

Draft Regional Advisory Council Charter

General Information

Regional Advisory Council (RAC)
Prepared by –Dorothy Spears-Dean

Effective Dates

July 1, 2019 through June 30, 2021

Points of Contact

Members of the RAC:

Public Safety Answering Point (PSAP) Representatives

- **Region 1:**
- **Region 2:**
- **Region 3:**
- **Region 4:**
- **Region 5:**
- **Region 6:**
- **Region 7:**

P = Primary and A = Alternate

GIS representatives

IT representatives

Virginia APCO representative

Virginia NENA representative

Public Safety Communications (PSC) Point of Contact:

Dorothy A. Spears-Dean

Public Safety Communications Coordinator (PSC),

Integrated Services Program (ISP)

Virginia Information Technologies Agency (VITA)

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Executive Summary

During the 2015 Next Generation 9-1-1 (NG9-1-1) Feasibility Study town hall meetings, local public safety communications officials expressed their desire for a greater voice, representation, and input into the work plan and program of the 9-1-1 Services Board. To address this concern, the RAC was formed to offer the local PSAP community, and other stakeholders, a forum to discuss statewide issues and bring concerns or ideas for improvement to the Board. The RAC is also intended to be the conduit for the needs and requirements of each region of the Commonwealth to be heard and considered.

Purpose/Business Need

The purpose of the RAC is to assist the PSC Coordinator with the following:

- Develop the recommended tasks and actions for the latest 9-1-1 Comprehensive Plan
- Provide advice on new technologies, technical diversity, operational improvements, and best practices
- Participate in at least one operational or technical work group
- Complete work products agreed upon by the RAC
- Identify ways to improve communications among the Board, ISP staff, and stakeholder communities
- Support the implementation of NG9-1-1 and increase awareness and support of outreach efforts regarding the entire 9-1-1 ecosystem.

The following is the RAC's working definition of NG9-1-1:

Next Generation 9-1-1 is a system architecture that Virginia's Deployment Plan aspires to achieve based on the NENA i3 end state. NENA i3 standardizes the structure and design of functional elements which comprise the set of software services, databases, network elements, and interfaces needed to process multi-media emergency calls and data for NG9-1-1. Additional details about NG9-1-1 and NENA i3 can be found in the NENA i3 Standard ([NENA-STA-010.v-2016](#)).

Description and Scope

Approach:

The fifteen member RAC will consist of the following representatives:

- One PSAP employee representative (or alternate) from each of the seven Integrated Services Program (ISP) Regions
- Three local government GIS representatives familiar with the 9-1-1 industry
- Three local government IT representatives familiar with the 9-1-1 industry
- One representative each from the VA chapters of APCO and NENA

RAC members will serve a term of twenty-four months. The term will run from July 1st of the first year through June 30th of the second year.

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A. PSAP representatives – application and election process

PSAP employees interested in representing their ISP region on the RAC will need to complete an application process checklist, which consists of:

- A cover letter stating the reasons for interest in serving on the RAC, qualifications, and their assigned ISP region
- A current resume
- A letter of intent signed by the candidate's agency head acknowledging the commitment of time that serving on the RAC will entail

These items should be sent to the PSC Coordinator by the established deadline date. Based on the responses received, the PSC Coordinator will develop a slate of candidates for each ISP region. The regional slates and a ballot form will be available from the ISP website for a period of two weeks in order for each PSAP to cast their vote for their regional representative. PSAPs must vote in their assigned regions and may vote only once. PSAPs should submit their ballots electronically to their ISP Regional Coordinator. Write-in candidates are not permitted. The individual with the most votes in each region is the PSAP representative. The individual with the second highest number of votes is the alternate. If there is a tie in the regional election for either the primary or the alternate representative, a run-off election will be held. If a tie occurs a second time, a coin will be flipped by the PSC Coordinator to determine the outcome of the election.

Once the PSAP representatives have been elected, these individuals will elect a chair and vice-chair for the RAC from amongst themselves.

PSAP representatives desiring to serve an additional term cannot be reappointed. Instead, they must repeat the application and election process during the second year of their term to allow the region to determine whether or not they should continue to serve on the RAC. The application and election period will be held in the second year of the RAC charter period during the months of May and June.

PSAP representatives – voting

During meetings, only one vote may be cast per ISP region. The primary representative for each region is the designated voting member, unless the primary representative is absent, or has designated the alternate representative to be the voting member.

B. GIS, IT representatives - appointment

The PSC Coordinator will work with Virginia focused GIS and IT organizations, such as VAMLIS and VALGITE, to ask for nominations for local government GIS and IT representatives who are familiar with the 9-1-1 industry. Input from local government GIS and IT stakeholders is needed for the RAC to address items identified in the Purpose/Business section of this document. The PSC Coordinator will select GIS and IT representatives that provide a balanced approach to size of jurisdiction and geographic distribution. These representatives will not have alternates, but are required to provide a letter of support signed by their agency. These representatives can be reappointed by the PSC Coordinator for subsequent terms.

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GIS, IT representatives – voting

During meetings, all GIS and IT representatives may vote. Unlike the PSAP representatives, there is no primary or alternate status between individuals representing these groups. These representatives can delegate their voting authority to another individual, if the PSC Coordinator is advised prior to the meeting.

C. Virginia APCO/NENA representatives - appointment

The leadership of the VA chapters of APCO and NENA will be asked to provide one representative each. These representatives will not have alternates, but are required to provide a letter of support signed by their agency head. These representatives can be reappointed by the chapters for subsequent terms.

Virginia APCO/NENA representatives - voting

During meetings, the APCO and NENA representatives may vote. Input from VA APCO and NENA stakeholders is needed for the RAC to address items identified in the Purpose/Business section of this document. Unlike the PSAP representatives, there is no primary or alternate status between individuals representing these groups. These representatives can delegate their voting authority to another individual, if the PSC Coordinator is advised prior to the meeting.

Responsibilities of RAC members and ISP staff:

A. RAC Members

The role of the RAC is to provide assistance to the PSC Coordinator within the scope identified in the Purpose/Business section of this document. Responsibilities will include attendance at both virtual and in-person meetings and the completion of assignments. The virtual meeting will be held no more than twice a month and will not exceed an hour and a half in length. The in-person meeting will occur every other month beginning in August 2019. It is expected that members will regularly attend scheduled events and provide updates to the communities and regions that they represent. The success of the RAC depends on the participation of its members.

For PSAP representatives, it is expected that these individuals will provide updates to their regional constituents after each scheduled event and participate in regional ISP meeting during their term.

The membership will determine the meeting schedule. The chairperson, or his/her designee, will give an update during each 9-1-1 Services Board meeting.

B. ISP staff

In consultation with the RAC chair, ISP staff will coordinate conference calls and meetings, as well as prepare the agenda and presentations. ISP staff will record the meeting, as well as take minutes. The recording and minutes will be posted to the ISP website.

Deliverables:

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1. Provide advice and guidance on the recommended tasks and actions for the latest 9-1-1 Comprehensive Plan
2. Provide guidance and advice on other 9-1-1 issues
3. Participate in assigned work groups and complete work products that support the entire 9-1-1 ecosystem, particularly the implementation of NG9-1-1
4. Create an orientation document to provide continuity to members of the incoming RAC

Expected Outcomes:

1. Increase awareness and support of outreach efforts regarding the entire 9-1-1 ecosystem
2. Contribute to a progressive, neutral, and stakeholder-based governance approach to NG9-1-1

Major Stakeholders

- Virginia 9-1-1 Local Government Stakeholder Community
- 9-1-1 Services Board
- ISP staff