



Regional Advisory Council Meeting

September 26, 2017

Virtual Exchange





Agenda

1. Welcome
2. Approve Minutes from Sept 13th Meeting
3. Statewide NG9-1-1 Solutions Provider
4. Priorities and Tasks
5. Best Practices
6. Updates/Reminders
7. Public Comment
8. Adjourn



Virginia Information Technologies Agency

Statewide NG9-1-1 Solutions Provider





Fairfax Contract

- Award to AT&T/West
- NG9-1-1 ESI net and core services capabilities
 - Less upfront costs
 - More recurring costs
- Language included in contract enables Virginia local governments to also use this contract



Statewide Approach

- If we undertake our own RFP, will most likely obtain the same results
- If we select another vendor, PSAPs can still use Fairfax contract because of rider
- Limited VITA resources



Recent Focus

- Analyzed Fairfax contract and pricing
- Initial meeting with AT&T
- Selection of an NG9-1-1 service provider is ultimately a local decision, but Board decision is still needed
- Still working on some cost elements
 - Local access diversity
 - GIS data prep work



Timeline

- Board decision on solutions provider
 - Enables staff to move forward
- Develop 2020 NG9-1-1 funding guidelines
 - PSAP Grant Committee meeting on Dec 8th
- Continue legislative negotiations until GA session begins
- Complete PSAP NG9-1-1 Implementation Plans
 - June 30, 2018 deadline



Priorities & Tasks





RAC Input

- At the Sept 13th planning meeting, RAC members provided feedback on best practices and tasks for FY 2017
- ISP staff was asked to take results and develop a work plan
 - Includes ongoing tasks



Priorities

- NG9-1-1 Readiness
 - Technology
 - GIS data
 - Human resources
- COOP
- Communications/Workflows



Tasks - Goals

- Over next year complete identified tasks that support priorities
- ISP staff will create a project plan for each task
- Organize work groups to refine project plan and assist in carrying out each task



Support Staff Development Criteria

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



COOP Template

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: Develop COOP template for Virginia PSAPs



GIS Technology

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

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

Task: Conduct GIS database review



Ongoing Tasks

- Communications plan and clearinghouse
- PSAP NG9-1-1 implementation plans
- Standards development workflow document



Work Groups

- RAC members expected to participate in at least one task-focused work group
- Each work group will have a project plan
- Regular progress reports
- Complete work products by June 30, 2018



Task Completion Schedule

- December 2017
 - Standards development workflow document
 - Communications plan and clearinghouse
- March 2018
 - COOP template
 - Support staff development criteria
- June 2018
 - GIS technology
 - PSAP NG9-1-1 implementation plans



Best Practices





Best Practices - Goals

- Goal over next two years
 - Complete 6 to 8 documents (3 or 4 / year)
- ISP staff will create a framework draft document for each topic
- Organize workgroups to refine and fully develop those BP draft documents



Prioritized Topics

Thematic Areas	Topics								
	← Highest Priority to Lowest Priority →								
9-1-1 Operations	9-1-1 Call Processing <i>Completed</i>	Dispatching (Law, Fire, Medical) <i>Under Development</i>	Governance & Organization	Language Line services	QA/QC Programs	Telematics	Non-traditional access methods	Public Education	
Professional Development	Staff Retention	Basic Telecom Training	Emergency Medical Dispatch (EMD)	DCJS Training	Wireless 9-1-1 Training & Staff Selection	Staff Recruitment	Continuing Education	Critical Incident Stress Mgmt.	
Technical Systems	Computer Aided Dispatch	Call Handling Equipment & Security	Mapping Display System	Radio System	NENA i3 Standard	Voice Logging Recorder	Clock Sync	Citizen Notification System	
Data Development, Maintenance & Support	9-1-1 Addressing & MSAG/ALI Data Maintenance <i>Completed</i>	Technical System Support Staff	GIS Data Standards	GIS Data Development and Workflows	GIS QA/QC	Call Routing and Validation	GIS Data Transfer to PSAP Mapping	NG9-1-1 Call routing and location validation	
Analysis & Planning	Strategic Planning	NG9-1-1 Transition Planning	Data Analytics	Staffing Planning	Disaster Recovery and Contingency Planning	Budget Planning	Equipment Planning	Standard call accounting reports	

- From stakeholder, RAC and ISP staff input
- RAC did this initial topic prioritization more than a year ago, and again last week
- Are items still relevant and is current priority appropriate

Prioritized Topics – What's Next

Thematic Areas	Topics							
	← Highest Priority to Lowest Priority →							
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Professional Development	Staff Retention	Basic Telecom Training	Emergency Medical Dispatch (EMD)	DCJS Training	Wireless 9-1-1 Training & Staff Selection	Staff Recruitment	Continuing Education	Critical Incident Stress Mgmt.
Technical Systems	Computer Aided Dispatch	Call Handling Equipment & Security	Mapping Display System	Radio System	NENA i3 Standard	Voice Logging Recorder	Clock Sync	Citizen Notification System
Data Development, Maintenance & Support	9-1-1 Addressing & MSAG/ALI Data Maintenance <i>Completed</i>	Technical System Support Staff	GIS Data Standards	GIS Data Development and Workflows	GIS QA/QC (Data Sync in Standard)	Call Routing and Validation	combine GIS Data Transfer to PSAP Mapping	combine NG9-1-1 Call routing and location validation
Analysis & Planning	Strategic Planning	NG9-1-1 Transition Planning	Data Analytics	Staffing Planning	Disaster Recovery and Contingency Planning	Budget Planning	Equipment Planning	Standard call accounting reports

Additional: Wireless 9-1-1 Call Routing BP

- Staffing Analysis to cover Staff Selection and Tech System Support Staff topics
- GIS Data Standards: VITA's follow NENA's
- GIS QA/QC from VITA's data analysis
- Wireless 9-1-1 Training

Voted on by RAC 9/13/17
 In the Standard doc
 Start of a BP in process



BPs For Development

- 9-1-1 Dispatching BP
 - currently on matrix and under development
- Optimal PSAP Staffing Structure BP
 - use PSAP Staffing Needs Analysis doc and include staffing level guidance
 - aligns with task: support staff development criteria
 - will be used to help task workgroup develop/document training requirements
 - Covers staff selection and tech systems support staff from topic matrix



BPs For Development

- GIS QA/QC BP
 - Focus this on VITAs GIS data report card and next steps for data clean-up
- GIS Data Standards BP
 - BPs specific to Virginia and align with NENA standards
 - aligns with task: improve GIS coordination and collaboration among levels of government
- Wireless 9-1-1 Training



BP Development Schedule

- 9-1-1 Dispatching BP (in progress)
 - December 2017
- Optimal PSAP Staffing Structure BP
 - December 2017
- GIS QA/QC BP & GIS Data Standards BP
 - End of Q1 2018
- Dates indicate draft development
 - Stakeholder and RAC review/accept will follow
 - Final accept and publish expected Q1&Q2 2018



Updates/Reminders





Public Comment





Wrap -Up

- Next RAC conference call is on Oct 10th at 2:00 PM
- Anything else for the good of the order?