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Commonwealth of Virginia

# Internet Protocol (IP)-Based 9-1-1 Network Feasibility Study – Overview and Methodologies

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# Project Drivers

- Existing legacy technologies impact 9-1-1 service
- Widespread, significant limitations exist, including:
  - Length of 9-1-1 call setup time
  - Limited ability to transfer 9-1-1 calls between PSAPs
- Several “external” factors were identified:
  - Carriers have begun a transition to IP-based telephony
  - Traditional 9-1-1 service providers have announced their intention to exit the marketplace
  - Consumer expectations/behaviors have changed
  - Advances in technologies (consumer and enterprise)

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# Project Goal

- Develop a feasibility study to provide multiple solutions for the design of a single, statewide IP-based 9-1-1 network
- Address system design, procurement, implementation, operation, and any necessary modifications to the existing governance structure
- ***Resulting study is expected to be the first step in a long-term strategic approach to improve 9-1-1 service in the Commonwealth***



# Feasibility Considered Across Multiple Domains

- Operational
  - System operations, management
- Technology
  - Key NG9-1-1 technological elements and standards
- Statutory, Regulatory and Political Considerations
  - Policy/governance
- Economic
  - Cost projections (ROM), key benefits

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# Methodologies Employed

- PSAP Survey / Data Collection
- VITA Staff and Regional Coordinator Input
- Town Hall Meetings / 9-1-1 Community Input
- Policy Review
- External Reference Review