



# COMMONWEALTH OF VIRGINIA

## Department of Emergency Management


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September 5, 2025

To: John Littel, Chief of Staff

Through: The Honorable Marcus Anderson,  
Secretary of Public Safety and Homeland Security

From: John Scrivani,  
VDEM Acting State Coordinator 

Subject: FY25 911 Services Board Annual Report

Due Date: September 24, 2025

**Recommendation:** Seeking review and approval prior to filing. Code requires this report to be filed by October 1, 2025.

**Background:** 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:

- the state of enhanced 9-1-1 services in the Commonwealth
- the impact of, or need for, legislation affecting enhanced 9-1-1 services in the Commonwealth
- the need for changes in the E-911 funding mechanism provided to the Board, as appropriate
- 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.

**Attachment:**

1. FY25 911 Services Board Annual Report

Recommend Approval ☒

Recommend Approval w/ Modification ☐

Deny ☐

 09/10/2025

Marcus Anderson

Date

Secretary of Public Safety and Homeland Security

Approve ☒

Approve w/ Modification ☐

Deny ☐

 10/10/25

John Littel

Date

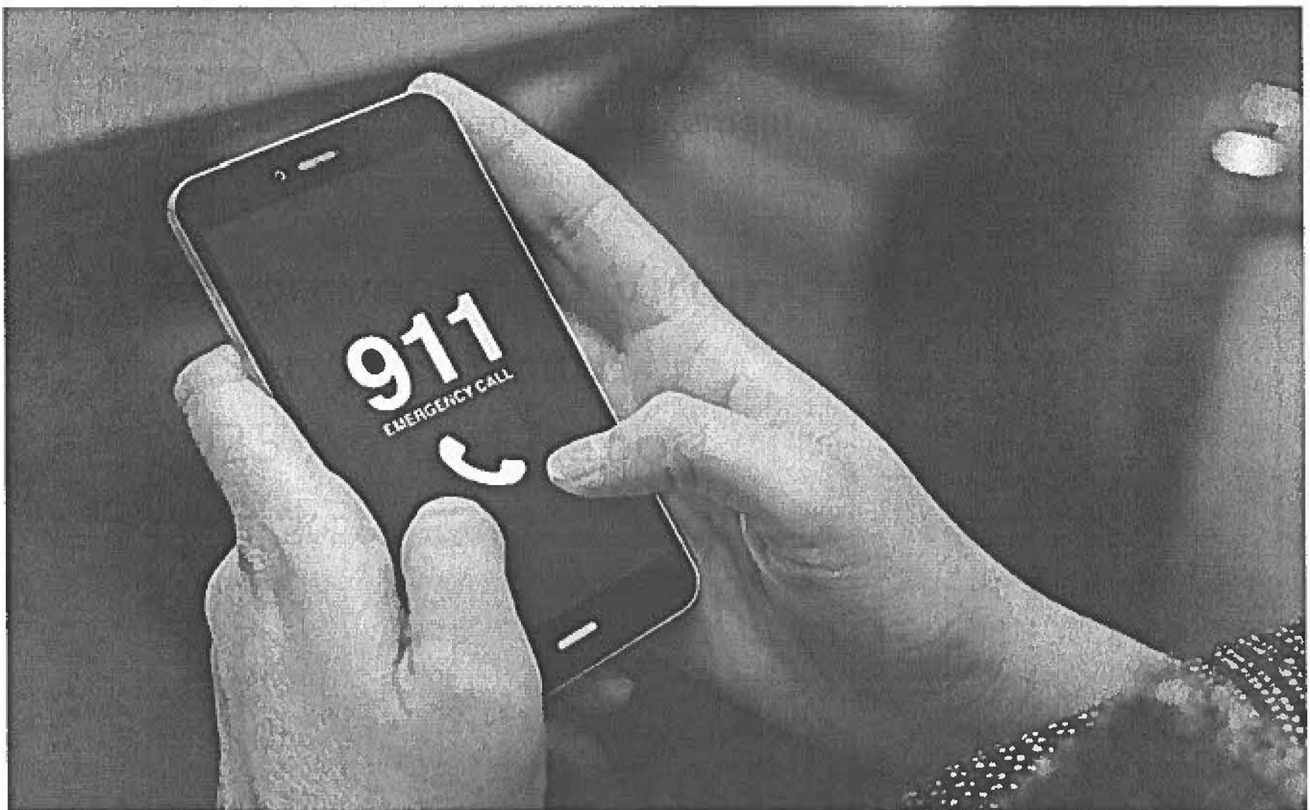
Chief of Staff



Virginia Department of  
Emergency Management

# Commonwealth of Virginia 9-1-1 Services Board FY 2025 Annual Report

October 1, 2025



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 Board has diligently planned and initiated the transition process (refer to Figure 1) to migrate Virginia's Public Safety Answer Points (PSAPs) to a Next Generation 9-1-1 (NG9-1-1) system. NG9-1-1 operates on a modern Internet Protocol (IP) network, enhancing our ability to swiftly route emergency calls to the appropriate 9-1-1 center with better information, 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 November 3, 2025.

In FY2025, 9-1-1 & Geospatial Services Bureau (NGS) staff on behalf of the 9-1-1 Services Board, undertook a major revision of the statewide 9-1-1 Comprehensive Plan reaffirming its vision of a sustainable, inclusive, and modern emergency communications system. As part of the revision, staff held a total of 7 regional town halls with 112 representatives from various stakeholder groups across the Commonwealth. Stakeholders provided feedback and validated priorities. The updated plan includes strategic initiatives aimed at enhancing services for the hearing impaired, improving translation services, and fostering stronger collaboration with federal, state, local, and tribal entities.

The plan also places stronger emphasis on professional development, modernization of technical systems, and future focused planning. Key initiatives include development of interoperability frameworks for PSAP systems, enhancement of cybersecurity, and promotion of GIS data best practices. A survey of the draft plan yielded responses from 92 primary PSAPs affirming budget priorities, CAD-to-CAD integration plans, the importance of interoperability frameworks, recruitment and retention challenges, and the need for ongoing training. These results not only helped shape the plan but also align with the NG9-1-1 Additional Funding grant opportunity, helping ensure that the 9-1-1 system in Virginia continues to meet changing demands and technology.

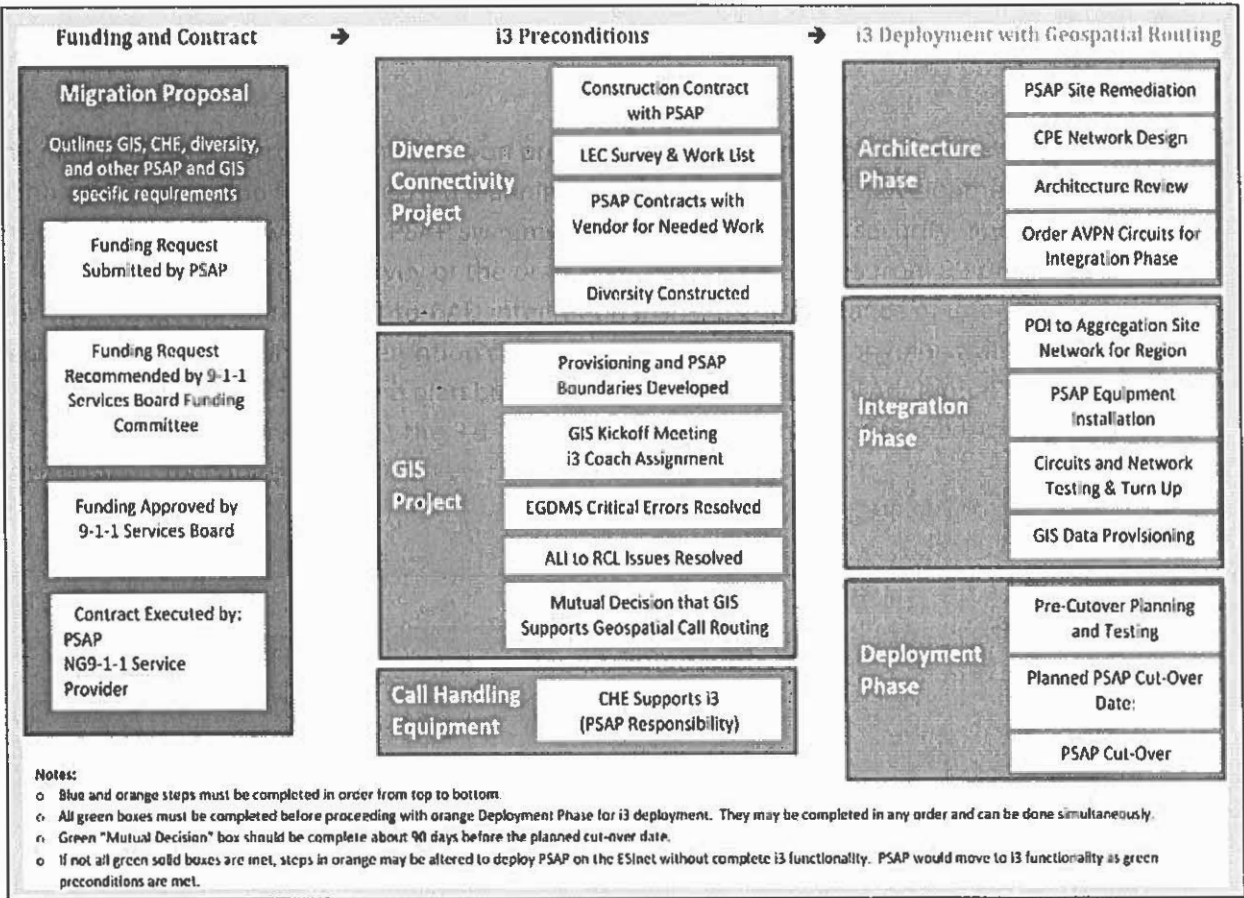


Figure 1: Overall NG9-1-1 Deployment Steps

Virginia is a nationally recognized 9-1-1 leader. With that comes a profound responsibility to continually strengthen and modernize emergency response for all who live, work, and visit the

Commonwealth. As Virginia nears completion of connecting all primary 9-1-1 centers to

NG9-1-1 ESInet infrastructure, the Board is preparing to advance its post-deployment strategy and funding framework to ensure that NG9-1-1 is full, functional, and resilient system from the time a call is placed to the time it is answered and assistance is dispatched.

The Board has a comprehensive 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):

Body	Role/ Function	Reporting Structure
Virginia 9-1-1 Services Board	Decision-making body for the 9-1-1 funding and policy	Chair Reports to Executive Branch of the Commonwealth
Finance Committee	Reviews budgeting and revenue allocation	Advises the Board
PSAP Grants Committee	Evaluates applications and recommends grant proposals	Advises the Board
Legislative Committee	Tracks legislative action	Advises the Board
Regional Advisory Committee	Gather local input and operational feedback	Advises the Board
NGS Staff	Provides technical, administrative, and data support	Implement Board decisions

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 FY2025 grant guidelines and programs for:

- PSAP Education and Multi Jurisdiction PSAP Education
- Call Handling Equipment (CHE)
- Regional Enhancement and Consolidation
- Enterprise GIS Software
- Data Maintenance and Data Transfer

The FY2025 PSAP Grant Program awards totaled \$1,448,000.

During FY2025, the Board, based on PGC recommendations, approved FY2026 grant guidelines and programs for:

- PSAP Education and Multi Jurisdiction PSAP Education
- NG911 Additional Funding
- Call Handling Equipment (CHE)
- Regional Enhancement and Consolidation
- GIS & Data Program (Enterprise GIS Software, Regular Maintenance and Data Transfer, Data Transfer Project)

The FY2026 PSAP Grant Program awards are expected to total \$32 million, \$19 million of which is in the NG911 Additional Funding program. All PSAPs, with the exception of one, Northumberland County, applied for and received funding through the NG9-1-1 Additional Funding Program. Of those awarded, only a single jurisdiction, the City of Hopewell, opted not to utilize the full funding allocation. The program was exceptionally successful, driven in large part by the extensive outreach and engagement efforts led by staff.

- 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	FY 2025
Percent of PSAPs Live with NG 9-1-1 and Geospatial Call Routing	29%	53%	75%	94%
Percent of Population Served by NG9-1-1 PSAPs	50%	70%	90%	99%
Percent of Area Served by NG9-1-1 PSAPs	24%	49%	74%	96%
Percent of 4 million Annual 9-1-1 Calls Currently on the NG9-1-1 ESnet	50%	54%	78%	99%

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, providing a valuable forum for stakeholders to engage with legislation impacting the 9-1-1 community. The Committee reviews proposals submitted by the Board and develops strategic recommendations that support its long-term vision for advancing the NG9-1-1 ecosystem. It actively monitors emerging technologies and other developments that may call for additional legislative action.



Currently, however, the Committee is not recommending a formal legislative agenda 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.*

As part of its statutory duty enacted on July 1, 2007, under Article 8 (§ 56-484.19 et seq.) of Chapter 15 of Title 56, the Virginia 9-1-1 Services Board continues to monitor developments. Most provisions took effect on July 1, 2009, the Board remains actively engaged in ensuring compliance and modernization.

The FCC's finalized framework for service providers released during FY2025 outlines how calls should be transmitted with the necessary data to support NG9-1-1 functionality. Virginia is working toward full implementation of this framework. Staff continues to monitor proposed FCC regulations for information delivered with 9-1-1 calls, accuracy of location information, and changes to procedures for reporting network outages for the impacts that they have to Virginia 9-1-1 centers.