Regional Advisory Council Meeting

February 5, 2019

Richmond, VA

Agenda

1. Call to Order/Introductions

2. Completion of Current Work Products

3. ISP/RAC Needs

4. RAC 3.0 Charter

5. Reminders/Upcoming Events

6. Public Comment

7. Adjourn

Completion of Current Work Products

COOP Template

- Objective is to create a scalable COOP planning document that focuses on the role of disaster recovery and cybersecurity in the 9-1-1 system

COOP Template

- Document should includes the following:
  - Technology continuity management for disaster response
  - Recovery activities for PSAP assets and communications infrastructure
  - NG9-1-1 network survivability
  - Human resource needs
  - Role of GIS

COOP Template

- Work group members:
  – Ben Duncan

  – Steve McMurrer

  – Michele Surdam

NG9-1-1 Training Recommendations

- The optimum staffing structure project plan included the creation of a best practices document and the identification of NG9-1-1 training recommendations

- The best practice document has been created

- But, the identification of NG9-1-1 training recommendations has proved to be a difficult task to complete

NG9-1-1 Training Recommendations

- Work group members:
  - Becki Craft
  - John Powers
  - Jeff Shupe
  - Stephen Williams

NG9-1-1 Training Recommendations

- Could create a document that compiles existing information from public safety websites....

- Or, the group could decide to change the focus of the project plan and adopt a case study approach to highlight recent PSAP Education Program (PEP) developments

Additional Data Priorities

- Create a report/white paper that provide insight and guidance to 9-1-1 and GIS professionals on the range of additional NG9-1-1 data sources and how 9-1-1 centers can develop a process (roadmap) to prioritize the consumption of these data sources to support local public safety missions and response

Additional Data Priorities

- Work group members:
  - Chris Akers
  - Sharon Brady
  - Becki Craft
  - Judy Lamey-Doldorf
  - Steve McMurrer

ISP/RAC Needs

9-1-1 and GIS Planning Cycle

- In calendar year 2020, PSC and VGIN will release the next version of their programmatic five-year plans

- We will need the RAC to help ISP with 9-1-1 and GIS planning efforts

9-1-1 and GIS Planning Cycle

- 9-1-1 potential areas of focus

  – Sustainability

  – Currently laser focused on NG9-1-1 deployments (replacement of infrastructure), but how can we leverage ESInet to plan for and address future needs

  – Data consumption

9-1-1 and GIS Planning Cycle

- GIS areas of focus

  – Development of PSAP & provisioning boundaries

  – GIS data maintenance

  – Use of GIS layers beyond NG9-1-1 to encourage local enterprise efforts

NG9-1-1 Stakeholders

- With NG9-1-1, the core stakeholders have been 9-1-1, GIS, and IT professionals

- Do we need to expand beyond this core group and include others in NG9-1-1 communications and RAC membership?

- Who haven't we been talking to that we should be?

Best Practices

Thematic Areas		Topics							
		← Highest Priority to Lowest Priority →							
9-1-1 Operations	↑ Lowest Priority to Highest Priority ↓	9-1-1 Call Processing	Dispatching (Law, Fire, Medical)	Governance & Organization	Language Line services	QA/QC Programs	Telematics	Non-traditional Access Methods	Public Education
Professional Development		Staff Retention	Basic Telecom Training	Emergency Medical Dispatch (EMD)	DCJS Training	Wireless 9-1-1 Training & Staff Selection	Staff Recruitment	Continuing Education	Critical Incident Stress Mgmt.
Technical Systems		Computer Aided Dispatch	Call Handling Equipment & Security	Mapping Display System	Radio System	NENA i3 Standard	Voice Logging Recorder	Clock Sync	Citizen Notification System
Data Development, Maintenance & Support		9-1-1 Addressing & MSAG/ALI Data Maintenance	Technical System Support Staff	GIS Data Standards	GIS Data Development and Workflows	GIS QA/QC	Call Routing and Validation	GIS Data Transfer to PSAP Mapping	NG9-1-1 Call Routing & Location Validation
Analysis & Planning		Strategic Planning	NG9-1-1 Transition Planning	Data Analytics	Staffing Planning	Disaster Recovery & Contingency Planning	Budget Planning	Equipment Planning	Standard Call Accounting Reports

Best Practices

- Documents should address future ISP/RAC needs and be appropriate for stakeholder community

- Development process has been based on creating content through engagement and value through feedback

- Conceptual, tactical, and policy paradigm

- Any gaps that need to be addressed?

RAC 3.0 Charter

Initial Steps

- Review current charter

- Identify areas of charter that will need to be revised based on discussions from today's meeting

- Develop timeline and process for election/appointment of RAC 3.0 members

Reminders/Upcoming Events

Public Comment

Wrap -Up

- Review action items

- Next RAC conference call is scheduled for Feb 12th 2019 at 2 pm

- Anything else for the good of the order?