Virginia Department of Emergency Management

E-911 Border Response Workgroup

Session #3: February 23, 2021

Agenda

- Call meeting to order
- Welcome and opening remarks
- Equipment/Operations/Mitigation Strategies Presentations
- Strengthening Virginia's 9-1-1 System
- Next steps
- Adjourn

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Call Meeting to Order

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Welcome and Opening Remarks

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Equipment, Operations & Mitigation Strategies

Virginia/Maryland Perspective

- CAD2CAD
- No-Call Transfer Projects
- Northern VA Emergency Response System (NVERS)
- Available options to address carrier gaps with location accuracy
- Carrier/service provider outage notification strategies
- Regional workgroups

Equipment

- ~ 50% of PSAPs in Commonwealth are 4 positions or less
- Shared Services Call Handling Equipment within region
  - Motorola Vesta
    - Washington & Bristol
    - Russell & Tazewell
  - Intrado Viper
    - Bland, Twin & Wythe
    - Hosted- Lee, Wise, Dickenson & Norton

Operations

- Staffing & Retention
- Limitations of PSAP structure (Equal attention/training not given to each discipline)
- Process 9-1-1 Call

  Law-Rescue-Fire under their own policy & procedure

  MOU
- 5 Published Best Practices

  Public Safety Call Processing Best Practice

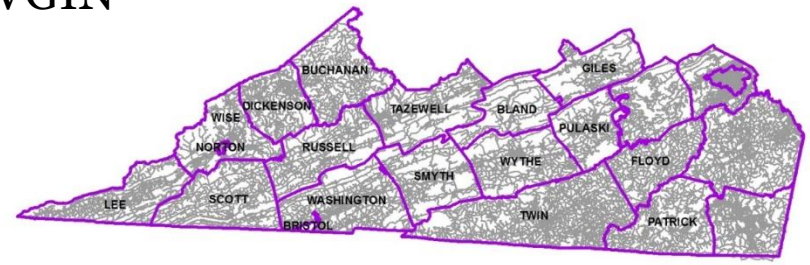
Best Practices

- 9-1-1 direct or emergency 10-digit number for at least each adjacent locality's PSAP for 1 button transfers
- The telecommunicator should stay on the line until the connection is complete and all pertinent information, as determined by the PSAP, has been relayed
- Blind transfers (when the call is sent to another location and the initial call taker drops off before connection is complete and information relayed) of emergency calls should never occur

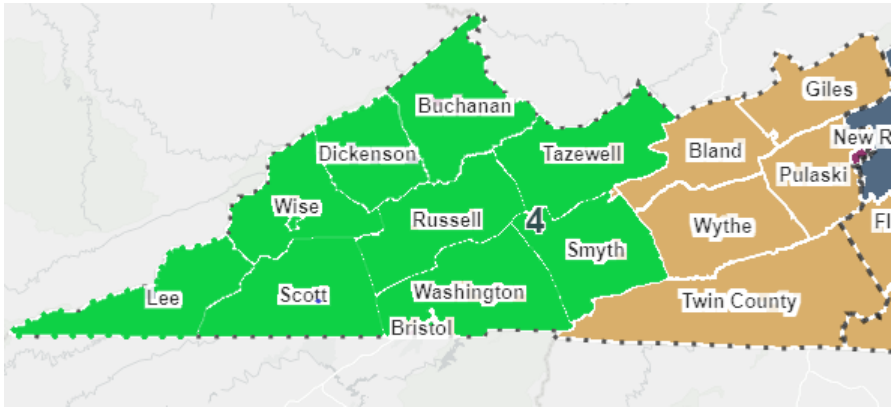
Regional Workgroups

MERG MOUNTAIN EMPIRE REGIONAL GIS

6 Original PSAPs in 2010
18 Currently in 2021
Replicates GIS Data for PSAP Mapping Systems
Available to NGS-VGIN



Mitigation Strategies - Current



Denise Amber Lee Foundation

NENA THE 9-1-1 ASSOCIATION

APCO International
Leaders in Public Safety Communications®

PowerPhone 9-1-1 CALLS US

Trimble

Mountain Empire Community College

Geographic Information Systems

GIS & PSAP Education Day

icisf International Critical Incident Stress Foundation, Inc.
HELPING SAVE THE HEROES

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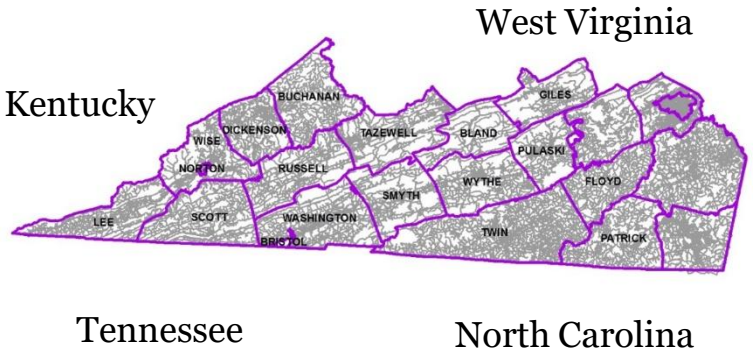
Mitigation Strategies - Future

- Review & implement available best practices
- Work with NGS to incorporate GIS Data from surrounding states into mapping display systems
- Review ECaTs call transfer reports and coordinate adjustments



Strengthening VA's 9-1-1 Program

- More citizen involvement
  - 9-1-1 intern and citizen programs
- Provide more information about NG91-1: refreshed NGS Bureau Information Sheets
  - NG9-1-1
  - NG9-1-1 Timelines
  - GIS in NG9-1-1
- What are we missing?

In Conclusion

- Next steps
- Adjourn