Regional Advisory Council Meeting

March 08, 2016

Agenda

1. Call meeting to order

2. Approve Minutes from Feb 10th and 23rd meetings

3. Recommended Task Document & Related Feedback

4. Best Practices

5. RapidSOS Haven App Launch

6. Next Steps with Data Analytics

7. Public Comment/Wrap-Up

Recommended Task List
and Related Feedback

Development of Task List

- Brainstormed during Feb 10th meeting to develop list of recommended tasks to support the 9-1-1 Comprehensive Plan

- Created Recommended Task List document to summarize this discussion

- Asked for feedback from RAC members

- Review feedback

Goal 1, Initiative A, Task 1

- Recommended Action
  - "Report card" may have a negative connotation so the term was replaced with PSAP Capabilities Status Dashboard (more descriptive)

Goal 1, Initiative A, Task 2

- Recommended Action
  - Not clear who will be developing plans and how they will be used

  - ISP staff will use the baseline level of service and capabilities document to help PSAPs determine where service gaps and interoperability issues exist on individual PSAP and regional levels. The RAC will use this input to develop regional plans which will contain identified metrics to document where service gaps and interoperability issues exist. Then resources, such as the PSAP Grant Program can be applied to address these issues.

Goal 2, Initiative A, Task 1

- Tsk 1 Recommended Actions
  - Added a description of the Clearinghouse

  - This clearinghouse would contain vital information for 9-1-1 stakeholders and would attempt to be a single source of reference for stakeholders to refer to in determining what activities are underway in the state that provide opportunities to leverage . It would be the repository of best practice information, references to appropriate standards and projects underway (e.g. grant programs, other regional initiatives, etc.)

Goal 2, Initiative B

- Describe what the policy enables:
  - Create an incident information sharing planning policy that provides a strategic framework for initiatives such as CAD2CAD within Virginia

Goal 2, Initiative C

- Describe what aspect of emerging technologies:
  - Monitor industry and assess emerging technologies that promote data sharing and interoperability

Goal 4, Initiative A, Task 1

- Recommended Actions:
  – Two priority categories identified for NG9-1-1 are cybersecurity and disaster recovery.

Goal 4, Initiative B, Task 1

- Revise Recommended Task:
- Create baseline PSAP and support staff ~~engagement and~~ development criteria

Next Steps

- Prioritize tasks and identify interdependencies

- Recommend another in-person meeting to accomplish this
  - Late March/Early April
  - Cancel March 22nd RAC meeting

Best Practices

RapidSOS App Launch

What is RapidSOS?

- Smartphone app that is being marketed as intuitive and easy to use to request emergency assistance

- Launch date is March 26, 2016

- www.RapidSOS.com/psaptraining

Message to PSAPs

- When a caller uses the RapidSOS Haven app, PSAP will receive an E9-1-1 voice call with
  - Location information (Civic address +x/y) on ALI screen
  - Type of emergency on your ALI screen
  - Text from callers
  - Relevant medical and demographic data (when the caller can't speak)

Call Handling

- App determines signal strength and selects appropriate communication

- If no service, keeps trying until emergency is over

- Call Routing to appropriate PSAP via RapidSOS Virtual Data Centers

- RapidSOS actively manages connection to transmit data/voice/text through most effective means

PSAP Perspective

- When app can provision to MSAG validated address, class of service is VOIP

- When app can't geocode to a civic address, class of service is WPH2
  - Claims no need to rebid

- Information will be transferred to your Mapping Software and CAD

Next Steps on Data Analytics

Public Comment

Wrap-Up