

Regional Advisory Council Meeting
February 10, 2016 - VITA/CESC 10:00AM

Members Present

Terry Hall	Allan Weese	Nicki Tidey	Tony Castillo
Carl Levandoski	Joell Kight	Jason Malloy	Jolena Young
Steve McMurrer	Kurt Plowman	C.W. Thomas	John Powers
Virginia Fowler	Carol Adams		

Staff Present

Steve Marzolf	Dorothy Spears-Dean	Lewis Cassada	Stefanie McGuffin
Amy Ozeki	Lyle Hornbaker	Tim Addington	Sam Keys
Lisa Nicolson			

Audio Bridge

Andrea Gaines	Melissa Foster
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1) Call Meeting to Order

Ms. Dorothy Spears-Dean called the meeting to order at 10:05AM and reviewed the agenda. Chairman Terry Hall and Vice-Chair Jason Malloy made opening remarks, and then all members present introduced themselves.

2) Review the Comprehensive Plans Goals and Initiatives, Brainstorm to Produce Tasks

- A) Goal #1 is to formalize baseline levels of service and capabilities that meet public expectations. The interpretation of this goal would establish the minimum 9-1-1 services and capabilities that should be available in the commonwealth today. There was council and staff discussion. Issues the council raised included Text-to-9-1-1, EMD, and location services, and a well as the current expectations of the public. Initiative 1A is to identify, specify, and adopt a standard or set of standards for a baseline level of 9-1-1 service and capabilities. The interpretation would be to develop a master set of Standards to support 9-1-1 services and infrastructure. There was council and staff discussion. Recommendations were that standards must facilitate interoperability, balance local choice and local requirements, be user friendly, and separate technical from operational standards. The tasks identified by staff were to list minimum 9-1-1 services, capabilities and develop implementation plans for those services and capabilities. Council also discussed developing metrics, creating “report cards” for the public and the Board, identify interoperability issues, and to look at the PSAP grant program to help close gaps.
- B) Goal #2 was to increase situational awareness through enhanced incident information sharing. Staff interpreted this goal to mean increasing standardized data sharing through PSAP systems. Council asked that this be expanded to include VDEM, VDOT, and other

public safety systems that impact the PSAP. Initiative 2A, implement statewide standards and best practices to enhance incident information sharing was then discussed. The task associated with this initiative is to create data sharing standards. Council said they may want to include the word “adopt” instead of “create”. Council also explored the clearing house concept and discussed DHS and other security guidelines. Council said it was important to maintain awareness of what others are doing so we can stay in alignment with them as we roll out. Initiative 2B, identify and adopt a planning methodology that enhances technology implementation coordination throughout a project lifecycle and improves change management was reviewed. The focus of that initiative is to promote and determine need for PSAP data sharing. Initiative 2C, employ technology that allows for seamless automatic bi-directional communication of incident information between PSAPs, was covered. That initiative focused Deployment of PSAP data sharing projects. Ms. Spears-Dean summarized the initiatives; 2A covered standards, 2B planning, and 2C implementation. Council discussed gatekeeping criteria in order to receive grants. Also added to 2B/2C was a “stakeholder dashboard” concept for 2B for planning, and a “clearinghouse” concept for implementation in 2C. Staff had already identified monitoring industry and assessing emerging technologies, and championing emerging technology products as tasks.

- C) Goal #3 covered how to allocate funding for future state and regional PSAP initiatives to maintain and improve service. The interpretation of that being to determine how we will pay for 9-1-1 now and in the future. Mr. Weese stated we need to determine what future cost will be before asking for funding changes. Ms. Spears-Dean reviewed the three initiatives for Goal 3. 3A is to maintain stable and sustainable funding for the overall 9-1-1 systems(s) in the commonwealth (holistic), 3B is to establish a strategy for funding the statewide deployment of NG9-1-1, and 3C is to adopt statewide procurement guidelines. Mr. Hall raised the issue of consolidated/regional PSAPs; they should be addressed in 3B, and throughout the document. (Consolidation of PSAPs, multijurisdictional projects, and hosted vs. non-hosted solutions). There was discussion about balancing local choice with any state authority established with initiative 3C, and the current diversity of CPE across the state. Ms. Spears-Dean recommended that determining appropriate decision making related to procurement should be added as an additional task with initiative 3A. Ms. Carol Adams discussed the initiatives and tasks as presented, and said they seem to have a critical path where they are very interdependent. Mr. Marzolf said that some of the initiatives are sequential, but we need to begin working on them. Mr. Hall and Ms. Young raised the issue of “mission critical” 9-1-1 infrastructure, and how new 9-1-1 systems will be designed. There was additional discussion of the tasks associated with initiatives 3A and 3B.
- D) Goal #4 would position PSAPs to better respond to emergencies through professional development of 9-1-1 and technical personnel, with staff focusing on standards. Initiative 4A would identify PSAP and technical staffing needs, and initiative 4B would identify and adopt minimum criteria for training, certification and retention programs to support 9-1-1

professional and technical support personnel. Mr. Hall said we would likely need to go above and beyond current standards since nothing covers NG9-1-1 yet. Mr. Marzolf said that VITA has no interest in deciding training standards. There was council discussion surrounding the issues of training standards and staffing needs. Ms. Spears-Dean recommended changing tasks for initiative 4A to instead identify KSA's and core competencies. After council discussion, additional tasks recommended were the establishment of a clearing house of staffing methodologies and benchmarking Virginia to other states.

- E) Goal 5 protects the liability and security of the 9-1-1 system, with the staff interpretation centering on disaster recovery and cyber security. Ms. Spears-Dean covered Initiatives 5A, 5B and 5C for the council. There was council discussion and the tasks for initiative 5A, 5B, and 5C were reviewed. Ms. Spears-Dean asked for public comments. There were comments from the audio bridge that OEC has a COOP template for the PSAPs, and that VDEM has a template for COOP planning.
- F) Goal 6 seeks to improve 9-1-1 service delivery through enhanced communications within the stakeholder community. Ms. Dorothy Spears-Dean reviewed initiative 6A and 6B, with the associated tasks. There was council discussion.
- G) Goal 7 Leverage GIS technology and data to better locate callers and improve response capabilities (leverage GIS to better support Virginia's 9-1-1 ecosystem). VITA staff asked council for ideas how coordination and collaboration could be improved between GIS and 9-1-1. There was council discussion.

3) **Prioritization of Tasks**

The discussion of prioritizing the tasks was moved to a future meeting.

4) **Public Comment**

Ms. Spears-Dean asked for any additional public comments. There were none.

5) **Wrap Up**

Mr. Marzolf and the Council discussed the VITA Data Analytics project that is currently underway. The next meeting of the Regional Advisory Council will be on February 23rd.