

***Washington State Enhanced 9-1-1
Advisory Committee***

Enhanced 9-1-1 Strategic Plan

For FY2015 - FY2017

Adopted November 19, 2015

The Strategic Planning Subcommittee which represents the 9-1-1 community statewide is charged with creating and periodically updating the Enhanced 9-1-1 Strategic Plan on behalf of the Washington State Enhanced 9-1-1 Advisory Committee.

Enhanced 9-1-1 Strategic Plan FY2015 through FY2017

Initiatives

1. Ensure Enhanced 9-1-1 (“E9-1-1”) Service Statewide

- a. Monitor state budget proposals re: E9-1-1 fund to support fund preservation and critical infrastructure to ensure E9-1-1 service statewide.
 - Responsible: State E9-1-1 Coordinator’s Office (SECO)
 - Completion Date: Ongoing (*annually*)
- b. Publish biennial budget plans for E9-1-1, inclusive of Next Generation 9-1-1 (“NG9-1-1”), with five-year to ten-year estimates.
 - Responsible: SECO
 - Completion Date: Every October
- c. Identify what actions need to be taken to ensure access to 9-1-1.
 - Responsible: NG9-1-1 Subcommittee, Communications Subcommittee
 - Completion Date: Ongoing
- d. Strive to meet or exceed national 9-1-1 standards and industry best practices.
 - Responsible: SECO, County E9-1-1 Coordinators, WSP E9-1-1 Coordinator, and PSAPs
 - Completion Date: Ongoing
- e. Develop the Annual Report to Legislature.
 - Responsible: Advisory Committee
 - Completion Date: Annually for distribution in December

2. NG9-1-1 GIS

- a. Create and maintain a statewide GIS plan for NG9-1-1.
 - Responsible: GIS Subcommittee
 - Completion Date: By December 2016 and then ongoing
- b. Publish the NG9-1-1 GIS spatial data call routing function consistent with national 9-1-1 standards.
 - Responsible: NG911 Subcommittee
 - Completion Date: June 2016
- c. Provide guidelines/roadmap for NG9-1-1 spatial routing function, including step-by-step checklist for counties and tools with references.
 - Responsible: GIS Subcommittee, NG911 Subcommittee
 - Completion Date: April 2016
- d. Provide assistance to counties to develop the basic four layers and to synchronize their GIS, MSAG and ALI datasets.
 - Responsible: GIS Subcommittee
 - Completion Date: Ongoing

- e. Provide County status information using a spreadsheet similar to that used for tracking the status of text to 9-1-1.
 - Responsible: GIS Subcommittee
 - Completion Date: March 2016 and ongoing

3. NG9-1-1

- a. Recommend policies related to the implementation of NG9-1-1.
 - Responsible: Policy Subcommittee, NG9-1-1 Subcommittee
 - Completion Date: To be presented to the Advisory Committee annually by Spring Forum
- b. Recommend best practices and model policies for NG9-1-1 operations.
 - Responsible: NG9-1-1 Subcommittee
 - Completion Date: 2016 Spring Forum and ongoing
- c. Develop an equipment replacement plan and supporting policies utilizing current national standards.
 - Responsible: Policy Subcommittee
 - Completion Date: December 2016 and then annually by Fall Forum

4. Leadership Training & Development

- a. Enhance onboarding process for new Advisory Committee Members and County and WSP E9-1-1 Coordinators.
 - Responsible: SECO
 - Completion Date: March 2016
- b. Encourage mentorship and succession planning within the 9-1-1 community.
 - Responsible: SECO, County E9-1-1 Coordinators, WSP E9-1-1 Coordinator, and all subcommittees
 - Completion Date: Ongoing

5. Public Education

- a. Recommend and maintain a plan for public education that aligns with the Advisory Committee's Strategic Plan.
 - Responsible: Public Education Subcommittee
 - Completion Date: Update as needed

6. Strategic Planning Project

- a. Review and Revise Strategic Planning Mission Statement.
 - Responsible: Strategic Planning Subcommittee
 - Completion Date: May 2016, then annually, unless a triggering event
- b. Review the Strategic Planning Document.
 - Responsible: Strategic Planning Subcommittee
 - Completion Date: Annually or as needed
- c. Subcommittee Chairs submit Action Plan to meet assignments to Strategic Planning Subcommittee Chair and also cover these items in their regular status updates to the Advisory Committee.
 - Responsible: Each Subcommittee Chair
 - Completion Date: March 2016 and ongoing

- d. Publish Each Subcommittee's Action Plan on OneDrive.
 - Responsible: Each Subcommittee Chair
 - Completion Date: March 2016 and then update as needed

7. Training

- a. Recommend and maintain a strategic training plan that aligns with the Advisory Committee strategic plan.
 - Responsible: Training Subcommittee
 - Completion Date: Ongoing
- b. Promote and support training statewide at all levels within the 9-1-1 profession. Use OneDrive.
 - Responsible: Training Subcommittee
 - Completion Date: Ongoing

8. Information

- a. Promote information sharing within the 9-1-1 community.
 - Responsible: SECO, County E9-1-1 Coordinators and WSP E9-1-1 Coordinator
 - Completion Date: Ongoing
- b. Engage with service providers to make available information to fulfill State, County, and WSP E9-1-1 Coordinator responsibilities.
 - Responsible: SECO, County E9-1-1 Coordinators and WSP E9-1-1 Coordinator
 - Completion Date: Ongoing