



Virginia Department of  
Emergency Management

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# E-911 Border Response Workgroup

Session #2: February 9, 2021

# Agenda

- Call meeting to order
- Welcome and opening remarks
- Another citizen member's voice
- Introduce emergency management Workgroup members
- Virginia's 9-1-1 program
- Framing Questions
- Next steps
- Adjourn





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# Call Meeting to Order



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# Welcome and Opening Remarks



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# Another Citizen Member's Voice



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# Emergency Management Workgroup Members

# New Workgroup Members

- Melissa Meador  
Emergency Services Manager, Greene County
- Rebecca Vargas-Jackson, M.D.  
COVID 19 Health Equity Group





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# Virginia's 9-1-1 Program



# 9-1-1 & Geospatial Services Bureau

- Three divisions:
  - Public Safety Communications
  - Regional Outreach
  - Virginia Geographic Information Network (VGIN)
- 9-1-1 Services and VGIN Advisory Boards
- Wireless E-911 Fund
- Next Generation 9-1-1 (NG9-1-1)
- 9-1-1 Comprehensive Plan



# 9-1-1 Comprehensive Plan

## 9-1-1 Comprehensive Plan

*In Virginia, 9-1-1 personnel, resources and systems provide the public – using any communications device or method, and in any language – with rapid reliable and accurate emergency services*

Strategic Initiatives			
1. Assess impact of NG9-1-1 on existing statewide 9-1-1 capabilities and services	2. Improve accessibility to 9-1-1 services and availability of information about the 9-1-1 ecosystem	3. Training recommendations for the NG9-1-1 telecommunicator	4. Employ analytics to identify future information services

Priorities				
9-1-1 and Operations	Professional Development	Technical Systems	Data Development, Maintenance and Support	Analysis and Planning
<ul style="list-style-type: none"> <li>Address the needs of the deaf and hard of hearing community</li> <li>Access to foreign language services</li> <li>Increased interaction with organizations that represent local government</li> <li>Engagement with other public safety focused disciplines and government agencies</li> <li>Multiple avenues for data sharing (ISP to PSAPs) to help differentiate what's important from noise</li> </ul>	<ul style="list-style-type: none"> <li>Establish 9-1-1 as an independent discipline and explore 9-1-1 branding</li> <li>Additional pedagogies for telecommunicator training                             <ul style="list-style-type: none"> <li>NG9-1-1 &amp; FirstNet</li> <li>Regional focus</li> <li>Aligned with current technology</li> <li>Related to other public safety disciplines</li> <li>Facilitates sharing of training materials</li> </ul> </li> <li>Identify innovative approaches to recruitment and retention from private sector</li> <li>Wellness</li> </ul>	<ul style="list-style-type: none"> <li>Incentivize regional projects</li> <li>Dedicated IT staff and resources to support systems (cybersecurity)</li> <li>Maintenance after grant funding ends</li> <li>Statewide approaches to hosted systems</li> <li>CAD to CAD interfaces</li> <li>Challenge of managing projects that involve multiple vendors</li> <li>Integration of 3-1-1 and similar systems with PSAP</li> <li>Interoperability</li> </ul>	<ul style="list-style-type: none"> <li>GIS data maintenance and work flows</li> <li>Overall cost of maintenance</li> <li>Data sharing (among PSAPs)</li> <li>Coordinating PSAP boundary support</li> <li>Best practices for GIS quality metrics</li> <li>Interstate data sharing</li> <li>Impact of visual media and records on PSAPs</li> </ul>	<ul style="list-style-type: none"> <li>Peer exchange for analytical reporting, development of metrics, assessing staff efficiency, and significant events</li> <li>Include 9-1-1 in training and exercise activities</li> <li>Understanding location accuracy</li> <li>Facilitate 9-1-1 and GIS interaction</li> <li>Visibility of 9-1-1 calls from initiation to response</li> </ul>





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# Framing Questions

# Question 1

- What do citizens expect when they call 9-1-1?



## Question 2

- Although there are a number of organizational structures for 9-1-1 centers across the Commonwealth, what are the most persistent issues the 9-1-1 community faces?



# Question 3

- What strategies should we employ to incorporate equity, diversity and inclusiveness in Virginia's 9-1-1 centers?



# Question 4

- What are some of the current interoperability gaps related in 9-1-1 systems and technology?



# Question 5

- How can we leverage existing technology and future-proof 9-1-1 systems to meet citizen expectations?





# In Conclusion

- Next steps
- Adjourn

