



Minutes of the Eastern Shore of Virginia 9-1-1 Commission Meeting
September 2022 Meeting
Thursday, September 29th, 2022 @ 1730 hours
Northampton County Board Chambers- Eastville

- 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*
AJ Ferebee, *Captain, Northampton County Sheriff's Office*
Ernest Smith, *Northampton County Board of Supervisors*
Terri Christman, *Northampton County Dept. of EMS*
Donald Hart, *Accomack County Board of Supervisors*
Charles Kolakowski, *Northampton County Administrator*
- OTHERS PRESENT:** Jeff Flournoy, *9-1-1 Director*
Krista Kilmon, *Deputy 9-1-1 Director, Acting Recording Secretary*
David Smullin, *Lieutenant, Accomack County Sheriff's Office*
- COMMISSIONERS ABSENT:** Jeff Renas, *Area 31 1st Sergeant, Virginia State Police*
- REMOTE PARTICIPATION:** Mike Mason, *Accomack County Administrator*
- OTHERS ABSENT:** None
- CALL TO ORDER:** Chairman Kellam called the meeting to order at 17:33.
- INVOCATION:** Chairman Donnie Kellam delivered the opening invocation.
- PUBLIC PARTICIPATION:** There was no public participation at this meeting.
- MINUTES:**
A motion to approve the minutes from the August 2022 Commission Meeting 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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A motion to approve the minutes from the September 22nd Special Meeting of the 9-1-1 Commission was made by Commissioner A.J. Ferebee with a second from Commissioner Ben Byrd. There were no oppositions and the motion was carried.

SPECIAL NOTES:

Director Flournoy advised that Commissioner Mike Mason reached out to him and Chairman Donnie Kellam ahead of the meeting to advise that he would need to attend the meeting remotely due to medical reasons. He is attending remotely from the area of Salisbury, MD. In addition, Commissioner Jeff Renas advised ahead of the meeting that he would be unable to attend, nor would any of his other staff. 9-1-1 Consultant Scott Chandler also advised that he would be unable to attend, so Director Flournoy will be delivering his report for this meeting.

CONSENT AGENDA:

Director Flournoy began presentation on the consent agenda items. The first item is related to budget amendments that are fairly routine. Some of the money that the was given by the state for Next-Generation 9-1-1 was spent in the last budget year and we are expected to spend the remainder in this budget year. This agenda item would move those funds from the last budget year to the current budget year. The second item involves language regarding the Freedom of Information Act related to cost that was provided by the Human Resources Department in Accomack. The 9-1-1 attorney has reviewed the document and was good with the change.

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 that we are coming in right on track with the 9-1-1 Wireless Surcharge. Based on what has been received so far, we may be a few thousand over what was budgeted. Will be making a request for Accomack County's second quarter funds sometime in early October. The Communications Tax for Accomack and Northampton has started to come in. They are both coming in under what was projected; however, this is not uncommon. No funds from Chincoteague have been received yet. No concerns or anomalies to note for our current fiscal year. On the budget and expenditures for July through August, no anomalies under the first half of the Operations sections with 10% of funds having been spent. No anomalies notated under the second half of the Operations section with 37% of funds having been spent. 19% of our total budget has been spent so far. Director Flournoy noted that he does not yet have the final budget report for FY22 but, is hoping once all funds are sorted out to the correct fiscal year, he will have that final report.

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.



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DIRECTOR'S REPORT:

Director Flournoy attended the Northampton County Fire and Rescue Commission Meeting on September 20th. There was no quorum, unlike Accomack's meeting earlier in the month. All full-time positions are currently filled. Communications Officer John Thornton returned to a full-time position, fully trained, and there are two full-time employees currently in new hire training. We hired two new part-time employees during the recent recruitment process, with one resigning after the second day. The tower work on the small tower behind the 9-1-1 Center has been completed. We paid from our funds to have some antennas removed and labeling done to identify what was still on the tower and which radio it correlates with. There is still work to be done on the tower as it is expected to be used in the new radio system. Atlantic Communications completed their annual grounding report in August. The report is included in the packet.

Under Next Generation 9-1-1, there is a meeting scheduled tomorrow with Director Flournoy, Worcester County, the state VDEM, and GeoDecisions staff to discuss the boundaries between Accomack and Worcester. Director Flournoy was under the impression that everything was sorted out but Worcester County would like to meet again and discuss it further. This is all part of the process in transitioning to a new way of having 9-1-1 calls come in. We are still waiting on Motorola to finish a few items from the CHE refresh back in April. It is taking longer than expected. There is still a final invoice that will not be paid until the work is complete. Director Flournoy was hoping to be able to demo the Citizen Input application for the Commission tonight however a significant issue developed which has delayed implementation. Policies and procedures have been developed for the use of this application. There have also been issues with calls becoming stuck in our system on transfers. We are struggling to get a resolution from Motorola on this issue as well.

Director Flournoy advised that the issue with CAD texting that he had reported on during the August meeting has been resolved by Verizon with no cost to the 9-1-1 Center. Director Flournoy, Deputy 9-1-1 Director Kilmon, and Supervisor Hodgson will be completing annual FOIA training in the coming weeks. He is hoping to have some of our staff attend the Mid-Atlantic APCO Conference in Ocean City in mid-October and the Virginia APCO/NENA conference in Roanoke in late October. Northampton County experienced a loss of GIS staff that may impact addressing updates. Commissioner Charles Kolakowski advised that they are working on the vacancy and hopes to have a resolution in the coming week. In the last meeting, the Commission voted on a consent agenda item to submit a RSAF grant for public education and CPR training materials, however there were technical issues during submission and the grant was not submitted. The plan is to resubmit in 5 months when the grant becomes available again.

RADIO INFRASTRUCTURE:

Director Flournoy mentioned that the channel used for interoperability between Accomack and Worcester had not performed as expected during an incident. Troubleshooting was performed and it was discovered that the radio was turned off by a technician. The channel was tested again



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and it performed as expected. Director Flournoy is still waiting to hear back from Wallops about using their radio system for launches instead of Channel 15, however he was able to perform testing using portables from their radio system after the previous Commission Meeting. The in-building coverage was very good on Chincoteague and he had coverage all the way down to the Parksley area where the coverage began to dissipate. Director Flournoy believes that we have adequate coverage and will continue to work with Wallops to use it.

Commissioner Bill McCready reported that he spoke with some DPS personnel who have had issues talking back on Channel 2. Bill advised them to utilize Channel 1 if they needed to make contact thinking that the channel would use the Klej Grange site in Worcester. Commissioner McCready wanted to know if this advice was good information or not. Director Flournoy advised it was partially correct. Using Channel 1 for communications is correct, however it is the Wallops site that would have the best signal for that area. Director Flournoy has had some conversations with ANEC regarding noise/interference at the Eastville site on Channel 9, the Belle Haven site on Channel 7, and the ACSO site on SIRS. They do not believe that their equipment is causing the issue, but Director Flournoy wants to have further dialogue to determine what would be needed for them to check.

OTHER:

Director Flournoy provided an overview of the other items in his report. The radio log that the dispatchers keep is included. On the regional radio project, a notice of intent to award was sent to L3Harris on September 23rd. Since that, the firm not selected has sent several correspondences requesting information under the procurement act. Director Flournoy has been in a lot of meetings with Mr. Hefty, the procurement attorney that we have been working with, and unless directed otherwise he will continue to work with him. Mr. Hefty has been engaging the Accomack and Northampton attorneys through this process. Expected this to continue to follow the state laws related to procurement. This will add some delays to the project. In conversations with CTA Consultants, the firm not selected has indicated that they do have intentions to protest. Director Flournoy did reach out regarding the timeline for the release of the Community Project Funds; however, he was out of the office. He is checking frequently to see if Accomack or Northampton County have been awarded any funds from the Assistance to Firefighter Grant, but none have been awarded to either county to date. The evaluation committee continues to work behind the scene as we continue moving on the radio project. We are continuing to delay action on the contract to continue working with CTA Consultants for the time being. The Northampton County finance department created a separate budget for the radio project as requested.

Director Flournoy briefly overviewed the other items in the Director's Report: the PSAP grounding report, the 9-1-1 data report (which now includes the usage of the childcare room), a copy of the resignation from Kinsley Bundick, a revised copy of the July 2022 Commission Meeting minutes, and copies of two e-mails showing Jeff's reappointment to two committees he serves on. He then reviewed an article that he included related to new Apple technology that



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allows callers to make calls to 9-1-1 without cellular coverage. The phone will connect the call using satellite coverage.

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

ACTION ITEMS: A. Engagement- Assura, INC.

Director Flournoy advised that in late 2020 the 9-1-1 Commission used CARES acts funds to develop needed continuity and disaster planning for the 9-1-1 Center operations. They completed work and provided a report on that. Last year in the budget, both counties provided funds and we were awarded State Homeland Security funds to continue work on this project. He is now asking the 9-1-1 Commission approval to sign a contract to move forward on this. Director Flournoy provided information on the procurement of this contract. Working with the 9-1-1 Commission attorney, Director Flournoy feels comfortable using the contract vehicle that was done through James Madison University. Director Flournoy did reach out to JMU and verified that all procurements expectations were met. This project will be carried out by Deputy 9-1-1 Director Kilmon once the contract is signed.

A motion to accept this action item was made by Commissioner Ben Byrd with a second from Commissioner Bill McCready. There were no oppositions and the motion was carried.

B. Remote Meeting Participation

Director Flournoy is asking for approval to make modifications to the Meeting and Organizational Document based on the changes made to the Code of Virginia related to remote meeting participation. The three changes are: (1) if a 9-1-1 Commissioner is more than 60 miles from a meeting location (their principal residence) they can participate remotely, (2) the remote meeting location can be identified generally in meeting minutes and is not open to the public, and (3) language indicating the reason for the remote participation clearly being defined. The following were not recommended to be included: (1) Section 2.2-3708.2 and .3 which have no specific requirement for written notification to participate remotely and (2) Section 2.3-3708.3 which includes language where some public bodies can hold all-virtual meetings.

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

C. Policy Manual- Leave Requests

Director Flournoy is seeking approval to make a policy manual change to Section 4.18/19. The change would require Supervisory personnel to submit leave calendars on the 15th of each month to accommodate the new way that we are doing their schedules. All other personnel will continue to submit calendars by the 20th of each month. The schedule will still be completed and distributed by the 25th of each month.



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

C. October 2022 Commission Meeting- Rescheduling

Director Flournoy is requesting to reschedule the October 2022 9-1-1 Commission to allow for personnel to attend the APCO/NENA Conference in Roanoke at the end of the month. Director Flournoy also suggested that the 9-1-1 Commission also discuss rescheduling the following meeting which would fall on Thanksgiving. Chairman Donnie Kellam advised that we have traditionally been meeting on the first Thursday night of December for the November/December 9-1-1 Commission Meetings. Director Flournoy advised that should the 9-1-1 Commission want to retain the scheduled date in October, either him or Deputy 9-1-1 Director Kilmon will be present. Discussion about possible dates ensued and it was decided that the October 2022 9-1-1 Commission Meeting will be held on November 3rd and the November 2022 9-1-1 Commission Meeting will be held on December 1st. Both meetings will be held at the Accomack EOC in Melfa, any special meetings that arise would be held at the Northampton County Board Chambers.

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

CONSULTANT'S REPORT:

9-1-1 Consultant Scott Chandler was absent from the meeting, Director Flournoy presented his report in his absence. Director Flournoy advised that most of Mr. Chandler's report relates to his work on the radio project and that he will allow the report to speak for itself unless there are questions.

A motion to accept the 9-1-1 Consultant's report was made by Commissioner Bill McCready with a second from Commissioner Vice-Chairman Ron Wolff. 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:

Commissioner Ben Byrd requested to know if the 9-1-1 Center is promoting the Text-2-911 service. Director Flournoy advised that we have not promoted it since we are still encouraging the public to place a voice call over a text. The service does work and if the system is down, the caller would get a bounce back message letting them know. Director Flournoy advised that this was an area that we had recently discussed for Citizen Input. Director Flournoy sees no reason why we could not start promoting these new technologies and deferred to Deputy 9-1-1 Director



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Kilmon for comment. She advised that while we had not promoted Text-2-911 directly, we did recently work with Accomack County Emergency Management to design a PSA for their county website. There are some limitations with Text-2-911 when it comes to transfers to law enforcement, but he sees no reason why we cannot begin work on creating PSA's.

Commissioner Donald Hart advised the Commission that while we had been meeting, both counties have closed their schools due to impending inclement weather.

PAYABLES:

A motion to pay the bills was made by Commissioner Donald Hart with a second from Commissioner Bill McCready. 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 18:24.

Respectfully Submitted,

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