HANDOUT #2

OCIO 2010 9-1-1 Strategic Plan

The OCIO/PSCD, in collaboration with the Advisory Board's Long Range Planning Committee, developed this 9-1-1 Strategic Plan to foster the leadership and direction necessary to transition California to the Next Generation of 9-1-1 services.

Themes

- Collaboration
- Transparency
- Leadership

Mission Statement

The mission of the California 9-1-1 Program is to ensure that all 9-1-1 requests for emergency services are effectively delivered to, and answered by, a public safety answering point.

Vision Statement

The OCIO's 9-1-1 Office will lead California's 9-1-1 community into the Next Generation of 9-1-1 in order to provide excellent service to the public.

Goal 1: Empower the OCIO/PSCD 9-1-1 Office to lead California into the Next Generation of 9-1-1 Services

Objectives:

1. PSCD 9-1-1 Office as Gatekeeper
2. Facilitate solutions through collaboration
3. Ensure that the 9-1-1 Office has sufficient knowledgeable staff appropriate to the transition and ongoing support of NG9-1-1 in California
4. Develop new tools to enhance staff effectiveness, and that will facilitate planning and problem solution analysis and outreach

Goal 2: EXPAND 9-1-1 TO INCLUDE COMMON AND USEFUL MODES OF COMMUNICATION

Objectives

1. Determine the criteria for including or excluding various communications technologies into California's NG9-1-1 solution
2. Determine a process for identifying the appropriate data to include in the NG9-1-1 solution
3. Determine which communications technologies should be supported by California's NG9-1-1 solution

Goal 3: Define the Next Generation 9-1-1 Architecture

Objectives:

1. IP based and open standards technology
2. Security Requirements
3. Deliver requests to PSAPs over the IP network without requiring specialized hardware and software at the PSAP
4. All 9-1-1 communication modality vendors to provide all information necessary to identify and route the request

(continued)

Goal 3: Define the Next Generation 9-1-1 Architecture (continued)

Objectives: (continued)

5. Establish a common statewide knowledge system to route requests based on business rules
6. Supports complete flexibility of PSAP jurisdictions and operations
7. Robust services and delivery mechanisms, including leveraging existing or planned State infrastructure as appropriate
8. Ensure that the NG9-1-1 system is publicly owned and non-proprietary

Goal 4: Modernize the Funding Mechanism to Align with the Next Generation Solution

Objectives:

1. Keep the SETNA special fund and ensure that its use is protected
2. Ensure a minimum available fund value at all times
3. Identify the most appropriate funding source for NG9-1-1 program services
4. Repurpose the fund's allowed expenditures
5. Continued review and evaluation

Goal 5: Create an open marketplace for NG9-1-1 solutions

Objectives:

1. Promote market outreach and enrichment
2. Procure open source NG9-1-1 systems and services
3. Preserve open access to the market
4. Publish/distribute shared solutions

Goal 6: Empower County Coordinators in the New Paradigm

Objectives:

1. Expand the role and responsibilities of the County Coordinators to support NG9-1-1
2. Establish a standardized training program and monitor effectiveness
3. Research the best ways to employ County Coordinator services to ensure stability and succession planning in support of their expanded NG9-1-1 role

Goal 7: Empower the 9-1-1 Advisory Board to provide leadership in the new paradigm

Objectives:

1. Provide the Board with ongoing and current information related to the policy and program challenges of transitioning to the NG9-1-1 environment
2. Involve the Board in collaborative policy development
3. Enhance the Board's communication and procedural methodology
4. Encourage the Board to provide leadership and outreach to the 9-1-1 Community in support of transitioning to the new NG9-1-1 environment

Goal 8: Ensure the public is informed of the Next Generation changes and the proper use of 9-1-1

Objectives:

1. Confirm policies affecting the public's use of 9-1-1
2. Determine the percentages of call types among 9-1-1 calls
3. Study the cost and benefit of a public education campaign
4. Conduct focused public education campaigns as warranted
5. Establish standard messages for PSAP's to include on their websites

Goal 9: *Monitor System Health for the Public Good*

Objectives:

1. Define NG9-1-1 key performance indicators and business rules
2. Create the NG9-1-1 performance dashboard
3. Create the NG9-1-1 Community Portal
4. Communicate up, communicate out