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Regional Advisory Committee (RAC) Meeting Agenda
Thursday, October 20, 2022 1:00pm – 3:00 pm
VDEM 9711 Farrar Ct - Room 202
North Chesterfield, VA

Call In Number: 1-866-692-4530   Access Code: 242 802 69086

1. Call Meeting to Order	**Chairperson**	
2. RAC Charter	**Chairperson**	
3. Statewide Procurements Update	**NGS Regional Outreach Division Director**	
4. RAC Workgroup Updates	**Chairperson**	
5. Old Business	**Chairperson**	
6. New Business	**Chairperson**	
7. Public Comment	**Chairperson**	
8. Adjourn Meeting	**Chairperson**	

Saving lives through effective emergency management and homeland security.
"A Ready Virginia is a Resilient Virginia."

Virginia Department of Emergency Management

Regional Advisory Committee (RAC) Meeting

Date: October 20, 2022

Agenda

- Call Meeting to Order
- RAC Charter
- Statewide Procurements Update
- RAC Workgroup Updates
- Old Business
- New Business
- Public Comment
- Adjourn Meeting

Virginia Department of Emergency Management

Call Meeting to Order

RAC Charter

Update on Statewide Procurements

E911 Hardware/Software (CHE) ([Link to Contracts](#))

- Initial Award: November 2016
- Current Expiration Date: November 27, 2022
- VITA is working on extensions to cover through pending CHE RFP (to extend through March 2023)
- Cooperative procurement language for localities and state agencies

View	VITA Contract Number (#)	Contract Title	Supplier	Contract End Date	SWaM
view	VA-161128-AT&T	E911 Hardware/Software	AT&T Corporation	11/27/2022	
view	VA-161128-CRSL	E911 Hardware/Software	Carousel Industries Inc	11/27/2022	
view	VA-161128-WSS	E911 Hardware/Software	Intrado Life & Safety Solutions Corporation	11/27/2022	
view	VA-161128-MAU	E911 Hardware/Software	MicroAutomation Inc	11/27/2022	Minority Owned, Small Business,
view	VA-161128-MSI	E911 Hardware/Software	Motorola Solutions Inc.	11/27/2022	
view	VA-161128-RCV	E911 Hardware/Software	Radio Communications of Virginia Inc	11/27/2022	Small Business,
view	VA-161128-AIRB	E911 Hardware/Software	Vesta Solutions Inc.	11/27/2022	

9-1-1 Data Analytics Contracts (Both Are For ECATS Solution)

9-1-1 Data Analytics (2015 SOTECH Analytics)

- VITA Contract VA-150915-DTG
- Initial Award – November 2015
- Contract End Date – December 2022

9-1-1 Data Analytics (NEW – From 2022 RFP Process)

- VITA Contract VA-220930-WSS
- Initial Award – October 2022
- Contract End Date – October 2023
(Four 1 Year Renewals – Up to October 2027)

9-1-1 Data Analytics

- The new 2022 Intrado ECATS contract was the result of an RFP process coordinated through VITA who manages state IT contracts.

- No interruption in service.

- Basic MIS and Text logging will continue.

- NGS will work with Intrado to start implementing the i3 Logging for NG9-1-1 PSAPs.

- Will need to review the existing Data Sharing Agreements between the PSAPs and the Board to see if any updates may be needed.

ECATS Contract: Included Items

Items Below are $0 per month:

- ESINET i3 Reporting – MIS Add-On
- Staffing Forecast Module – MIS Add-on
- Agent Statistic Module – MIS Add-On
- Enhanced PowerBI Functionality
- Custom Ad-Hoc Functionality
- Enhanced Reports – MIS Add-On
- Daily Call Volume & Staffing Summary Report
- Agent State Summary Report (VIPER CHE)
- Agent In Call & State Summary Report (Vesta CHE)

Possible Pilot Opportunities for RAC Consideration in 2023

- **PSAP Outages & Critical Incidents:** Evaluate the ECATS MIS & i3 Dashboards as resources to support local, regional, and statewide visibility of PSAP & Carrier Outages and critical call volume spikes compared to historical patterns.

- **Recruitment, Retention, Training:** Evaluate the Staffing Forecast and Agent Statistic Modules to see if/where data from these resources may help the workgroup and PSAPs.

Possible Pilot Opportunities for RAC Consideration in 2023

- **State Agency Reporting:** Explore the opportunities for the use of the ECATS contract vehicle by state agencies who receive a high volume of transfers from PSAPs. Note: This would NOT be paid for out of the 9-1-1 Fund. It would be the responsibility of each agency.

- **CAD Reporting:** The 9-1-1 Comprehensive Plan includes an entry for "Visibility of 9-1-1 calls from initiation to response". The ECATS contract has options to include CAD reporting. Individual PSAPs could choose to make use of this to investigate this item within the Comprehensive Plan.

Virginia Department of Emergency Management

RAC Workgroup Updates

RAC Workgroups

- Recruitment & Retention
- Training
- PSAP Outages
- NG9-1-1 Phase II
- Marcus Alert

Virginia Department of
Emergency Management

Old Business

Upcoming Meetings/Dates

- Fall VA APCO Conference 10/25 - 10/28

- 9-1-1 Stakeholder Summit 11/10 at 8 am

- 9-1-1 Services Board Meeting 11/10 at 1pm

- RAC Meeting (Virtual) 11/17 at 1 pm

Virginia Department of Emergency Management

Adjourn Meeting

Regional Advisory Committee

Purpose

The Regional Advisory Committee (RAC) was established as a committee of the 9-1-1 Services Board (the Board) on March 11, 2021. Its purpose is to study and make recommendations regarding the implementation of the statewide Next Generation 9-1-1 (NG9-1-1) emergency communications system and its impact on Virginia's current and future 9-1-1 ecosystem.

At the direction of the Board, the RAC will provide advice on new technologies, technical diversity, operational improvements, and best practices for public safety communications, emergency response, and the stakeholder communities. This will include strengthening technology and cyber security protection, as well as the identification of best practices and standards for recruitment, training, and retention for PSC personnel. Further, the RAC will partner with 9-1-1 and Geospatial Services (NGS) Bureau staff to implement the 9-1-1 Comprehensive Plan, including developing and completing tasks that support the plan's strategic initiatives; and other tasks assigned by the Board. The RAC will identify ways to improve communications among Board members, NGS staff, and stakeholder communities, as well as support the implementation of NG9-1-1 and increase awareness and support of outreach efforts regarding 9-1-1 and emergency response.

Membership

The Board chair appoints Committee membership. Committee members serve two-year terms beginning July 1 of the first year and ending June 30 of the subsequent year. Committee members serve until the Board chair appoints their replacements.

Members of the RAC should adequately represent the following: geographic diversity of the Commonwealth, the varied operational capacities of Virginia primary PSAPs, diversity, equity, and inclusiveness that is representative of the Commonwealth, and public safety and emergency management professional organizations. The RAC consists of the following member representatives:

- Two Board members (one of which will chair the committee)
- Seven regional PSAP representatives (one for each VDEM region)
- One representative each from Virginia APCO and Virginia NENA
- Two emergency management personnel from the two VDEM regional divisions
- One representative from VEMA
- One local IT representative (covers areas of IT and cybersecurity)
- One representative from the Office of Emergency Medical Services (OEMS)

- One representative from the Department of Behavioral Health and Developmental Services (VBHDS)
- Two private citizens (at-large members)
- Statewide Interoperability Coordinator (SWIC) as an advisor to the RAC

For non-Board member representatives, leadership of the organizations named in this charter will chose their representatives for review and appointment by the Board chair. For non-Board member representatives not affiliated with an organization (PSAP, local government emergency managers, at-large members and citizens), the appointments will be made through a process approved by the Board chair.

Authority

The committee has no expressed or implied power or authority.

Responsibilities

The RAC will function in accordance with current Board practices establishes by the chair and in accordance with public meeting requirements. The committee will report to the Board at each meeting on current assignments and deliverables. The Board expects RAC members to work together to fulfil the goals, objectives and expectations for the Committee, as defined by the Board.

Meetings

The RAC will meet in advance of each Board meeting on a schedule agreed upon by the Committee. The RAC chair and/or vice chair will work with NGS staff to establish the agenda for each meeting. NGS staff is responsible for facilitating each meeting, distributing the agenda, producing written minutes, in accordance with public meeting requirements.

As necessary, the Committee will meet in a joint session with other committees regarding items of concern to both communities.

RAC Charter

The Committee will review the Charter annually.