

Regional Advisory Council Meeting

September 13th, 2017 10:00AM

Members in Attendance

Steve Weis Tory Maye Nicki Tidey Gerald Smith Ben Duncan
Tim Estes Chris Akers Terry Hall Sharon Brady Steve McMurrer
Michele Surdam Stephen Williams Kurt Plowman Judy Lamey-Doldorf
Jonathan Worley

Staff in Attendance

Dorothy Spears-Dean Lewis Cassada Stefanie McGuffin
Melissa Parsons Tim Addington Joe Sewash

1) Call Meeting to Order

The meeting of the Regional Advisory Council was called to order by Mr. Terry Hall at 10:00AM. Council members and staff present introduced themselves.

2) Approval of the August 22nd Minutes

Mr. Hall called for a motion to approve the meeting minutes from August 22nd. Mr. Steve McMurrer made the motion, and Ms. Nicki Tidey seconded it. The motion was approved without opposition.

3) Best Practices

Ms. Stefanie McGuffin reviewed Best Practices for the Council. Best Practices are intended to support 911 and GIS in the Commonwealth. Staff began creating Best Practices and involved the RAC through the BP Steering Committee. Various workgroups and stakeholders have gathered, compiled and developed best practices. Best Practices will also address the transition to NG9-1-1 and support current needs and operations in 9-1-1 and GIS. Also Best Practices are different from Standards. The

responsibility of the BP Steering committee will be to compile and prioritize relevant topics; serve as SMEs on workgroups; identify workgroup members; provide feedback on process, templates, and documents; review drafts; accept final documents; maintain and update the Best Practice cycle. Ms. Tidey had questions for Staff and the Council about Standards and Best Practices. Ms. Spears-Dean said that the only Standard so far is the “9-1-1 Standard Capabilities and Services” document for Virginia PSAPs, and was a workgroup priority in RAC 1.0. There was Staff/Council discussion. Staff will work to make comments on Standard and Best Practice items easier to read, and will look to post them to the ISP website. As an action item, Ms. Spears-Dean will look to create a process document for Standards Development that will be clear for all stakeholders. Ms. McGuffin reviewed the Best Practice development process. Phase 1 covers the creation of the BP List, identification of workgroups, and draft documents. Phase 2 is the review, revision, and acceptance of the BP Document. Currently there are three completed documents. They are Public Safety Call Process, 9-1-1 Addressing: Administrative and Operational, and Wireless 9-1-1 Call Routing Optimization. A workgroup is currently creating a Dispatching Best Practice. The current Prioritized Topic list was reviewed. Ms. McGuffin stated the goal would be to complete 3-4 documents during each of the next two years. There was Staff/Council discussion. Staff will create a framework document for each topic and organize workgroups to refine and fully develop BP draft documents.

4) Council Roles and Responsibilities

Mr. Hall asked for the Council members to re-introduce themselves and briefly describe their current roles and responsibilities in their current area.

5) Establish RAC 2.0 Priorities and Tasks

Ms. Spears-Dean reviewed priorities and tasks from the 9-1-1 comprehensive plan. The seven priorities were Baseline Services & Capabilities; Standardized Data Sharing; Sustainability; Professional Development; System Reliability & Security; Stakeholder Communications,

Synergies of 9-1-1 and GIS. The associated tasks were also discussed. Council then took time to vote on specific Tasks and Priorities. At the end of the exercise, the Best Practice topic with the most votes was Staff Retention with 5 votes. There was Staff/Council discussion. For the specific initiatives chose, there were 5. 5B – Develop COOP template for Virginia PSAPs; 4B – Adopt and create baseline 9-1-1 professional and technical support staff development criteria; 7A - Support coordination and collaboration of 9-1-1 between PSC Coordinator and VGIN; 7B - Validate and improve GIS data quality and integration for public safety purposes; and 2C - Employ technology that allows for seamless automatic bi-directional communication of incident information between PSAPs. There was Staff/Council discussion. VITA staff was asked review the results of the selection exercise and report back to the Council at the next meeting on September 26th. Staff will also ensure current tasks will be properly supported. Council members are asked to review items with constituents.

6) Expectations

Project plans won't be able to be completed until after the meeting on September 26th. The end goal is to be complete with all work products by June 30th, 2018. PSAP representatives should provide updates to their region after each scheduled event and participate in a minimum of two regional meeting per year. IT and GIS representatives should provide updates through respective professional organizations.

7) Updates and Reminders

There is a Board meeting on September 14th. A final draft of the Staffing Analysis will be available for public comments.

8) Public Comments

Ms. Spears-Dean asked for public comments. There were none.

9) Adjourn

The meeting adjourned at 1:00pm.