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Welcome to the State of 911 Webinar series hosted by the National 911 Program.

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My name is Brian Tegtmeyer, and I'll be the moderator for today's session.

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This webinar series is designed to provide useful information to the 911 community

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on the advancement of 911. The National 911 Program strives to bring you federal,
state and local leaders in public safety to share valuable information. In today's
session, you will learn more

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about 911 and PSAP center responses to railroad incidents and the benefits of the
Intelligent Transportation Systems. For closed captioning,

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hover at the bottom of the zoom screen for meeting controls and click CC

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to start viewing closed captioning. For more information on the National 911
Program's

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webinars, access to archived recordings, or to learn more information about the
National 911 Program

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please visit 911.gov. Feedback or questions can be sent to the National 911 Program

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email NHTSA.National911@dot.gov

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The National 911 Program would like to make you aware that the documents and tools
section of 911.gov website has been updated with new resources and improved access.

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911 stakeholders are encouraged to submit links and documents that would be of use
and interest to 911 colleagues, including policy documents, plans or reports across
several topics, including Governance, Management, Technical, Operations, Standards
and Best Practices.

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You may access the web page under the 911 System Resources dropdown menu or scan
the QR code in the bottom right corner of this slide. Content can be submitted by
clicking the online submission form on the left side of the Docs & Tools page, as
shown in the red circle.

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In addition to National 911 Program would also like to invite you to visit the 911
Telecommunicator Tree of Life and share the name of a remarkable 911
telecommunicator who inspired you.

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Share their story at 911TreeofLife.org to honor a special 911 telecommunicator
who's making a difference in your community.

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Please note that all participants' phone lines have been put into a listen-only
mode,

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and this webinar is being recorded. The webinar will be shared after today on
911.gov.

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To ask questions of our presenters, feel free to take one of the two actions, using
Zoom's Q&A feature

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located on the bottom of your screen in meeting controls,

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you can enter your question at any time during the presentation. And once entered
into the queue, you can hover your mouse over the bottom of the page to access
those meeting controls, or to ask your question, live, use the raise hand feature
to request your phone line to be unmuted, and you'll be called upon to

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ask your question. We are able to. We will be answering the questions that are in
the chat at the conclusion of each speaker's sessions and will provide information,
and any unanswered questions will be answered and put on the website later.

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Individuals registered for this webinar will receive access to today's PowerPoint
presentation and the webinar recording. With that, I would like to enter our first
speakers and my colleagues from the Federal Railroad Administration.

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Mike, please introduce your team.

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Thank you so much, Brian, and we appreciate being invited to this webinar today.

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As Brian mentioned, my name is Michail Grizkewitsch. I'm with the Federal Railroad
Administration out of our Washington, DC Office.

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I am charged with all the outreach that involves grade crossing and trust pass-
related incidents. Prior to that, I was a law enforcement officer in a rural police
department. Also joining me today from our team at the Federal Railroad
Administration is Monica Shaw.

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She's a Transportation Specialist for the Federal Railroad Administration.

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She, too, also coordinates all our Trespass Prevention programs,

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Grade Crossing Prevention programs. She's a project manager that oversees our Operation Lifesaver grants. In addition to that, Monica is a key partner in the Law Enforcement and Suicide

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Prevention grant program that we have. In addition to Monica, Raquel Wright will be speaking to you today.

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Raquel Wright has been with US DOT since 2006.

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She holds a bachelor's in science.

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Raquel is our GIS specialist. I'm sure many of you will want to stay tuned to Raquel's GIS presentation

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that will begin shortly, in a few minutes. You could go to the next slide.

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So today, what are we gonna talk about? I'm gonna tell you who the Federal Railroad Administration is.

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I'm sure many of you out there are going, "Who are these folks,

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another federal agency", but I'm gonna tell you what we do, who we do,

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how do we help you? In addition to that, I'll talk about the Emergency Notification System Signs and what they are,

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and why they are so important to you. I'll also talk to you a little bit about our law enforcement, emergency management, first responder and our emergency telecommunicator tools and resources for you folks to use. Also, Raquel will talk about our FRA GIS

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programs, and how that GIS can get into your hands,

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and exactly what the FRA captures so you folks can add layers to your CAD systems.

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The Federal Railroad Administration prior to today, I'd ask the question, but how many of you have actually heard of the Federal Railroad Administration?

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Well, the bottom line is we are part of the US DOT Department of Transportation. NHTSA that's hosting

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this call is a sister agency of ours. Our job at the Federal Railroad Administration is to ensure the safe, reliable movement of transportation and people and goods via train. Safety is our number one priority.

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It's kinda like your local law enforcement officers are charged with protecting the citizens of your communities.

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Our job at the Federal Railroad Administration is to oversee anything to do with railroads to ensure that they operate in compliance with federal law.

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This is done with over 7 or 800 inspectors out in the field.

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Their job is to enforce federal law, which trains are operating in accordance with. The team that will be speaking with

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you today, our job is mostly the outreach arm to provide you, folks, the tools that you may need in emergencies, contacts, etc.

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What is the ENS system? Again, prior to today? I wonder how many of you folks have actually heard of this?

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This is specifically designed for first responders and emergency telecommunicators in the event of an emergency,

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who do you call when you're dealing with a train?

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Everybody thinks we have to call 911, or in reality, when we deal with railroads, their dispatch centers could be 10 states away.

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CSX railroad operates mostly on the

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East Coast has 26 states I believe that they deal with. Their dispatch center is in Jacksonville, Florida. So if they have an issue in Vermont, you really can't call 911 to get a hold of the railroad. So the federal government, mostly under

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Monica and myself, office we created what is known as the emergency system, Emergency Notification System Sign.

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This sign is placed at every highway, rail, and grade crossing in the United States.

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It is a blue sign with very important emergency information. If you receive a 911

call of an emergency of a stuck vehicle, a tree on the tracks, or a malfunctioning grade crossing, one of the first questions

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we ask you, folks, to do other than get them out of the car, ask the individual to look for this blue sign.

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Why is this blue sign important? This blue sign has a toll-free 1 800 number that, under federal law, must be answered.

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24/7 by a live person. On that sign is a unique DOT number,

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it's kinda like the VIN in a car. Every grade crossing in the United States has a DOT number.

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I'm sure you folks have seen them on the side of commercial vehicles,

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tail numbers on planes, but we have them for the grade crossing.

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That DOT number is specifically assigned to that grade crossing.

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By you folks calling the 1 800 number will stop the trains or get the railroad the quickest by the quickest means.

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They will ask you what US DOT number you're at,

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you will provide them with that unique number. Some of you may say, "Well, I have a small town.

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Why does it matter?" We've had several instances of a 911 operator calling a railroad, saying, "Can you please stop your trains,

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Main Street, U.S.A." Come to find out, there happen to be two different rail carriers operating on Main Street in that same town, and unfortunately, the wrong train has been stopped.

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So that's why we go by this US DOT number.

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It is very important. Later on, in this webinar, you'll hear from our GIS team

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that will actually help you in getting an overlay of the US DOT numbers in your specific town or territory.

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So, as I mentioned, the ENS sign has all this valuable information.

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It is your quickest way to get to the railroad.

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We are even telling members of the public, depending on the emergency situation,

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call this number sometimes before they call you. The reason being calling this 1
800 number will get that train stopped in a matter of seconds.

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When people call you folks, then you, in turn, have to call them valuable

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time goes by. It takes a mile or more to stop the train, so our biggest and number
one priority is getting that train stopped.

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Whether it's stalled vehicle, tree, malfunctioning crossing, or plane crash!

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We have one out in LA, where a plane crashed on a grade crossing. So the quickest
way to get a train stopped is by calling this 1 800 number.

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Upon request, we can send you a postcard and hand out information on this

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if you need. Next slide, please.

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What are some other tools FRA has created? The State Laws App that does
specifically talk about the laws in your particular area in relation to railroads.

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These laws are your state laws. We do have federal laws. However, most average law
enforcement cannot enforce state laws, but we do have state laws that we work with.

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Some of you may as ", "Well, why is this important? I'm a 911 operator?"

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Under federal law, if the railroad does not respond by the quickest means to your
notification, whether it's an emergency or a malfunction, you folks are considered
a credible source. So we pull your log records,

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we show that you called the railroad, for whatever reason, did not respond in a
timely manner.

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Believe it or not, that is against federal law. So that's why we work very closely
with you folks.

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We've also located what it developed what is called the Locator App, the grade crossing Locator App.

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If, for some reason, your GIS system goes down and you need to find an emergency situation.

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information on a highway-rail grade crossing. You can actually download this app using your phone's internal GIS system,

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it will tell you the emergency information closest to you.

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In addition to that, we develop an informational video series. This series was specifically designed with the 911 operator in mind.

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My family has two 911 operators in our family.

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They both have served over 30 years. Of the 911 field, and they're the ones that actually got me involved in developing a specific video series for you folks.

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I do believe you are the true first responder. You are the first line of help.

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When that person calls you, your decisions affect a lot of things that happen after the fact.

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So stopping these trains, we've developed this video to instruct you on how to stop the trains by the quickest means. What are some pre-planning activities that you can do to get these trains stopped quicker?

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Please take a look at our video series, and then, by request, I can actually send you these on a thumb drive these videos.

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Lastly, FRA is partnered with Nlets, National Law Enforcement Terminal System, and if you could go to the next slide, I'll talk a little bit about that.

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Every one of you folks, I believe, has Nlets located within your 911 system.

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Basically, every state has been given the right that you folks can run a US DOT number.

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It'll give you the location's emergency contact, railroads, etc.

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However, it is my understanding it is up to your state to check the box or uncheck a box to get that down to your local PSAP.

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So if you do not have this system access at your PSAP, I would tell you to start with your state Nlets coordinator. If, for whatever reason, there's an issue, please feel free to contact Monica or myself,

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and we will help you. But the Nlets is just important in case

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God forbid that you don't have the information handling handy.

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Somebody could just give you a DOT number, and you could actually run in Nlets.

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And you see on the screen this is the emergency information that will come back to you. Next slide, please.

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As I mentioned, the Rail Crossing Locator App. these tools here are specifically designed to locate a grade crossing within your territory.

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It'll provide you not only the US Government's information on the grade crossing but, more importantly, the 911.

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It will assist the 911 operator with the 1 800 number and get a hold of the railroads by the quickest means.

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It's available on just about every platform. Next slide, please.

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And as I mentioned the video series for our first responders, a web link will be provided,

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I believe a PDF of this presentation will be provided to you folks. So if you do need hard copies of these, please reach out to me or to Monica, and we will get you those. Next slide, please.

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This web page is specifically designed for you first responders.

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It talks about all the information that I've mentioned here.

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And then, more importantly, if you would like some outreach material from us, you can reach us through this web page.

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We strongly recommend pre-planning. It saves a lot of time in the event of an incident.

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I do understand that some of you may never deal with an incident or however. Some of you may only deal with one incident in your whole career. Within the United

States

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every three hours, someone is struck by a train, whether they're in a car or an automobile. Grade

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crossing crashes, we have over 3,000 a year. Trespass, slash suicide incidents

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we have about another 1,000 a year. Fatalities and such are well over 1,000 a year, all combined.

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So these events do happen. Although thank God, they are rare.

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But when they do happen in your neck of the woods, it is a catastrophic event.

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It will tie up all your resources. The train will block several grade crossings and then, of course, the investigation that follows. So please visit these websites to get the resources that you may need. Next slide.

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I'm going to turn it over to Raquel Wright. She's, in turn, gonna talk about our GIS program and our GIS layers. Raquel.

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Thank you, Mike. Good afternoon, I managed to GIS program, and I could probably do a deep dive into the GIS

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for like an hour. But today, I'm just gonna really talk about getting access to the data and some data that might be important.

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I'm assuming that you guys have somewhat of a GIS background, and I'm hoping you do.

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But we'll go to the next slide. The first thing I wanna talk about is the North American Rail Network.

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This North American Rail Network, right now, you're just seeing the main lines and the class ones.

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But we have the National, the North American Rail Network has every single line in the United States.

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It's really all of North America, but I think for this purpose, what you can do is you can download the data, and it gives you information about the network. Next slide.

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Next slide. Oh, yeah. So I just wanted to talk about spatial accuracy.

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Typically the right away of a rail line is plus or minus 50 feet and in the United
States,

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we did a whole completion of using a lot of imagery and data for foot by foot data
that we collect out in the field. And typically, we would say that in the United
States, the Rail Network is plus or more is 13 feet.

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So I would definitely say, when you download the data, that right away is
definitely gonna be, a real line is definitely gonna be within the right away. Next
slide.

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This is just an example of what the Network looks like. In the Network

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there is a column, a field in there called Net, and it will tell you like if it's a
main line, yard, or sightings.

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This just gives you an identification. So I wouldn't say it's track level because
it's not every single track, but it's more than route level.

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It's kind of like a hybrid between the two. But, as you can see, you're definitely
going to get the main infrastructure with those rail lines. Next slide.

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Just to just touch on the attribution underneath the GIS data, we have the unique
IDs in that all the geography, passenger lines, and STRACNET is our strategic
corridors.

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But the key things that would be important are some of the operational data we know
who's owning it and who has Trackage Rights.

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So let's say BNSF shuts down the line, but UP, Union Pacific, has Trackage Rights
to reverse that line.

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So again, if you wanted to shut down the line, you would notify the ownership.

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In subdivision, these are just different ways to get to geolocate these lines. Next
slide

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I just wanted to touch that we do a lot of collaboration because the rail lines are
privately owned and as a very key part

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of this data. I work with all of the class ones and really facilitate this
relationship, and also with the Short Line Association.

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We have done work with NENA, Amtrak and DOD, and then state DOTs,

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and academia. And just this is again more partnerships,

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we're doing a collaboration with the GIS and FRA,

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and rail data. Next slide.

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The data that can be downloaded, all of our public data, is available on what we
call the National Transportation Atlas Database.

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This is a great resource. It has all the GIS layers for all of the different modes
at DOT.

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You can go into this link, go to the rail and download our grade crossings on our
North American Rail Network.

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So we keep in mind that they probably have updates

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quarterly. So you can update the data quarterly.

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And I think the next release is gonna be this February. Next slide.

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Going forward.

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Next slide. Oh, ok, thank you. So just a just to touch real quick

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there's different ways to get access to our data. If you don't want to download the
data, we're able to use ArcGIS online. It's a big way of exchanging data.

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Mike already touched on the Grade Crossing Locator App.

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We have a JavaScript API, and everything is available.

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We do have a web mapping service, so you can bring data into different GIS if
you're able to access the internet. Next slide.

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Also, on our DOT page, under the Railroad Network Development,

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there is a link called Maps. You can get access to our different data sets and be
able to access our JavaScript APIs or the inventory or download the data, directing
you to NTAD to download the data. Next slide.

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Again to touch on this, this is our JavaScript, our web mapping services, all of
our data, the crossings mileposts, and rail lines, among other things, are
available

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for the services. Next slide

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This is just an example of what grade-crossing data looks like.

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The actual underlying data for the grade crossing,

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there are hundreds of attributes. I probably pull about 20 to 25 attributes out.

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There's also a web link in there that you can actually generate the actual
inventory report that we get access well that the railroads or the state DOT
provide to DOT to us for the grade crossings, but it has every single grade
crossing that's

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available. And this is available and downloaded on the DTS website as well as the
NARN.

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And next slide.

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We do have a milepost layer, but it is not available for download, and the reason
why we have like we have many 911s do this,

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we just have them agree to the data disclaimer. Because the rail industry is
privately owned and mileposts can change very quickly,

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they can do their mileage and change it anytime

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they want. We don't have the mandate to collect that data.

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So we just have mostly, you know, 911 when they request data to agree that, you
know, this is just as a reference,

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it's not that things are subject to change because they are privately owned, and
just to verify with the railroads in your within your PSAP area just to verify the
milepost locations within your area to identify, you'll probably need the mileposts
to identify where things

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are along the rail line. Next slide.

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And I think that's it for now.

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Ok.

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Thank you. Raquel. Oh, sorry, Brian

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That's great!

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Oh, no, thank you, Mike. So we got some questions while this was going on, and I just wanna work through them for everyone to hear.

00:24:18.529 --> 00:24:22.529
But the first question, I think that Mike, you answered in the chat, as they've

00:24:22.529 --> 00:24:29.529
noticed that the signs are small, and you can't see them from a distance. And Mike, your answer was that's established.

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the sign size is essentially by federal law, correct?

00:24:32.529 --> 00:24:36.529
Absolutely federal law dictated the minimum size requirement, and we have federal about 700 federal inspectors that, believe it or not,

00:24:36.529 --> 00:24:46.529
go out and measure those and ensure. So it's safe to say that I do agree,

00:24:46.529 --> 00:24:52.529
and in some cases, they are very small, but however, it is in accordance with federal law.

00:24:52.529 --> 00:25:08.529
Then we had a question about getting a copy of the numbers, and I think this may have been early on in the presentation that you covered it. But the point is that you want to get the number from the crossings and on your signs, correct?

00:25:08.529 --> 00:25:15.529
Absolutely, there is not one 1-800 number that covers every grade crossing in the United States. Under federal law.

00:25:15.529 --> 00:25:24.529
each railroad must have that 1 800 number, and I'm gonna safe to guess there could be about 3 to 400 railroads operating in the United States.

00:25:24.529 --> 00:25:25.529
FRA does maintain, as Raquel mentioned, the class ones.

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What are class ones? Class ones are railroads that usually operate in 20 to 30 states. There are only six classes in the United States, plus Amtrak.

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So those I can get you. But the best to do is to ask somebody to go out or send

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I put it in the chat. I think it's a future question,

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feel free to send Raquel an email, and she will send you the disclaimer.

00:25:50.529 --> 00:25:56.529
Once you agree to it, and then Raquel can send you a lot of the mileposts and layers for your mapping.

00:25:56.529 --> 00:26:11.529
Ok? And then the next question is about getting those resources. The thumb drive with the training information. You provided your email in the chat that that's also available by going to the FRA website that has the Public Safety Resources as well, correct?

00:26:11.529 --> 00:26:12.529
Absolutely. You can download these videos. I think it's in a YouTube or something format,

00:26:12.529 --> 00:26:29.529
however, if you like a thumb drive, feel free just to email myself. Or if you don't have my email, email Brian or anybody on this team, and they won't ensure they'll get it to Monica or myself, and we will get those right in the mail to you.

00:26:29.529 --> 00:26:30.529
Yeah, perfect. And again, yeah, the .national911@dot.gov email.

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If you don't have another email that was on the beginning slides,

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and I think it'll be our contact information at the end will be on the slide deck, and we will get you to Mike and his team.

00:26:41.529 --> 00:26:52.529
Just a couple more questions before we wrap your section up. There was one person that asked about it.

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There was a different number that they had in their system than what was on the sign. Mike

00:26:57.529 --> 00:27:01.529
you had said, "Just check the numbers." Explain what you mean

00:27:01.529 --> 00:27:02.529
there.

00:27:02.529 --> 00:27:09.529
Absolutely, we use great caution here. The sign is the number that is required by federal law to be answered 24/7.

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A lot of places actually ask us this question. You may have a rail hub in your yard, and you may know the local superintendent or the local director of rate services.

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He or she could have given you their cell number or that office number.

00:27:19.529 --> 00:27:27.529
We use caution because, under federal law, that number is not required to be picked up 24/7.

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So the bottom line is to call the numbers. I would put it in your routine,

00:27:32.529 --> 00:27:33.529
I'm not sure how often you folks check-up for POCs of alarm companies and those types of things.

00:27:33.529 --> 00:27:44.529
But I would actually check your numbers if you don't do it once a month, once every six months. Just make sure you have the right number.

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But the 1 800 number must be picked up by federal law.

00:27:48.529 --> 00:27:51.529
24/7. Thank you.

00:27:51.529 --> 00:27:56.529
Ok, and there were a variety of other questions that I don't know what time's gonna allow us to get to.

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We will try to get these answered and posted in our information.

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I think the highlight of which is making sure we get the web addresses

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some of the resources that are in the slide deck are posted again, but again this slide deck will be posted on 911.gov.

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In a couple of weeks, you will be able to then stop the presentation and copy down those email or web addresses.

00:28:19.529 --> 00:28:23.529
Brian, in closing, there was one question I did want to highlight real quick.

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Do not call the Federal Railroad Administration. You would call your local railroad. One of the questions was, "Is there a difference between calling us or calling a railroad?"

00:28:34.529 --> 00:28:38.529
I do get an email, "hey Mike, there's been a car crash.

00:28:38.529 --> 00:28:42.529
Can you please stop the railroad for us?" I may not see that email for two or three days.

00:28:42.529 --> 00:28:51.529
Call your local railroad. Do not call the FRA's 1 800 number because, frankly, we are not first responders.

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I refer to our team as the last responders. We may show up an hour or two later, so
please call your railroad first.

00:29:00.529 --> 00:29:02.529
Thank you.

00:29:02.529 --> 00:29:07.529
Ok. Great. Again, for any additional remaining questions, we will work to get them
answered and posted with the materials.

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when we put them online. And again, Mike, thank you to you and your team for your
presentation.

00:29:16.529 --> 00:29:22.529
I found that this is very valuable information, and I'm sure it will be very useful
to the PSAPs

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around the country.

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So we're transitioning now to our next session, and I would like to introduce our
next speakers. With us today

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are Tracy Shelton, Tracy is the Partnership General Manager, and Norvel Cooksey,
and he's with the Northern Virginia Transportation Operation Center program manager
in the Virginia Department of Transportation.

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First, a little more on Tracy. Tracy Shelton is the General Manager of the
McConnell Public Safety & Transportation Operation Center, a partnership between
the County of Fairfax

00:29:55.529 --> 00:30:13.529
and the Commonwealth of Virginia. She's held this position for the past 16 years,
including during the construction of the facility. Prior to working there, Ms.
Shelton was with the Virginia Department of Transportation for 19 years, working at
the Central Office in Richmond and the Northern

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Virginia District Office. During her tenure with VDOT, she held the following
positions, Policy and Planning Manager, Organizational Strategic Planning Manager,
and the Manager of Management and Productivity Improvement Center. Ms. Shelton, who
has a BS

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in Business Administration from Mary Washington College, began her career with the
Naval Aviation Depot in Norfolk, Virginia. Norvel Cooksey is a Program Manager for
the Northern Virginia Transportation Operation Center.

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He's been working in various traffic incident management roles for the past 33
years, including field and center operations for both.

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Maryland and Virginia Departments of Transportation. Norvel served on the Metropolitan

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Area Transportation Operations Coordination Subcommittee

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since 2012. Thank you, and welcome

00:30:59.529 --> 00:31:05.529
Hi, welcome! This is Tracy Shelton, and I'm going to be talking about the McConnell Public Safety & Transportation Operations Center.

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We call it MPSTOC. Sometimes for short, I'll probably just refer to it as PSTOC

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today, if that's ok. It's obviously it's a

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long title, so. This just is our rendering, HOK

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was the architect for PSTOC, so this is our official rendering. Kind of shows you what the facility looks like.

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And next slide.

00:31:26.529 --> 00:31:32.529
Talking PSTOC, PSTOC is a partnership between the County of Fairfax and the Commonwealth of Virginia.

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It is actually co-owned by the County and the Commonwealth.

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The County is the major shareholder, and the County maintains and operates the center.

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And I actually invoice them once a year to the State to get their share of the cost and running the center.

00:31:46.529 --> 00:32:02.529
Some of the discussions for the development of a hardened facility, which we are designed to house critical County and State operational and emergency management functions, began after the September 11th attacks back in [sic] 2011. As I mentioned, we do contain mission-critical redundant systems.

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We have a 100-foot setback for blast restraint.

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We're also designed for progressive collapse design characteristics. We're a 147,000-square-foot two

00:32:09.529 --> 00:32:17.529
-story building. The main PSTOC is about 114,000 square feet.

00:32:17.529 --> 00:32:21.529
We also have connected to us a Fairfax County police forensics facility.

00:32:21.529 --> 00:32:29.529
Our other support functions, such as our loading docker connected, run about 33,000 square feet. Up next.

00:32:29.529 --> 00:32:30.529
Some of the benefits of having everybody here together, and I'll talk about who's here in just a moment.

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It's maximizing the use of county and state resources and minimizing cost.

00:32:38.529 --> 00:32:49.529
It allows local and state transportation and public safety agencies to engage in cooperative planning, investment and operations. It enhances the delivery of public safety services.

00:32:49.529 --> 00:32:51.529
It helps manage the response to—and recovery from—major emergencies, and it improves traffic congestion management.

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Next.

00:33:01.529 --> 00:33:06.529
These are our occupants, and we do again. We do have a lot of County and State folks here.

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We also have support functions which I won't address unless there are questions about that.

00:33:09.529 --> 00:33:16.529
But our main operational agencies are the County of Fairfax Department of Public Safety Communications, and this is our 911 center.

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It's the largest 911 center in the Commonwealth of Virginia.

00:33:20.529 --> 00:33:34.529
We also have the County of Fairfax Department of Emergency Management and Security here. On the State side, we have the Virginia Department of Transportation and Transportation Operations Center for the Northern Region, and you can see the counties there.

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We also have Virginia State Police Division 7 Communications Center. And then I had mentioned previously,

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we have a Fairfax County Police Forensics Facility attached to us.

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They're separate from us operationally, but we say they're part of our family, and we do engage with them on some public safety issues.

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Next slide, please.

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Even though we're going to be talking about our operations floor, which is the biggie,

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I wanted to just put one slide here to mention that we do have the Fairfax County Emergency Operations Center here on site.

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It's basically a facility within our facility. It's overseen by the Department of Emergency Management Security.

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It's about 3,600 square feet it can activate 24/7, which, just like us, we're a 24/7 operation here at PSTOC. When it is activated, there are representatives from all the county agencies,

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as you can see, as well as nonprofit federal partners.

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I just mentioned some of our county representatives would be police, fire, emergency management, public affairs, that sort of thing.

00:34:34.529 --> 00:34:38.529
Some of our other partners include Red Cross, VDOT, WMATA, federal partners and National Weather Service.

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Just to give you an idea about the EOC. Next slide.

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What we're talking about today is mainly our Communication Center.

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We call it our Ops Floor for short, and again, it's 24/7.

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This is where we have the County and the Commonwealth partners co-located.

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It's about 12,000 square feet. So it's a pretty large area.

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We have a raised platform in the center of the room, and that's where the partner supervisor sits, allowing them to collapse and communicate and discuss issues with each other,

00:35:05.529 --> 00:35:15.529
if needed. This is where we have five different entities. We have Virginia State police, so you can see that's the call-taking, dispatch, and support.

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If you're local, that's going to be our #77 number for State police.

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VDOTs, Traffic Operations Center signal system and support.

00:35:24.529 --> 00:35:25.529
Again, we have Fairfax County's emergency, non-emergency call

00:35:25.529 --> 00:35:34.529
taking. We have the Fairfax County Fire Dispatch and Fairfax County Police Dispatch
as well.

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Next slide.

00:35:37.529 --> 00:35:41.529
This is just basically an overview before I show you a couple of photos of the
floor. You can look to the far right,

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you'll see where it says VDOT State Police, and everything is color-coded by
agency.

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So you'll see VDOT State Police are co-located together.

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That's because they're the State functions, and they work together a lot.

00:35:49.529 --> 00:35:51.529
They're looking at the VDOT video wall, which you'll see in a moment.

00:35:51.529 --> 00:36:04.529
You can see there's like a white line there. Everybody's facing that wall. At the
bottom, you see a space for the 911 call takers. To the left

00:36:04.529 --> 00:36:13.529
you see the 911 Police Dispatchers. And then, at the top, you see 911 Fire
Dispatch. And then I mentioned in the center there's a raised platform. You see all
the colors together.

00:36:13.529 --> 00:36:25.529
There's a raised platform where both of where, basically, the County and State
supervisors are located. Next slide, please.

00:36:25.529 --> 00:36:28.529
And this is one of two photos I'm going to show you. Again,

00:36:28.529 --> 00:36:31.529
this is looking at the Operations Floor. Like said, it's a 24/7 floor.

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There are five different entities down here. Entities have different shifts.

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So 911 is working one shift, VDOT is working their shift, and State Police is
working theirs, but you'll see the VDOT video wall back there kind of on the left
top left corner. Again,

00:36:39.529 --> 00:36:47.529
VDOT State Police are facing that that video wall. To the far right, you'll see a
yellow 911 sign,

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those are yellow. Excuse me, those are the 911 call takers for Fairfax County,
taking the 911 calls. At the very bottom,

00:36:56.529 --> 00:37:04.529
you'll see Fairfax County Police Dispatching. You'll actually see there's a
gentleman's standing there in black pants in a gray uniform.

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He's actually a police liaison commander working for the Police Department.

00:37:08.529 --> 00:37:10.529
He's embedded in the 911 Department.

00:37:10.529 --> 00:37:14.529
He's embedded in with the 911 Police Dispatchers right there.

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Fire Dispatch is to the left. You don't see it in the slide, but you'll see it in
the next.

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If we have the next slide.

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This is a little bit different view. It's a little bit easier in some ways to see.
Again,

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to the left off-screen would be the VDOT video wall.

00:37:29.529 --> 00:37:39.529
So you see, the VDOT State Police area. Looking straight ahead again are the 911
call takers. To the right is going to be 911 Police Dispatching, and then below us
is 911

00:37:39.529 --> 00:37:43.529
Fire Dispatching. And then you're able to see here what we call the bridge.

00:37:43.529 --> 00:37:46.529
Basically, our raised platform. The side, the left side is 911,

00:37:46.529 --> 00:37:51.529
excuse me, the left side is VDOT State Police Supervisors, and then the right side
is the 911 Supervisors. I mentioned about the VDOT video wall,

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what are the benefits of having it in normal? We'll talk about this, I'm sure, too
as well,

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it's controlled by the State. It's viewable throughout the center.

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So if there is a big event, VDOT could use part of the display to highlight an
area, and people on the floor can take a look and see what's going on up there.

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So it gives a new dimension to 911. A lot of times,

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obviously, there're hearing and listening to information. In this case,

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sometimes information may be visible for them to be able to see. If there are
pursuits going on occasionally, they would be able to see something like that as
well.

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So that's just, again, a highlight, basically, or a quick overview of PSTOC. And
I'm going to turn it over to Norvel at this point.

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So you can go to the next slide.

00:38:36.529 --> 00:38:38.529
And I'm gonna talk a little about co-location in a PSAP.

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And why it's important to have transportation embedded in your operation.

00:38:43.529 --> 00:38:47.529
Get to the next slide.

00:38:47.529 --> 00:38:51.529
So this gives another view of the video wall. We have 500 cameras in the Northern
Virginia Region.

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Now, Northern Virginia has five regions. I'm sorry, Virginia has five read regions.

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Northern Virginia is the smallest but has the biggest traffic impact and the most
incidents.

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Our cameras are usually connected, we have fiber, but we do have some that are out
on a cellular modem, so we can pretty much put a portable camera anywhere we want.
So if there's a special event that we need to monitor, we can take one of our
mobile cameras and stick it out

00:39:20.529 --> 00:39:29.529
there and be able to beam the image back right back to this wall. When you're on
the floor, you get instant information from all our ITS devices.

00:39:29.529 --> 00:39:41.529
All you have to do is come up and ask the supervisor on duty if it whether it be
you're working a hazmat incident, and you need to know what our nearest road
weather station readings are, do

00:39:41.529 --> 00:39:47.529
a wind speed, wind direction, atmosphere pressure, all that we can get that data
for you instantly.

00:39:47.529 --> 00:39:55.529
And the video wall is run by RGB. It's a Galileo client 36 55-inch display.

00:39:55.529 --> 00:40:04.529
That is nine by four, so four down and nine across. Next slide.

00:40:04.529 --> 00:40:09.529
So this is our typical view of a camera that's completely zoomed all the way out.

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We have a PTZ that we can zoom up, down, and out in all directions.

00:40:14.529 --> 00:40:17.529
We can manually open and close the iris to match lighting conditions.

00:40:17.529 --> 00:40:35.529
That's very important at night because the headlights that are coming towards the camera will pretty much make the whole screen turn white, and you can't see. So we can close that iris up to dim some of that extra light out and see actually what's going on. The cameras do automatically switch to

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black and white at night. It just makes it easier to view.

00:40:38.529 --> 00:40:42.529
They run them from 13 to 15 to 30 frames per second.

00:40:42.529 --> 00:40:45.529
TV quality is usually right around 60. But for us, it's they're not security cameras,

00:40:45.529 --> 00:40:54.529
they are traffic monitoring cameras. We typically are just looking for what lanes are blocked and what's involved.

00:40:54.529 --> 00:41:09.529
And we absolutely do not record. I don't have the staff to answer all the FOIA requests that would come in, for I want all camera footage for this camera from this date to this date from 300 attorneys so we do not record.

00:41:09.529 --> 00:41:14.529
Next, next slide.

00:41:14.529 --> 00:41:18.529
So this is that same camera that zoomed all the way in.

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It's 1.2 miles from the camera. Where that message sign is,

00:41:22.529 --> 00:41:24.529
it's 1.2 miles away. If we were looking at this live, you could actually see what's on that sign.

00:41:24.529 --> 00:41:32.529
You'd be able to read it easier. This is just a small screen grab.

00:41:32.529 --> 00:41:40.529
So typically, we like our cameras to be able to zoom in to read a placard on a hazardous materials truck about a mile out.

00:41:40.529 --> 00:41:45.529
Not all of them can do that, but most of them can.

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00:41:45.529 --> 00:41:49.529
Alright, next slide.

00:41:49.529 --> 00:41:53.529
So this is, this is one thing that we can do to the video wall.

00:41:53.529 --> 00:41:58.529
We can grab one of the cameras up there and make it as big or small as we want.

00:41:58.529 --> 00:42:08.529
So we have one incident, you could see two different camera views, where we, we
call it plotting where we use for the monitors to look at one image.

00:42:08.529 --> 00:42:16.529
So you can see the caller there on the left, and then you can see the fire response
for that same car accident on the right.

00:42:16.529 --> 00:42:20.529
If we wanted to, we could take one image and put it on the whole wall,

00:42:20.529 --> 00:42:26.529
and blow it up. So you're just looking at one camera.

00:42:26.529 --> 00:42:31.529
All right, next slide.

00:42:31.529 --> 00:42:39.529
So now we're getting into CAD alerts that we get. Talking on the phone takes a lot
of time,

00:42:39.529 --> 00:42:47.529
typically in transportation don't like to take phone calls or make phone calls just
because it chews up,

00:42:47.529 --> 00:42:48.529
as everybody knows, it's we don't have specific call-takers

00:42:48.529 --> 00:42:53.529
in transportation, like they do in 911 centers.

00:42:53.529 --> 00:42:57.529
So we like to get our information straight from the CAD.

00:42:57.529 --> 00:43:00.529
You're already entering it in, and then it gets pushed to us.

00:43:00.529 --> 00:43:07.529
And this is what it looks like for us. We can determine if it's something that's
transportation related.

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So if you go to the next slide.

00:43:12.529 --> 00:43:14.529
Now, here's something that's transportation-related,

00:43:14.529 --> 00:43:15.529
we've highlighted it, and you can see the details that
```

00:43:15.529 --> 00:43:26.529
we can see exactly what's going on. And it says it's not blocking traffic, so we
can ignore that we don't have to turn wheels on that to send an SSP

00:43:26.529 --> 00:43:28.529
out for something that's not blocking traffic.

00:43:28.529 --> 00:43:34.529
If it was blocking traffic, we just hit the button on the lower right, where it
says generate new incident.

00:43:34.529 --> 00:43:39.529
That'll generate, that'll ingest all that data that's already been put in,
including the location.

00:43:39.529 --> 00:43:49.529
It'll create an incident in our ATMS platform for us to work, and then we can throw
signs out for it and get, you know, transportation wheels turning.

00:43:49.529 --> 00:43:53.529
Next slide.

00:43:53.529 --> 00:44:08.529
Ok, this is my contact information. But well, before we go to questions, I want to
just say it out there that if you're remodeling building a new PSAP, and if your
state, well, almost all states have a TMS program, consider inviting them to the
table they might be able

00:44:08.529 --> 00:44:24.529
to provide additional funding initially and contribute to the annual maintenance
costs just to have a seat on the floor. And I can tell you that I've been in two
different operations where we were rolling the 911 floor, one in Frederick,
Maryland and one here in Virginia,

00:44:24.529 --> 00:44:32.529
and it's a world of difference in transportation.

00:44:32.529 --> 00:44:35.529
Alright. Thank you, Tracy and Norvel. We've got a couple of questions that we can
start with.

00:44:35.529 --> 00:44:48.529
The first question is, does your floor plan have room for growth?

00:44:48.529 --> 00:44:49.529
I actually, it did initially, as far as the operations floor.

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Everything's designed for 2025.

00:44:55.529 --> 00:45:02.529
And 911 does have some growth opportunities down there. VDOT and the State police,
I think Norvel can elaborate on that

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if you want. I think we are pretty close. Obviously, there is a smaller footprint,

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so they're pretty close to being full at this point.

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As far as the office space and other parts of the facility,

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those are pretty much managed by the agencies, and at this point, I think they're
basically full, I guess, is the way to put it.

00:45:18.529 --> 00:45:21.529
But 911 does have a little bit of space left

00:45:21.529 --> 00:45:25.529
Yeah, I have one workstation left that is vacant,

00:45:25.529 --> 00:45:30.529
but that's gonna be taken soon by the work zone coordinator position.

00:45:30.529 --> 00:45:34.529
Yeah, and I didn't mention again, we've been here since,

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gosh, about 2008 is when we had substantial completion.

00:45:37.529 --> 00:45:38.529
So we've been here now again for about 16 years.

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It took about a year and a half to get all of the agencies in. 911 actually went
live in the fall of 2009. Again,

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so it took a while, about a year and a half, to get the center and running the EOC
up and running. And each of the agencies went in on the floor live at different
times.

00:46:01.529 --> 00:46:16.529
Ok, any other questions? I'm not seeing any others in the chat

00:46:16.529 --> 00:46:25.529
Well, not seeing any, I'd like to thank all of our speakers today for two great
topics and sessions, and this will conclude our webinar.

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We appreciate everyone's participation, and as a reminder, an archive version of
today's webinar will be available on 911.gov soon.

00:46:41.529 --> 00:46:51.529
Our next webinar will be an update from the National 911 Program, and that will be
held Tuesday, March 14, 2023. We hope that you will be able to join us. Thank you,
and have a great day.