

Study Area	ID	Finding	Recommendation	Year	Area
Section 3: Operational Feasibility (Pages 16-42)	Operational - 03A	3. Procurement of mission critical systems on a local basis leads to technology silos that inhibit interoperability.	PSAP systems that could be pre-qualified and purchased via state contracts should be identified and prioritized.		PSAP
Section 3: Operational Feasibility (Pages 16-42)	Operational - 04A	4. There is significant diversity in call handling software (seven vendors/numerous software versions) deployed across the commonwealth. The disparity prevents effective sharing of calls and location information.	No more than three qualified call handling vendors should be identified that would be supported as part of state purchasing contracts. PSAPs should be encouraged to purchase from/through the state contract.	1	PSAP
Section 3: Operational Feasibility (Pages 16-42)	Operational - 05A	5. Seventy percent of the deployed call handling solutions in the commonwealth are not NG9-1-1-ready.	Qualified call handling systems should be NG9-1-1-ready before they are considered for inclusion on a state contract. Vendors must demonstrate the ability to receive SIP communications natively at the individual workstation.	1	PSAP
Section 3: Operational Feasibility (Pages 16-42)	Operational - 05B	5. Seventy percent of the deployed call handling solutions in the commonwealth are not NG9-1-1-ready.	Grant guidance should be updated so that non-NG9-1-1-ready systems do not qualify for grant funding.	1	PSAP
Section 3: Operational Feasibility (Pages 16-42)	Operational - 06A	6. Fifty percent of PSAPs plan to replace or upgrade their call handling systems by the end of 2016.	PSAPs should be incentivized to act regionally when procuring NG9-1-1-ready CPE solutions and a regional shared services approach encouraged.	1	PSAP
Section 3: Operational Feasibility (Pages 16-42)	Operational - 07A	7. The disparity in CAD systems across the commonwealth (17 vendors/multiple platforms and software versions) is much greater than the disparity in call handling solutions. The wide variance in CAD systems will leave the PSAP operational landscape largely unchanged even if regional ESInets are deployed.	PSAPs should be incentivized to act regionally when procuring CAD systems and a regional shared services approach encouraged.	1	PSAP
Section 3: Operational Feasibility (Pages 16-42)	Operational - 07B	7. The disparity in CAD systems across the commonwealth (17 vendors/multiple platforms and software versions) is much greater than the disparity in call handling solutions. The wide variance in CAD systems will leave the PSAP operational landscape largely unchanged even if regional ESInets are deployed.	Technical and project management support should also be offered to assist regions that do not have the internal expertise or personnel to bring complex CAD system projects to fruition.		PSAP
Section 3: Operational Feasibility (Pages 16-42)	Operational - 08A	8. Changes to CAD systems will have an impact on multiple agency systems, which can cause resistance and unwillingness to move forward.	The obstacles to standardizing a CAD system in each region should be identified and prioritized. Specific focus should be placed on the impact to agency mobile data and RMS.		PSAP

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Section 3: Operational Feasibility (Pages 16-42)	Operational - 09A	9. The current approach of each PSAP maintaining its own logging recorder is not cost effective or efficient in an NG9-1-1 environment. Multiple PSAPs and agencies may require dynamic access to logged data that will not be possible if there are a multitude of individual logging recorders storing the relevant information.	PSAPs should be encouraged to move toward centralized logging recorder solutions. Vendors should be pre-qualified for purchase off the state contract. Training or technical support that will be required to configure, maintain and assign access rights to an NG9-1-1- shared logging recorder service should be provided.	1	PSAP
Section 3: Operational Feasibility (Pages 16-42)	Operational - 10A	10. Agencies are reluctant to store confidential data in a centralized logger.	An education effort to dispel myths and provide information as to how data integrity is maintained via secure access rights and appropriate policy should be developed.		PSAP
Section 3: Operational Feasibility (Pages 16-42)	Operational - 11A	11. The variety of mapping systems is not a significant barrier to operations. The greatest challenge to interoperability is the many options available for configuring map displays, such as specialized icons, colors and boundary designators.	An assessment should be conducted to determine which PSAPs interoperate most often and which ones plan to potentially share personnel in the future. Those agencies should be encouraged to standardize on map display options as much as possible so as to limit risk and unnecessary training issues.		PSAP
Section 4: Technical Feasibility (Pages 43-128)	Technical - 03A	3. Shared CPE platforms are capable of much greater capacity.	The implementation of more shared CPE platforms where IP networks and operational alignment exist is recommended.		PSAP
Section 5: Statutory, Regulatory and Political Considerations (Pages 129-192)	Funding & Resources - 09A	9. Available grant funding is diminished by distributions to other agencies and funds.	In order to incentivize NG9-1-1 implementation in the commonwealth, additional grant funding should be made available to PSAPs, especially those interested in pursuing regional approaches; an increase in the wireless E-911 fee should be requested.	1	PSAP
Section 6: Economic Feasibility (Pages 193-229)	Effective Fund Management - 09A	9. Grant guidelines should be reviewed.	PSAP Grant guidelines should be reviewed and if necessary realigned or reprioritized in order to encourage NG9-1-1 transition.	1	PSAP