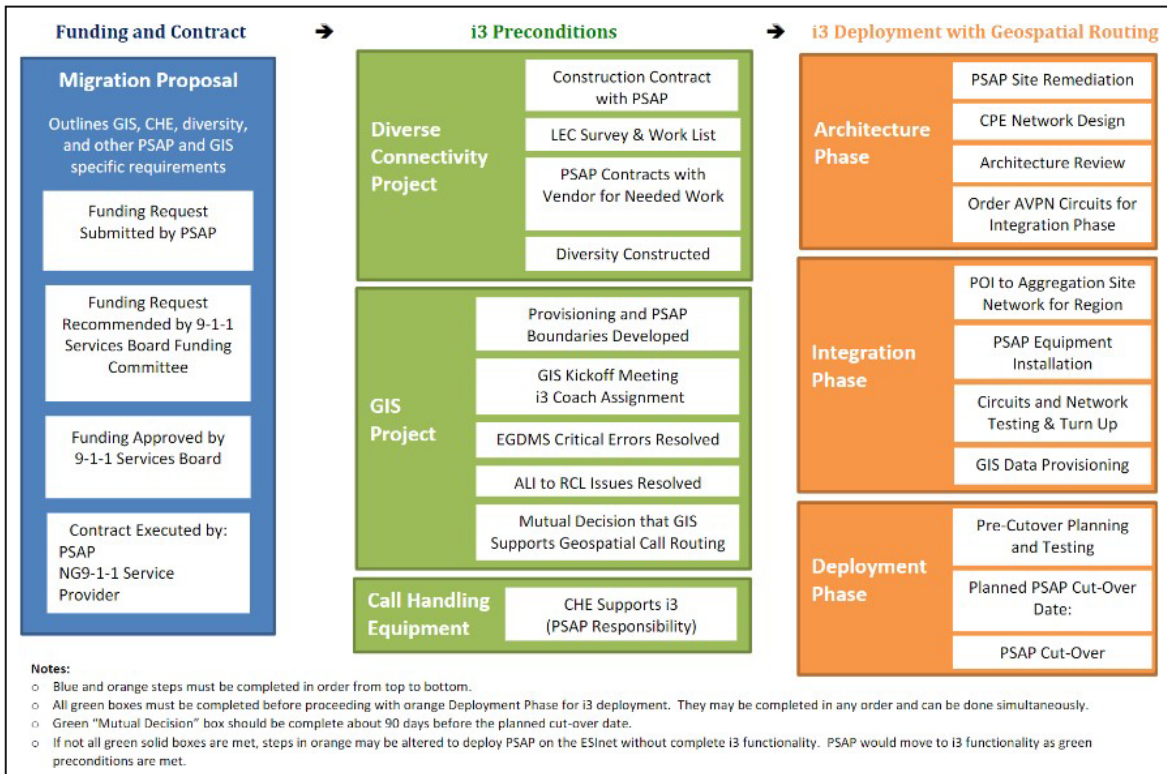


Figure 1: Overall NG9-1-1 Deployment Steps

With the onboarding of the new Public Safety Communications (PSC) Coordinator, all NG9-1-1 deployment-related activities are being transitioned to the PSC Division to better assist the Board with this statutory responsibility. VDEM’s 9-1-1 and Geospatial Services Bureau (NGSB) developed a revised deployment plan from remaining PSAPs based on recent lessons learned from other NG9-1-1 deployments. The Board hopes to complete all deployments by October 30, 2024.

Virginia is a nationally recognized 9-1-1 leader and we have a duty to improve emergency response. When the statewide deployment of NG9-1-1 is completed, the Board will be ready to execute a data-driven plan that is based on its vision for post NG9-1-1 go-live and supported by a sustainable funding model.

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):

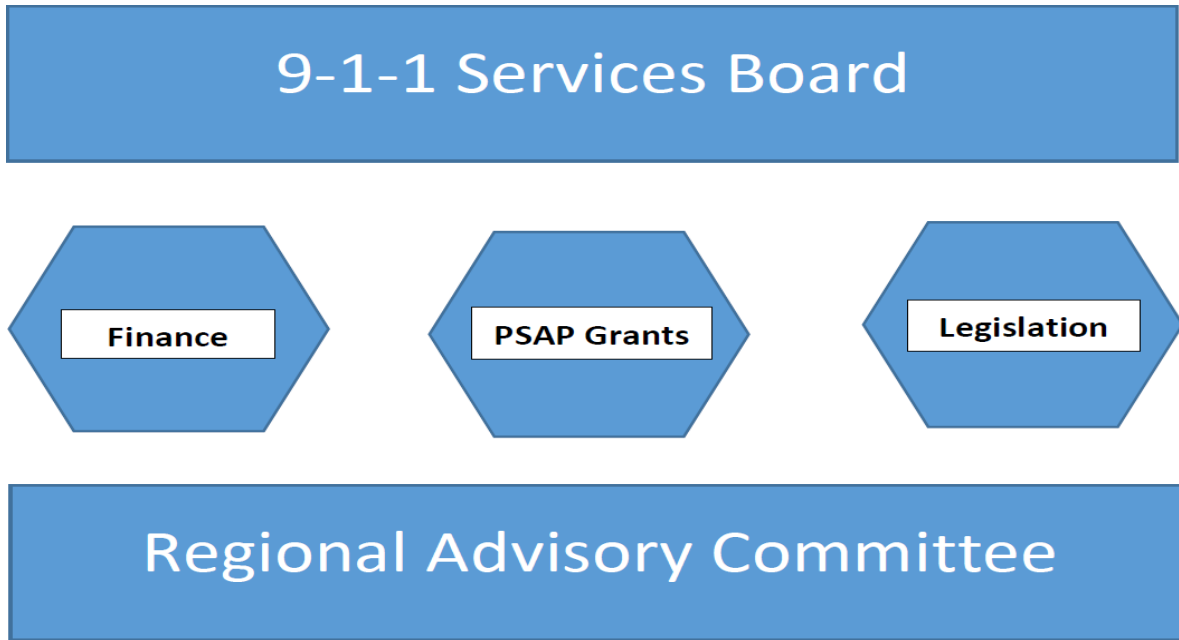


Figure 2: Virginia’s 9-1-1 Governance Structure

- The Finance Committee supports the Board in fulfilling its financial obligations as identified in [§56-484.14](#) of the *Code of Virginia* and in accordance with Board policy.
- The purpose of the PSAP Grant Committee (PGC) is to recommend funding guidelines to the Board. In FY 2023, the Board, based on PGC recommendations, approved grant guidelines for these new programmatic areas:
  - Call Handling Equipment (CHE)
  - Regional Enhancement and Consolidation
  - Staffing Recognition
  - Data Enhancement
  - Enterprise GIS Software, Data Maintenance, and Data
- 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 (RAC) 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. The RAC’s membership consists of 9-1-1 stakeholders. It functions as a natural complement to the Board, providing input from the 9-1-1 community.

Throughout FY 2023, the Board made significant progress on the deployment of NG9-1-1. The following metrics pertain to the status of the statewide project:

- 53% - Percent of PSAPs Live with NG 9-1-1 and Geospatial Call Routing
- 70% - Percent of Population Served by NG9-1-1 PSAPs
- 49% - Percent of Area Served by NG9-1-1 PSAPs
- 54% - Percent of 4 million Annual 9-1-1 Calls Currently on the NG9-1-1 ESInet
- 44% - Percent of ESInet Calls Geospatially Routed

Additional information on this project is available from the NG9-1-1 Dashboard:

<https://vgin.maps.arcgis.com/apps/MapSeries/index.html?appid=d8426fe09efc4ad1b4fd756e1fb4d47b>

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. The Committee is also monitoring the need for additional NG9-1-1 legislation related to new developments, such as emerging technologies. At this time, the Committee is not recommending a specific legislative agenda to the Board for the upcoming General Assembly session.

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

The Board has not identified any need for changes in the E-911 funding mechanism.

- *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.