

## **9-1-1 Comprehensive Plan**

### **Business Need**

The 9-1-1 Comprehensive Plan defines the key strategic initiatives to improve 9-1-1 service delivery and functionality in the Commonwealth over the next thirty-six months. The plan will in some part address the impact of NG9-1-1, but the overall focus of the plan should be on the entire 9-1-1 ecosystem.

This Plan should help both stakeholders and readers to do the following:

- Be informed about the future of 9-1-1, including NG9-1-1
- Understand the Commonwealth's 9-1-1 vision, priorities, and initiatives
- Support the 9-1-1 Services Board's operational, technical, financial, and legislative decisions
- Motivate citizens to become engaged in enacting vision and initiatives

### **Scope of Work**

- *Task 1 - Perform Capabilities Analysis*  
The current capabilities of Virginia's 9-1-1 system will be determined by a review of the statewide 9-1-1 baseline requirements. ISP staff will employ a stakeholder-driven approach that includes 9-1-1 vendors and NG9-1-1 service providers and a process based on data collection and analysis.
- *Task 2 - Develop Statewide 9-1-1 Requirements*  
ISP staff will work with stakeholders to develop requirements. Each requirement will identify targeted gaps, any needed technology or resources, operational impact, additional funding, and legislative change.
- *Task 3 - Finalize 9-1-1 Comprehensive Plan and Develop Strategic Initiatives*  
The statewide 9-1-1 requirements will be used to develop initiatives and change management recommendations.

### **Period of Performance**

- Three months

### **Milestones**

- Task 1 achieved through regional town hall meetings (one month)
- Task 2 achieved through two RAC face-to-face meeting (one month)
- Task 3 ISP staff hosts two statewide webinars (one month)