



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
Thursday, April 27th, 2023 @ 1730 hours
Accomack County EOC Building - Melfa

- COMMISSIONERS PRESENT:** Donnie Kellam, *Chairman, Community Fire Company*
Ron Wolff, *Vice-Chairman, Accomack County Board of Supervisors*
Ben Byrd, *Wachapreague Volunteer Fire Company*
Greg DeYoung, *Northampton County Dept. of EMS*
Charles Kolakowski, *Northampton County Administrator*
Mike Mason, *Accomack County Administrator*
Bill McCready, *Atlantic Volunteer Fire Company*
Ken Taylor, *Sergeant, Virginia State Police*
AJ Ferebee, *Captain, Northampton County Sheriff's Office*
Ernest Smith, *Northampton County Board of Supervisors*
- OTHERS PRESENT:** Scott Chandler, *9-1-1 Consultant*
Jeff Flournoy, *9-1-1 Director*
Krista Kilmon, *9-1-1 Deputy Director*
Katie Brewster, *9-1-1 Supervisor/ Recording Secretary*
Greg Lewis, *Accomack County DPS*
Cheryl Giggetts, *CTA Consultants*
- COMMISSIONERS ABSENT:** Bobby Taylor, *Lieutenant, Accomack County Sheriff's Office*
- REMOTE PARTICIPATION:** Donald Hart, *Accomack County Board of Supervisors*, participated remotely due to personal matters from the Irvington, VA area.
- OTHERS ABSENT:** None
- CALL TO ORDER:** Chairman Kellam called the meeting to order at 17:31.
- INVOCATION:** Chairman Kellam initiated the Pledge of Allegiance, and then 9-1-1 Deputy Director Krista Kilmon delivered the opening invocation.
- PUBLIC PARTICIPATION:** There was no public participation at this meeting.



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
Thursday, April 27th, 2023 @ 1730 hours
Accomack County EOC Building - Melfa

MINUTES:

A motion to accept the minutes from the March 30th, 2023 meeting was made by Commissioner Vice-Chairman Ron Wolff with a second from Commissioner Billy McCready. Director Flournoy advised there was a correction to the minutes and Katie Brewster provided the correction. A motion to accept the revised minutes from the March 30th, 2023 meeting was made by Commissioner Vice-Chairman Ron Wolff with a second from Commissioner Billy McCready. There were no oppositions and the motion was carried.

CONSENT AGENDA:

There were no consent agenda items at this meeting.

BUDGET REPORT:

Director Flournoy reported that on the revenue side, the wireless surcharge is still projected to come in about \$25,000 under budget. The Communications Tax for Accomack County is coming in about \$6,000 under, for Northampton about \$4,000 under, and Chincoteague is right on track. Both Accomack and Northampton County have provided all four quarters. The attached spreadsheet shows that under 9-1-1 Operations, for personnel costs, we've spent 67% through the end of March and for other operational costs, we've spent about 72%, totaling about 68% of our budget that we've spent for about ¾ of the year. He then stated that the presentation for next year's budget shows only what appears will be funded for next year. Four additional items that have already been approved in Accomack's budget and likely to be approved in Northampton County's budget are a 5% increase for staff, additional compensation to plan for the Communications Tax coming in under, increases for benefit costs going up, and a new full-time radio system manager position. In Accomack's budget, parking lot and entrance improvements are also included.

It is anticipated that our EAP benefit will be coming back to part-time employees and will be minimal budget impact. The salary increases of 5% is what was asked for, but awaiting to see how things end with the counties' requests, which may require an ask for additional funding. For a long-term solution, it is intended to ask funding from both Accomack and Northampton County for the VRS expenses of about \$8,000. An increase to Health Insurance calls adds about an additional almost \$12,000 needed for our budget however, we do have about \$10,000 already covered, which leaves about \$1,000 or so left for request. Director Flournoy stated that last month, he presented that he had looked at our state wireless funding and was concerned that we are receiving too much revenue based on our population and believes it could be data that includes our line testing that it conducted at least twice a day and is awaiting final input from the state. It is expected that in late May the budget will be presented, with approval in June.



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
Thursday, April 27th, 2023 @ 1730 hours
Accomack County EOC Building - Melfa

A motion to approve the budget report was made by Commissioner Bill McCready with a second from Commissioner Vice-Chairman Ron Wolff. There were no oppositions and the motion was carried.

DIRECTOR'S REPORT:

Director Flournoy reported that we did not send a representative to the ES EMS Council Meeting this month due to it being a night where all personnel were needed at the 9-1-1 Center. He also advised he involved in a pretty significant with a lot of departments for Accomack including VDOT, VSP, ACDPS, CPD, and ACSO, discussing a change in dispatch policies for not sending the fire department for some roadway matters. The general consensus was that the fire department will only be dispatched to MVA's and trees in the roadway, but all other roadway matters will go to VSP and the appropriate law enforcement agency, unless they request a fire response.

Director Flournoy advised that when it comes to staffing, we currently have two full-time position vacancies, with one being temporarily filled by a part-timer from May to July, and it is intended to begin a hiring process beginning in May. The resignation from Tony Montross has been rescinded and he will be on a leave of absence for a few months. With GeoDecisions, we are seeing some improvements and performance indicators that are getting better, but they do still have some more work to do to get our Next-Generation 9-1-1 data where it needs to be. It is expected to reach out to Accomack and Northampton County leadership to reconnect. WBOC came to the 9-1-1 Center and did a segment on Rave and Smart 9-1-1. They broadcasted live from inside the center several times. There have been ongoing phone issues and we continue to work with Motorola on the equipment issues, such as "stuck" calls resulting from transferring and a back-up position not recording correctly. Recent Verizon issues have impacted our 9-1-1 lines. This week, as well as in March, five 9-1-1 lines all ring at once intermittent throughout the day ranging from every 15 minutes to sometimes being twice a minute.

RADIO INFRASTRUCTURE:

The Belle Haven back-up redundancy is complete and was handled by Deputy Director Krista Kilmon. Our spare net-clock hardware is being repaired, while our current hardware failed. The Mappsville transmitter was not working and our staff went to the back-up transmitters for Northern Accomac.

OTHER:

Director Flournoy advised that the radio log and March data report were included. In the data report, it's noticed that the center received over 800 calls on Monday, and this was inflated due to the "ghost calls". He then reported the updates on the Regional Radio System Project. We continue to work with the COPS staff, CTA consultants, and L3 Harris. Some documents have been turned in, but there are going to be more that needs to be submitted which could include an approval based on the COPS working with the FCC and more environmental impact documentation that is needed for each of the sites. Potential timeline suspects that L3 Harris will need around five weeks to prepare the needed



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
Thursday, April 27th, 2023 @ 1730 hours
Accomack County EOC Building - Melfa

documentation, DOJ will then need about two weeks to draft a FONSI, and then we have 30 days to advertise; so, looking about late July before the funds are released. The contact language is clear: there are no payments until the environmental studies are done and the funds are released. Northampton County and ESVA 911 staff continue to complete the required reporting and turn those in when needed. There was a letter included in the packet from the DOJ/COPS representative noting their appreciation during the meeting that was held on March 21st, comments on the law enforcement agencies that are demonstrating community policing, and other information related to the project. Both Accomack and Northampton Counties have approved the needed local funding towards the ESVARRS Project. The relationship with CTA continues under two different contracts and is noted that Phase 2 is nearing completion and Phase 3, where we will be working with them while the system is being built and will be until the system is tested. Director Flournoy stated that he had a meeting with the Chincoteague Town Manager regarding the shelter location and the towers. He also had a meeting with the Deputy County Administrator for Accomack County on the Mappsville and Craddockville sites. There is ongoing discussion on how to incorporate the County's tower management into L3 Harris' work. CTA Consultants engaged with VSP on the Eastville and Accomac sites and there are ongoing discussions related to power use and HVAC needs. All stations, with the exception of one fire station, have returned the data worksheets for subscriber units. Scott Chandler, who took charge of the operation, Jeff Flournoy, Greg Lewis, and Katie Brewster have all assisted in site visits to capture and record mobile units, installations, control stations, and other information and configurations. The DDR was rescheduled for June 21st and June 22nd. The project timeline still remains at December 2024, and all paperwork for the FCC licensing was turned into Region 42. L3 Harris provided information and costs for Chincoteague Police if they wanted to use the Symphony consoles but, the plan is to integrate their current consoles since they are newer. The most recent monthly report from L3 Harris' project managers came back late and which contained inaccurate information, that has been revised and turned in for review.

Deputy Director Krista Kilmon reported that she is still working with Assura to create a continuity of operations plan. All business impact analysis meetings were complete where they reviewed all information, sent her a report that her and Jeff reviewed and then sent back and then had a meeting discussing some of the things that they found needing improvements. It was also agreed to break out some of the data to a separate Executive Oversight BIA meeting with Jeff. There was an extension of funds from VDEM for October but project for the project to be done by the end of August. She then advised that National Telecommunicators Week was April 9th-15th where we were spoiled by our community and a list of donators was included. Our meeting night being April 12th and there were 17 members in attendance, along with Chairman Donnie Kellam who gave an appreciation speech. We handed out several new awards, including Stork Award, Most hours worked PT, Most hours worked FT, Highest EMS QAQI average, Highest fire QAQI average, Most SOC hours submitted, and CTO of the year, as well as our normal years of service awards and Telecommunicator of the Year. IOps was opened to all staff this month and supervisors have been reviewing it for the last few months to attempt to get



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
Thursday, April 27th, 2023 @ 1730 hours
Accomack County EOC Building - Melfa

everyone into a learning process so that we can shy away from WhenToWork. It is very close to being learned and implemented as our primary scheduling application.

A motion to approve the director's report was made by Commissioner Bill McCready with a second from Commissioner Vice-Chairman Ron Wolff. There were no oppositions and the motion was carried.

CLOSED SESSION:

"I move the 9-1-1 Commission convene a closed session pursuant to Section 2.2-3711 (A) (29) of the Code of Virginia for discussion of the award/intent to award a contract, which involves the expenditure of public funds, for the connectivity/microwave network, RFP #911-22-001, including the terms and scope of such contract, where discussion in open session would adversely affect the bargaining position or negotiation strategy of the 9-1-1 Commission."

A motion to enter closed session for the above purpose was made by Commissioner AJ Ferebee with a second motion from Commissioner Vice-Chairman Ron Wolff. Chairman Kellam called the closed session to order at 18:15. Non-Commissioner attendees (Katie Brewster - Recording Secretary) exited the meeting during closed session. Other non-Commissioner attendees (Scott Chandler, Jeff Flournoy, Krista Kilmon, Greg Lewis, and Cheryl Giggetts) were permitted to stay in the closed session.

OPEN SESSION:

"The 9-1-1 Commission entered a closed session for the purposes as set out in Section 2.1-3711 (A) (29) of the Code of Virginia --- Now will poll each member, certifying that to the best of your knowledge (i) only public business matters lawfully exempted from open meeting requirements under this chapter and (ii) only such public business matters as were identified in the motion by which the closed meeting was convened were heard, discussed or considered in the meeting by the public body."

A motion to return to open session was made by Chairman Donnie Kellam. Chairman Kellam polled each Commissioner that was present to certify the acknowledgement of the closed session. All present Commissioners stated "I" and Chairman Kellam declared the closed session over and returned the meeting to open session at 18:43.

ACTION ITEMS: A. ESVARRS – RFP #911-22-001 – Contract – Microwave/Connectivity Network

Director Flournoy stated that a memo and document were provided to the 9-1-1 Commission ahead of time.

"I move to direct ESVA 9-1-1 staff to issue an Intent to Award the contract for RFP #911-22-001 to Williams Communications Inc."



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
Thursday, April 27th, 2023 @ 1730 hours
Accomack County EOC Building - Melfa

A motion to approve this action item was made by Commissioner AJ Ferebee with a second from Commissioner Vice-Chairman Ron Wolff. Commissioners Mike Mason and Charles Kolakowski abstained from the vote due to also serving on the Broadband Authority. There were no oppositions and the motion was carried.

B. ESVARRS – Northampton County Procurement Procedures

Director Flournoy advised based on direction from the DOJ/COPS program, Northampton County's procurement process approvals should be followed when using federal funds. At the April 11th meeting, the Board approved some of our previous actions. What is being asked by is that any of the procurement and awarding of contracts/services/equipment, including anything over 50000 or a high-risk contract, as a part that of the ESVARRS project, using federal funds, in addition to approvals by the 9-1-1 Commission, also go to the Northampton County Board of Supervisors for approval.

A motion to approve this action item was made by Commissioner Mike Mason with a second from Commissioner Vice-Chairman Ron Wolff. Commissioner Vice-Chairman Ron Wolff called for the question and Chairman Donnie Kellam asked if there were any other questions or discussions. There were no oppositions and the motion was carried.

CONSULTANT'S REPORT:

Scott reported that aside from his routine items, a majority of the month he has been involved in the site visits and data reports for allocation.

A motion to accept the 9-1-1 Consultant's report was made by Commissioner Vice- Chairman Ron Wolff with a second from Commissioner AJ Ferebee. There were no oppositions and the motion was carried.

CHAIRMAN'S REPORT:

Chairman Donnie Kellam had no new issues to report.

OTHER BUSINESS:

Director Flournoy asked the Commission if they could direct him to draft a Resolution of Appreciation for Commissioner Terri Christman who served on this Commission and bring it back for action.

A motion to accept the 9-1-1 Consultant's report was made by Commissioner Vice- Chairman Ron Wolff with a second from Commissioner Bill McCready.



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
Thursday, April 27th, 2023 @ 1730 hours
Accomack County EOC Building - Melfa

PAYABLES:

A motion to pay the bills was made by Commissioner Vice-Chairman Ron Wolff with a second from Commissioner Bill McCready. There were no oppositions and the motion was carried.

ADJOURNMENT:

Commissioner Vice-Chairman Ron Wolff made a motion to adjourn the meeting with a second from Commissioner Bill McCready. There were no oppositions and the meeting was adjourned by Chairman Kellam at 1854.

Respectfully Submitted,

Katie Brewster, *Recording Secretary*