



COMMONWEALTH OF VIRGINIA

Department of Emergency Management

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E-911 Border Response Workgroup Session #3 February 23, 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. Equipment/Operations/Mitigation Strategy Presentations.....PSAP Representatives
 - CAD2CAD
 - No-Call Transfer Projects
 - NVERS
 - Available options to address carrier gaps with location accuracy
 - Carrier/service provider outage notification strategies
 - Regional workgroups
 - Best practices for handling border calls and current mitigation strategies
 - Future mitigation strategies
4. Strengthening Virginia's 9-1-1 System.....Deputy State Coordinator Dorothy A. Spears-Dean
5. Next Steps.....Deputy State Coordinator Dorothy A. Spears-Dean
6. Adjourn.....Deputy Secretary Shawn Talmadge



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





Virginia Department of
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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

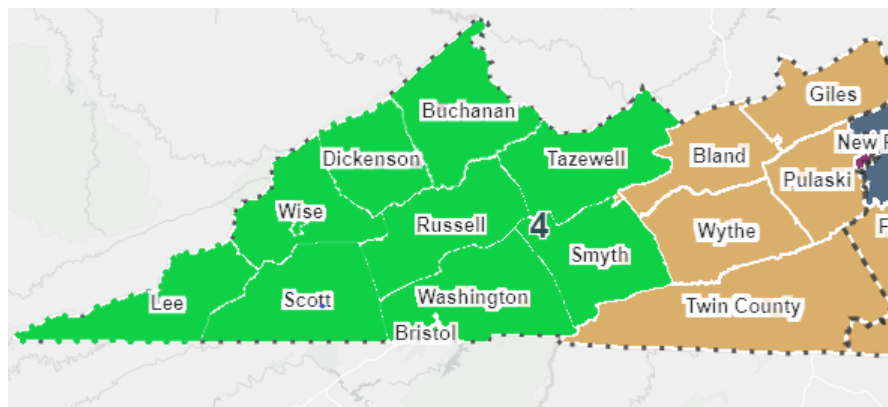
18 Currently in 2021

Replicates GIS Data for PSAP Mapping Systems

Available to NGS-VGIN



Mitigation Strategies - Current

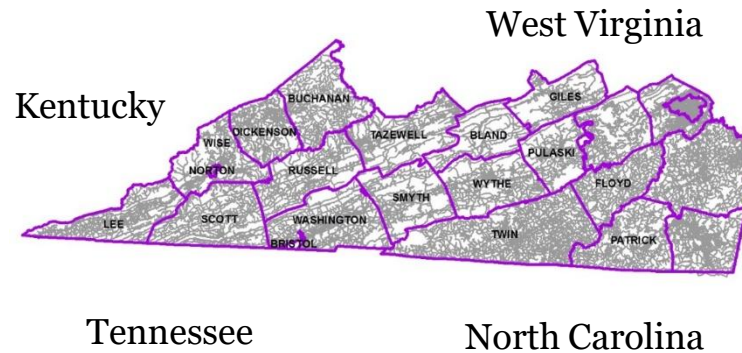


Geographic Information Systems



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

