



Regional Advisory Council Meeting

March 30, 2017

Virtual Exchange





Agenda

1. Call meeting to Order
2. Approve Minutes from March 14th Meeting
3. Standard Capabilities and Services Document
4. Analyzing PSAP Budget Survey Data
5. Revised RAC Charter
6. Best Practices
7. Public Comment



Standard Capabilities and Services Document





Overview of document

- Document describes the current standard capabilities and services that all Virginia PSAPs must provide
- Not prescriptive on way to meet requirements
 - Up to PSAP to determine
 - Best Practices can assist



Overview of document

- Standards will reviewed annually for potential updates
- PSAP Grant Program may provide funding for components of some standards, but not for all
 - Many components are funded locally and will need to continue to be funded in this manner



Overview of document

- Capabilities and services that are required are noted with a “must” or “shall” statement
- Those that are recommended or suggested are noted with a “should” or “may” statement



Feedback from work group

- Periodic review of locality's current MSAG
- Confirm time period to complete DCJS Basic Telecommunicator training
 - 12 months v. 24 months



Expectation for RAC members

- Review document and provide feedback by COB, Friday, April 7th
- Revise document based on feedback and discuss on April 25th RAC call
- Agenda item for May 11th Board meeting



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PSAP Budget Survey Data





Critical Infrastructure Analysis

By Region - Not by SR Pair	Est. Legacy Selective Router/ALI charges per Feasibility Study Data	Critical Infrastructure by Region
Region 1	\$1,503,025.00	\$ 1,286,292.86
Region 2	\$742,228.00	\$ 678,285.53
Region 3	\$725,214.00	\$ 968,962.52
Region 4	\$569,190.00	\$ 482,378.00
Region 5	\$1,319,214.00	\$ 1,558,327.69
Region 6	\$900,480.00	\$ 809,866.25
Region 7	\$2,607,332.00	\$ 3,050,033.73
	\$8,366,683.00	\$ 8,834,146.58



Validating LEC Costs

- Estimate of Legacy SR costs turndown included in the NG9-1-1 deployment cost model was accurate
- Still need to compare results with recurring costs of early adopters to determine if a gap will exist for localities to address NG9-1-1 recurring costs



Review Regional Data

- Conference calls with PSAP RAC representatives
 - April 3rd to April 21st
- Discuss regional and aggregated results on April 25th RAC call



RAC Charter





Revisions to the Charter

- Document revised to reflect the following:
 - Commonwealth has moved from NG9-1-1 planning to implementation
 - Specific expectations for RAC members
 - Current practices
- Election and appointment process
 - Discuss on next RAC call



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Best Practices





Draft Best Practices

- 9-1-1 Addressing: Operational & Administrative
 - Edits/comments incorporated into the document
 - Final draft is ready for RAC acceptance
- PSAP Call Processing
 - Lots of comments
 - Grammar and wording incorporated as needed



Call Processing BP – things to consider

- BP for call processing in the PSAP
 - Covers processing of calls received through 9-1-1
 - Consensus: Keep BP inclusive of all call types
- Title was 9-1-1 Call Processing BP. Change?
 - PSAP Call Processing Best Practice, or
 - A best Practice for Call Processing in the PSAP, or
 - Public Safety Call Processing Best Practice
- Added definitions. Questions?
- Time to dispatch BP in future dispatching BP?
- Should this document define personnel?



Call Processing BP – things to consider

- Is 30,000 an appropriate volume for ACD?
 - Determined to be good split based on true-ups
- Address spawned abandoned calls and how they can occupy dispatchers and give new calls lower priority. Need sec. on this?
 - practice of limiting who does abandoned callbacks so that other staff can handle "new" calls
- Sec. about identifying type of 9-1-1 call?
 - Identifying COS and how to process?



Call Processing BP – things to consider

- Transferring calls
 - Add a BP for how call transfers should be handled during high call volumes? Different than regular?
- Non-standard calls; happen every day
 - “...non-standard, meaning that the nature of the call cannot easily be determined.” Ok?
 - Different wording needed? “Other Types of Calls”?



Additional Resources

- Includes the APCO call processing flowchart
- Discussion around the chart and its inclusion in the document:
 - Keep this BP as one document that includes all emergency call types
- APCO chart has good content
 - Reformatted and included it as a resource
 - Cmte. recommends as a BP PSAPs can follow
 - Keep it?



Acceptance of BPs as Final?

- 9-1-1 Addressing: Operational and Administrative Best Practice
 - Edits complete
 - Acceptance?
- Call Processing Best Practice
 - More minor adjustments needed?
 - Acceptance
- Take to 9-1-1 Board for their acceptance
 - May 11, 2017



Public Comment





Wrap -Up

- Next RAC conference call is scheduled for April 11th at 2 pm
- April 25th call to occur at 10 am
 - Revised meeting maker to follow
- Anything else for the good of the order?