Virginia Information Technologies Agency

VITA

Title

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Commonwealth of Virginia
9-1-1 Call Handling
Best Practice

ABSTRACT: This document has been created to serve as a best practice for <<Title>>within <<Add discipline; i.e. PSAP or GIS>> in the Commonwealth. It is an overview of <<add appropriate short description of document content>>.
This publication serves as a recommended informational resource. As explained in the Forward below, use or implementation of any content in this document is optional and voluntary.

Developed by the
Integrated Services Program
in consultation with the
Best Practice Steering Committee
and/or appropriate workgroup(s)

Table of Contents

Forward

A best practice is a generally accepted method that, when followed, shows consistent superior results based on experience and/or research. Best practices should be used as a benchmark by which to maintain quality, and are an alternative to mandatory legislated standards. When developing a best practice, it is important to identify the core principle, purpose and/or goal of the practice, while allowing flexibility for how it is implemented so it remains flexible for a variety of local conditions. Also, when best practices are considered for implementation on a wide scale, the committee must remain aware of sites with minimal to no resources, and consider how those sites will be supported in order to create the desired outcomes.

This best practices document was developed through a collaborative effort by ISP staff, the Best Practices Steering Committee and applicable workgroups or committees composed of Subject Matter Experts (SME) who have volunteered their time and insights.

These are consensus best practices, and their use is voluntary. Management of PSAPs is a local responsibility. Decisions regarding applicable content and practices, including whether and/or how a Virginia locality should implement this best practice, are strictly local decisions. VITA and the 9-1-1 Services Board assume no responsibility or liability for any such decisions or other use of this document. This best practice is not intended to be an exclusive resource; you should also consider other qualifications, standards, or documents related to this topic. All best practices are subject to change and will be reviewed by ISP staff and/or the BP Steering Committee at least annually following its publication date.

Outside of scheduled review, comments regarding VITA ISP best practices are accepted at any time and can be submitted to Stefanie.McGuffin@vita.virginia.gov. If the comment includes a recommended change, it is requested to accompany the recommendation with supporting material. If you have a question regarding any portion of this best practice, VITA ISP will consider and/or respond to your question in accordance with applicable law, policies, and procedures.

Acknowledgements

Best Practice Workgroup
<<List workgroup members and affiliation(s) in this area.>>

Best Practice Steering Committee

Abbreviations, Acronyms & Definitions

For the purpose of this best practice the following applies:

Term	Meaning

Chapter 1: Introduction

1.1 Scope

This best practice has been developed to support and/or strengthen << the… at … >>>in the Commonwealth. Use of this best practice will promote the standardization of <<topic >> among jurisdictions, provide consistency in <<purpose>> across Virginia and will thus improve service delivery. Using the best practices contained in this guide, and other documents and standards cited within, <<PSAPs and/or GIS>> should develop, document, and continuously train on and refine all processes and procedures to specifically meet the needs of their environment and operations.

1.2 Purpose

<<Use this section to state the purpose of this document and to guide users to other relevant documentation>>

Example text follows:

The origins of receiving emergency calls on a standard telephone line has undergone an evolution that has developed the basic 9-1-1 industry to Enhanced 9-1-1, and continues to transform the industry towards Next Generation 9-1-1. The increased complexity of communications systems makes it necessary for the parallel advancement of standards and procedures. Agencies and associations such as the Federal Communications Commission (FCC), the National 911 Office, the Association of Public Communications Officials (APCO), and the National Emergency Number Association (NENA) provide standards and guidelines by which directors and 911 operation managers are recommended to abide. When a call is received, the subsequent process by which call takers execute a response may be enhanced by the recommendations contained within this document. Regardless of the technology in place the call takers must perform their duties in the most efficient and professional manner possible as they are the first of the first responders.

Chapter 2: <<Title>>

Each subsequent chapter will include the content of the Best Practice.

Text in chapters that is taken from other existing BP or standards must be cited.

References to additional resources such as existing BPs or standards, applicable training sources, other associations, agencies, departments and etc. should contain hyperlinks to those resources.

Conclusion

<<Include a statement about the need for/importance of this document. Include other relevant final thoughts>> The best practices included in this document should be incorporated into local policies and procedures as the locality, agency, department, and/or division see fit.

Additional Resources

This section should list any additional resources relevant to this BP topic that staff, the workgroup, and/or committee want to refer the reader to as an additional resource. Items that may be included in this section are (not all inclusive) works of local government agencies/departments, State and/or National organization/association documents; reference to training materials on the topic, etc.

Version History

Version	Summary	Date
Include version numbers. Whole number. Decimal for minor revision. Next whole number for significant rewrite. **Examples below***.*	***Examples below***	
1.0	Initial BP documents developed by the GIS workgroup and vetted through the BP Steering Committee	1/1/2016
1.1	Rewrite of software section to reflect new release of industry standard software. Written by ISP staff as SMEs. Document reviewed by BP Steering Committee.	10/1/2016
1.2	Annual Review of the documents produced minor edits	1/1/2017
2.0	Significant technology changes necessitated a rewrite of this document by GIS Workgroup, ISP staff and vetted through BP Steering Committee.	8/15/2017