



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2023 Meeting
Thursday, August 31st, 2023 @ 1730 hours
Accomack Emergency Operations Center- Melfa

- COMMISSIONERS PRESENT:** Ben Byrd, *Wachapreague Volunteer Fire Company*
Donnie Kellam, *Chairman, Community Fire Company*
Bill McCready, *Atlantic Volunteer Fire Company*
Bobby Taylor, *Lieutenant, Accomack County Sheriff's Office*
Ron Wolff, *Vice-Chairman, Accomack County Board of Supervisors*
Dane Lawson, *Sergeant, Virginia State Police*
Greg Deyoung, *Northampton County Dept. of EMS*
Donald Hart, *Accomack County Board of Supervisors*
Charles Kolakowski, *Northampton County Administrator*
Mike Mason, *Accomack County Administrator*
- OTHERS PRESENT:** Jeff Flournoy, *9-1-1 Director*
Krista Kilmon, *Deputy 9-1-1 Director, Acting Recording Secretary*
Scott Chandler, *9-1-1 Consultant*
- COMMISSIONERS ABSENT:** Ernest Smith, *Northampton County Board of Supervisors*
AJ Ferebee, *Captain, Northampton County Sheriff's Office*
- REMOTE PARTICIPATION:** None
- OTHERS ABSENT:** None
- CALL TO ORDER:** Chairman Kellam called the meeting to order at 17:34.
- INVOCATION:** Donald Hart delivered the opening invocation.
- PLEDGE OF ALLEGIANCE:** Chairman Donald Kellam lead the reciting of the Pledge of Allegiance.
- PUBLIC PARTICIPATION:** There was no public participation at this meeting.



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MINUTES:

A motion to approve the minutes from the July 2023 Commission Meeting was made by Commissioner Donald Hart with a second from Commissioner Ben Byrd. There were no oppositions and the motion was carried.

A motion to approve the minutes from the August 15th Special Meeting of the 9-1-1 Commission was made by Commissioner Donald Hart with a second from Commissioner Ben Byrd. There were no oppositions and the motion was carried.

CONSENT AGENDA:

Director Flournoy began presentation on the consent agenda items. The first consent agenda item related the RSAF Grant that was obtained through the state Office of EMS to purchase CPR Equipment. The grant funding includes a local match for 50/50. The second consent agenda item is a request for approval on budget modifications. Jeff reviewed the expenses pertaining to the final invoice for the second phase of CTA's work related to the ESVARRS project, the RSAF grant, and the Assura VDEM grant project. Jeff also reviewed an expense related to balancing the 9-1-1 budget in the county New World System.

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

BUDGET REPORT:

Director Flournoy reported on the FY2023 budget report. FY2023 is not changing much anymore with all twelve months having come in for the year. In the miscellaneous section, we are over budget due to reimbursements from CTA, the Sheriff's Office, and Chincoteague. On the budget spreadsheet, there are not many more expenditures since the last meeting and additional expenditures are not expected. 91% of the budget from FY2023 has been used under the Operations budget and 87% has been used from Other Operational expenses, with a total use of 90% of the overall budget. Jeff is hoping to have a final FY2023 budget by next meeting.

The FY2024 budget year is just beginning. The first few months of revenue have been received for the 9-1-1 Wireless Surcharge, one month from Accomack, and one month from Chincoteague. The numbers look to be on track for now. On the expenditure side, 4% of personnel costs have been spent and 33% of other Operational cost. This number is high due to paying a few large yearly maintenance costs being paid, however this is normal. There are no big anomalies or concerns with the budget at this time.

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



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DIRECTOR'S REPORT:

Under notable meetings/conferences/other, Director Flournoy relayed that Deputy 9-1-1 Director Kilmon was trained on the New World System earlier in the week. This was for one of her new job responsibilities which will be entering the payables into the system. This will give her better visibility into the budget and help her see where the money is going.

Director Flournoy reported that there are no full-time vacancies. The two most recent hires continue to train. Kirstin Estelle has transitioned back to part-time status. This gives us nine released full-time Telecommunicators, with two additional in training, and four released part-time Telecommunicators.

Director Flournoy continued on to item (3) from his report. The 9-1-1 Center attended an active shooter training at Arcadia High School. Director Flournoy and two other staff members attended the training and, while it was good training for law enforcement, it was not really great for dispatch. A lot was learned; however, the focus needs to be on practicing local policies and procedures moving forward. Deputy 9-1-1 Director Kilmon has been directed to make this a focus and priority. Continuing on to item (5), policy modifications for a procurement policy, Director Flournoy advised that he mentioned this topic during last meeting and he has begun working on it over the last few weeks. The goal is to try to align the 9-1-1 Center Procurement Policy with the existing policy for Northampton County, as much as possible. The county attorney in Northampton is reviewing the policy and, once that process is complete and changes are made, it will be brought before the 9-1-1 Commission for final approval.

Under item (6), facility related projects, Accomack Public Works has been completing a lot of work. The new windows, with the exception of some cosmetic work on the back side of the building, has been completed. The old chiller unit that kept failing has been decommissioned and the new individual A/C units have been installed. There are additional projects still to come; new carpet, new generator, and eventually repairs to the parking lot. Under item (7), CAD system, there is a slight change. Deputy 9-1-1 Director Kilmon pushed the mapping changes between Station 2 and Station 20 in the last 24 hours. There are a few items to clean up on the back side, however the main items are complete. Under item (8), VDEM Grant Submissions, Director Flournoy submitted a grant to VDEM for \$5,000 for GIS related costs and a grant for \$45,000 towards staff recognition. Also, not noted on the report, was a grant submission for \$4,000 related to training.

Under item (9), which was an action item from last meeting, an agreement was signed with Civic Vanguard. This transitions the ESVA 9-1-1 Center's GIS work from GeoDecisions to Civic Vanguard. There are two big pieces to this: (1) monthly updates of new streets and addresses and (2) next generation data. They will assume responsibility beginning on October 1st. Under item (11), other activity/information, on August 23rd a line was cut near the 9-1-1 Center by a company performing work. It was originally thought to be a broadband cable, but turned out to be a Spectrum cable that was not currently in use. There was no impact now but would be a huge



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impact in the future as that line will be carrying 9-1-1 calls in the building in the future. It was repaired within 24 hours and it was reported to associated agencies. There was a planned event on August 21st and 22nd for a telephone outage on Tangier. Director Flournoy worked with Accomack County Emergency Management and the Town of Tangier staff to put plans in place during the outage. Director Flournoy has submitted additional documents to JLARC regarding their research of enhanced retirement benefits for Emergency Telecommunicators. JLARC should be making a recommendation to their board in October based on their finding. 9-1-1 Supervisor Lisa Gibbons has entered the ESVA 9-1-1 Career Development Program and will receive the 3% salary increase associated with this accomplishment.

RADIO INFRASTRUCTURE:

Director Flournoy reported that the Townend Generator, although it has not been tested yet, should be fixed. There have been a fair number of complaints regarding Channel 3 functionality, particularly from Greenbackville. Most of their complaints are in regard to coverage performance from portable radios during emergencies. This has been an issue there for some time and Director Flournoy thinks that it has perhaps gotten worse. He has asked Atlantic Communications to check on equipment the best they can, however they have not found anything wrong yet. Director Flournoy has provided Greenbackville with some alternate options, such as using Channel 15. Commission Bill McCready commented on an accident that Greenbackville worked with heavy tree coverage, remarking that he could see how coverage could be a problem. Director Flournoy advised that he did go to the area to test coverage and he found that the channel did not perform well in the areas he tested.

Station 9, the back-up location for the 9-1-1 Center, was tested and two issues were identified. Two phone lines were not working and a radio circuit was also non-functional. Both issues have since been repaired. Station 9 has plans to decommission the tower located behind their building in the future. There is equipment located on this tower for our back-up needs, therefore a new location for back-up operations needs to be looked into. This could be an opportunity for a better set-up and location, however there are not any plans currently in place for this.

Director Flournoy asked if there were any questions at this point of the report. Mike Mason inquired about the mapping changes between Station 2 and Station 20. Mr. Mason wanted to verify that the 9-1-1 Center tracked when Station 2 was staffed and when they were not staffed to ensure the proper station was alerted. Director Flournoy advised that this was correct. He elaborated by explaining that if a call was received in Trails End and Station 2 was staffed, only Station 2 would be alerted. If Station 2 were not staffed, they would still be alerted, however additional stations would be added to the alert to ensure a response.

OTHER:

Director Flournoy turned the report over to Deputy 9-1-1 Director Kilmon to review the items in her report.



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2023 Meeting
Thursday, August 31st, 2023 @ 1730 hours
Accomack Emergency Operations Center- Melfa

Deputy 9-1-1 Director Kilmon reported that she continues to work with Assura on developing a continuity plan for the 9-1-1 Center. There have been a few virtual meetings over the last few weeks and expects another meeting in the coming weeks. A final product is expected to be ready for review by the end of September. The final stage beyond that would be training and then the conclusion of the project. The 9-1-1 Center has fully implemented iOPS, continuing to work with iOPS to troubleshoot some issues that have been encountered. Deputy 9-1-1 Director Kilmon advised that she has re-engaged Accomack, Northampton, and Chincoteague again to work towards scheduling an Active Shooter drill for dispatch. The new hire personnel have transitioned from the classroom to on-the-job training. Training Officers typically begin their training on the phone to acclimate them to calls. They may soon be transitioning to radio operations, so there will be new voices on the radio and she requests patience while they continue to learn. Reviews of their daily observation reports show continual progress and they are tracking as expected. The 9-1-1 Center received the CPR equipment that was purchased using the RSAF grant funds. The equipment that was being used was returned. The new manikins meet AHA standards for measuring depth and compression during CPR.

Director Flournoy provided a status update on the ESVARRS project. The DOJ funding has no change. The timeline has probably pushed back by 7-10 days. The revised EA submission has been submitted. It will be reviewed and they will provide feedback. We are also waiting on responses from any affected parties, which should be complete in the next week. It is projected that the final completed EA will be submitted around September 11th, 2023 for review by the COPS program. They have advised in the past that this review should be complete within a few weeks after submission. Assuming there are not issues, expecting funds to be released in late October. All work continues to move forward, nothing is behind.

We have continued to communicate with the DOJ, completing another report in the JustGrants system this week. All reports have been submitted as expected. Funding has started to be requested from the counties, using the local funding approved for the project for various aspects of the project. The contract with William Communications was executed on August 15th, 2023 after approval at the special 9-1-1 Commission meeting. The performance bond and insurance paperwork were added to the contract. Based on the COPS/DOJ expectations, approval for contracts should be approved by the 9-1-1 Commission and Northampton County. Jeff is working to have this added to the September 12th, 2023 Northampton BOS meeting schedule. There are three phases to the ESVARRS project: looking at the system (phase 1), the RFP's and contracts (phase 2), and the implementation (phase 3). With the execution of the William's contract, phase 2 is coming to a close and we will be moving into phase 3 of the project.

An overview of analysis efforts was provided for each of the planned tower sites. The Chincoteague Public Works site passed. We are continuing to work on various aspects of that, such as the lease and shelter location details. The Mappsville Site originally passed industry standards, but not county standards. Working with Accomack County, approval was granted from them to go above the county standards for a temporary time until old equipment can be removed. The Craddockville Site will need tower remediation and we are still waiting on cost



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2023 Meeting
Thursday, August 31st, 2023 @ 1730 hours
Accomack Emergency Operations Center- Melfa

estimates for that. The Eastville State Police Site will need work, passed industry standards but not the Virginia State Police Standards. There is also some HVAC work that will need to be completed for this site. Still awaiting costs for this site. Accomack State Police Site passed everything for the tower, however there will be some additional costs to upgrade the HVAC due to additional equipment.

Switching over to sites included in the Microwave project, Northampton Water Tower behind the jail passed industry standards. An agreement between Northampton County and the 9-1-1 Center will need to happen at some point for this site. The Accomack County Sheriff's Office Tower did not pass and will require remediation, awaiting costs for this. An agreement, similar to the one for Craddockville and Mappsville, will need to be signed at some point for this site. Will need to devote time to work with Accomack and ANEC to relocate where power comes in to that site, either underground or to another location that makes sense for the project. Commissioner Mike Mason advised that the county is exploring this already. Currently estimated costs for this range from \$35,000-\$45,000. Chincoteague Police Department Tower passed analysis; an agreement will also be needed for this site. The ESVA 9-1-1 Center showed failure, therefore this tower is not being used in the project.

Detailed Design Review for the radio system was held in late June and still being finalized by L3Harris. Discussions have occurred with L3Harris on transitioning from G5 pagers to G4 pagers, however current discussions have us staying with the G5 pagers. Additional requests have been made for pagers ahead of the project for current needs in the volunteer stations. These pagers are being programmed for the current system and will need to be reprogrammed for the new system. Fleet Mapping dates have been set for October 17th through October 19th. These sessions will serve to configure our system. The full committee have been invited to attend these sessions and participate in fleet mapping. It is critical that law enforcement participate in this fleet mapping to ensure that it operates as we need it to. L3Harris provided training ahead of this meeting, a pre-recorded training class that is about 8-9 hours of training to help us better prepare for fleet mapping.

The Chincoteague Police Department will be using symphony consoles. Originally, Chincoteague planned to use the consoles that they recently purchased, integrating into the L3Harris system, however they have since decided to switch to the Symphony Consoles. We believe that initial costs can be absorbed in the project. The additional maintenance costs will be decided at a later time. The need for portable radios has also occurred. For a low price, we were able to obtain VHF-Low radios that have come into use recently. The goal is to satisfy needs without anyone having to spend money on new radios that will not work in the next few years. It has been more difficult to acquire VHF radios, although there have been needs for those as well. Greenbackville has requested one and Eastville is requesting one for their new engine. This will also mean an additional radio for the new system that was not planned for. Director Flournoy is doing the best he can to manage these needs for radios.



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
August 2023 Meeting
Thursday, August 31st, 2023 @ 1730 hours
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The Regional Radio System Manager position is being advertising. Expecting to begin reviewing resumes in mid-September. The L3Harris monthly status report is also included in the packet. The core team approved the use of \$1,600.00 for a second tower analysis of the ESVA 9-1-1 Tower and the ACSO Tower after legacy equipment had been removed. The project currently remains within the 9,500,000.00 budget. Half of the contingency fund has been used already for the Microwave project. There are still some savings to be realized that are still being worked out; the reduction in UPS units and the switch to diesel generators. There are other areas where we will be paying more, such as the HVAC units. We are tracking all of this with the help of CTA Consultants.

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

ACTION ITEMS: A. Additional Personnel Costs Requests- FY24- NHC

Director Flournoy advised that the Accomack County Board of Supervisors approved an additional .5% salary increase, including the 2/3 needed for our staff. This approval was retroactive to July 1st, 2023. Director Flournoy is requesting to appear in front of the Northampton County Board of Supervisors to request the additional 1/3 from Northampton County for this increase. He will need to work with the Northampton County finance department to determine the best retroactive date for this additional increase. The total amount is \$4,026, with Accomack County having already approved their portion for \$2,684. The request to Northampton County would be for \$1,342.

A motion to accept this action item was made by Commissioner Donald Hart with a second from Commissioner Mike Mason. There were no oppositions and the motion was carried.

CONSULTANT'S REPORT:

9-1-1 Consultant Scott Chandler reported his normal routine, assisting Jeff with various aspects of the ESVARRS project. Although less activity than normal, Scott participated in the pre-fleeting management training discussion with CTA and L3Harris. He also completed the online training provided by L3Harris.

A motion to accept the 9-1-1 Consultant's report was made by Commissioner Bill McCready with a second from Commissioner Greg Deyoung. There were no oppositions and the motion was carried.

CHAIRMAN'S REPORT:

Chairman Kellam advised that he did not have anything to report.

OTHER BUSINESS:

None.



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August 2023 Meeting
Thursday, August 31st, 2023 @ 1730 hours
Accomack Emergency Operations Center- Melfa

PAYABLES:

A motion to pay the bills was made by Commissioner Donald Hart with a second from Commissioner Vice-Chairman Ron Wolff. 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 motion was carried. Chairman Donnie Kellam adjourned the meeting at 18:16.

Respectfully Submitted,

Krista Kilmon, *Deputy 9-1-1 Director, Acting Recording Secretary*