

Regional Advisory Council Meeting

Thursday, March 30th, 2016

Council Members on Audio Bridge

Allan Weese	Joell Kight	Melissa Foster	Jolena Young	
Terry Hall	Tony Castillo	Steve McMurrer	Michele Surdam	Carol Adams
Jason Malloy	Kurt Plowman	Jeff Shupe	Virginia Fowler	

Staff Members on Audio Bridge

Dorothy Spears-Dean	Stephanie McGuffin	Lewis Cassada
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1) Call the Meeting to Order

Mr. Terry Hall called the meeting to order at 2:00PM. Ms. Dorothy Spears-Dean performed a roll call for the Council members on the audio bridge.

2) Approval of the Minutes from March 14th

Mr. Hall called for a motion to approve the minutes from the March 14th meeting. Mr. Jason Malloy made the motion, and Mr. Allan Weese seconded it. The motion was approved with no opposition.

3) Standard Capabilities and Services Document

Ms. Spears Dean reviewed the Standard Capabilities and Services document. The document describes the current standard capabilities and services that all Virginia PSAPs must provide. It is not prescriptive; it is up to the PSAP to determine. Best practices are able to assist. It will be reviewed annually to identify potential updates. The 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. Capabilities and services that are required are noted with a “must” or a “shall” statement. Those that are recommended or suggested are noted with a “should” or “may” statement. Two feedback items from the workgroup were to have a periodic review of a locality’s current MSAG, and for ISAP Staff to confirm the time period to complete DCJS Basic Telecommunicator training. There was staff/council discussion.

4) PSAP Budget Survey Data

Mr. Lewis Cassada reviewed the results of the critical infrastructure analysis. The data collected showed \$8.8 million in critical infrastructure costs. The data supports the estimate of \$8.3 million that Mr. Steve McMurrer and Ms. Jolena Young provided. It appears that some PSAPs included extra telecommunication costs, and if those costs were removed, the numbers would move even closer together. It appears the estimate

of Legacy Selective Router costs turndown in the NG9-1-1 deployment cost model was accurate. What still needs to be compared are results with recurring costs for early adopters to determine if a gap will exist for localities to address NG9-1-1 recurring costs. The next step is to discuss the regional data with individual council members. The aggregated results will be discussed on the April 25th RAC call.

5) RAC Charter

Ms. Spears-Dean discussed the RAC Charter. The Commonwealth has moved from NG9-1-1 planning to implementation, and the Charter needs to be refreshed. A new Charter would set specific expectations for RAC members, and document current practices. ISP responsibilities would be documented in the Charter. The election and appointment process would be discussed on the next RAC call. There was staff/council discussion.

6) Best Practices

Ms. Stefanie McGuffin presented an update on Best Practices. The 9-1-1 Addressing: Operational and Administrative is in final draft and ready for RAC acceptance. The PSAP Call Processing document has been updated with comments from RAC members. Ms. McGuffin posed several items for consideration to the RAC members. Items discussed were the title of the document, additional definitions, adding a Time to Dispatch BP to a future Best Practice, and if the document should define personnel. Also discussed were automatic call distribution, address spawned abandoned calls, identifying types of 9-1-1 calls, transfers, non-standard calls, and call processing flow charts. The discussion of the acceptance of the Operational and Administrative, and Call Processing Best Practices were moved to the next RAC call.

7) Public Comments

Mr. Terry Hall asked for public comments. Ms. Spears-Dean announced that the next RAC call would be on April the 11th at 2:00PM. A second RAC call would be on April 25th at 10:00AM. The FY19 draft Grant Guidelines have been posted to the ISP website with the April 13th PSAP Grant Committee Meeting information. A Funding Committee meeting will be held on April 17th. Staff will post the revised best practices documents to the webpage.

8) Adjourn

The meeting ended at 3:45PM.