



Virginia Department of  
Emergency Management

# Commonwealth of Virginia 9-1-1 Services Board FY 2024 Annual Report

July 1, 2024



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*

As of June 27, 2024, all wireless emergency calls now utilize location-based routing and all of Virginia's Public Safety Answering Points (PSAPs) can receive information from Text-to-911.

The Virginia Next Generation 9-1-1 GIS Onboarding Project crossed a significant milestone in January 2024 as GIS data for all 124 Virginia 9-1-1 Centers met the quality requirements for NG9-1-1. Work continues to maintain data to NG9-1-1 standards, improve data beyond the requirements, and document and automate processes regularly transferring data to production systems. Messaging includes awareness of future standards changes that will require the development of additional GIS data and attributes to meet the needs of 9-1-1.

The Board has diligently planned and initiated the transition process (refer to Figure 1) to migrate Virginia's PSAPs to a Next Generation 9-1-1 (NG9-1-1) system. NG9-1-1 operates on a secure modern Internet Protocol (IP) network, enhancing our ability to swiftly route emergency calls to the appropriate 9-1-1 center, facilitate seamless transfer of calls and associated data across locations, integrate with other public safety systems and databases, and in the future, securely handle multimedia communications such as texts, photos, and videos.

The shift from legacy circuit-switched technology to NG9-1-1 is critical as telecommunications providers phase out older systems. This upgrade is essential to ensure our emergency response infrastructure is faster, more efficient, and capable of meeting the evolving needs of Virginia's residents. The project is progressing with the goal of completing the transformation by December 31, 2024.

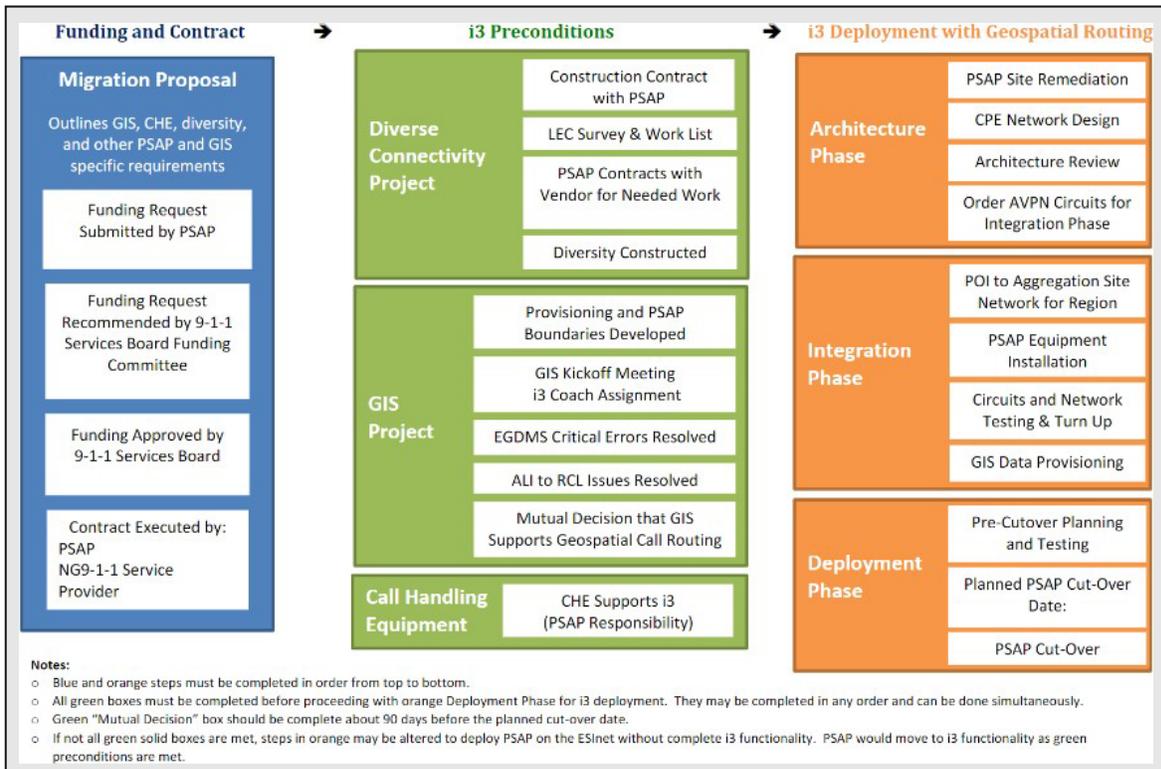


Figure 1: Overall NG9-1-1 Deployment Steps

All NG9-1-1 deployment-related activities have 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.

Virginia is a nationally recognized 9-1-1 leader and we have a duty to improve emergency response. The Board updated its *PSAP Capabilities and Services Standards* in September 2023 to support Virginia 9-1-1 Centers in maintaining and leveraging NG9-1-1 and providing improved messaging on cybersecurity. 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):

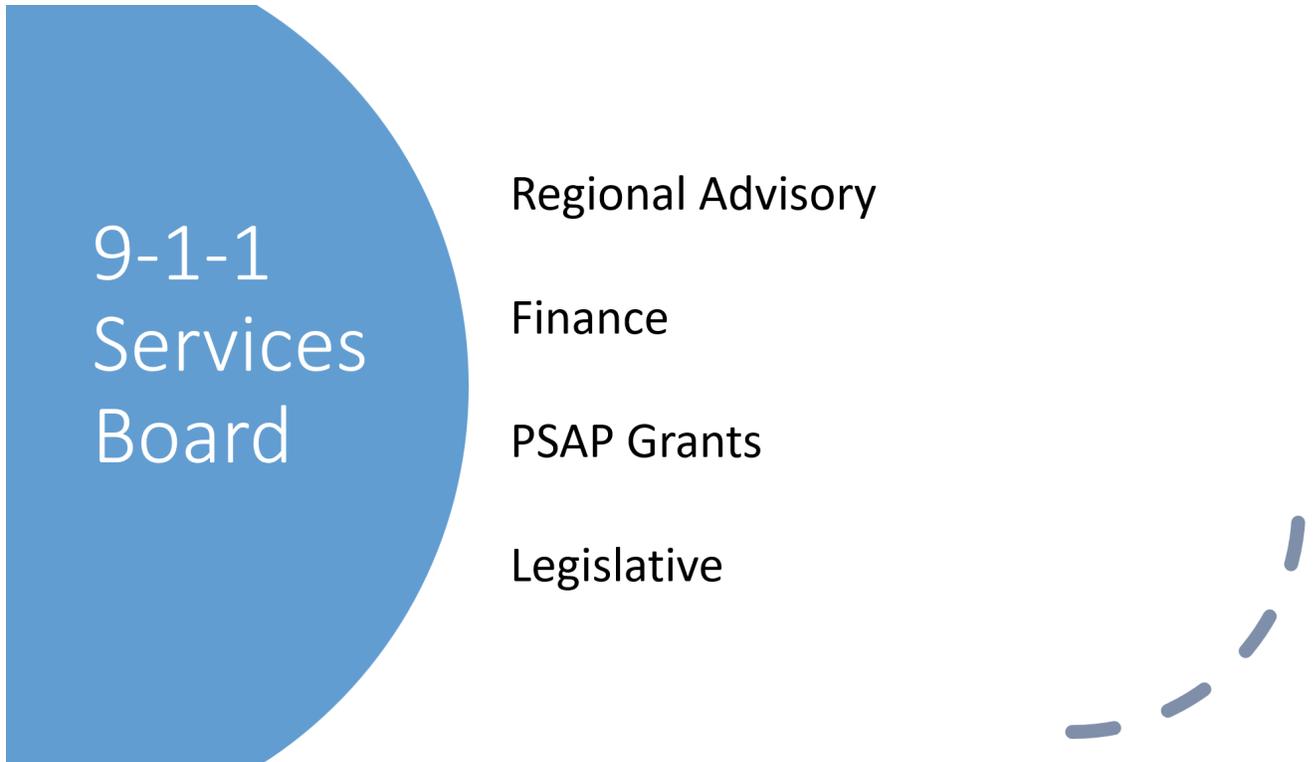


Figure 2: Virginia’s 9-1-1 Governance Structure

- 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 2024, the Board, based on PGC recommendations, approved grant guidelines for these programmatic areas for FY 2025:
  - PSAP Education Grant (PEP)
  - Multi-Jurisdictional PSAP Education Grant (MJPEP)
  - Call Handling Equipment (CHE)
  - Consolidation
  - Enterprise GIS Software
  - Data Maintenance and Data Transfer

PSAP Grants applied for and awarded in FY 2023 for FY 2024 were administered this year in these programmatic areas:

- PSAP Education Grant (PEP)
- Multi-Jurisdictional PSAP Education Grant (MJPEP)
- Call Handling Equipment (CHE)
- Regional Consolidation and Enhancement

- Staffing Recognition
- Enterprise GIS Software
- Data Maintenance and Data Transfer

Additionally, the PGC and Board have provided awards for PSAPs to comply with Virginia’s Emergency Medical Dispatch (EMD) requirements and are exploring options to insure the cyber resiliency of 9-1-1 centers.

- 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 2024, the Board made significant progress on the deployment of NG9-1-1. The following metrics pertain to the status of the statewide project:

	FY 2022	FY 2023	FY 2024
Percent of PSAPs Live with NG 9-1-1 and Geospatial Call Routing	29%	53%	75%
Percent of Population Served by NG9-1-1 PSAPs	50%	70%	90%
Percent of Area Served by NG9-1-1 PSAPs	24%	49%	74%
Percent of 4 million Annual 9-1-1 Calls Currently on the NG9-1-1 ESInet	50%	54%	78%

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.

The US Federal Communications Commission (FCC) has been active in the 1 July 2023 - 30 June 2024 proposing and enacting rules to improve 9-1-1 service. In March 2024, the FCC adopted a Report and Order with Further Notice of Proposed Rulemaking describing how 9-1-1 calls from satellite operators collaborating with terrestrial service providers will be delivered to PSAPs, both of which use existing methods familiar to Virginia's 9-1-1 centers.

At the same meeting, the FCC adopted a Report and Order requiring and setting a timeline for wireless phone service providers to implement location-based routing (LBR) for 9-1-1 calls. This action uses systems on the providers side ahead of Next Generation 9-1-1 and has the potential to save an estimated 13,837 lives across the country each year. By the end of June 2024, AT&T, T-Mobile, and Verizon notified staff that they implemented LBR for wireless calls across Virginia on their networks.

While Virginia 9-1-1 Centers deployed on NG9-1-1 are ready to receive NG9-1-1 calls, calls need to be sent in an NG9-1-1 format to maximize the performance of the system and investment. In late June 2024, the FCC released a Report and Order for consideration at their July 2024 meeting aimed at "Advancing the Transition to NG9-1-1" by "Facilitating Implementation" by creating a structure and timelines for telephone service providers to deliver calls in the way and with the information that NG9-1-1 requires. This Report and Order follows up on proposed rules circulated in 2022 and 2023.

The FCC has also adopted rules this reporting period to strengthen 9-1-1 outage reporting requirements and fined carriers for outages.

NENA: The 9-1-1 Association continues to work on ANSI standards for NG9-1-1 so that z-axis information sent by wireless carriers in accordance with FCC regulations can be used to provide improved location information with calls as they are routed to 9-1-1 centers.