



# Regional Advisory Council: Best Practice Topic Prioritization





# Themes for Best Practices

Q1: Weight the importance of the themes...based on how important you think the topic is to PSAPs.



	Lowest Importance	(no label)	Medium Importance	(no label)	Greatest Importance	Total	Weighted Average
9-1-1 & Operations (Governance, Call Taking/Dispatch)	0.00% 0	5.56% 1	16.67% 3	22.22% 4	55.56% 10	18	4.28
Professional Development (Recruitment & Hiring, Training)	0.00% 0	11.11% 2	22.22% 4	38.89% 7	27.78% 5	18	3.83
Technical Systems (Call Handling, CAD, Mapping Display, Voice Logging, Radio Systems, etc.)	0.00% 0	5.56% 1	38.89% 7	27.78% 5	27.78% 5	18	3.78
Data Development, Maintenance & Support (Technical System Support, GIS, Call Routing & Delivery)	5.56% 1	5.56% 1	16.67% 3	44.44% 8	27.78% 5	18	3.83
Analysis & Planning (Call Accounting, Data Analytics, Planning)	16.67% 3	22.22% 4	27.78% 5	33.33% 6	0.00% 0	18	2.78

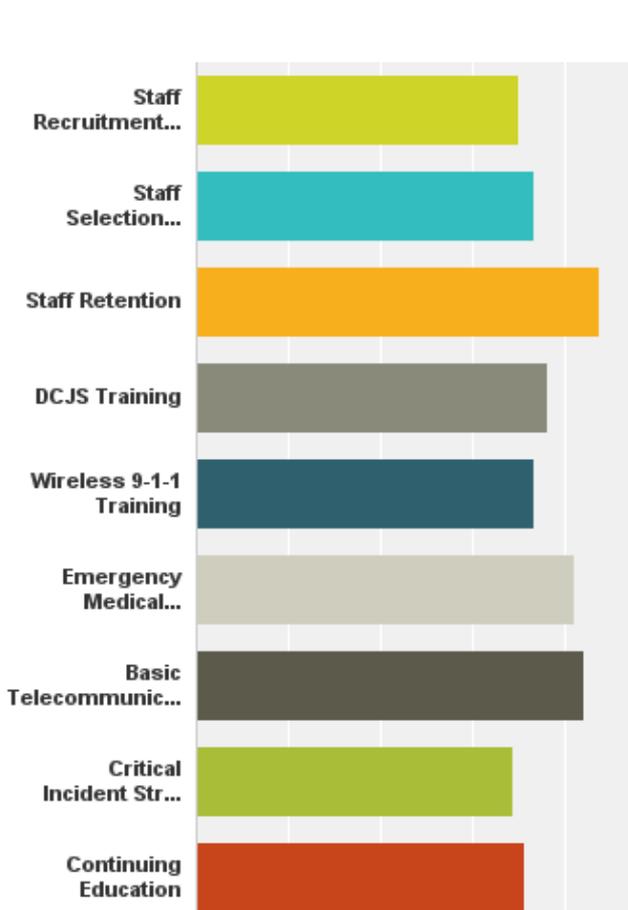


# 9-1-1 & Operations Best Practices

	Lowest Importance	(no label)	Medium Importance	(no label)	Greatest Importance	Total	Weighted Average
Governance & Organization	5.56% 1	27.78% 5	16.67% 3	22.22% 4	27.78% 5	18	3.39
9-1-1 Call Processing	0.00% 0	5.56% 1	11.11% 2	27.78% 5	55.56% 10	18	4.33
Non-Traditional Access Methods (Rapid SOS)	5.56% 1	44.44% 8	22.22% 4	16.67% 3	11.11% 2	18	2.83
Fire Incident Dispatch	0.00% 0	11.11% 2	16.67% 3	44.44% 8	27.78% 5	18	3.89
Law Enforcement Dispatch	0.00% 0	11.11% 2	16.67% 3	38.89% 7	33.33% 6	18	3.94
Emergency Medical Dispatch	0.00% 0	11.11% 2	16.67% 3	27.78% 5	44.44% 8	18	4.06
Language Line Services	0.00% 0	22.22% 4	38.89% 7	22.22% 4	16.67% 3	18	3.33
Telematics/CAN	0.00% 0	27.78% 5	50.00% 9	16.67% 3	5.56% 1	18	3.00
QA/QC Programs	5.56% 1	22.22% 4	16.67% 3	44.44% 8	11.11% 2	18	3.33
Public Education	16.67% 3	27.78% 5	33.33% 6	16.67% 3	5.56% 1	18	2.67



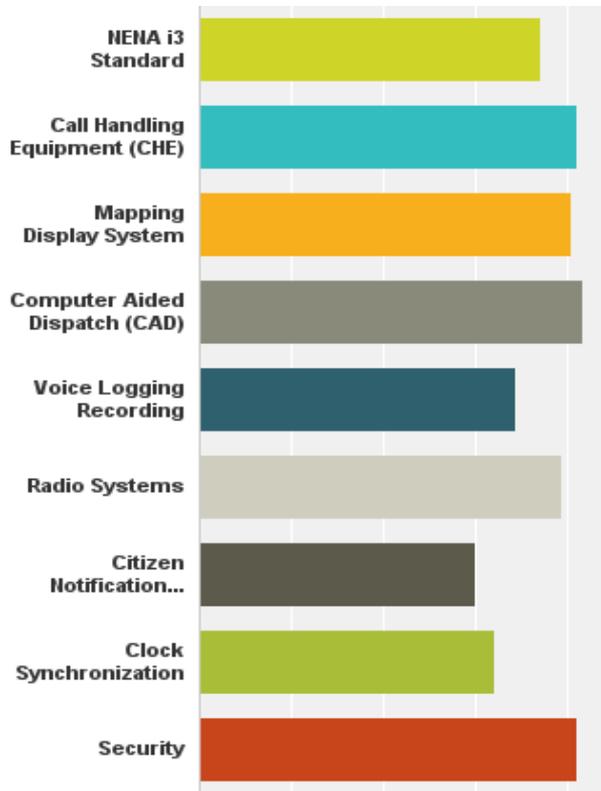
# Professional Development BPs



	Lowest Importance	(no label)	Medium Importance	(no label)	Greatest Importance	Total	Weighted Average
Staff Recruitment Practices	5.56% 1	5.56% 1	38.89% 7	33.33% 6	16.67% 3	18	3.50
Staff Selection Process	5.56% 1	5.56% 1	27.78% 5	38.89% 7	22.22% 4	18	3.67
Staff Retention	0.00% 0	0.00% 0	11.11% 2	38.89% 7	50.00% 9	18	4.39
DCJS Training	0.00% 0	16.67% 3	22.22% 4	22.22% 4	38.89% 7	18	3.83
Wireless 9-1-1 Training	5.56% 1	5.56% 1	22.22% 4	50.00% 9	16.67% 3	18	3.67
Emergency Medical Dispatch (EMD) Training	0.00% 0	5.56% 1	22.22% 4	27.78% 5	44.44% 8	18	4.11
Basic Telecommunicator Training	0.00% 0	5.56% 1	11.11% 2	38.89% 7	44.44% 8	18	4.22
Critical Incident Stress Management (CSM)	0.00% 0	16.67% 3	38.89% 7	27.78% 5	16.67% 3	18	3.44
Continuing Education	0.00% 0	22.22% 4	16.67% 3	44.44% 8	16.67% 3	18	3.56



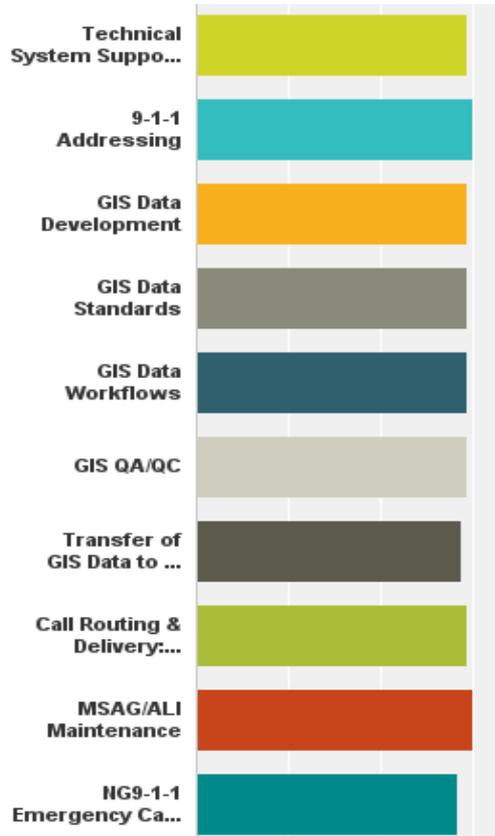
# 9-1-1 Technical Systems BPs



	Lowest Importance	(no label)	Medium Importance	(no label)	Greatest Importance	Total	Weighted Average
NENA i3 Standard	0.00%	5.56%	38.89%	33.33%	22.22%	18	3.72
Call Handling Equipment (CHE)	0.00%	5.56%	22.22%	27.78%	44.44%	18	4.11
Mapping Display System	0.00%	0.00%	33.33%	27.78%	38.89%	18	4.06
Computer Aided Dispatch (CAD)	0.00%	5.56%	16.67%	33.33%	44.44%	18	4.17
Voice Logging Recording	0.00%	16.67%	38.89%	27.78%	16.67%	18	3.44
Radio Systems	0.00%	11.11%	22.22%	27.78%	38.89%	18	3.94
Citizen Notification Systems	0.00%	27.78%	50.00%	16.67%	5.56%	18	3.00
Clock Synchronization	5.56%	16.67%	44.44%	16.67%	16.67%	18	3.22
Security	0.00%	5.56%	22.22%	27.78%	44.44%	18	4.11



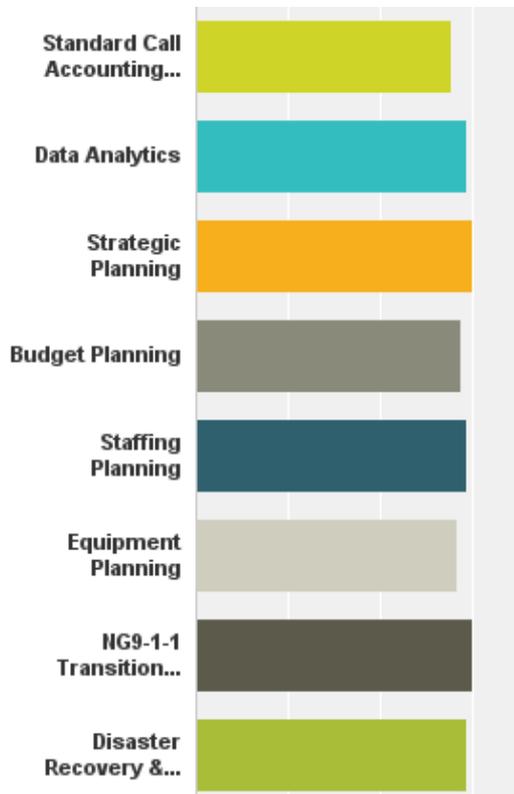
# Data Development & Maint. BPs



	Lowest Importance	(no label)	Medium Importance	(no label)	Greatest Importance	Total	Weighted Average
Technical System Support Staff	0.00%	5.56%	33.33%	38.89%	22.22%	18	2.94
9-1-1 Addressing	0.00%	0.00%	5.56%	33.33%	61.11%	18	3.00
GIS Data Development	0.00%	5.56%	22.22%	27.78%	44.44%	18	2.94
GIS Data Standards	0.00%	5.56%	22.22%	27.78%	44.44%	18	2.94
GIS Data Workflows	0.00%	5.56%	22.22%	44.44%	27.78%	18	2.94
GIS QA/QC	0.00%	5.56%	16.67%	50.00%	27.78%	18	2.94
Transfer of GIS Data to the PSAP	0.00%	11.11%	16.67%	33.33%	38.89%	18	2.89
Call Routing & Delivery: Testing and Validation	0.00%	5.56%	11.11%	55.56%	27.78%	18	2.94
MSAG/ALI Maintenance	0.00%	0.00%	22.22%	44.44%	33.33%	18	3.00
NG9-1-1 Emergency Call Routing	0.00%	16.67%	5.56%	22.22%	55.56%	18	2.83



# Analysis and Planning Best Practices



	Lowest Importance	(no label)	Medium Importance	(no label)	Greatest Importance	Total	Weighted Average
Standard Call Accounting Reports	5.56% 1	11.11% 2	38.89% 7	44.44% 8	0.00% 0	18	2.78
Data Analytics	0.00% 0	5.56% 1	55.56% 10	38.89% 7	0.00% 0	18	2.94
Strategic Planning	0.00% 0	0.00% 0	33.33% 6	44.44% 8	22.22% 4	18	3.00
Budget Planning	5.56% 1	0.00% 0	16.67% 3	38.89% 7	38.89% 7	18	2.89
Staffing Planning	0.00% 0	5.56% 1	22.22% 4	22.22% 4	50.00% 9	18	2.94
Equipment Planning	5.56% 1	5.56% 1	22.22% 4	33.33% 6	33.33% 6	18	2.83
NG9-1-1 Transition Planning	0.00% 0	0.00% 0	22.22% 4	44.44% 8	33.33% 6	18	3.00
Disaster Recovery & Contingency Planning (CoOP)	0.00% 0	5.56% 1	27.78% 5	38.89% 7	27.78% 5	18	2.94



## BP Topic Prioritization Conclusions

- Results show focus on today's operations, with lower priority on future and planning.
- Call Processing and 9-1-1 Addressing
  - Ranked highest in their categories
  - Have drafts; will start them through review and approval process
- Topics to begin working on:
  - Dispatching
  - Governance and organization
  - Staff retention