



COMMONWEALTH OF VIRGINIA

Department of Emergency Management

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E-911 Border Response Workgroup Session #2 February 9, 2021 - 11:00 am to 1:00 pm Virtual Meeting

1. Call Meeting of the Workgroup to Order.....Deputy Secretary Shawn Talmadge, Chair
2. Welcome and Opening Remarks
 - Delegate David Reid and/or Delegate Roslyn Tyler
3. Another Citizen Member's Voice.....Deputy Secretary Shawn Talmadge, Chair
 - Sherry Herzing
4. Introduce Emergency Management Workgroup Members.....Deputy Secretary Shawn Talmadge
 - Melissa Meador
 - Rebecca Vargas-Jackson, M.D.
5. Virginia's 9-1-1 Program.....Deputy State Coordinator Dorothy A. Spears-Dean
6. Framing Questions.....Deputy State Coordinator Dorothy A. Spears-Dean
 - What do citizens expect when they call 9-1-1?
 - Although there are a number of organizational structures for 9-1-1 centers across the Commonwealth, what are most persistent issues the 9-1-1 community faces?
 - What strategies should we employ to incorporate equity, diversity and inclusiveness in Virginia's 9-1-1 centers?
 - What are some of the current interoperability gaps in 9-1-1 systems and technology?
 - How can we leverage existing technology and future-proof systems to meet citizen expectations?
7. Next Steps.....Deputy State Coordinator Dorothy A. Spears-Dean
8. Adjourn.....Deputy Secretary Shawn Talmadge



Virginia Department of
Emergency Management

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
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Priorities

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





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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

