



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
Thursday, July 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*
Donald Hart, *Accomack County Board of Supervisors*
Greg DeYoung, *Northampton County Dept. of EMS*
Charles Kolakowski, *Northampton County Administrator*
Mike Mason, *Accomack County Administrator*
Bill McCready, *Atlantic Volunteer Fire Company*
AJ Ferebee, *Captain, Northampton County Sheriff's Office*
- OTHERS PRESENT:** Scott Chandler, *9-1-1 Consultant*
Jeff Flournoy, *9-1-1 Director*
Katie Brewster, *9-1-1 Supervisor/ Recording Secretary*
Greg Lewis, *Accomack County DPS*
- COMMISSIONERS ABSENT:** Jeff Renas, *Area 31 1st Sergeant, Virginia State Police*
Ernest Smith, *Northampton County Board of Supervisors*
Bobby Taylor, *Lieutenant, Accomack County Sheriff's Office*
- REMOTE PARTICIPATION:** None
- OTHERS ABSENT:** Krista Kilmon, *9-1-1 Deputy Director*
- CALL TO ORDER:** Chairman Kellam called the meeting to order at 17:31.
- INVOCATION:** Chairman Kellam initiated the Pledge of Allegiance, and then Commissioner Donald Hart delivered the opening invocation.
- PUBLIC PARTICIPATION:** There was no public participation at this meeting.



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MINUTES:

A motion to accept the minutes from the meeting was made by Commissioner Donald Hart with a second from Commissioner Ben Byrd. There were no oppositions and the motion was carried.

CONSENT AGENDA:

Consent Agenda Items: (1) VDEM PSAP Education/Training Grant Use from Award – FY24 - \$4000 (2) VDEM PSAP Staffing Retention Grant Submission – FY24 - \$45,000 (3) VDEM PSAP GIS Data Maintenance Grant Submission – FY24 - \$5,000 (4) VDEM PSAP Education/Training Grant Submission – FY25 - \$4,000 (5) SHSP Grant Submission – Remote 9-1-1 Call Processing – FY23 - \$43,068 (6) Budget Amendments – FY24 – Based on Recent BOS Action – Routine.

A motion to accept the consent agenda items from the meeting 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 advised that he is still reporting for FY23, next month is when FY24 will begin. On the revenue side, all funds are in for wireless surcharge. For the Communications Tax, Accomack County has all 12 months in and was under about \$3,000, Northampton County is still waiting on a few more months, and Chincoteague is done and was about \$600 under. It will likely be a few more months until there is a finalized FY23 budget.

There are not many changes to report on the spending side. A lot of the projects under capital are continuing into FY24, such as the Homeland Security, Continuity Planning Grant, Disaster Planning, NG911, and plans for CAD and consoles. On the personnel side, 91% of the personnel costs have been spent and should not change much before the end of the fiscal year. The 87% listed under the other will go up before the end of the fiscal year.

A motion to approve the budget 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.

DIRECTOR'S REPORT:

Director Flournoy reported that with staffing, we have no current full-time vacancies. We hired 2 new personnel, Alexis Press and Melissa Sharp, who began training on July 9th. Reminder that Kirstin Estelle will be transitioning back to part-time within the next few weeks. To summarize, we have 11 full-time positions, with nine released and two in training, and four part-time communications officers, all released. Under FY24 additional funding requests, Northampton County and Accomack County approved additional personnel cost for salary increases for VRS increases in insurance during the second week of



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July. A FY25 budget consideration consists of exploring possibilities of a vehicle for 9-1-1 Commission's operations.

Accomack County Public Works has almost completed the process for replacing the windows that were over on the former extension agency's side. After that is finished, they will begin on the installation of several split A/C units in most of the office rooms. The CAD back-up process changes were completed in mid-July and we will have to restart the CAD server each month, resulting in the CAD being down for a brief period. Deputy Director Kilmon continues to coordinate efforts for mapping changes between Station 2 and Station 20 EMS boundaries. Since July 15th, we have had half of our 9-1-1 lines down and Verizon has been working to resolve the issues. There were significant issues noticed when updating CAD mapping data, and ultimately discovered the issue was with GeoDecisions, who entered the data incorrectly, so Supervisor Gibbons is working to resolve.

RADIO INFRASTRUCTURE:

The annual preventative maintenance inspection for Atlantic Communications is beginning in August 2023 and Deputy Director Kilmon will be coordinating. Director Flournoy advised he did execute maintenance agreements with Atlantic Communications and Mobile Communications of America. We are still working with K-LOVE staff on the Townsend Generator as it is still not working as it should.

OTHER:

On behalf of Deputy Director Kilmon, Director Flournoy provided her report. We continue to work with iOPS to work on some of the glitches that have been encountered and are also still finding new features to incorporate into our daily activities. Another attempt was made to reach out to law enforcement agencies to coordinate an active shooter drill. NCSO and CPD advised that they were short staffed and the summer was not a good time, and ACSO stated their active shooter drill that was planned for July was rescheduled for August. We are planning to sign up several staff members to attend this drill. With the RSAF Grant, the ESVA 9-1-1 Center received funding from the Virginia Office of EMS to purchase new CPR equipment. Some recent Bi-Monthly awards to report on are Niasia Scarborough for January/February for being the first to use Citizen Input and Leah Hall, Kirstin Estelle, and John Hudson for March/April for their excellent customer service during calls with mental health callers.

Director Flournoy then provided updates on the ESVARRS project. Efforts continue towards the release of the federal grant funds, as soon as possible, while trying to work through the DOJ processes. With the environmental assessments, we are still trying to stick with the current timeline: 7/31- 8/4 – add additional information from the microwave project tower needs and from five RF sites, 8/7-8/18 – have COPS EA contractor review revised EA submission documents, around 9/4 – submit the completed EA to COPS, around 9/15 – COPS issue a draft FONSI, 9/18-10/13 – we advertise locally, and then around 10/18 – COPS issue FONSI and funds are released for project use. Contract language with L3 Harris and Williams Communications includes no payments until the funds are available to Northampton County.



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The funds still show available for project use once the EA work is completed. The contract with Williams Communications is being reviewed and finalized with hopes for a special meeting to be conducted before the next Commission Meeting in August. The contract is \$436,000 higher than what CTA estimated. Williams Communications was here 6-7 days and performed some work and site visits. The four new towers that were added for use for the microwave system are the Chincoteague Police Tower, the ACSO Tower, the ESVA 9-1-1 Tower, and the Northampton County Water Tower. Continued discussions with Town of Chincoteague and American Towers about the tower lease and pricing for use. The additional tower analysis has been done and passed. The Mappsville Site, using Morris and Richie, passed industry standards but failed Accomack County standards, with hopes that the future removal of 5 antenna systems will help bring us to meet their standard criteria. The Craddockville Site, using Morris and Richie for the tower analysis, failed industry standards and is expected to need and obligate funds for tower modifications. CTA Consultants continue to be engaged with VSP for the Eastville site. It was already established that this site would need work such as HVAC needs and additional cable ports, and this site passed industry standards but failed VSP standards of an 85% threshold. The Accomack VSP site passed the tower analysis, and it is planned to replace the HVAC and power battery.

The Department of Forestry agreed to purchase their radios for our system, and some of the equipment is beginning to come in now. There is a plan to meet with Wallops for further discussion on them being included in the new system. The DDR meetings occurred in the end of June and are awaiting finalization from L3 Harris. A number of UHF radios were obtained from Page County for any immediate need, and Cape Charles PD and NCSO were provided some. When it came time to program the mobile radios, it was discovered that they were SIRS radios, so we are working with Page County and CTA Consultants to resolve. The position description for the Regional Radio System Manager position was approved last month and it is expected to begin advertising by mid-August. Fleet-mapping is another big step in the project, and further discussion on determining channels/talk groups, what agencies can communicate with each other, and other subscriber and operations details is expected to be scheduled this fall. A change order for \$20,700 for the use of Morris and Richie for the tower analysis for the towers at the four dispatch centers was approved. The project remains within budget of \$9,500,000, with use of \$436,000 of project contingency funds towards the microwave/connectivity reducing contingency to just over \$300,000. There are some savings realized in areas, such as the change to use of diesel generators, the change to use of G4 pagers, removal of some central UPS units, and the need for a smaller number of interoperability radios. There are project cost increases occurring, such as potential tower modifications at Eastville tower, HVAC/power costs at the Eastville shelter, tower modifications at the Craddockville tower, HVAC/power costs at the Accomack tower, etc. There is continued work with CTA Consultants to track all project costs for the overall budget, as well as for the contract with L3 Harris. A letter from Northampton County Public Schools of their formal commitment to be a part of the radio system was included in the packet, as well as a copy of L3 Harris' monthly status report and the data report.



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ACTION ITEMS: A. Additional Personnel Costs Requests – FY24 - Potential

After discussion on this topic, it was decided that no current action is needed due to Northampton County Board of Supervisors not having an end of August meeting. It may be a future action item.

B. Special 9-1-1 Commission Meeting – August 2023

It was requested to proactively schedule a special meeting for the purpose of approving the contract for the microwave system with Williams Communications. It is expected that CTA Consultants would be here to present, and if approved, authorization would be given to the 9-1-1 Commission to execute to contract. It was decided to schedule the special meeting for August 15, 2023 at 1400 hours with the location to be determined.

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

C. Information and Contract/Task Order Form – GeoDecisions – FY24

In late June, communication was received from GeoDecisions stating that they intended to engage with another vendor, Civic Vanguard, to assume responsibility for our GIS needs. Overall, GeoDecisions continue to underperform and this an effort, by them, to use assistance from another firm to fulfill their contractual obligations. Accomack and Northampton Counties have already executed agreements that will allow them to work with Civic Vanguard by October of this year. Next year, would likely be in a direct relationship with Civic Vanguard, taking GeoDecisions out of the mix. It was recommended to move forward with signing this agreement with GeoDecisions, but we will ultimately work with Civic Vanguard.

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

D. Policy Manual Modification – Career Development Program

The intent of this program is to promote employee retention and opportunity for staff to enhance professionally, which also benefits the 9-1-1 Commission and provides the employee with additional compensation. Deputy Director Kilmon spent some time and provided the policy and additional information, with changes included, for recommended modification. There was additional discussion on the consideration of future reimbursements for the program, to be further discussed at a later time.

A motion to approve this action item was made by Commissioner Mike Mason with a second from Commissioner Vice-Chairman Ron Wolff. There were no oppositions and the motion was carried.



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CONSULTANT'S REPORT:

It was reported that aside from his routine things, his primary focus was with site visits, L3 Harris, and the DDR.

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

CHAIRMAN'S REPORT:

Chairman Kellam had nothing to report.

OTHER BUSINESS:

Director Flournoy mentioned that on July 2nd, there was a kickball tournament between the 9-1-1 Center, Northampton County Sheriff's Office, and Northampton County Public Schools, and it was a good time.

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 meeting was adjourned by Chairman Kellam at 1830.

Respectfully Submitted,

Katie Brewster, *Recording Secretary*