



WASHINGTON STATE EMERGENCY MANAGEMENT

## Enhanced 911 ADVISORY COMMITTEE

### 2019 – 2025 Strategic Plan

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Modern and reliable first response to  
emergency situations

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## Message from JoAnn Boggs (Chair, Enhanced 911 Advisory Committee)

This document represents the work of many hours from the members of the Washington 911 Community. It is a vision for the future of 911 in our state and has been endorsed and adopted by the State Enhanced 911 Advisory Committee.

Respectfully,

A handwritten signature in blue ink that reads "JoAnn Boggs". The signature is fluid and cursive, with the first and last names being clearly legible.

JoAnn Boggs  
Chair  
State of Washington Enhanced 911 Advisory Committee

## Mission

Support 911 professionals and systems in Washington State to provide resilient, efficient, and standards-based emergency communications through innovation and proven strategies

(so that we achieve)

## Vision

Modern and reliable first response to emergency situations

## Values

Integrity    Respect    Competence    Collaboration    Compassion

## About Enhanced 911 Advisory Committee

The Washington State Enhanced 911 Advisory Committee was created in 1991 to advise and assist the State Enhanced 911 Coordinator in coordinating and facilitating the implementation and operation of Enhanced 911 throughout the state. The members of the committee represent various partners of the 911 industry and 911 professionals from diverse geographical areas of the state who work together to recommend actions that help set uniform National and State standards for Enhanced 911 services. The committee utilizes its many Subcommittees, which specialize in the varied aspects of 911 services, to create cohesive actions to recommend to the State Enhanced 911 Coordinator, as per [RCW 38.52.530](https://leg.wa.gov/RCW/default.aspx?cite=38.52.530). (<https://mil.wa.gov/emergency-management-division/e911/advisory-committee>)

### Enhanced 911 Advisory Committee Membership

The director of the Washington Military Department, the adjutant general, appoints all members and alternates. Statutory membership of the Enhanced 911 Advisory Committee shall be by agency, group, or organization, each with representation as designated.

The following Enhanced 911 Advisory Committee members must be state residents:

- National Emergency Number Association (NENA)
- Association of Public-Safety Communications Officials, International (APCO)
- Washington State Fire Chiefs Association
- Washington Association of Sheriffs and Police Chiefs
- Washington State Council of Fire Fighters
- Washington State Council of Police Officers
- Washington Ambulance Association
- Washington Fire Fighters Association
- Washington State Association of Fire Marshals
- Washington Fire Commissioners Association
- Washington State Patrol (WSP)
- Association of Washington Cities - East
- Association of Washington Cities - West
- Washington State Association of Counties - East
- Washington State Association of Counties - West
- Washington Utilities and Transportation Commission (WUTC)
- Voice over Internet Protocol provider

The following statutory memberships are to be an equal number of representatives from each and are not required to be state residents:

- Local Exchange Telephone Companies, large and small
- Washington Wireless Service Companies, large and small

The following are additional members recommended by the Enhanced 911 Advisory Committee and appointed by the adjutant general. These memberships must be state residents and have equal representation geographically:

Department of Health (DOH)

State Emergency Management Association (WSEMA) PSAP Director or 911 Coordinator from rural counties east (less than 75,000 population)

PSAP Director or 911 Coordinator from rural counties west (less than 75,000 population)

PSAP Director or 911 Coordinator from urban counties east (greater than 75,000 population)

PSAP Director or 911 Coordinator from urban counties west (greater than 75,000 population)

King County

At large



## Enhanced 911 Advisory Committee Subcommittees

Eight subcommittees support the Enhanced 911 Advisory committee in their decision-making process. Subcommittees are established by the Enhanced 911 Advisory Committee to focus on specific issues including conducting visits, studies, surveys, research projects and assembling information for special projects to advise the State E911 Coordinator and Enhanced 911 Advisory Committee. (<https://mil.wa.gov/emergency-management-division/e911/advisory-committee>)

**911 Authorities Subcommittee** - responsible for reviewing the current language of RCW and WAC pertaining to 911 and to determine modifications to address each of the following changes affecting 911 in Washington State:

- Modernization of 911 system
- Redefining and implementing NG 911
- The inclusion of new technologies accessing 911 (i.e., VoIP)
- The Strategic Plan as developed by the Strategic Plan Subcommittee
- The stagnant tax revenue and increasing expenditures of the 911 fund.
- Acceptable local 911 expenditures
- Regionalization and Centralization Support review and analysis

**911 Communications Subcommittee** - formerly known as the Wireless Workgroup, facilitates the coordination of 911 service provided by Local Exchange Carriers (including Competitive Local Exchange Carriers), Wireless Carriers, VoIP Service Providers, and other new technologies. The Subcommittee is a forum for service providers, County 911 Coordinators and the State E911 Office to discuss legislation, regulatory rulings, new technologies, funding, and technical issues. Problems with the service identified by any of the parties are investigated and resolved if possible. Information about system features and technical limitations are disseminated. Statewide 911 service standards for service providers, Counties, and Public Safety Answering Points (PSAPs) are developed, with the goal of ensuring that consistent, high quality 911 service is available throughout the state.

**GIS Subcommittee** – To facilitate the migration of counties in Washington State from today's E911 tabular Master Street Address Guide (MSAG) and Automatic Location Information (ALI) system to a (NG911) GIS-based technology driven environment.

**NG911 Subcommittee** - works/serves to make technical and operational recommendations for the modernization of the statewide E911 system. They enlist qualified committee members to ensure recommendations embody best practices and, modernize systems to drive improvements in the areas of: security; speed of delivery; reliability; and redundancy; and has the ability to receive voice and data from any device or

service that can access 911, anytime and anywhere in Washington state. The committee presents recommended changes to the Washington State Enhanced 911 Advisory Committee that ensure both efficiency and economical operation of the statewide system.

**Policy Subcommittee** - tasked with the creation and annual review of State E911 Coordination Office (SECO) 911 Policies to ensure current and accepted practices and governances of the state 911 fund and technologies. The committee may convene at any time as requested by the chair or designee to address emergent policy issues. New and/or modified policy language adopted by committee membership shall be recommended to the State Enhanced 911 Advisory Committee for adoption and subsequent recommendation to the State E911 Office for approval and implementation

**Public Education Subcommittee** - to provide high-quality, relevant, and varied educational messages, programs and opportunities for the purpose of ensuring efficient public use of the current E911 Systems as well as future capabilities of the E911 System

**Strategic Planning Subcommittee** - charged with creating and updating the 911 Strategic Plan on behalf of the Enhanced 911 Advisory Committee who represent the 911 community statewide.

**Training Subcommittee** - to ensure that a consistent, high quality 911 workforce is available throughout the state. Statewide 911 training is developed and offered in support of that objective.

## Enhanced 911 Program

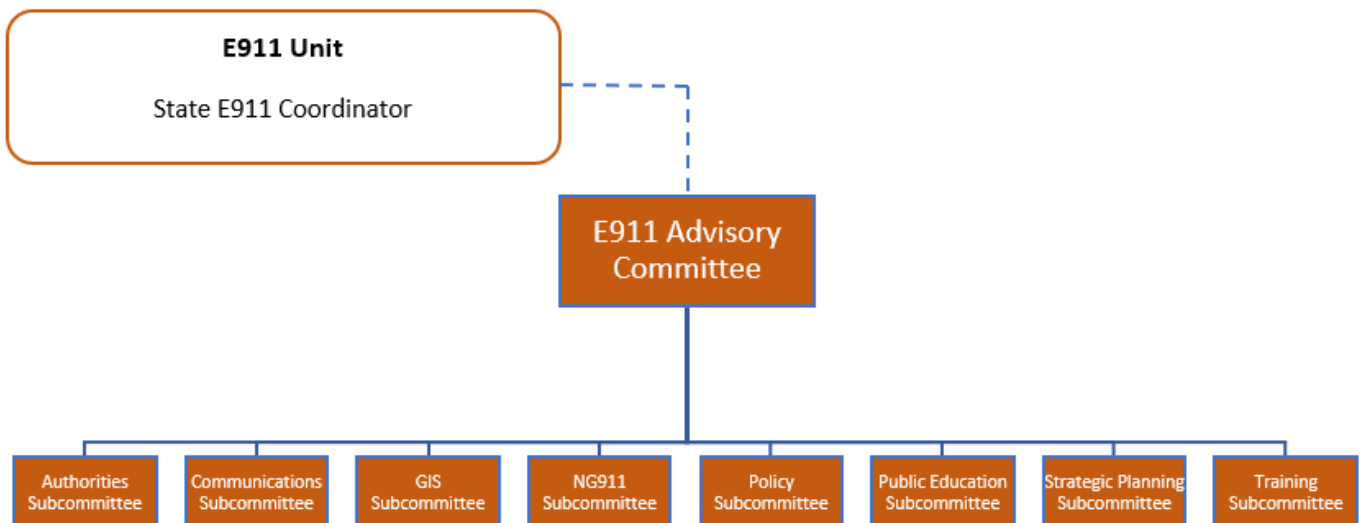
The Washington State Enhanced 911 (E911) Program is the result of a 1991 voter referendum directing enhanced 911 emergency communications systems to be available statewide by Dec. 31, 1998. The referendum provided for a State E911 Coordination Office (SECO), headed by the state enhanced 911 coordinator, and is established in the State Emergency Management Division. The office facilitates local planning and installation of such systems and works with counties and communications companies to ensure the E911 system is operational and available to all in the State of Washington.

Funding provisions are included in the referendum for county and state excise taxes to support implementation of E911 plans, systems, and operational costs. State 911 excise taxes are used to ensure 911 dialing is operational statewide, to assist counties with a basic service level of 911, and to assist counties with acquiring 911 equipment appropriate to modernize and increase 911 effectiveness. (<https://mil.wa.gov/e911>)

## Organizational Chart

### Washington State Military Department

#### Emergency Management Division



# Strategic Planning Components

**1. Strategic:** The vision / mission of the organization.

The strategic portion of the planning process should be determined first, as it identifies why (the vision) the Enhanced 911 Advisory Committee exists and the mission (the how) of how to bring about the vision. A goal is a finish line as it defines what the Enhanced 911 Advisory Committee is aiming to achieve through the operational and tactical objectives in the plan.

**2. Operational:** The operational portion of the strategic planning process is the what and the when.

It defines the objectives that must be achieved (outcomes) to realize the vision. Objectives are defined by intended results and performance measures in order to track success in achieving the objective(s).

**3. Tactical:** The tactical portion of the strategic planning process is the who and the where.

It defines what team(s) will be needed to complete projects or initiatives that have been identified; including scope, timeline, and budget.

Strategic and operational planning involves decision making by leadership, and the ability for others to implement those actions.

Tactical planning involves effectively managing resources based on experience and awareness at all aspects/levels of response and selecting a course of action in concert with planning efforts. It lays out the detailed steps that need to be taken in order to fulfill the operational objectives of the plan.

Typically, when project planning is done it is only focused on the tactical portion, because that is where the action is. The tactical side identifies who is involved, what needs to be done, what equipment needs to be purchased, and what specific steps must be accomplished by when.

## Strategic Plan Methodology

A balanced approach of identifying priorities across all aspects of the organization creates cascading alignment of strategic objectives and their intended results (outcomes) from overarching goals.

This foundation provides the underpinning for aligning the vision to the strategy, the strategy to the programs, the programs to the budget, and the budget to service delivery, so it can better align the valuable resources (dollars, assets, people) to the intended outcomes.

By measuring what matters and using data to drive decision making, the focus is on:

- Selecting the right initiatives and projects
- Choosing the right products and services
- Process improvements guided by strategy
- Employees focused on results
- Prioritizing limited resource allocations

# Objectives



## People (Internal)

- Create State classification for 911 public safety telecommunicator (PST) within the Public Safety category
- Enhance Telecommunicator training and advocate for stronger professional development training for the 911 community
- Promote and support a healthy and motivated 911 community



## Systems, Policies & Procedures (Internal)

- Establish and evolve statewide standards for 911 systems
- Develop an integrated COOP for all PSAPs
- Streamline number of 911 infrastructure touch-points across the state
- Implement a centralized and integrated interactive data portal



## Finance

- Develop a comprehensive statewide 911 financial plan
- Achieve a fully funded SECO
- Develop a sustainable staffing model
- Develop a statewide purchasing plan



## Outreach (External)

- Develop and sustain political support
- Develop and maintain education outreach plan
- Require appropriate certifications from all service providers

\*Wikimedia Commons icons

## Objective – State Classification for Public Safety Telecommunicator

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Create State classification for 911 public safety telecommunicator (PST) within the Public Safety category.

*Currently, PST's are classified as Administrative or Secretarial staff, which does not recognize the critical role and responsibility they have in the delivery of life safety services as a first responder. Within the State job classification structure, there is not an appropriate classification for this group of professionals. Establishing a new classification would identify the unique skill sets required.*

### Intended Results/Outcomes

- 911 public safety telecommunicator classification for Washington State
- An established methodology for developing initial certification and a re-certification process and approved testing procedure for 911 public safety telecommunicator certification within the State Enhanced 911 Coordination Office (SECO)

## Performance Measures

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*The State E911 Coordinator and the Advisory Committee will collaborate to establish this new job classification within the State Office of Financial Management (OFM).*

- 911 Public Safety Telecommunicator classification is realized
- Number of State certified 911 Public Safety Telecommunicators

## Initiatives / Projects

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- Develop a business case for creating a 911 public safety telecommunicator certification
- In collaboration with the Office of Financial Management (OFM), establish a 911 Public Safety Telecommunicator classification
- Modernize the current certification process in alignment with the newly established statewide standard

## Objective – Enhanced Public Safety Telecommunicator Training

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Enhance Public Safety Telecommunicator (PST) training and advocate for stronger professional development training for the 911 community

*This objective recognizes the fact that many personnel within the 911 community seek opportunities to promote into leadership positions. Traditional training that requires attendance at an off-site location is prohibitive for these newly advancing personnel. Identifying and offering non-traditional training opportunities will allow for improved professional development while lessening financial and staffing burdens.*

### Intended Results/Outcomes

- Increased capacity to develop, foster, and sustain a professional workforce.

## Performance Measures

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*The Enhanced 911 Advisory Committee will work with public safety partners and other organizations to offer professional development opportunities in a variety of formats to the 911 community.*

- Number of staff who have completed training
- Number of approved courses available
  - Traditional (in-person classes)
  - On-line
  - Independent study
- Number of PSAPs that have developed and implemented a succession plan

## Initiatives / Projects

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- Develop an online training program for PSTs
- Develop a professional development program
- Expand online library of educational offerings
- Succession Plan best practice template



## Objective – Healthy and Motivated 911 Community

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Promote and support a healthy and motivated 911 community.

*Ensure resources are available to personnel. Provide a variety of needed tools and support mechanisms to adequately respond to the potential stressful and traumatic experiences and help manage the ongoing heightened stress for the personnel working in the PSAP.*

### Intended Results/Outcomes

- PSAPs implement Health & Wellness program(s).
- PSAPs implement Mental & Physical Wellbeing program(s).

## Performance Measure

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*It is a best practice to provide health and wellness programs to personnel who often experience highly stressful events as a routine matter of business.*

- Number of PSAPs with a Health & Wellness program.
- Total hours of non-FLMA sick leave used by PSAP on an annual basis

## Initiatives / Projects

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- Determine key components of a Wellness Program Attending and participating in Critical Incident Stress Debriefing (CISD)/Interventions
- Provide CISD and Critical Incident Stress Management (CISM) awareness and facilitator training to the PSAP community

## Objective – Statewide Standards for 911 Systems

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**Establish and evolve statewide standards for 911 systems.**

*Use comparative analysis of data to drive decision making and establishment of baseline standards allows for the collective evolution of standards, systems, and technologies.*

### Intended Results/Outcomes

- Adopted statewide standards, including a process for standards review and revision.
- Established statewide standards baseline.
- Adopt process for regular review of system technology features and services.
- Consistency and reliability for our systems and processes
- Statewide staffing standards

## Performance Measure

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*Adopting standards for the entire state ensures no one PSAP is orphaned with non-interoperable solutions.*

- Number of PSAPs meeting baseline level of service standards
- Number of PSAPs meeting technology standards
- Number of PSAPs meeting operational performance standards

## Initiatives / Projects

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- Define a baseline level of service
- Establish the minimum resources required to meet the baseline level of service
- Develop statewide standards for technology and operations, such as:
  - Number of PST positions
  - Bandwidth necessary for ESInet connectivity
  - Ring-time/Answer-time standards (at PSAP)
  - Call delivery/processing times (from Originating service providers and ESInet operations)
  - Performance and operational standards for event processing
  - Staffing standards for PSAPs
- Establish policies and procedures that support adopted standards

## Objective – Integrated Continuity of Operations Plans (COOP) for all PSAPs

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### Develop an integrated COOP for all PSAPs.

*As part of the evolution from legacy 911 systems to a Next Generation 911 system, technology can be used to ensure no caller or request for service goes unanswered. Calls can be re-routed to other PSAPs regardless of where the dispatching function is performed.*

*Or*

*Next Generation 911 can be used to ensure that no call or request for service goes unanswered and provides a framework to deliver incident information and data from the 911 caller to the PSAPs and field responders. To obtain the most benefit of this system of systems, PSAPs can use Continuity of Operations Plans to plan, enact, and test their ability to obtain information and data from the community during various outage events and transmit it to field responders*

### Intended Results/Outcomes

- Coordinated preparation for disaster and ensuring resiliency and recovery of systems
- Deconflicted Policy Routing Rules for automatic failover/overflow of call routing over the ESInet
- Clear processes and procedures for delivering Emergency Incident Data during a COOP activation

## Performance Measure

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*A Continuity of Operations Plan provides for the consistent and efficient execution of processes under unusual, emergent, or extreme events.*

- Number of PSAPs submitting up-to-date COOPs
- Number of PSAPs annually testing their COOP and/or Policy Routing Rules
- Number of PSAPs electing to send 'fast-busy' vs. rerouting calls for service
- Number of paths and methods for communications between PSAPs
  - Locally
  - Regionally
  - Statewide

## Initiatives / Projects

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- Develop a template identifying key elements of a COOP specific to PSAP operations, including:
  - Policy Routing Rules
  - Failover agencies (with contact info)
  - Abandonment locations
- Develop the systems for delivering Emergency Incident Data between PSAPs

## Objective – Streamline 911 Infrastructure Touch-points

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Consider options for regionalization, centralization, and consolidation to streamline number of 911 infrastructure touch-points across the state.

*Advances in technologies have lessened the need for dedicated hardware/software systems installed at each PSAP in order to provide core, mission-critical services.*

### Intended Results/Outcomes

Leverage technology for efficiency in call processing systems, while assuring:

- PSAP's ability to receive life-safety data.
- Retention of each County's autonomy and authority to provide Dispatch Services.

## Performance Measure

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*There are a variety of paths for how the 911 community engages and interacts with each other. It is important to understand and diagram those touch-points so that workflow and process improvements can be identified.*

- Number of 911 infrastructure touch-points
- Number of direct ESInet touch points

## Initiatives / Projects

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- Define a touch-point
- Develop a listing of touch-points by county
- Develop a comprehensive plan and timeline to streamline 911 infrastructure touch-points

## Objective – Central, Integrated, Interactive Data Portal

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**Implement a centralized and integrated, interactive data portal.**

*Traditional file/information sharing services lack the ability to collate complex information among different 911 Community partners. The need exists to provide leaders and administrators the ability to holistically manage all facets of operations.*

### Intended Results/Outcomes

- ESInet Policy Rules
- ESInet performance
- Call volume monitoring and statistical reporting
- PST Training
- Organization, tracking, and collaboration of the AC subcommittee activities and initiatives
- State/Federal legislative tracking
- Dashboard for key performance metrics
  - Uniform call reporting for all PSAPs

## Performance Measure

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*The ability to have reliable and intuitive access to a variety of information from multiple sources allows for collaborative data driven decision making.*

- Real-time access to information systems
- Number of initiatives/bills that reflect 911 position
- Number of standards achieved and sustained
- Attendance at training events
- Number of outreach events and attendance throughout state

## Initiatives / Projects

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- Develop a project proposal
  - Research and identify product offerings
- Project charter
- Project plan
  - Develop a business needs and use case for implementation of solution
- Define administration, management, and sustainment of systems
  - People, time, funding

## Objective – Comprehensive Statewide 911 Financial Plan

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### Develop a comprehensive statewide 911 financial plan

- Fiscal impacts for re-classification
- PSAPs support for non-operations contract counties
- Fiscal impacts for baseline level of service
- Funding to support a modified equipment replacement schedule (support of common platform)
- Impact of block grant vs. line item grant for contract counties

*By identifying the total cost for providing 911 services across the state we can better analyze and identify opportunities to reduce cost while continuing to provide reliable and resilient services.*

### Intended Results/Outcomes

- Strategies for identifying new funding, sustainable funding, and impacts
  - Identified and defined costs for each 'phase' in the 911 call for service process
  - Established timeline for legislative actions for new funding opportunities impacted by new technologies
- A phased transition plan for local impacts of funding changes
- Compensation
- Identify and understand the full cost of operating 911 in WA
- Fiscal accountability

## Performance Measure

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*As communication technologies continue to develop and expand, so does the variety of tools used to initiate a 911 call. The funding mechanism used to fund the program should keep up with and reflect that evolving reality.*

- Number of new taxed components
- Dollars increased on existing taxed components
- Dollars increase of new funds
- Number of successful legislative actions impacting PSAP funding

## Initiatives / Projects

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- Establish a baseline of current funding mechanism
- Define the true cost of providing 911 services based on a 'typical' PSAP (measured from call-maker to first responder arrival)
  - Include networking, facilities, personnel, infrastructure (statewide services), administration, emergency communications, interoperability interfaces, etc.
- Develop models for accurately forecasting future costs associated with Next Generation 911 operations
- Review operations contracts not fully spent due to line item restrictions

## Objective Fully Fund SECO

---

### A fully funded State E911 Coordination Office (SECO).

*The SECO has the responsibility to facilitate local planning and installation of enhanced 911 emergency communications systems. The SECO works with counties and communications companies to ensure the E911 system is operational and available to all in the State of Washington*

### Intended Results/Outcomes

Adequate number of SECO staff to support the WA 911 community

- Cost savings to 911 community and stakeholders
- Project/Program management support
- Support for statewide initiatives
- Legislative support
- Compliance and auditing support
- Advocacy for 911 issues, technologies, etc.

## Performance Measure

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*The E911 Unit has not been fully staffed for years. As work responsibilities are redistributed to current staff, capacity is stretched. An intentional effort is needed to balance workload in an effort to increase efficiency.*

- The number of decision packages needed during a biennial budget cycle = 0
- Diversion of 911 fees = 0

## Initiatives / Projects

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- Coordinate with OFM to increase the carry-forward balance of the 911 account
- Conduct a SECO staffing workload analysis

NOTE: Legislative educational process pertinent to 911 revenues and consequences of diversion (See the Outreach Objectives)

## 911 Objective – Sustainable Staffing Model

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### *Develop a sustainable staffing model*

*Across the state, PSAPs have developed staffing models unique to their operations funding/budget. By developing a sustainable staffing model in relation to the role and responsibilities of the PSAP staff, PSAP leadership will be able to manage operations more effectively.*

### **Intended Results/Outcomes**

Staffing model with minimum staffing requirements identified

Reduced liabilities (legal/financial) to the PSAP

- Reduced mistakes (based on failed performance),
- Reduced errors (based on lack of training),
- Reduced stress and fatigue,
- Decreased sick leave
- Increased retention
- Increased morale

Tool for financial/budgetary justification and technology decisions

Increased customer service and support

Efficient allocation of staffing resources

Lean and effective workflow processes

## Performance Measure

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*A holistic approach to tracking all aspects of work product as it relates to staffing levels.*

- Staffing levels based on industry standards and best practices
- Retention rate for telecommunicators
- Overtime expenditures
- Time-off/Leave opportunities (other than sick time)
- Response performance and data tracking
- Program Funding (State and Local)
- Number of PSAPs using/tracking:
- Customer service survey
- Employee satisfaction survey
- Performance inquiries (complaint and error tracking)
- Timely delivery of work product
- Employee development



- Derive an applicable staffing model (formula) for Washington State
- Establish baseline measurements (5-yr historical avg)
- Evaluate baselines on annual rolling average
  
- Select a tool for reporting and managing performance measurements changes
  - Include key performance indicators
  
- Develop financial tracking tools to describe true costs of a sustainable staffing model
- Establish a common template for: performance inquiries, customer service surveys, and employee satisfaction surveys
- Perform a quantitative and qualitative workload capacity study

## Objective – Statewide Purchasing Plan

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Develop a statewide purchasing plan.

- Vendor list
- Negotiate Master Contracts for equipment and services
- Governance structure for statewide systems

*Develop a preferred 911 system equipment list of components to facilitate functional compatibility across the state and support standardized pricing among approved vendors.*

### Intended Results/Outcomes

- Cooperative purchasing program, (Master Contract Pricing)
- Uniformed pricing for equipment across all PSAPs
  - All PSAP equipment and services
- Identified vendors that align with the capability and technological targets of WA
- Incentivized regionalization and/or centralization of equipment and systems through cooperative purchasing
- Reduced equipment and support costs for all PSAPs

## Performance Measure

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*Standardizing processes and equipment components will support pricing, features, and functionality equity among PSAPs.*

- Number of PSAPs utilizing a common platform
- Number of PSAPs paying at or less than pricing baseline established in Master Contract
- Number of PSAPs utilizing the Master Contract
- Number of vendors participating in Master Contracts
- Tracking of systems by type, vendor, and version purchased off Master Contracts
- Number of PSAPs participating in regionalized and/or centralized systems
- Number of Master Contracts types/categories of equipment and systems

## Initiatives / Projects

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- Develop a process for creating, maintaining and updating the Master Contract(s) specific to 911
- Develop a tracking process/procedure for logging purchases
- Develop a cooperative agreement with the PSAPs to share purchasing information

## Objective - Political Support

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### Develop and sustain political support.

*911 regulations and funding mechanisms are governed by state law and local ordinances. The ability to effectively inform and educate decision makers, elected officials, and stakeholders will result in more effective legislative initiatives.*

### Intended Results/Outcomes

- Champion in the legislature/governor's office
- Elected officials and County Commissioners/Council members support
- Public safety associations support
- Raise the visibility of the 911 community in the legislative arena

## Performance Measure

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*Outreach and collaborative efforts to inform legislation that is responsive to the needs of the 911 community.*

- Successful legislative initiatives
  - Including a funding mechanism, where appropriate
- Number of engagement opportunities with elected officials (individual briefings/meetings/etc)
- Number of invitations to participate in the public legislative process (provide testimony, city/county/state/etc)
- Number of visits to PSAPs by elected officials and policy makers
- Number of initiatives supported by public safety associations on our behalf/in collaboration
- Funded statewide 911 service delivery platform for PSAPs

## Initiatives / Projects

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- Develop communications strategies for target audiences and stakeholders (elected officials/public/policy-makers)
- Develop training for engaging the target audiences (elected/public/etc.) – (PGAC: Public Governmental Affairs Committee)
- Participation in public safety association conferences and events (presentation of educational information on issues of mutual interest)

## Objective – Education Outreach Plan

---

Develop and maintain education outreach plan.

*Using various tools and technologies to tell the story of 911's role and responsibilities as the first step in the chain of response.*

### Intended Results/Outcomes

- Political officials informed about the emergency communications continuum (ecosystem)
- The public is informed and educated on efficient and effective use of the 911 system
- 911 leadership is educated on adopted purchasing equipment that meets continuity of service statewide
- The Law/Fire communities are supportive and value the efforts of the 911 system

## Performance Measure

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*By identifying unique audience groups with specific focused messaging, we leverage the opportunities to have a marketable impact on the outcome we are trying to achieve.*

- Increased support for legislative initiatives
- Number of 'inappropriate calls'
- Number of scheduled events and audience size
- Number of disparate systems

## Initiatives / Projects

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- Provide education and deepen understanding of functions and services performed at a PSAP
  - General public
  - Political
  - Stakeholders and Strategic Vendor Partners
- Define term 'inappropriate call'
- Identify, fund, and implement tracking method for 'inappropriate call'
- Advocate for a defined common statewide platform (compatible functionality)
- Educational/Outreach targeted to public safety associations (i.e. WASPC/Fire Chiefs, etc.)
- Survey tools to define level of service for different jurisdictions

## Objective – Service Provider Certifications

---

Engage, direct, and require submission of appropriate certifications from all service providers (technologies, networks, and software) that interface with or impact the 911 systems.

*Provide assurance to PSAP that the 911 system components they are purchasing meet the minimum standard necessary to provide connectivity among systems statewide.*

### Intended Results/Outcomes

- Established process for service providers to submit technologies for certification.
- Established listing of 911 certified consumer and PSAP technologies

## Performance Measure

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Ensure that service providers' performance and products are systematically tracked and in compliance with 911 standards

- Number of service providers participating in the certification process
- Length of time from application to certification for service providers

## Initiatives / Projects

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- Define process for service provider engagement
- Develop certification tracking database
- Coordinated input to vendors regarding capabilities of technology needs for public safety communications
- Coordinate and standardize deployment and implementation of technologies and services available to devices/individuals accessing the 911 network statewide

## Glossary

911 System	The set of network, software applications, databases, components and operations & management procedures required to provide 9-1-1 service. This may include commercial, governmental and human resources. <i>(NENA Master Glossary of 9-1-1 Terminology – NENA-ADM-000.22-2018, 04/13/2018)</i>
E911	(Enhanced 9-1-1) A telephone system which includes network switching, database and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any enhanced 9-1-1 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding. <i>(NENA Master Glossary of 9-1-1 Terminology – NENA-ADM-000.22-2018, 04/13/2018)</i>
NG911	(Next Generation 9-1-1) "Next Generation 9-1-1 services" means a secure, IP-based, open standards system comprised of hardware, software, data, and operational policies and procedures that (A) provides standardized interfaces from emergency call and message services to support emergency communications; (B) processes all types of emergency calls, including voice, text, data, and multimedia information; (C) acquires and integrates additional emergency call data useful to call routing and handling; (D) delivers the emergency calls, messages, and data to the appropriate public safety answering point and other appropriate emergency entities based on the location of the caller; (E) supports data, video, and other communications needs for coordinated incident response and management; and (F) interoperates with services and networks used by first responders to facilitate emergency response. REF: Agreed to by NENA, NASNA, iCERT, and the National 9-1-1 Office representatives on 01/12/2018. <i>(NENA Master Glossary of 9-1-1 Terminology – NENA-ADM-000.22-2018, 04/13/2018)</i>
ECC	Emergency Communications Center A set of call takers operating under common management which receives emergency calls for service and asynchronous event notifications and processes those calls and events according to a specified operational policy. <i>(NENA Master Glossary of 9-1-1 Terminology – NENA-ADM-000.22-2018, 04/13/2018)</i>
ALI	Automatic Location Identifier
ANI	Automatic Number Identification

APCO	Associations of Public-Safety Communications Officials
COOP	Continuity of Operations
MSAG	Master Street Addressing Guide
NENA	National Emergency Number Association
OFM	Office of Financial Management
PSAP	Public Safety Answering Point
PST	Public Safety Telecommunication
SECO	State Enhanced 911 Coordination Office
VoIP	Voice Over Internet Protocol
WA-EMD	Washington State Emergency Management Division
WASPC	Washington Association of Sheriffs and Police Chiefs
WUTC	Washington Utility and Transportation Commission