Regional Advisory Council Meeting

April 05, 2016

CESC

Agenda

1. Call meeting to order

2. Approve Minutes from March 8th meeting

3. Prioritization of Tasks related to the 9-1-1 Comprehensive Plan

4. Best Practices

5. Data Analytics Project Path Forward

6. Public Comment

7. Wrap-Up

Prioritization of Tasks

Game Plan for Prioritizing Tasks

- Briefly review the Task List

- Interactive exercise to prioritize tasks

- Discuss outcome of exercise

- Determine next steps/action items

Goal 1

- Formalize baseline levels of service and capabilities that meet public expectations

  - **Initiative A**: Identify, specify, and adopt a standard or set of standards for a baseline level of 9-1-1 service and capabilities

    - **Task 1:** Create baseline level of service and capabilities document
    - **Task 2:** Develop PSAP baseline capabilities implementation plans

Goal 2

- Increase situational awareness through enhanced incident information sharing

  - **Initiative A**: Implement statewide standards and best practices that enhance incident information sharing

    - **Task 1:** Create a 9-1-1 Clearinghouse
    - **Task 2:** Create and adopt data sharing standards and best practices

Goal 2

- Increase situational awareness through enhanced incident information sharing

    – **Initiative B**: Identify and adopt a planning methodology that enhances technology implementation coordination throughout a project life cycle and improves change management

        • **Task 1:** Create an incident information sharing planning policy that provides a strategic framework for data sharing initiatives

Goal 2

- Increase situational awareness through enhanced incident information sharing

  – **Initiative C:** Employ technology that allows for seamless automatic bi-directional communication of incident information between PSAPs

    - **Task 1:** Monitor industry and assess emerging technologies that promote data sharing and interoperability
    - **Task 2:** Champion emerging technology projects

Goal 3

- Allocate funding for future state and regional PSAP initiatives to maintain and improve service

    - **Initiative A:** Maintain stable and sustainable funding for the overall 9-1-1 system(s) in the Commonwealth

        - **Task 1:** Develop PSAP baseline level of service and capabilities budgets
        - **Task 2:** Create a holistic statewide 9-1-1 funding strategy

Goal 3

- Allocate funding for future state and regional PSAP initiatives to maintain and improve service

    - **Initiative B:** Establish a strategy for funding the statewide deployment of NG9-1-1

        - **Task 1:** Create NG9-1-1 deployment and sustainment funding strategy that aligns with the statewide 9-1-1 funding strategy, taking into consideration potential technology such as text-to-9-1-1, implementation of an i3-capable Emergency Services Internet Protocol (IP) network (ESInet), regional NG9-1-1 pilots, and GIS database development

Goal 3

- Allocate funding for future state and regional PSAP initiatives to maintain and improve service

  – **Initiative C:** Adopt statewide procurement guidelines

    • **Task 1:** Create and maintain statewide procurement and vendor qualification guidelines

Goal 4

- Position PSAPs to better respond to emergencies through professional development of 9-1-1 and technical personnel

    – **Initiative A:** Identify PSAP and technical staffing needs

        • **Task 1:** Conduct staffing analyses

Goal 4

- Position PSAPs to better respond to emergencies through professional development of 9-1-1 and technical personnel

  - **Initiative B:** Identify and adopt minimum criteria for training, certification and retention programs to support 9-1-1 professional and technical support personnel

    - **Task 1:** Adopt and create baseline 9-1-1 professional and technical support staff development criteria

Goal 5

- Protect the reliability and security of the 9-1-1 system

  - **Initiative B:** Support 9-1-1 center staff in formalizing COOPs for their respective PSAP

    - **Task 1:** Develop COOP template for Virginia PSAPs
    - **Task 2:** Confirm that each PSAP has a formalized COOP that includes technology continuity management for disaster response, and recovery activities for PSAP assets and communications infrastructure

Goal 5

- Protect the reliability and security of the 9-1-1 system

  - **Initiative C:** Adopt a QA/QI and monitoring program to document and report the effectiveness of baseline level service and capabilities criteria

    - **Task 1:** Create QA/QI guidelines

Goal 6

- Improve 9-1-1 service delivery through enhanced communications within stakeholder community

  – **Initiative A:** Develop a communications plan for internal and external 9-1-1 stakeholders

    • **Task 1:** Create a 9-1-1 stakeholder communications plan

Goal 6

- Improve 9-1-1 service delivery through enhanced communications within stakeholder community

  - **Initiative B:** Develop guidelines for an effective stakeholder education and outreach program, to include legislators

    - **Task 1:** Develop 9-1-1 public education guidelines

Goal 7

- Leverage GIS technology and data to better locate callers and improve response capabilities

    - **Initiative A:** Support coordination and collaboration of 9-1-1 between PSC Coordinator and VGIN

        - **Task 1:** Identify ways to improve 9-1-1 and GIS coordination and collaboration within and between levels of government

Goal 7

- Leverage GIS technology and data to better locate callers and improve response capabilities

  – **Initiative B:** Validate and improve GIS data quality and integration for public safety purposes

    - **Task 1:** Develop contractual provisions (recommended language) for outsourcing
    - **Task 2:** Conduct GIS database review
    - **Task 3:** Develop user requirements for using GIS information in public safety software solutions

Prioritization Exercise

- The RAC has identified **twenty-three** tasks to support the Goals and Initiatives of the 9-1-1 Comprehensive Plan

- Take 10 minutes and identify your top **five** priorities by placing dots next to these tasks on the Goal sheets taped to the walls

- Outcome of the exercise

- Determine next steps/action items

Best Practices

Background

- Best Practices Working Group
  – Formation identified as part of first year deliverables to support the NG9-1-1 Feasibility Study

- Board directed ISP staff to move forward with the Regional Advisory Council (RAC)
  – Plan was to discuss best practices with RAC once it was established
  – ISP has been supporting best practices in the interim

ISP Support of 9-1-1 Best Practices

- A broad list of potential topics was developed, but the initial focus for ISP staff has been on the following 9-1-1 best practices:
  - **9-1-1 Call Handling**
  - QA/QC of 9-1-1 Call Processing
  - Disaster Recovery/Contingency Planning

ISP Support of GIS Best Practices

- The initial focus for ISP staff has been on the following GIS best practices:
  - **9-1-1 Addressing**
  - MSAG and ALI database comparison to GIS data
  - GIS for Local Government
  - Transfer of GIS data to PSAP
  - QA/QC of GIS data and maps
  - Asset management of a GIS Dept
  - Finding/using contractors for GIS projects

RAC and Best Practices

- Discussed on March 8th call the role that the RAC wished to play in assisting ISP staff in identifying and developing best practices

- RAC determined that they should function as a steering committee in this effort

- Next steps are to determine objectives and organization of Best Practice Steering Committee

Best Practices Objectives

- Develop list of all technical and operational best practices needed to support the baseline level of 9-1-1 services/capabilities

- Prioritize that list
  - How to address NG9-1-1 needs?

- Begin as best practices, but will need to expand documents to include identification and development of Standards

- Evaluate data collection needed for 9-1-1 and recommend changes

Data Analytics Project
Path Forward

Data Analytics Problem Statement

- Minimal data collection currently
- Guiding principle to not degrade service
  - Need to be able to monitor system performance
  - Need a baseline of service before NG9-1-1
- No performance data on existing network
  - Routing of wireless calls
  - Location data provided (WPH1/WPH2)
  - Call set up/delivery times

Commonwealth Wide Reporting

- Critically important that we have a data supported understanding of:
  - Current functional levels of 9-1-1; operationally and systematically,
  - The impact of NG9-1-1 services on those functional levels.

- Standard reporting tool across PSAPs, that provides consistent, comparable data analytics. ECaTS solution.

Path Forward – ECaTS Solution

- Provides
  - A standard, comparable system among PSAPs to collect and analyze 9-1-1 system data.
  - Annual True-up data aggregated with common criteria for all PSAPs.
  - Ability to acquire a baseline of data to measure the performance of the 9-1-1 network.
  - Ability to analyze future data to assure that the transition to NG9-1-1 does not adversely affect 9-1-1 call delivery or processing.

Path Forward – ECaTS Solution (continued)

- Provides
  - Ability to optimize wireless 9-1-1 call delivery, reduce the number of transfers, and ultimately reduce response times.
  - PSAPs with a more "user-friendly" tool and service for evaluating operations within their centers.
  - Ability to make better, well informed, data driven decisions, at both the state and local level.

Board Action and Direction (3/12/16)

- Request $1M allocation of existing budgeted funds – **Approved**
- Goals – Deploy ECaTS statewide
  - Start data collection ASAP
- Further resolve the Data Sharing Agreement
  - FOIA & Records Retention
- Deployment methodologies considered
  - Voluntary or Mandatory

Data Sharing Agreement – access levels

1. Unrestricted access to all ECaTS reports

   or

2. Access to limited reports including:

   - **Call Summary Report**
   - **Calls per Hour**
   - **Top Busiest Hours**
   - **Average Call Duration**
   - **Calls by Circuit**
   - **Circuit Utilization**
   - **PSAP Answer Time**

   - **Class of Service**
   - **Call Transfer**
   - **Outage**
   - **Wireless Call Sector**
   - **Wireless Transfer Summary**
   - **Ad-Hoc Reporting Tool**

Note: Reports in red would be aggregated statewide.

Data Sharing Agreement

- Final Data Sharing Agreement
  - The PSAPs are the owners/custodians of the data
  - FOIA/Requests for Data
    - Board/ISP will refer data requestors to the PSAP(s).
    - PSAPs respond to requestor based on their data sharing policies and decision-making.
    - Requests that come to the Board/staff for aggregate or statewide data will be responded to in accordance with the Board's and VITA's policies and decision-making.

Data Sharing Agreement

- Final Data Sharing Agreement
  - The PSAPs are the owners/custodians of the data
  - Records Retention
    - Each PSAP responsible for ensuring their data held in ECaTS is preserved, maintained, and accessible throughout the lifecycle of the data.
    - Each PSAP is responsible for making decisions regarding retention and destruction of data in ECaTS and regarding creation and retention of local copies of data in ECaTS.
    - Board/staff will offer advice.

Deployment Consideration

- Board discussed voluntary or mandatory.
  - Sense of the Board, mandatory with exception.

- Staff will recommend:
  - Conditionally Mandatory participation based on financing; as long as the Board pays for ECaTS, PSAPs must participate.
  - Exception – criteria and process TBD
    - PSAP must be able to provide necessary data.
    - Board approval required for exception.

Continued Planning & Outreach

- Developing Implementation plan
  - Timeframe and scheduling
  - Roles and responsibilities
  - Procedures; "to do" lists
  - Coordination and education (PSAPs, state, vendor)
- Outreach
  - Statewide webinar (tentative 4/27/16)
  - Status update/demo at NENA conf (5/5/16)
  - E-911 Board meeting (5/12/16)

Discussion

Thoughts & Questions

Public Comment

Wrap-Up