



May 20, 2015

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Virginia Information Technologies Agency (VITA)

## 9-1-1 Comprehensive Plan Update

*Public Safety Communication Consultants*

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# 9-1-1 Comprehensive Plan Update

- Goal: Provide an update on Virginia's 9-1-1 Comprehensive Plan Development
- Agenda:
  - Review the Town Hall Feedback
  - Discuss Overarching Themes
  - Recap Joint Review Session
  - Discuss Potential Vision / Goals / Initiatives
  - Q&A / Feedback Opportunity



# Town Hall Meetings

- From April 13-20, MCP facilitated six (6) regionally-focused Town Hall Meetings
- Not including VITA staff and MCP, a total of 90 participants attended across the six sessions
  - Strong participation from the GIS community
  - A few vendors participated
- Plenary and group breakout sessions were used to engage stakeholders and gather input



# Challenges

- Overall
  - General sense of “meeting and planning fatigue”
  - Expressed a clear and desire for action/progress
- Current 9-1-1 Comprehensive Plan
  - May not have had fullest impact possible
- Current State of 9-1-1 in Virginia
  - Mixed results, complaints around funding, transparency, call transfer



# Future of 911 in Virginia

- Constraints to Achieving the Vision
- Plan Objectives
- Future Capabilities / Timeframes
- Establishing Priorities
- Additional Input

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# Overarching Themes

- Establish Standards / Minimum Level of Service
- Improve Communications
- Technology Implementation
- Alignment of Priorities
- Funding
- Improve Interoperability
- Better GIS Integration



# Joint Review Session

- Held on May 13<sup>th</sup>, included a set of key stakeholders:
  - **Kathleen Boone**, Virginia Beach 9-1-1, VA NENA 1st Vice President
  - **Donna Brown**, Executive Director, New River Valley Communications Authority
  - **Katie Cummings**, Deputy Director, Communications Division, State Corporation Commission (SCC)
  - **Josh Hahn**, GIS Coordinator, Page County
  - **Steve McMurrer**, 9-1-1 System Administrator, Department of Public Safety Communications (DPSC), Fairfax County
  - **David Ogburn**, Director – Government Affairs, Verizon, E-911 Services Board member
  - **Jeff Shupe**, Director of Finance, City of Norton
  - **Richard Troshak**, Director, Chesterfield Emergency Communications, VA APCO President
  - **Johnathan Worley**, GIS Analyst, Goochland County

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# Consolidated Themes

## Town Hall Meetings

- Establish Standards / Minimum Level of Service
- Improve Communications
- Technology Implementation
- Alignment of Priorities
- Funding
- Improve Interoperability
- Better GIS Integration

## Additional Themes

- Ensuring reliable access to public safety services
- Expanding public education
- Leveraging best practices within/outside Virginia
- Enhance support and protection of 9-1-1 assets
- Provide access to shared resources
- Foster partnerships / collaboration

## Joint Review Session

- Security / cybersecurity
- Reliability
- Focus on Fed / FCC requirements
- Personnel
  - Training / Certification
  - Retention / Pay
  - Classification
  - Recruiting
- FirstNet impact on funding
- Data Replication / Sharing

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# Virginia's Future Vision of 9-1-1 (DRAFT)

*In Virginia, 9-1-1 provides the public with rapid, reliable, and accurate emergency response from any location, using any communications device, and in any language.*



# Consolidated Goals

- Level of Service
  - Adopting statewide standards / best practices
- Resources
  - Funding, stability / sustainability / partnerships
- Personnel
  - Training, certification, retention, recruiting
- Reliable Systems
  - Cyber security, implementing technology
- Communication & Education
  - Stakeholder (internal/external) communications and education

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# Brainstorming New Initiatives

- Potential projects / initiatives
- Identification
- Prioritization
  - Feasibility
  - Funding availability
  - Procurement



# Next Steps

- Task 2: Develop Statewide 9-1-1 Requirements Document (due 5/27/2015)
  - Recommend solutions that solve or mitigate gaps
  - Prioritize potential projects in terms of feasibility, funding availability, and procurement
- Progress Meeting to discuss Requirements Document (6/3/2015)
- Draft 9-1-1 Comprehensive Plan (6/22/2015)