



PHILOSOPHY

We will fulfill our statutory mandates by exercising our values, using good judgment and demonstrating sound stewardship

VALUES

Integrity – acting with honesty and credibility in a professional manner

Respect – to treat others with dignity and value

Accountability – transparency of intent and direction while exercising fiscal responsibility

To serve – a resource for education and outreach

Empathy – understanding and compassion for stakeholders

MISSION

Enhancing Idaho's public health, safety, and welfare by assisting emergency communications and response professionals in the establishment, management, operations, and accountability of consolidated emergency communications systems

VISION

The vision of the Idaho Emergency Communication Commission is to realize a sophisticated, seamless emergency communication system throughout all jurisdictions in the State of Idaho where 911 dispatch centers can be accessed through all forms of communication devices

OUTCOMES

1. Determine the status and level of functionality (Basic, Enhanced, Phase 1, Phase 2 or Next Gen) of consolidated emergency communications systems statewide;
2. Determine the technical, human resources, and financial needs for upgrading consolidated emergency communications systems;
3. Recommend guidelines and standards for operation of consolidated emergency communications systems;
4. Recommend funding mechanisms for future implementation of upgrades;
5. Collect and allocate enhanced grant fee fund using a competitive application process;
6. Serve as a conduit for allocation of federal grant funds to support the delivery of consolidated emergency communications systems;
7. Report annually to the legislature of the state of Idaho and other stakeholders on the planned expenditures for the next fiscal year, the collected revenues and moneys disbursed from the fund and programs or projects in progress, completed or anticipated.

Outcomes, Goals, and Strategies

Outcome 1: Determine the status and level of functionality of consolidated emergency communications systems statewide.

Goal 1. Update the statewide assessment annually with the various components of the systems

Strategies and tactics

1. Online assessment tool
2. Compilation of information from all sources (ECC & PSAP)
3. E911 Program manager develops survey with stake holder and Commission input
4. E911 Program Manager launches the survey
5. Measure the response and compliance to the survey

Outcome 2: Determine the technical, human resources, and financial needs for upgrading consolidated emergency communications systems.

Goal 1. Use the statewide assessment to analyze the factors

Strategies and tactics

1. Online assessment tool
2. Input data
3. Identify questions of interest
4. Identify resources to perform graphical and statistical analysis
5. Publish results

Goal 2. Develop informational business case examples for PSAP consolidation

Strategies and tactics

1. Identify model or instructional documents from federal, national, and state sources
2. Adapt to Idaho
3. Apply to selected areas of Idaho
4. Refine and publish

Goal 3. Provide a forum and funding for ongoing training and other necessary functions for the commission

Strategies and tactics

1. Identify models or instructional documents from federal, national, and state sources
2. Educate Commissioners through regularly scheduled presentations and workshops
3. Prioritize and select conference opportunities

Goal 4. Develop and adopt the statewide plan

Strategies and tactics

1. Identify successful models or instructional documents from federal, national, and state sources
2. Define and approve the scope of work
3. Evaluate resources necessary to complete the work
4. Refine the scope of work as needed
5. Publish

Goal 5. Evaluate the needs of the commission in terms of program coordination, administrative support, and public affairs

Strategies and tactics

1. Identify tasks and duties for program coordinator and administrative staff to fulfill commission outcomes and goals
2. Review and identify modifications to E911 Program Coordinator job description
3. Draft and review job description for administrative support for Commission action
4. Identify and enlist support for public information and press release needs

Outcome 3: Recommend guidelines and standards for operation of consolidated emergency communications systems

Goal 1. Formalize the composition and operation of PSAP standards committee

Strategies and tactics

1. Review bylaws or by resolution process
2. PSAP standards committee to develop annual work plan for review and action by the Commission

Goal 2. Adopt minimum standard for preparation of dispatchers (POST)

Strategy and tactics

1. Identify options and select a method for dispatcher certification and recertification
2. Devise a model credential process for PSAP manager use

Goal 3. Design a framework for statewide availability of Emergency Medical Dispatch (EMD)

Strategies and tactics

1. Identify recognized and credible methods of EMD delivery
2. Identify recognized and credible methods of EMD training
3. Identify options and select a method for EMD certification and recertification
4. Identify options for EMD licensure

Goal 4. Draft a framework for subjects that might be addressed in a PSAP classification process if one were to be implemented

Strategy and tactics

1. Identify successful models or instructional documents from federal, national, and state sources (including disciplines outside of emergency communications)
2. Define and approve the scope of work
3. Evaluate resources necessary to complete the work
4. Refine the scope of work as needed
5. Publish

Goal 5. Address issues and opportunities with emerging technologies (needs clarification)

Strategy and tactics

1. Schedule ECC review of NENA Next Gen governance and policy document
2. Create Technical Committee

Outcome 4: Recommend funding mechanisms for future implementation of upgrades

Goal 1. Universal implementation of grant fee by all counties

Strategy and tactics

1. ECC legislative committee to pursue legislation to remove sunset clause and mandatory adoption statewide
2. Celebrate the successes of the grant fund

Goal 2. Resource directory for grant and funding opportunities for PSAPs

Strategy and tactics

1. Research Idaho specific grant opportunities to list on ECC website
2. Link on website to database of federal grants

Outcome 5: Collect and allocate enhanced grant fee fund using a competitive application process.

Goal 1. Assess and streamline the process based on lessons learned each grant cycle

Strategy and tactics

1. Convene the ECC Grants Committee to review the grant process and develop recommendations to ECC following the application and award period to improve efficiency and effectiveness to be completed by February 1 of each year.

Goal 2. Educate stakeholders about opportunities for funding and grants

Strategies and tactics

1. Conference call or outreach meetings for all grant applicants
2. Avoid the perception of favoritism or bias in the process
3. Publicize grant awards and communicate the benefits to all stakeholders and the public on a periodic basis

Outcome 6: Serve as conduit for allocation of federal grant funds to support the delivery of consolidated emergency communications systems.

Goal 1. Establish and implement the statewide plan (See Outcome 2).

Goal 2. Monitor the availability and qualifications for federal funding opportunities including possible homeland security and highway safety grants (see Outcome 5)

Outcome 7: Report annually to the legislature of the state of Idaho and other stakeholders on the planned expenditures for the next fiscal year, the collected revenues and moneys disbursed from the fund and programs or projects in progress, completed or anticipated.

Goal 1. Continuously improve the annual report product and widen distribution to include officials from the Executive Branch

Strategy and tactics

1. Complete annual report by December 1 of each year
2. Include more graphics
3. Convert to presentation format for broader use

Goal 2. Improve communication specifically with Joint Legislative Oversight Committee (JLOC)

Strategy and tactics

1. Assign ECC liaisons to JLOC
2. Make JLOC liaison report a standing agenda item

Goal 3. Develop and continuously update annual report to the Federal Communications Commission (FCC)

Strategy and tactics

1. Standing agenda item for January ECC meeting to prepare for the FCC submittal to include the draft response

Goal 4. Continue to strengthen the position and relationships of the Commission

Strategy and tactics

1. Participation in the Public Safety and Education Communications Governance Council (PSECGC)
2. Participation in the Statewide Interoperability Executive Council (SIEC)
3. Submit speaker engagement requests to stakeholder associations

Goal 5. Propose new or updated legislation to address emerging opportunities

Strategy and tactics

1. Perform an annual review for potential legislation by the May ECC meeting
2. Identify rules or education needed to improve fee collection by prepaid phones, multi-line telephone systems & VoIP providers