



Minutes of the Eastern Shore of Virginia 9-1-1
May 2024 Commission Meeting
Thursday, May 30th, 2024 @ 1730 hours
Accomack County EOC – Melfa

- COMMISSIONERS PRESENT:** Donnie Kellam, *Chairman, Community Fire Company*
Jeff Parks, *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*
Bill McCready, *Vice-Chairman, Atlantic Volunteer Fire Company*
Jeff Renas, *Area 31 1st Sergeant, Virginia State Police*
AJ Ferebee, *Captain, Northampton County Sheriff's Office*
Ernest Smith, *Northampton County Board of Supervisors*
Kenny Reese, *Sergeant, Accomack County Sheriff's Office*
- 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*
- COMMISSIONERS ABSENT:** Mike Mason, *Accomack County Administrator*
- REMOTE PARTICIPATION:** None
- OTHERS ABSENT:** None
- CALL TO ORDER:** Chairman Donnie Kellam called the meeting to order at 17:31.
- INVOCATION:** Commissioner Donald Hart delivered the opening invocation.
- PLEDGE OF ALLEGIANCE:** Chairman Donnie Kellam led 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 accept the minutes from the April 2024 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:

There were no consent agenda items at this meeting.

BUDGET REPORT:

FY24- Director Jeff Flournoy stated that there have been no real changes to the revenue or expenditures. Eleven months of the 9-1-1 Wireless Surcharge revenue has been received and is projected to be about \$6,000 over. Ten months of the Accomack Communications Tax revenue has been received and is projected to be about \$11,000 over. Nine months of the Northampton Communications Tax revenue has been received and is projected to be about \$3,000 over. Eleven months of Chincoteague Funding has been received and is projected to be about \$3,000 under. With Capital Projects, 57% has been sent, with some going into the next fiscal year, particularly with the NG9-1-1 planned for August. With the Operational spending, 76% has been spent (through April 30th). With the Other Expenses, including advertising, legal services, etc. 88% has been spent. Of the FY24 budget, 79% has been spent. **FY25-** The proposed budget is balanced, using the projected revenue and fund balance with the planned expenditures. There are some new projects and needs funded by both counties, and several others funded by the 9-1-1 Center. Based on FY24, the revenue is projected to come in at a slight increase for the Accomack and Northampton Communications Tax and the Wireless Surcharge (state), and at a slight decrease for Chincoteague Contribution. **Grants-** The VDEM PSAP Grants for training, NG9-1-1 deployment, and GIS maintenance support are all 100% funded grants. **County Funded Items-** The following are currently funded in Accomack's budget and understood are being included in Northampton's budget: 1% salary increase for staff, ongoing costs for Frontline, benefit cost increases, increases to the 9-1-1 Director and Deputy Director positions, implementation of a back-up CAD system, and a kitchen exhaust fan (Accomack County cost only). **Other-** The following are funded in the budget with funds that we have: additional costs for HRCJTA, salary schedule modification as recommended by JER HR Group as well as the Baker Tilley methodology to address compression. **Non-Appropriated Fund Balance-** The replacement of two new servers needed for Freedom, several replacement computers, SMART9-1-1 system, initial back-up CAD costs, public education supplies, APCO National Conference, continuing cost for T-Mon, landscaping needs, and changes/additional to the camera system are all existing fund balance one-time items. **FY25 Salary Related-** When the FY25 budget submissions were due, each counties approach to salary increases was unknown. The 9-1-1 Commission's initial budget request included a 5% increase and was later directed to reduce to a 1%. It is now understood that Accomack County has approved a 3% salary increase and Northampton County is planning on at least a



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3%. A later action item is to request funds to provide the 9-1-1 Commission staff with a 3% salary increase. **Various Items-** The 9-1-1 Center's vehicle, a 2024 Ford Explorer, was purchased last week and was about \$39,000. The fund balance overview was the same data as the March 2024 Commission Meeting. There remains a notable fund balance of approximately \$255,000, and is reminded that a minimum of 8% needs to be maintained.

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

DIRECTOR'S REPORT:

Director Jeff Flournoy then provided his report. **Meetings-** On May 6th he attended a meeting with Chief 21 and AC DPS 1 to discuss the types of calls that Stations 25 and 26 are alerted on that cause them to come off of their bases, as well as the reality of equipment issues. The solution being that they can be requested 24/7 but we will only be calling them for working structure fires and entrapment accidents if outside of their special alert areas. **Staffing-** After losing both of the trainees that were hired in January 2024, there are nine F/T 9-1-1 Communications Officer positions filled, and three P/T positions filled, all released. We are currently hiring and in the recruitment process. **9-1-1 Center Vehicle-** There are ongoing efforts related to creating policies/procedures on vehicle use and plans for maintenance/fueling. Director Jeff Flournoy advised he has been to the DMV for the needed plates and registration. **Facility-** Several times over the last few years, it has been reported that the ceiling tiles in the 9-1-1 Center have collapsed, typically following while work is going on or shortly after. According to Accomack County Public Works, the ceiling was not properly anchored when installed and there are discussions on a long-term solution (fix). **NG9-1-1-** This is the transition to the ESINet. Regular meetings continue with AT&T every two weeks, Motorola has been at the center installing equipment, and AT&T is coming next week to begin installing needed equipment. The current timeline is that there will be pre-operational testing on June 18th, operational readiness testing beginning in early July, and the cutover to ESINet is projected for August 13th. **Health Insurance-** Open Enrollment for F/T (Northampton) employees occurred in May, along with two provided days for wellness screenings. Those two provided days had numerous existing commitments for 9-1-1- Center staff and we ended up working with Northampton County Human Resources to coordinate another wellness screening opportunity for our staff; additional costs were associated with this. **Other-** The annual invoices were issued to ACSO, NCSO, and CPD for use/connectivity to the RAVE/SMART 9-1-1 Application.

RADIO INFRASTRUCTURE:

Director Jeff Flournoy reported on the current radio system. **ACI Related-** Issues with Channel 5 have recurred, related to the field units in the central part of Accomack not being heard at the dispatch consoles, along with the popping noise. The issue was resolved on May 21st however, it is still believed



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that these issues stemmed from the cable cut at the ACSO tower site. There continue to be additional issues with the Tangier transmitter and will result in another look at a possible bad antenna connection. **Other-** There continue to be issues with the receiver for Channel 1 at Wallops and is believed will remain until the new system is in place, as it is functional most of the time. VSP Control Stations were installed at 9-1-1, ACSO, NCSO, and CPD and testing the interoperability occurs every Monday morning.

OTHER:

Director Jeff Flournoy turned the meeting over to Deputy Director Krista Kilmon to provide her report. **ECW Issues-** After several emails and phone calls, there is no progress on trying to get an update on all of the open tickets that we have with them. **Active Shooter Drills-** There is still not a drill scheduled with ACSO. NCSO came in and conducted ALICE training for the 9-1-1 staff at the center on May 14th and 16th. This training was proven to be very beneficial and resulted in our staff coming up with ideas on how to improve the safety of our building. **MJA Grant-** The final class will be held on June 6th with three people currently registered. There are some leftover funds that will be allocated toward the registration costs for the APCO International Conference for our 9-1-1 Supervisors. **VDEM SHSP Grant-** Efforts continue for the NOMAD product. There was a meeting with ECW on the 20th and is planned to begin working on after the start of the next fiscal year. **Console Project-** The new console for the supervisory position has been ordered and is awaiting a call back to schedule an installation date. **Transfer Issue-** After reviewing several calls, an issue with transfers between ACSO and 9-1-1 was discovered. When we transfer them a call, our dispatchers cannot hear them on the line, but the callers can. Deputy Director Krista Kilmon advised she reached out to engage the ACSO leadership and is awaiting response in order to begin testing and troubleshooting the issue. **NENA/APCO Spring Conference-** Jeff, Scott, Krista, and Communications Officers Christine, Leah, and Niasia all attended the Spring Conference in Williamsburg from May 13th-15th. During the awards ceremony, Communications Officer Leah Hall was recognized as the 2023 Virginia APCO Telecommunicator of the Year. Leah's mother, father, and son were able to attend the award presentation. Our staff attended a variety of different classes, some of which include: Cyber Attack, Weather and the 9-1-1 Center (taught by Director Jeff Flournoy) VDEM 9-1-1 Summit, etc. **Current Hiring Process-** We are advertising, with applications due by 1700 on May 31st, and currently have 17 applications. Open House sessions were held on May 21st and 23rd with a total of eight people in attendance. After the closing period, applicants will be scheduled for CitiCall testing and observation. Applicants that pass the testing will do in-person interviews and then we will recommend from there. **Career Development-** CO Leah Hall applied for a scholarship through APSO International and was awarded a scholarship of \$495, which will enable her to complete the APCO Communications Center Supervisor Course with no out-of-pocket costs. This course helps her to complete one of the needed requirements to advance in the Career Development Program and that was made possible as a result of the associate memberships that the 9-1-1 Commission purchased for our F/T staff.



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Deputy Director Krista Kilmon turned the meeting back over to Director Jeff Flournoy and he provided ESVARRS updates. **Funding-** To date, six drawdown requests have been turned into the DOJ. Northampton County Finance Department has been helpful with creating and managing a separate budget for tracking the next phase of the ESVARRS project. To answer a question from the April 2024 Commission Meeting that asked what other significant costs may occur with the project, (1) if we needed a new site, meaning L3 Harris did not meet their coverage guarantee, to which L3 Harris would be responsible for the costs, (2) if there are redesign efforts for L3 Harris or Williams related to the implementation of fiber connectivity. **Microwave-** The microwave site work is expected to begin in mid-June 2024. **CTA Consultant's-** The CAI, Inc. state contract was renewed for another six months to continue the relationship with CTA Consultant's for the implementation phase of the project. **Sites-Work/Plans-** No tower remediation is needed at the Chincoteague Public Works Site, Mappsville Site, Accomac VSP Site, or Northampton County Water Tower, but is needed at the Craddockville Site, Eastville VSP Site and ACSO Tower. The lease between the Town of Chincoteague and American Towers has been executed and another lease between the 9-1-1 Center and the Town of Chincoteague has been requested. The NTP to start the work for the Chincoteague Site was issued in late March, L3 Harris began working in early May, and is scheduled to be completed by June 14th. The NTP for the Mappsville Site was issued in late March, work began mid-April and is scheduled to be completed June 14th. The NTP for the Craddockville Site was issued in late March, work began mid-April and is scheduled to be completed June 28th. The NTP for the Eastville and Accomac VSP Sites were received on May 20th and work is expected to begin soon. For the Northampton County Water Tower, we are awaiting needed documents from Williams Communications to submit the packet to get the NTP. For the ACSO Tower, the NTP was issued in early May, work began in early May and is scheduled to be completed June 14th. **Subscriber Radios-** There are now regular meetings, every two weeks, with NASA/WFF personnel on interoperability planning. They will not have to buy new portable radios, but will need to purchase new mobile radios. NASA/WFF appear to be taking responsibility for covering any costs. **Interoperability-** Greg Lewis has continued his outreach efforts related to interoperability needs. He has also met with RSMH staff, Worcester County, City of Virginia Beach, and Maryland's First statewide radio system. **Personality-** This has been a big focus over the last several weeks. It is expected to be about 50-70 different personalities (talk groups, buttons, channels, etc.) **Ongoing System Planning Meetings-** There are several upcoming meetings to discuss bypass, coverage testing, training, paging/alerting, and installation. **Other-** The next RPSRSC meeting is scheduled for June 3rd at the Accomack County EOC. The current project timeline is still 26 months from when we signed our contract, putting system use at February 2025 however, the progress that is ongoing at the tower sites is what will determine that. The goal is to perform formal system testing in September/October 2024. The ACPS leadership advised they would be in contact soon if they are interested in being a part of this system. Last week, Motorola submitted a FOIA request for all of the procurement documents and Director Jeff Flournoy has been working with legal counsel, L3 Harris, and CTA Consultants to get this completed. **Change Order-** There



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are several ANEC Set-Up Costs for Craddockville, Chincoteague, and Eastville Water Tower that will come out of the \$9.5 million project budget. There remains about \$36,000 in unobligated project contingency funds.

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

ACTION ITEMS: A. Memorandum of Agreement - Town of Chincoteague – ESVARRS

This is an agreement between the ESVA 9-1-1 Commission and the Town of Chincoteague memorializing the responsibilities and expectations that we have. The MOA includes: (1) the agreement to let us use that tower (2) the expectation that the 9-1-1 Commission pay the monthly tower lease costs (3) the Town of Chincoteague pay the annual costs for the additional dispatch console support costs. Director Jeff Flournoy requested that once the Town of Chincoteague reviews and approves the agreement, we execute it.

A motion to approve this action item was made by Commissioner Vice-Chairman Bill McCready with a second from Commissioner Jeff Parks. There were no oppositions and the motion was carried.

B. Additional Personnel Costs Requests - FY25

Director Jeff Flournoy requested the authorization to reach out to both counties and request the additional 2% needed to go from a 1% salary increase to a 3% salary increase for the 9-1-1 Center staff.

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

CONSULTANT'S REPORT:

Consultant Scott Chandler reported that he attended the NENA-APCO Spring Conference in addition to the routine administrative duties. He has also been very involved in the different personalities and meetings for the ESVARRS project. The radios will be system maintained and only those whom are authorized will be able to program the system radios.

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

CHAIRMAN'S REPORT:

Chairman Donnie Kellam had nothing to report.



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OTHER BUSINESS:

There were no other business items at this meeting.

PAYABLES:

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

ADJOURNMENT:

Commissioner Charlie Kolakowski made a motion to adjourn the meeting with a second from Commissioner Vice-Chairman Bill McCready. There were no oppositions and the meeting was adjourned by Chairman Kellam at 18:38.

Respectfully Submitted,

Katie Brewster, *ESVA 9-1-1 Supervisor/Recording Secretary*