Minutes of the Eastern Shore of Virginia 9-1-1
September Commission Meeting
Thursday, September 24th, 2026 @ 1730 hours
Northampton County Board Chambers – Eastville

COMMISSIONERS PRESENT:	Bill McCready, *Chairman, Atlantic Volunteer Fire Company*
	AJ Ferebee*, Vice-Chairman, Captain, Northampton County Sheriff's Office*
	Jeff Renas, *Area 31 1st Sergeant, Virginia State Police*
	Donald Hart*, Accomack County Board of Supervisors*
	Greg DeYoung, *Northampton County Department of EMS*
	Matt Spuck, *Northampton County Administrator*
	Mike Mason*, Accomack County Administrator*
	Ernest Smith, *Northampton County Board of Supervisors*
	Bobby Taylor, *Lieutenant, Accomack County Sheriff's Office*
	Adam Zieger, *Eastville Volunteer Fire Company*
OTHERS PRESENT:	Jeff Flournoy, *ESVA 9-1-1 Director*
	Krista Kilmon, *ESVA 9-1-1 Deputy Director*
	Leah Hall, *ESVA 9-1-1 Communications Officer / Acting Recording Secretary*
COMMISSIONERS ABSENT:	Jeff Parks, *Accomack County Board of Supervisors*
REMOTE PARTICIPATION:	Ben Byrd, *Wachapreague Volunteer Fire Company* participated remotely for medical reasons.
OTHERS ABSENT:	Scott Chandler, *ESVA 9-1-1 Consultant*
CALL TO ORDER:	Chairman Bill McCready called the meeting to order at 17:30.
INVOCATION:	Commissioner Donald Hart delivered the opening invocation.
PLEDGE OF ALLEGIANCE:	Chairman Bill McCready led the reciting of the Pledge of Allegiance.

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PUBLIC PARTICIPATION: There was no public participation at this meeting.

MINUTES:

A motion to accept the minutes from the August 2026 Commission Meeting was made by Commissioner Donald Hart with a second from Commissioner Greg DeYoung. There were no oppositions and the motion was carried.

CONSENT AGENDA: There were no consent agenda items at this meeting.

BUDGET REPORT:

FY26 – There were no anomalies or concerns with the revenue or expenditures for FY26. All revenue for the Communications Tax has been received from the Accomack and Northampton Counties and lower than anticipated with the last monthly contribution was received from Chincoteague.

FY27 – There are no concerns for the revenue or expenditures for FY27. Three months of the wireless surcharge and two months of the Communications Tax from Accomack County have been received. A concern is noted with the Communications Tax from Accomack County as being notably under to reach the projected $240,000 long term. Two months of Chincoteague 9-1-1 Services were received and is also under the projected amount long term. No further anomalies or concerns to report.

A motion to approve the budget report was made by Vice-Chairman AJ Ferebee with a second from Commissioner Bobby Taylor. There were no oppositions and the motion was carried.

DIRECTOR'S REPORT:

Operations: Staffing- Ten of the eleven F/T CO positions are filled and we have three P/T employees. Tonya Blake submitted her resignation; effective September 14th, 2026. The hiring process is ongoing and anticipated to over-hire by one as done in the last hiring process. The funds are expected to be handled by the existing FY27 budget. Notable staffing struggles were highlighted after the loss of two FT employees and both chronic and acute illness. The 9-1-1 Center remains focused on maintaining adequate work/life balance for employees while also maintaining staffing levels for 9-1-1 Center functionality. Facility- The replacement of numerous ceiling lighting fixtures in the 9-1-1 Center will occur following a recent inspection. This project will be handled by Big Wood Electric and the cost of approximately $6,100 will be covered by Accomack County Public Works. Dispatch- Deputy 9-1-1 Director Kilmon worked with Accomack County GIS to complete the effort for CAD changes regarding staffing issues from Station 8. Deputy 9-1-1 Director Kilmon is now focusing efforts in response to a request from Station 3 to add fire response for any incidents located on or near the beach. The changes to medevac alerting procedures that 9-1-1 Supervisor Brewster is working on are expected to take place in early October 2026. Station 9 changed radio designations for Engine 9, which is now Squad 9, with the potential for further radio designation changes in the future. With the addition of Rescue 6 and Ladder 6, we expect to see changes in CAD mapping relating to district coverage once they are in service. The Bi-County Communications Dispatch Committee is expected to resume meetings to discuss potential changes to dispatch and related operations. Other- Radio Systems Manager Greg Lewis is currently in the modified training program to assist on the dispatch floor when needed. A grant of $300,000 was awarded by VDEM for funds relating to 9-1-1 Call Handling Equipment which Deputy 9-1-1 Director Kilmon will be

taking over the planning with expectations of effect by summer of 2027. NPS lifeguard completed their use of the ESVARRS radio system on Labor Day. The assigned radios were collected with expectations that the effort will be needed for the 2028 season due to beach relocation. 9-1-1 Director Flourney is currently working with WESR on options for information sharing relating to incidents impacting the roadway for public awareness. Information and guidance were shared with ESVA 9-1-1 staff relating to the opening of the Eastern Shore Rails to Trails in the Cape Charles/Cheriton area. Information- Verizon submitted a formal request to discontinue "POTS" lines over copper facilities as part of their network modernization in the Onancock area. After communicating with local Verizon leadership, it was determined that while this is the eventual plan, there is no immediate plan that would impact the 9-1-1 Center. They will advise further with any updated information and timelines relating to the project. FY28 Budget- 9-1-1 Director Flournoy is beginning to devote time to review needs relating to the FY28 budget. Legacy- Plans to decommission aspects of the Legacy radio system will likely take effect after notable errors with connectivity. Station 11 will continue to use necessary aspects of the Legacy radio system for alerting purposes such as transmitters from Accomac. Site visits for the decommissioning process are planned for early October.

Deputy Director Report: Director Flournoy then turned the meeting over to Deputy Director Krista Kilmon to provide her report. B/U Center Relocation- Procedures for transferring the Verizon administrative lines to the back-up center are complete. Northampton Couty IT is working this week to repair the line that did not have a dial tone. Once completed, AT&T will focus on the transfer procedures for the 9-1-1 line. When this is resolved, the lines at Station 9 will be closed and the 9-1-1 equipment boxed will be moved to NCSO. Pending further training and procedure review, the relocation will be complete. NOMAD- A 9-1-1 Supervisor and a Communications Officer set up the NOMAD following written instructions. Both were successful in the set up process. A document regarding NOMAD procedures is currently being created for review that will be added to the Communications Manual. FirstDue- Central Square completed the export for FirstDue. Upon contacting FirstDue to have them complete the set-up, they advised that it would have to be handled by either Deputy 9-1-1 Director Kilmon or IT staff. Deputy 9-1-1 Director Kilmon was able to complete the set-up and is awaiting further confirmation from FirstDue that it is working as expected. Mapping- Station 8's mapping polygons are complete and were tested successfully in the training CAD with assistance from Accomack GIS. Central Square was contacted in reference to Station 3's mapping layer due to the file directory that should have the layer not showing in the system. However, testing of the response layer was successful. It was discovered that the polygon was overlapping with existing polygons. Deputy 9-1-1 Director Kilmon has emailed Accomack GIS to adjust the polygons to remove the overlap and resolve the issue. Volume- Over the past few weeks, Deputy 9-1-1 Director Kilmon conducted testing to isolate a reason the ESVA 9-1-1 Center's volume is higher than other dispatch centers. Currently, there is no definitive reason found for the differing volume levels. Testing is planned to continue this week. Hiring- The hiring process began on 9/11 and applications are planned to be due on 9/28. At this time, four applications were received with seven to eight still on file. Depending on the number of applicants at the closing of the application period, advertising may extend and adjustments would be made to the recruitment schedule. If the application period remains on track, new hires are expected to begin training on 11/1. Citizen Input- When collecting the monthly data report for Citizen Input, Deputy 9-1-1 Director Kilmon noticed that the videos were not present in the evidence area. A call for support was made through CommandCentral to look into the problem. Due to this issue, there is no Citizen Input data available for this month's meeting.

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ESVARRS: Deputy Director Kilmon then turned the meeting back over to Director Flournoy to provide an update on the ESVARRS system. Activity- Four amplified G5 Unication pager chargers were provided to Station 1 in the month of September. Reprograming of other station's pagers as with Station 11 and Station 12 is in effect and following the established plan. Plans to also move away from unique names being assigned to each pager is expected to occur this fall into the winter. Wachapreague o-Das System- Efforts related to a contract document remain a work in progress. The purchase order for the o-Das was issued on 8/24/2026 at a cost of $238,268. The purchase order for the pole and its installation is currently on hold due to concerns from C Squared Systems that additional design planning for o-Das was needed. The current design did not allow for ample isolation/separation between the donor and transmit antennas. On 9/9/2026, with assistance from Station 9 allowing use of Ladder 9, and Big Wood Electric allowing use of a bucket truck, C Squared Systems staff were on site taking measurements from different heights, locations at the Shelter 11 site, and throughout Wachapreague. While expected to have revised information and potential new design in the following week, continue to await word from C Squared Systems. While the specific cost is currently unknown, expectations for repopulation of funds from a site no longer in use may be used to cover the future cost. Continuing to alert Station 11 for fire calls both on the new system and the old system. Interoperability- Work continues with NASA/Wallops staff on solutions for interoperability for their Fire/EMS/LE radios and the ESVARRS system. They currently have the five portable radios that were loaned by the ESVA 9-1-1 Center. They recently notified that they received funding to allow for the upgrade of some of their Fire/EMS radios to the 700 MHz spectrum to allow programming of the ESVARRS system. This remains a work in progress. Efforts continue on re-programming field radios for northern Accomack Fire/EMS stations to access Somerset County radio system for interoperability during incidents. Stations 1 and 2 are complete with Station 21 expected next. Other- Supervisor Hodgson was tasked with going over Dragon Force with both ACSO and NCSO. This process is facing delays due to staffing needs of the 9-1-1 Center. Focus on the decommissioning of Legacy Radio Systems will be set for this fall. Work continues with SROs regarding coverage in schools throughout Accomack County. Plans to use the school Wi-Fi and have the radios programmed into their network are currently underway. Supervisor Brewster is currently working on the collection of Legacy radio equipment from local stations and agencies

A motion to approve the Director's report was made by Commissioner Donald Hart with a second from Commissioner Adam Zeiger. There were no oppositions and the motion was carried.

ACTION ITEMS: There were no action items at this meeting.

CONSULTANT'S REPORT:

Consultant Scott Chandler was unable to attend this meeting. Director Flournoy advised that Scott continues to assist as needed with the ESVARRS project.

A motion to accept the 9-1-1 Consultant's report was made by Commissioner Bobby Taylor with a second from Commissioner Adam Zeiger. There were no oppositions and the motion was carried.

CHAIRMAN'S REPORT: Chairman McCready had nothing to report.

OTHER BUSINESS: There was no other business at this meeting.

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PAYABLES: *A motion to pay the bills was made by Commissioner Adam Zeiger with a second from Vice-Chairman AJ Ferebee. There were no oppositions and the motion was carried.*

ADJOURNMENT: *Commissioner Bobby Taylor made a motion to adjourn the meeting with a second from Vice-Chairman AJ Ferebee. There were no oppositions and the meeting was adjourned by at 18:15.*

Respectfully Submitted,

Leah Hall, *ESVA 9-1-1 Communications Officer/Acting Recording Secretary*