



Virginia Information Technologies Agency



PSAP Town Hall Meeting

CESC

November 12, 2010



Background Information

- This is not a “redo” of the existing Wireless E-911 Services Board’s Plan, but rather a reality check with 9-1-1 stakeholder community
 - Current focus is on PSAP community
 - Outcome will be an addendum to current Plan
- Plan was originally approved by the Board in January 2008
- In the interim, staff has moved forward with the implementation of the strategic initiatives identified in the plan, but don’t want to operate in a vacuum



Intended Audiences

- 9-1-1, public safety, and communication center telecommunicators, operators, dispatchers, communicators, supervisors, managers, and information technologies (IT) technicians
- Local law enforcement, fire, and emergency medical service (EMS), employees
- Local government officials and sheriffs
- Emergency management personnel at the local, regional, and state level
- Virginia public safety related agencies
- State and federal legislators



Current Plan Objectives

- Understand the Commonwealth's 9-1-1 vision, priorities, and plan for implementation
- Align with the Commonwealth's 9-1-1 priorities, which may guide operational, technical, resource, funding, and legislative decisions
- Volunteer to become involved in enacting the vision and initiatives
- Be informed about the future of 9-1-1, including Virginia's activities to make it a reality



Vision and Goals

- Validate vision and goals from current plan:
 - Virginia's 9-1-1 Centers receive, process, and dispatch calls for emergency aid quickly and accurately:
 - From any geographical location
 - From any communications device
 - In any language
 - Goal A: Provide a standard level of emergency response service to the public
 - Goal B: Position 9-1-1 centers to continuously meet the public's expectations
- Do they continue to accurately describe the path forward for the future of 9-1-1 in Virginia?



Initiatives

- Determine the relevancy of current strategic initiatives:
 - Conduct a baseline assessment of 9-1-1 capabilities and services
 - Develop and apply statewide guidelines to foster a minimum level of 9-1-1 emergency response service across Virginia
 - Implement a recruitment and retention program
 - Enable Next Generation services by connecting 9-1-1 centers to the statewide IP backbone
 - Create a mechanism of advocacy in the political environment surrounding 9-1-1 emergency response
- Do we need to modify the existing initiatives or are there others that should be included in the Plan to address NG9-1-1?



Other Issues

- Sustainability of PSAP operations
 - Current funding methodology and continued appropriateness
- Next Generation 9-1-1:
 - Role of 9-1-1 Comprehensive Plan
 - Coordination through VITA
 - Strategic partnerships
- Federal Initiatives:
 - National Broadband Plan
 - The National 9-1-1 Office
 - <http://www.911.gov/>
 - National 9-1-1 Resource Center
 - <http://www.911.gov/resources.html>
 - National Assessment Guidelines Working Group (NAGWG)



Next Steps

- Once scheduled Town Hall meetings are completed, determine if additional meetings or outreach efforts are needed
- Complete draft of Plan refresh by mid December and make available to the PSAP community for review
 - Present to Wireless Board for approval at their January 2011 meeting
- Town Hall meetings are the precursor to establishing quarterly PSC meetings with PSAP constituency
- Quarterly PSC meetings will begin in January 2011