



Regional Advisory Council Meeting

April 25, 2017

Virtual Exchange





Agenda

1. Call meeting to Order
2. Approve Minutes from March 30th Meeting
3. Elections and Appointments for RAC 2.0
4. Standard Capabilities and Services Document
5. Best Practices
6. PSAP Budget Survey Analysis
7. Public Comment



Elections and Appointments for RAC 2.0





Timeline

- Announcements related to elections and appointments for RAC to be completed:
 - PSAP RAC representatives
 - GIS/IT local government representatives
 - APCO/NENA
- PSAP RAC Representatives:
 - Provide materials by May 10th
 - Election from May 15th to May 26th



Standard Capabilities and Services Document





Overview of Document

- Standards will be 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



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



Next Steps

- Motion from the RAC to accept the document
- Agenda item for May 11th Board meeting



Best Practices





Final Best Practices

- 9-1-1 Addressing Operational & Administrative BP and Public Safety Call Processing BP
 - Annual review of existing draft documents
 - Reviews complete and edits/comments incorporated
 - Ready to present to Board and publish for stakeholders



Call Routing Optimization BP

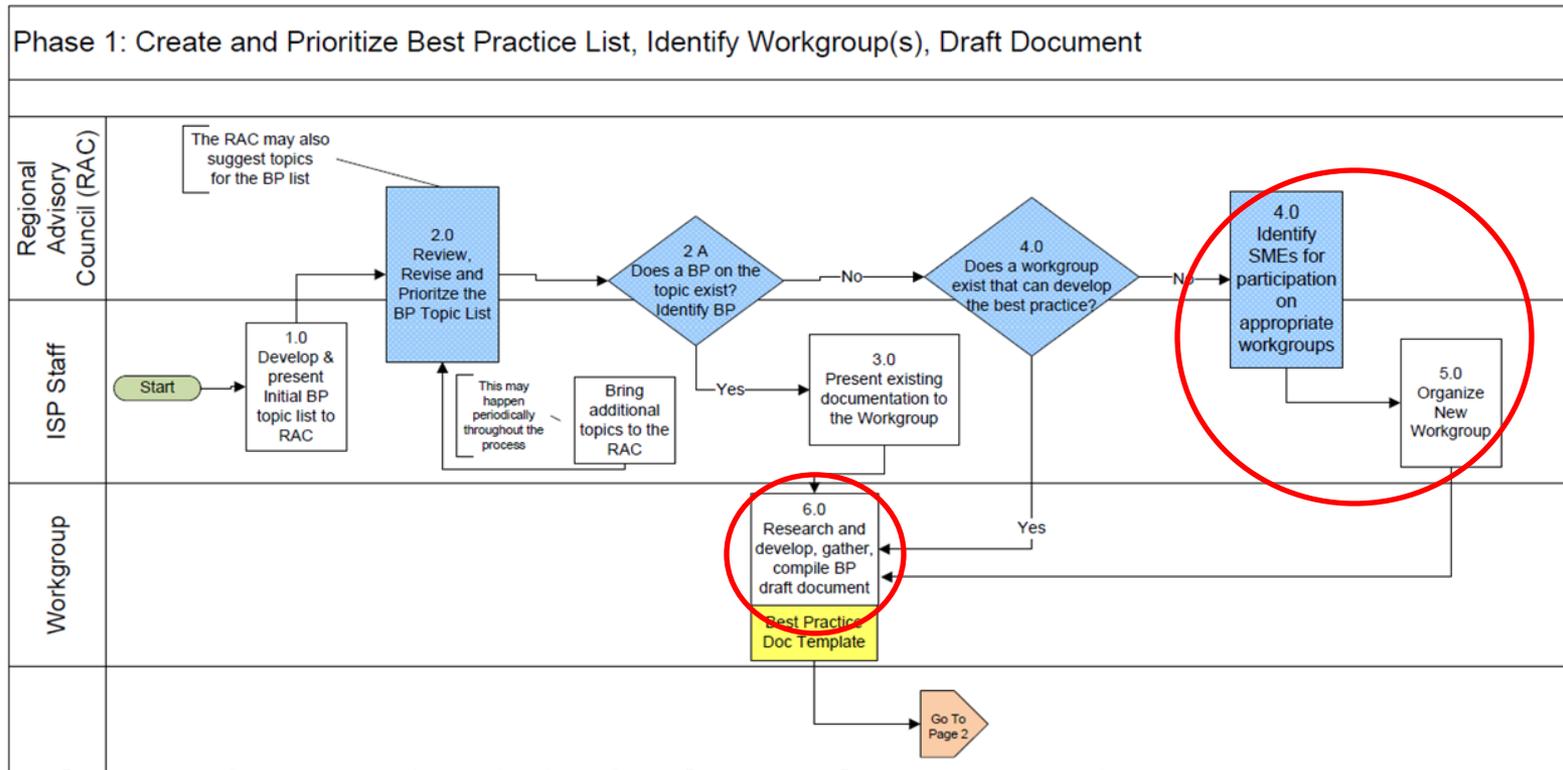
- Not part of RAC prioritized list but developed out of data analytics project and known need of PSAP Community
- It contains:
 - Overview of how wireless 9-1-1 calls are routed
 - Determining if cell sectors are routed most efficiently
 - Process of working with providers to adjust routing if warranted



Call Routing BP - review

- RAC discussed and decided to serve as workgroup for review of this draft
- RAC received draft March 28
 - Comments received and incorporated
 - Ready for acceptance/release to stakeholders

BP Process



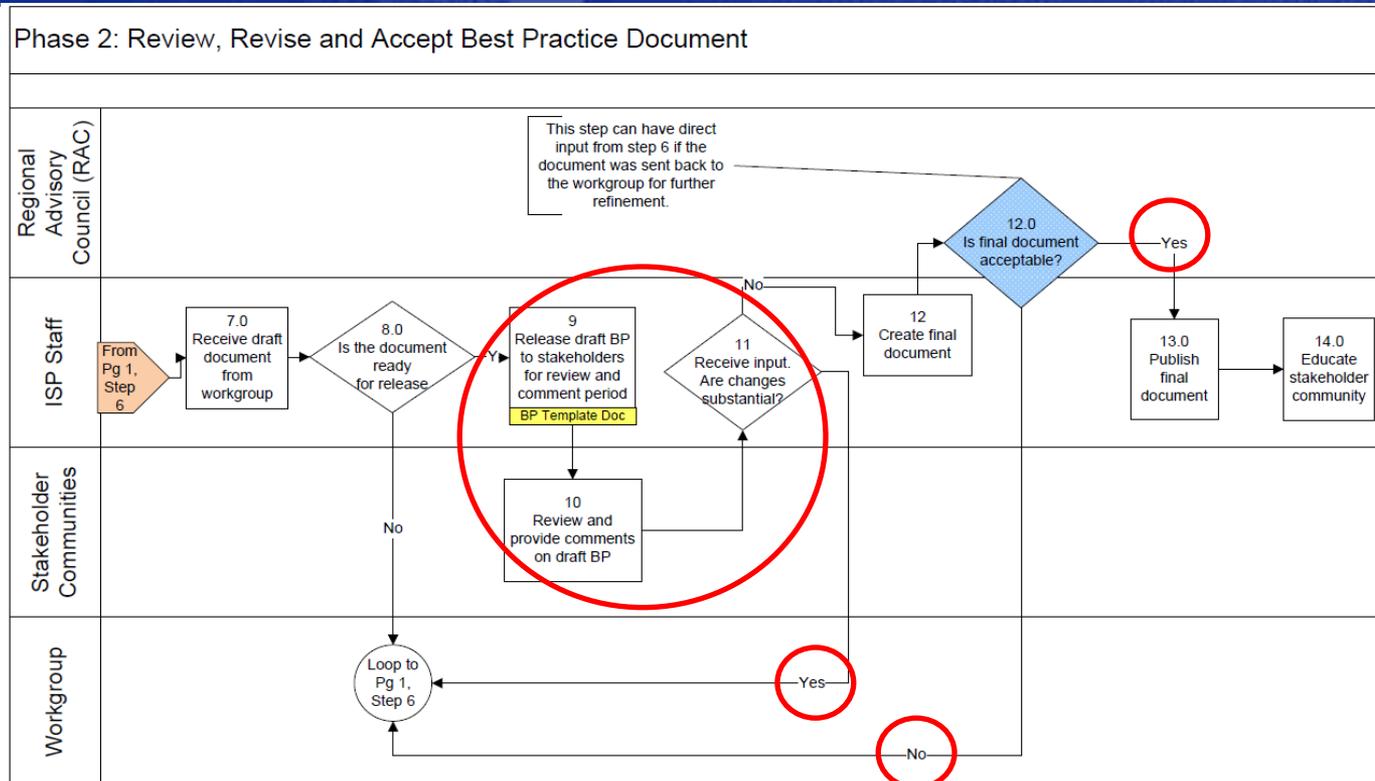
- Flowchart is high level overview
 - Steps 2-4 to allow flexibility in workgroup



BP Process – Workgroup

- Need to define how workgroup is identified
 - Should keep group to 5-8 members
 - Recruit known SMEs
 - Solicit volunteers via listserv
- Compile draft best practice
 - Determine time period
 - 45 days or less

BP Process – Draft release and review



- Need to define some parameters for review timeframes



Draft Release, Review and publish

- Release via applicable listserv(s) and post to website
- Minimum of 15 working day stakeholder review (more if complex BP)
- 10 day staff review of stakeholder input
- After workgroup, stakeholder and staff review doc gets presented to RAC
- Publish and educate; notify Board of doc(s), publish on website, notify, webinar if appropriate.



BP Topics List

- Topics to begin working on:
 - **Dispatching** (fire, medical, law)
 - Governance and organization
 - Staff retention
- Any known SMEs to name now
- Email through VAPSAP listserv for SME volunteers
- Goal = Convene workgroup by end of May



Virginia Information Technologies Agency

PSAP Budget Survey Data





Approach to Data Analysis

- Statewide:
 - Answer the question: What is the cost of 9-1-1 in Virginia?
 - Can the data collected through the survey be used to identify any potential financial gaps that would impede the deployment of NG9-1-1 in Virginia?



Approach to Data Analysis

- Regional:
 - Held conference calls with RAC PSAP representatives over the past two weeks
 - Reviewed data and also asked about next steps

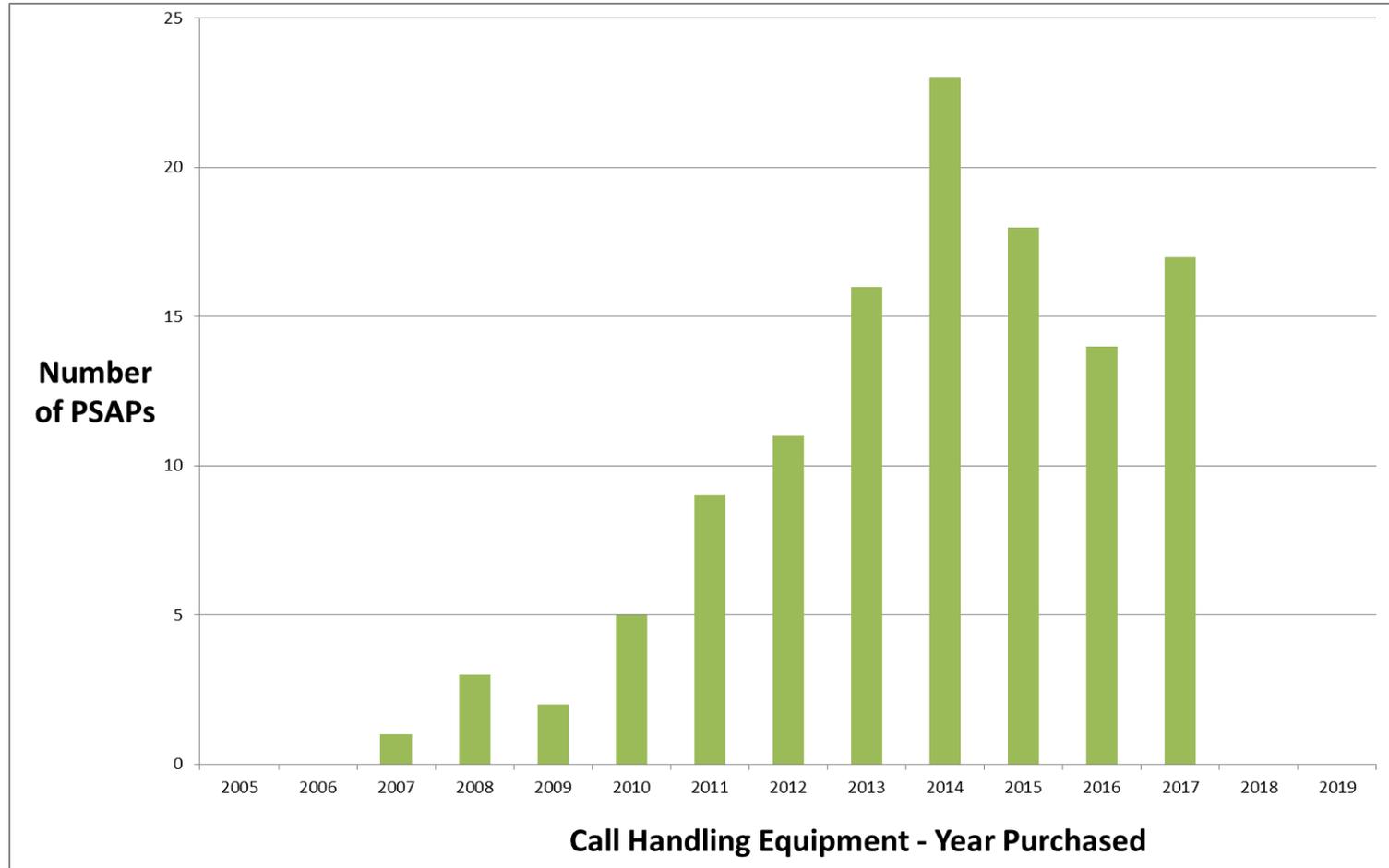


CHE Results

- Cost per position is \$47,000
 - Remove PSAPS that included maintenance in their total cost
 - Fairfax not counted b/c their CHE cost includes other towns & back-ups
- 81 (68%) pay annual maintenance
- 18 (15%) paid 5-year maintenance



CHE Graph - Age



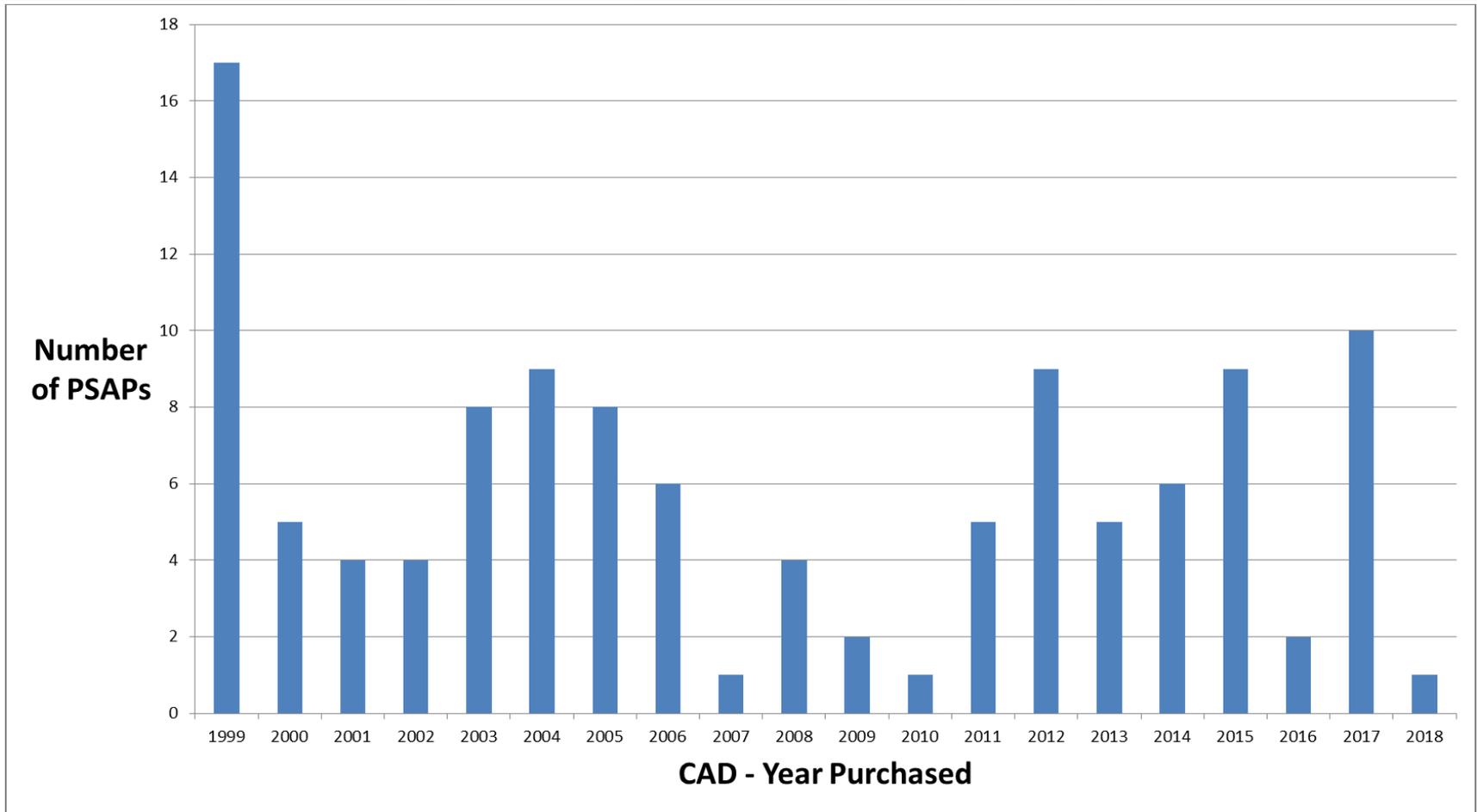


CAD Results

- Do not have a per position cost for CAD since often purchased with something else
 - Instead of using survey data will use information contained in PSAP Grant Program CAD applications (software licenses)
- 88 pay annual maintenance
- 10 paid 5-year maintenance



CAD Graph - Age



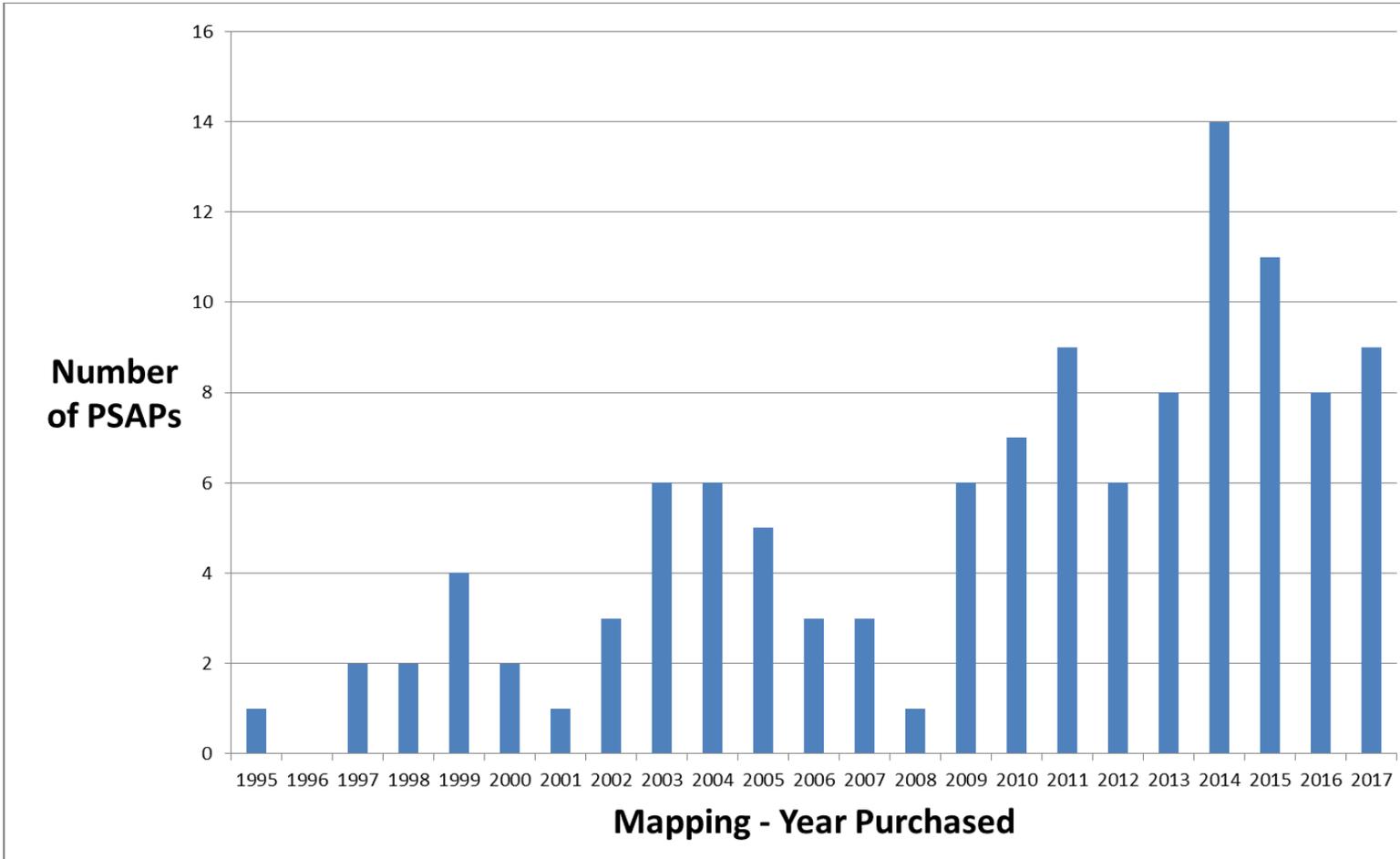


Mapping Results

- Do not have a per position cost for Mapping since often purchased with something else
 - Instead of using survey data will use information contained in PSAP Grant Program mapping applications (software licenses)
- 70 pay for annual maintenance
- 12 paid 5-year maintenance



Map Graph - Age



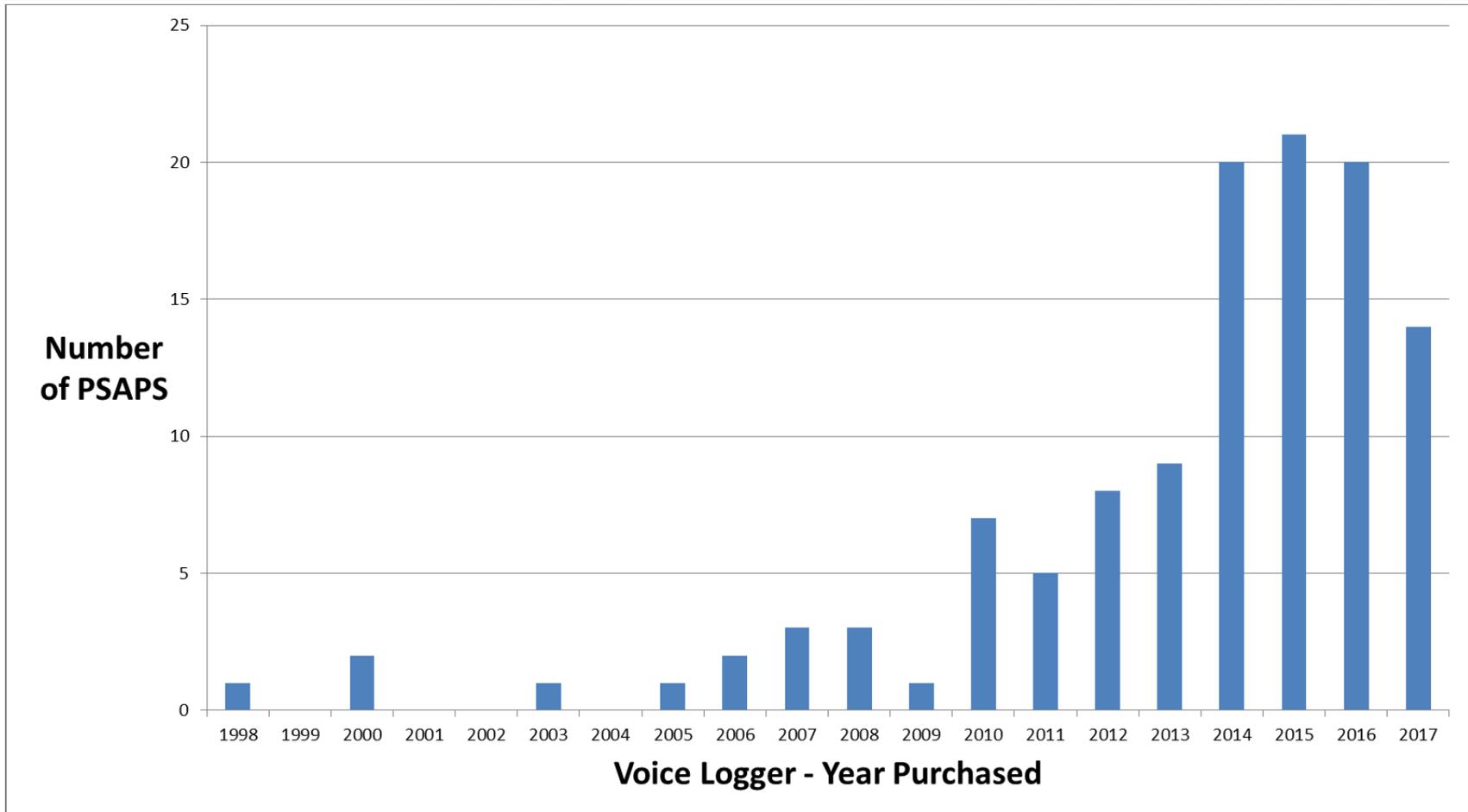


Logger Results

- 112 PSAPs listed prices ranging from \$5,000 to \$650,000
 - Average price paid was \$81,000
 - The median price paid was \$36,000
- 79 pay for maintenance annually 12 pay for maintenance over 5 years



Logger Graph - Age





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
- Comparing results of recurring costs of early adopters to determine if a gap will exist for localities to address NG9-1-1 recurring costs



Feedback on Personnel Data

- Caution urged when using this data for additional purposes
- Look for patterns in result related to small, medium and large PSAPs
- Compare results to population density and call volume
- Analyze in terms of billets, position and minimum staffing requirements



Public Comment





Wrap -Up

- Next RAC conference call is scheduled for May 9th at 10am
- Anything else for the good of the order?