

Next Generation 9-1-1 – Strategic Initiative Charter

General Information

Next Generation 9-1-1 Initiative Action Team (NG9-1-1 IAT)

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Executive Summary

NG9-1-1 is the most recent technological development facing Virginia PSAPs. It is a paradigm shift that will transform 9-1-1 networks and infrastructure from analog to IP. In the original Statewide Comprehensive 9-1-1 Plan a strategic initiative was included to enable Next Generation services by connecting 9-1-1 centers to the statewide IP backbone. However, this is no longer a feasible solution. As a result, this strategic initiative has been refocused. An Initiative Action Team has been formed with members from the PSAP community. This Team, in partnership with ISP staff, will develop an alternate NG9-1-1 vision and implementation strategy to migrate Virginia PSAPs from their legacy analog environment to an IP-based future.

Purpose/Business Need

Presently, a comprehensive NG9-1-1 vision and implementation strategy does not exist to serve the needs of the Virginia PSAP community, the Virginia 9-1-1 Services Board, and the Commonwealth's Technology Secretariat. The vision must describe an end-state that all PSAPs can obtain. At a minimum, the implementation strategy must address the following components: legislative changes, regulatory limitations, governance issues, state-level coordination, funding, statewide and local infrastructure needs, PSAP operational impact, confidentiality, and liability. In addition, the vision and implementation strategy must be relevant and useful to the three stakeholder groups mentioned above.

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Description and Scope

Approach:

Members of the IAT will participate in bi-monthly conference calls/webinars that will take place from July 1, 2011 to December 31, 2011. An agenda and related slides will be prepared by ISP staff and distributed to the IAT a day in advance of scheduled calls/webinars.

Small working groups will be formed from members of the IAT. These working groups will develop a status report (1-page summary) and a short list of priorities for the following items: legislative changes, regulatory limitations, governance issues, state-level coordination, funding, statewide and local infrastructure needs, PSAP operational impact, confidentiality, and liability. A timeline will be established during the initial conference call for the working groups to deliver their summary report and priority list to the entire IAT.

A draft of the final document containing the vision statement and implementation strategy for NG9-1-1 will be presented at the January 2012 Virginia 9-1-1 Services Board meeting. Progress reports will be given to the Board in the interim.

Deliverables (At a minimum):

1. A final report that contains Virginia vision and implementation strategy for NG9-1-1
2. Articulate lessons learned from regional NG9-1-1 pilots
3. Create a mechanism for sharing NG9-1-1 best practices with PSAP community
4. Recommendations for purchasing NG9-1-1 equipment and services
5. Identify regional ESInet service opportunities and promote the advancement of IP
6. Develop cost estimates for statewide NG9-1-1 deployment
7. Cost estimates for local government NG9-1-1 deployments that includes, equipment, maintenance, staffing, and training

Expected Outcomes

1. A list of statewide priorities for NG9-1-1 related, but not limited to, legislative changes, regulatory limitations, governance issues, state-level coordination, funding, statewide and local infrastructure needs, PSAP operations, confidentiality, and liability.
2. A well articulated NG9-1-1 transition plan that leverages the deliverables listed above and includes specific metrics and milestones for all Virginia PSAPs to reach the end-state identified in the Statewide Comprehensive 9-1-1 Plan.

Major Stakeholders

- Virginia PSAP Community
- Virginia 9-1-1 Services Board
- Commonwealth's Technology Secretariat
- Virginia citizens (as end users)

Pertinent Documents

Virginia Statewide Comprehensive 9-1-1 Plan

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Relevant Terminology/Definitions

NG9-1-1 (From NENA's Master Glossary):

NG9-1-1 is an IP-based system comprised of managed IP-based networks (ESInets), functional elements (applications), and databases that replicate traditional E9-1-1 features and functions and provide additional capabilities. NG9-1-1 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for PSAPs and other emergency service organizations.