9-1-1 Comprehensive Plan

Defines the key strategic initiatives to improve 9-1-1 service delivery and functionality in the Commonwealth

Strategic Initiatives

1. Assess impact of NG9-1-1 on existing statewide 9-1-1 capabilities and services	2. Improve accessibility to 9-1-1 services and availability of information about the 9-1-1 ecosystem	3. Training recommendations for the NG9-1-1 telecommunicator	4. Employ analytics to identify future information services

Statewide 9-1-1 Requirements

Each requirement has been evaluated for targeted gaps, needed technology or resources, operational impact, additional funding, and legislative change.

9-1-1 and Operations	Professional Development	Technical Systems	Data Development, Maintenance and Support	Analysis and Planning

• Address the needs of the deaf and hard of hearing community
• Access to foreign language services
• Increased interaction with organizations that represent local government
• Engagement with other public safety focused disciplines and government agencies
• Multiple avenues for data sharing (ISP to PSAPs) to help differentiate what's important from noise
	• Establish 9-1-1 as an independent discipline and explore 9-1-1 branding
	• Additional pedagogies for telecommunicator training
	   o NG9-1-1 & FirstNet
	   o Regional focus
	   o Aligned with current technology
	   o Related to other public safety disciplines
	   o Facilitates sharing of training materials
	• Identify innovative approaches to recruitment and retention from private sector
	• Wellness
		• Incentivize regional projects
		• Dedicated IT staff and resources to support systems (cybersecurity)
		• Maintenance after grant funding ends
		• Statewide approaches to hosted systems
		• CAD to CAD interfaces
		• Challenge of managing projects that involve multiple vendors
		• Integration of 3-1-1 and similar systems with PSAP
		• Interoperability
			• GIS data maintenance and work flows
			• Overall cost of maintenance
			• Data sharing (among PSAPs)
			• Coordinating PSAP boundary support
			• Best practices for GIS quality metrics
			• Interstate data sharing
			• Impact of visual media and records on PSAPs
				• Peer exchange for analytical reporting, development of metrics, assessing staff efficiency, and significant events
				• Include 9-1-1 in training and exercise activities
				• Understanding location accuracy
				• Facilitate 9-1-1/GIS interaction
				• Visibility of 9-1-1 calls from initiation to response