



Minutes of the Eastern Shore of Virginia 9-1-1
April 2024 Commission Meeting
Thursday, April 25th, 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*
Mike Mason, *Accomack County Administrator*
Bill McCready, *Vice-Chairman, Atlantic Volunteer Fire Company*
Bobby Taylor, *Lieutenant, 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*
Greg Lewis, *9-1-1 Regional Radio System Manager*
Caroline Hodgson, *9-1-1 Supervisor*
- COMMISSIONERS ABSENT:** Charles Kolakowski, *Northampton County Administrator*
Jeff Renas, *Area 31 1st Sergeant, Virginia State Police*
AJ Ferebee, *Captain, Northampton County Sheriff's Office*
Ernest Smith, *Northampton County Board of Supervisors*
- REMOTE PARTICIPATION:** None
- OTHERS ABSENT:** None
- CALL TO ORDER:** Chairman Donnie Kellam called the meeting to order at 17:32.
- INVOCATION:** Commissioner Ben Byrd delivered the opening invocation.
- PLEDGE OF ALLEGIANCE:** Chairman Donnie Kellam 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 March 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: VDEM State and Local Cybersecurity Grant Program (SLCGP) –
Capability Assessment**

Director Jeff Flournoy advised that he is applying for a type of grant that allows an assessment to be done for cybersecurity of the ESVA 9-1-1 Center. There are no expected cost to the ESVA 9-1-1 Center. If awarded, there are a few reasonable expectations to be completed and it is understood that Accomack County is applying for a similar grant.

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

BUDGET REPORT:

Director Jeff Flournoy stated that there have not been a lot of changes since last month's report. 100% of the Capital Projects Budget, 69% of 9-1-1 Operations Budget (salaries and benefits), and 80% of the Other Budget has been spent through the first nine months. Once May and June of the 9-1-1 Wireless Surcharge are received, it should be about \$6,000 over what was projected. With the Communications Tax, Accomack County is projected to be about \$11,000 over budget, Northampton County about \$3,000 over budget, and Chincoteague a few thousand dollars under. Accomack County has provided their fourth quarter request and 100% has been credited. Work continues with Northampton County on insurance and other benefits and the overall goal is to present a balanced budget to the 9-1-1 Commission in June 2024, before the next fiscal year starts. If there were additional salary increases, with the only thing currently being approved is a 1% increase, there will likely be a need to request funds from both counties.

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



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DIRECTOR'S REPORT:

The Annual 9-1-1 Staff Meeting for NPSTW was held on May 15th and Director Jeff Flournoy thanked Chairman Donnie Kellam for attending. The Eastern Shore Disaster Preparedness Coalition Meeting was held on May 24th and 9-1-1 Supervisor Caroline Hodgson attended. Currently, all eleven full-time Communications Officer positions are full, with two still in training, and three part-time Communications Officers. Most likely, the recruitment process will begin again for part-time staff with future full-time interest. There has been some movement toward the resolution/charter work and the Northampton County Attorney is spending time looking over what was given to her on entities and how their bylaws are written. The vehicle effort has been delegated to Greg Lewis, Regional Radio System Manager, and it is expected that decisions will be reached in the coming weeks. There was heavy involvement of Northampton County IT related to our console and furniture projects the first week of April. Time and efforts with local Emergency Management staff is being devoted on the current mass notification system used and the consideration of IPAWS.

RADIO INFRASTRUCTURE:

One of the two VF-40 replacement cards have been delivered. Atlantic Communications repaired the power amplifier that had failed in March and was deployed to trouble-shoot issues with Channel 5/6 having popping noises intermittently, which may have been related to a cable that was cut during work at the ACSO tower site. The transmitter and receiver on Tangier has been stable over the last month and everything has been working as it should. There was a failure of a time-sync card at the ACSO tower site an available spare card was used. There has been several unusual issues with the radio consoles such as random restarts, stuck alert tones, and delays in pager tones, which were overall isolated to one position. High temperature alarms generated on two different sources for the Eastville Navy Site due to the A/C failing. VSP technicians installed a radio at the ESVA 9-1-1 dispatch, ACSO dispatch, and NCSO dispatch centers to provide additional interoperability radio communications between our local dispatch centers and local state law enforcement units. Testing is set up to be conducted every Monday morning around 1000 hours. This is an interim solution, with the long-term solution being planned as part of the ESVARRS.

OTHER:

Director Jeff Flournoy then turned the meeting over to Deputy Director Krista Kilmon to provide her report. **ECW Issues-** There is continued work with ECW on several open, unresolved tickets. Deputy Director Krista Kilmon reached out to the customer service representative in an attempt to try and reengage them on our issues, but there has been no response. **Active Shooter Drills w/ Law Enforcement/ALICE Training-** Active Assailant drills were conducted with Chincoteague Police Department on May 4th, led by Supervisor Gibbons, and with Northampton County Sheriff's Office on



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May 16th, led by Supervisor Hodgson. Good feedback was provided by both departments however, Chincoteague also suggested some changes and ways of improvement. There is not a drill scheduled with Accomack County Sheriff's Office but the goal is to get one scheduled with them so that we can have a discussion between all four PSAP's to make needed changes to the policies and procedures based on the drills. There is ALICE training scheduled for the 9-1-1 Center on May 14th and 16th. **Grants-** We have been participating in a multi-jurisdictional grant which has allowed three of our staff to attend a training at the end of March, two of our staff to attend a training at the end of April, and there are plans to send more in June. The VDEM Grant was released mid-March and engagement with ECW on the NOMAD equipment will likely begin in May. **ESVA 9-1-1 Carpeting/Console Project-** The carpeting was done the first week in March and the first week in April. There is still some more work to be done in the training room and painting around the building. The console project took place the first week in April. On 4/1, Director Flournoy was on scene as Xybix broke down our new consoles at James City County and transported them to the Shore. The breakdown of our current consoles began on 4/2, with help from Northampton County IT, Xybix, Accomack Public Works, and Big Wood Electric. Xybix began installing the new furniture on 4/3 and we continued the installation and rebuild of each console on 4/4. On the 4/4 we had Northampton County IT, Accomack Public Works, Big Wood Electric, Motorola-ECW, and Mobile Communications America on site. By 4/5, we had two of the four dispatch positions fully functional but remained on the secondary dispatch floor until about 1500 hours on 4/6. It is noted that the field and public did not notice a change in our operations. All positions were fully functional by 4/8. There are still some things that need to be done, such as reinstalling the intercom at the fourth position, getting the spare parts put into storage, managing the bills and finances, etc. There are plans to purchase another new position to match the others as we are currently using one of the old positions. **CIT Class-** There was a CIT class on April 24th which six of our staff attended, leaving all but one of our staff members trained in CIT. **National Public Safety telecommunicator Week-** NPSTW was April 14th-20th and our annual meeting was on the 15th. During this meeting it was announced that the 2023 Telecommunicator of the Year was awarded to Communications Officer Leah Hall. A special thank you went out to Chairman Donnie Kellam and Commissioner Vice-Chairman Bill McCready who made donations for the week.

Deputy Director Krista Kilmon turned the meeting back to Director Jeff Flournoy for him to finish his report. He went on to provide an update on the transition to Next Generation 9-1-1 (ESINet). There was a kickoff meeting on 4/5 with AT&T, Motorola, and VDEM. The currently timeline is that we should be having operational testing in June and cutover in July 2024. An AT&T technician was on site in April and our GIS Data is ready. VDEM is covering the immediate costs associated with the transition.

Director Jeff Flournoy provided an update on the ESVARRS project. **Microwave/Connectivity System-** The invoice for the DDR was received and has been submitted for payment. There are still discussions on the best way to use fiber in our system and if there should be a connectivity network between the ESVA



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9-1-1 Center and ACSO. The CFAT testing for the microwave system was in mid-April in Austin, Texas. The intent of this was to “see” our equipment working on site to assure it does what it is supposed to before it comes here and gets tested again. All tests were successfully completed and formally signed-off. **Sites-Work/Plans-** Work has started at the Chincoteague and Mappsville sites. There will be a need for a future agreement between ESVA 9-1-1 and Town of Chincoteague and is expected to be an action item at the May 2024 Commission Meeting. There is no tower remediation expected at the Mappsville site however, the old shelter is gone and they are in the process of putting the new shelter up. Regional Radio System Manager Greg Lewis has been overseeing and documenting the work being done at the sites. There is tower remediation beginning at the Craddockville site as well as preparing for the shelter. For the Eastville VSP and Accomack VSP sites, we continue to work with the State of Virginia on the needed authorizations. At the ACSO Tower, the ANEC work is done, and the NTP documents were turned into the Accomack County and it is hoped to begin remediation work by May 6th. **Subscriber Radios-** Outreach to Wallops leadership on the subscriber/radio needs has continued since the meeting in early March. The ultimate goal is that they should pay for some of their radios that are being planned for this. **Fleet-Mapping (talk-group planning)-** NCSO, CPD, and ACSO have all provided their letters for their talk groups to be encrypted. **Ongoing System Planning Meetings-** There are still meetings being held to discuss methods for paging/alerting, how the radios will be programmed/configured, and on back-up/system failure methods. **Regional Radio System Manager Inclusion-** Some of the duties that Regional Radio System Manager Greg Lewis has been tasked include the review of any facility improvements, coordination of needed safety equipment for site visits, management of the installment of the VSP control stations. He has also been handling interoperability outreach, Craddockville and Mappsville site visits, remotely participated in staging for L3 Harris and Williams Aviat, and documenting historical work happening at the sites. **Other Items-** The next RPSRSC meeting is scheduled for May 16th at Station 8. The project timeline is still February 2025 and training has started for those who are involved in the set up and management of things. Training for the field and others has been scheduled. The FCC license has been issued for the L3 Harris system. A letter requesting an extension has been submitted due to the construction not being completed within the year. There has been correspondence with the Amateur Radio Club to Accomack County to repurpose equipment for their use. If there is interest from the Accomack County Public Schools to be included in ESVARRS, the school system needs to formally indicate such. There will be a gateway in the ESVARRS system “connecting” the ACPS radio system into the ESVARRS system. The current Project Engineer, Brian Munsen, is resigning and his replacement is to be determined. **Change Order Info-** There are no change orders and there is about \$37,000 remaining in contingency.

A motion to approve the director’s report was made by Commissioner Donald Hart with a second from Commissioner Ben Byrd. There were no oppositions and the motion was carried.



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ACTION ITEMS: **A. Tower Site Lease Approval – Northampton County Water Tower**

This was on Northampton County's Board of Supervisors meeting agenda from Tuesday night and was approved with no issues. This is the formal agreement between us and Northampton and is very similar to the three Accomack County tower sites agreements. Turner and Wiggins reviewed it and there were no concerns warranting any requests for change. The lease includes a \$10 annual rent. Approval to execute the tower lease with Northampton County was requested.

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

B. Procurement Policy – ESVA 9-1-1 Commission

The 9-1-1 Commission historically followed the procurement policies/procedures of Northampton County. If approved, this would become part of the organizational/meeting document that is memorialized and reviewed each year. The Northampton County Procurement Policy was modified to represent the operations of the ESVA 9-1-1 Center. This effort has been in progress since last summer, but was deferred due to Northampton determining there were needed changes to their policy. The 9-1-1 Commission's legal firm reviewed and discussions were had with Northampton, resulting in some of the following changes to be made. The thresholds for purchase approval were reduced, generally in half. There is a section allowing formal quotes for anything between \$25,000-\$50,000. Their Appendix I and II were not included but could be referenced if needed. It will become incumbent upon 9-1-1 staff to monitor any future changes to Northampton County's. It will be posted at both Accomack and Eastville County Offices due to us being a regional entity serving two counties. The approval of the Procurement Policy for the ESVA 9-1-1 Commission was requested.

A motion to approve this action item was made by Commissioner Mike Mason with a second from Commissioner Vice-Chairman Bill McCready. It was requested by Commissioner Jeff Parks to amend the need for a Purchase Order from \$2,500 to \$5,000, located in Section 2 of the Procurement Policy. A motion to approve this amendment was made by Commissioner Mike Mason 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 aside from his routine items, he attended several radio project meetings.

A motion to accept the 9-1-1 Consultant'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.



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CHAIRMAN'S REPORT:

Chairman Donnie Kellam had nothing to report aside from the fact that the NPSTW meeting went very well.

OTHER BUSINESS:

There were no other business items at this meeting.

PAYABLES:

A motion to pay the bills was made by Commissioner Bobby Taylor with a second from Commissioner Greg DeYoung. There were no oppositions and the motion was carried.

ADJOURNMENT:

Commissioner Vice-Chairman Bill McCready made a motion to adjourn the meeting with a second from Commissioner Bobby Taylor. There were no oppositions and the meeting was adjourned by Chairman Kellam at 18:32.

Respectfully Submitted,

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