

## 9-1-1 Comprehensive Plan

<b>Statewide 9-1-1 Requirements</b>				
9-1-1 and Operations	Professional Development	Technical Systems	Data Development, Maintenance and Support	Analysis and Planning
<ul style="list-style-type: none"> <li>• Address the needs of the deaf and hard of hearing community</li> <li>• Access to foreign language services</li> <li>• Increased interaction with organizations that represent local government</li> <li>• Engagement with other public safety focused disciplines and government agencies</li> <li>• Multiple avenues for data sharing (ISP to PSAPs) to help differentiate what's important from noise</li> </ul>	<ul style="list-style-type: none"> <li>• Establish 9-1-1 as an independent discipline and explore 9-1-1 branding</li> <li>• Additional pedagogies for telecommunicator training                             <ul style="list-style-type: none"> <li>○ NG9-1-1 &amp; FirstNet</li> <li>○ Regional focus</li> <li>○ Aligned with current technology</li> <li>○ Related to other public safety disciplines</li> <li>○ Facilitates sharing of training materials</li> </ul> </li> <li>• Identify innovative approaches to recruitment and retention from private sector</li> <li>• Wellness</li> </ul>	<ul style="list-style-type: none"> <li>• Incentivize regional projects</li> <li>• Dedicated IT staff and resources to support systems (cybersecurity)</li> <li>• Maintenance after grant funding ends</li> <li>• Statewide approaches to hosted systems</li> <li>• CAD to CAD interfaces</li> <li>• Challenge of managing projects that involve multiple vendors</li> <li>• Integration of 3-1-1 and similar systems with PSAP</li> <li>• Interoperability</li> </ul>	<ul style="list-style-type: none"> <li>• GIS data maintenance and work flows</li> <li>• Overall cost of maintenance</li> <li>• Data sharing (among PSAPs)</li> <li>• Coordinating PSAP boundary support</li> <li>• Best practices for GIS quality metrics</li> <li>• Interstate data sharing</li> <li>• Impact of visual media and records on PSAPs</li> </ul>	<ul style="list-style-type: none"> <li>• Peer exchange for analytical reporting, development of metrics, assessing staff efficiency, and significant events</li> <li>• Include 9-1-1 in training and exercise activities</li> <li>• Understanding location accuracy</li> <li>• Facilitate 9-1-1/GIS interaction</li> <li>• Cradle to grave visibility of 9-1-1 calls</li> </ul>

Each requirement has been evaluated for targeted gaps, needed technology or resources, operational impact, additional funding, and legislative change.

<b>Strategic Initiatives</b>			
1. Assess impact of NG9-1-1 on existing statewide 9-1-1 capabilities and services	2. Improve accessibility to 9-1-1 services and availability of information about the 9-1-1 ecosystem	3. Training recommendations for the NG9-1-1 telecommunicator	4. Employ analytics to identify future information services