

Hello and welcome to the State of 911
webinar series hosted by the National 911

program.

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

This webinar series is designed to provide
useful information for the 911 stakeholder

community about federal and state participation
in the planning, design, and implementation

of Next Generation 911 or NG911 systems.

It includes real experiences from leaders
utilizing these processes throughout the country.

In today's session, you'll learn more about
the National Highway Traffic Safety Administration's

commitment to supporting optimal 911 systems
and how Chandler, Arizona, is adapting Emergency

Communication Center or ECC workflows and
roles to support emerging technology.

For closed captioning hover at the bottom
of the Zoom screen for meeting controls, then

click the CC button to start viewing
the captioning.

For more information on National 911 Program
webinars, or to access archived recordings

of the webinars, or to learn more about the
National 911 Program, please visit 911.gov.

Feedback or questions about the webinars can
be sent to National911Team@MissionCriticalPartners.com.

The National 911 Program would like to make
you aware that the Documents & Tools section

of the website has been updated with new resources
and improved access.

911 stakeholders are encouraged to submit
links and documents that would be of use and

interest to their 911 colleagues.

Things like policy documents, plans, and reports
across several topic areas such as governance,

management, technical, operations, and standards and best practices.

You may access the web page under the 911 System Resources drop-down menu or by scanning

the QR code in the bottom right-hand corner of this slide.

Content can be submitted by clicking the online submission form on the left side of the Docs

& Tools page.

The 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 has inspired you.

Share your story at 911TreeofLife.org to honor a special 911 telecommunicator who is making

a difference in your community.

Please note that all participant's phone lines have been put in a listen-only mode, and the

webinar is being recorded.

If you would like to ask questions of our presenters, feel free to take one of two actions.

Using the Zoom's QA feature located at the bottom of your screen in the meeting

controls, enter your question at any time during the presentation, and it will be entered

into a queue.

Hover your mouse over the bottom of the page to access the meeting control.

Or, if you prefer to ask your question live, use the raise hand feature to request your

phone line be unmuted, and you will be called upon to ask your question.

Everyone registered for this Webinar will receive access to today's PowerPoint presentation

and the Webinar recording.

With that, I am going to turn it over to Brian Tegtmeyer and let him introduce both himself

as well as our first speakers, Nanda Srinivasan and Kate Elkins.

Brian, go ahead.

Thank you, Sherri.

My name is Brian Tegtmeyer.

I'm the Coordinator here at the National 911 Program at NHTSA, the National Highway Traffic

Safety Administration.

In our first session today, we have two speakers, Nanda Srinivasan and Kate Elkins.

Many of you may know my colleague Kate Elkins.

She is an EMS/911 Specialist at the National Highway Traffic Safety Administration.

And at NHTSA, she works on both 911 and EMS initiatives, including the 911 Grant Program

and projects related to pediatrics, education, rural and tribal EMS 911 issues, mental health,

workforce wellness and the response to COVID-19.

Kate is a Bloomberg American Health Initiative Fellow and Doctoral Candidate at John Hopkins

School of Public Health.

Also, with us this morning is Nanda, or this afternoon is Nanda Srinivasan.

Nanda is the Associate Administrator for Research and Program Development at the National Highway

Traffic Safety Administration.

Nanda oversees four offices within the agency that formulate, implement, and evaluate traffic

safety programs.

His team provides national leadership and technical assistance to states and other stakeholders

in the administration of highway safety programs.

The programs are designed to prevent or reduce traffic-related crashes and the resulting

deaths, injuries, property damage, and associated costs and include programs to increase seat

belt use, decrease impaired driving, and improve the safety of motorcyclists, bicyclists, pedestrians,

older drivers, and emergency medical services.

Nanda, I'll now turn it over to you.

Thank you, Brian, and good afternoon, everyone.

Pleased that Brian Tegtmeyer has joined us and is an excellent, excellent resource for

the 911 community.

Next slide, please.

I'd like to highlight a recent document that the Department of Transportation put

out it's a National Roadway Safety Strategy.

This Strategy informs us of our actions to reduce roadway fatalities.

Many of you may be aware, last year we had 42,915 fatalities on our roadways.

Simply not acceptable.

So, DOT is committed within its scope and statutory responsibilities to make advances

in survivability through the delivery of equitable and impartial Post-Crash Care, including EMS

and 911.

The Department will continue to support the government and governmental efforts to transition

to Next Generation 911 systems across the Nation.

This is straight out of the National Roadway Safety Strategy.

Next.

Our mission at US DOT has always been safety to ensure that a Nation is the safest, most

equitable, reliable, and modern transportation system in the world to increase economic strength,

improve climate outcomes, and build global competitiveness for the American people.

This translates into safety for all.

Next slide.

So, our vision, as I said, is, is zero, not 42,915 fatalities is completely unacceptable.

Zero is the only acceptable number of deaths on our highways, roads, and streets.

Our department is committed to taking substantial, comprehensive action to significantly reduce

serious and fatal injuries on the Nation's roadways.

At US DOT, we support all efforts to achieve zero.

And incidentally, we will be embarking on our first speeding campaign on July 19 with

all our local and state partners.

Next slide.

The comprehensive approach that we've adopted relies on the Safe System Approach.

We've set a department-wide vision and goal.

We've adopted the Safe System Approach, including identifying new priority actions and notable

changes to existing practices that will get us there.

We will leverage new funding in policies in the bipartisan, bipartisan infrastructure

law that provides significant increases to transportation, safety, and other issues to

build to bring life to the Strategy.

And advances in inequity and climate goals will always remain as part of these objectives.

And finally, as part of the National Roadway Safety Strategy, it is a call for action for

others.

Thank you.

Next slide.

So, the principles in the Safe System Approach that we have accepted or adopted include the

deaths and serious injuries, as I said, are unacceptable.

Human beings make mistakes, that we are vulnerable, the responsibility is shared, safety is proactive, and redundancy in the system is critical.

Next slide.

So, we have seen that there is a consistent problem here with respect to roadway fatalities

and fatality rates that have declined consistently for 30 years.

But progress is told over the last decade, and, in fact, in 2020 and 2021, as we all

know, there was an uptick in fatalities and fatality rates.

Next slide.

So, the objectives are to, how to pivot our actions around Safer People, Safer Roads,

Safer Vehicles, Safer Speeds, and Post-Crash Care.

Post-Crash Care is a vital element of this National Roadway Safety Strategy.

The next slide, please.

So, Kate Elkins will now connect this to what we have been doing in the 911 Program.

Thank you, Kate.

Go ahead.

Thank you so much, Nanda.

Next slide, please.

So, the 911 system of systems, our integrated system of systems across the country, actually

plays a part in all of the aspects of the Safe System Approach.

You contribute to safer people because if there is an impaired, suspected impaired motorist

on the roadway if there are people who are driving recklessly if somebody notices a distracted driver, the one number that they call in order to get help is 911.

So, 911 not only helps in the Post-Crash Care realm, but you actually help with improving

to report and add those opportunities to intervene prior to the crash with improving people's

safety.

So, you do contribute to the Safer People section.

Next slide, please.

Safer Roads.

So, when we're talking about Safer Roads and we're thinking about unsafe conditions, when

you are, when you see roadway debris, if there's flooding on a roadway, if there's a tree down,

all of that gets reported also through 911 oftentimes.

So, when there is an emergent need for there to be an intervention in terms of the failure

and some aspect of the roadway to improve the response and safety.

If there are lights that are out and so on, oftentimes, there's a non-emergency way to

report things.

But those crisis incidents when there's a sinkhole, when there is significant debris,

when there are hazards in the roadway, 911 is utilized in order to notify and really

help to mitigate those situations in an emergent method, and so you can contribute to that

as well.

Next slide, please.

So, when we talk about Safe Speeds and not to mention that there is going to be a big

push this summer to improve, speeding on, reducing speeding on our roadways because

we know it contributes to mortality and morbidity on our roadways, you're an absolutely vital

part of all of these interventions.

So, if you think about it, when we do a campaign to slow down or to wear your seat belt or

to not drive impaired, we pair that campaign that those advertisements with high visibility

enforcement.

And the 911 center is absolutely critical as a piece of that team to those implementations.

So, you are going to be collaborating with your first responder partners in order to

provide the dispatching, provide all of the different functions that our law enforcement

partners need during high visibility enforcement during any of the different methodologies

they use to really try and change these behaviors.

There are dispatchers and call-takers who are part of that team in order to help with

that.

So, you also are a key component in the self Safer Speeds section of the Safe Systems Approach

as well.

Next slide, please.

So, it might not seem logical.

But you are also a component of Safer Vehicles because, as our vehicles have improved with

technology, we now have advanced automated collision notifications, and there are many

different systems in our cars that can potentially be talking to our 911 centers and transmit

data.

So an example of this is there are some jurisdictions that are going to be incorporating AACN notifications

through third-party apps or other entities like OnStar that will then notify the 911

centers that a crash has occurred and give some of the critical crash data from the car.

So imagine that you are receiving not only the location but also information about speeds,

belted individuals, number of occupants.

Over time as this evolves and the technology evolves in cars, the potential of the vehicles

conveying data to the 911 center is an exciting integration for the Safe Systems Approach.

Because potentially, as our vehicles are getting safer, but also more high tech, they make

the ability to let you know how many occupants are in the car?

Were they wearing their seat belts?

Did the airbags deploy?

What speed were they going?

Were breaks applied?

Etc.

There's a lot of data and information that could potentially be integrated into our 911

systems into our computer-aided dispatch and provide that data and information to those

who are responding.

As a paramedic, it's really interesting to know the speed of the car, the velocity at

the point of impact.

And also if seatbelts were used as opposed to guessing if they were actually in place

or not by the time that the first responders arrived.

So you are also a key component to the Safer Vehicles portion.

Next slide, please.

Now we all know that if a plane, train, or automobile crashes, there's one number that we call.

So 911 is absolutely critical to Post-Crash Care and not only for the notification and the dispatch of the other first responders.

So whether it's police, fire, or EMS that's needed to help mitigate the hazards of the crash, you not only activate their response, help them get to the right locations, provide

the right care at the right place at the right time, but all of our telecommunicators who

are providing emergency medical dispatch are providing care before those first responders

arrive on-scene.

There are excellent examples of those telecommunicators who are able to help bystanders to open an

airway to control bleeding, to do interventions that help us to save that patient's life before

the other first responders are even on-scene.

And then to reduce morbidity and mortality of those patients because of those interventions

happening so early.

Also, recognizing how to get the right responders to that location, being able to utilize mutual

aid and utilize the understanding of who is where, in terms of getting the closest appropriate

ambulance, the closest appropriate medical care to get that patient, then, to the closest

appropriate interventions, or just going to care for whatever their injuries are.

So you are a critical component of Post-Crash Care.

And it is important that since you are a component of all of these aspects of the Safe Systems

Approach, that it would make sense for us to make sure that we are supporting the 911

system of systems in addition to the EMS system of systems together in order to provide the

opportunity to approach zero deaths.

We know that a significant proportion is actually next slide, please.

Getting ahead of myself.

So we need to improve emergency and trauma care because this is how we are going to start

to get towards zero deaths.

This is our opportunity to really save lives, reduce severe injuries and poor outcomes,

and long-term impacts.

So when we think about it, about 20% of trauma deaths we could be preventing if we are able

to improve the timeliness and access to appropriate trauma care for these patients.

So two out of five of our crash patients were alive when first responders arrived but later

died.

The interventions of an Emergency Medical Dispatcher of improved speed to dispatch to

the appropriate location really can make a difference in these outcomes for these patients.

And we want to target these percentages because we are working towards zero deaths, and this

is an area where we really have an opportunity, through collaboration with the 911 community,

to make a difference and drive those numbers down.

Next slide, please.

So we know that you are a key component towards achieving our goals of reducing deaths and

disabilities on the roadways.

And we also recognize that it's gonna take a significant lift to get a Next Generation

911 system of systems across our country.

So there are multiple opportunities in collaboration within DOT for there to be collaboration with

EMS and other entities to apply for funding and to really implement strategies to move

us towards zero deaths.

So one opportunity is through the Safe Streets & Roads for All Grants.

It supports local initiatives.

So this is going to be at a local or a regional level working to approach Towards Zero

Deaths to really prevent death and serious injury on roads and streets.

So this is currently available in the Notice of Funding Opportunity.

We can make sure that you have that link.

It'll be in the notes and posted with the Webinar after it is posted.

But in fiscal year 2022, up to a billion dollars is available, and the applications

are open until September 15.

So, in collaboration with other local or regional entities, 911 could participate in these projects.

So it's important to realize that you are part of this effort to reduce injuries and

deaths on our roadways, and because of that, there are opportunities to utilize and leverage

these different resources for 911 implementation of Next Generation 911 and other innovations

that help contribute towards reducing deaths and disabilities on our roadways.

Next slide, please.

As Nanda had mentioned, safety is a foundation

for the Department of Transportation and for NHTSA and safety on our roadways really means that we want to make sure that everybody is safe and that we do all of these different interventions to improve the safety on our roadways.

So there's a significant investment of funding into projects that improve, using the Safe Systems Approach, safety on our roadways.

So when we're looking at that, that's really going to be important that we are targeting the opportunities to leverage improvements in our 911 and EMS systems across the country.

So we have an integrated system of systems that can get the right care to the right place at the right time, and really reduce those deaths and really reduce the consequences of those serious injuries on our roadways.

So we know that we have significant funding with the bipartisan infrastructure law.

We also recognize that there are opportunities for 911 to collaborate with their Highway

Safety Offices as well as EMS Offices to work towards those zero deaths, doing projects

where we are improving how these systems collaborate together to improve the quick response for

the right place right time right care for all people who are injured on our roadways.

Next slide, please.

Thank you.

So we are in the process, there have been the 911 community was kind enough to make comments in the course of this process.

And we're really looking at how can we engage with our stakeholders and really work towards zero deaths, so this is in the works.

There's a lot of stuff that is being done in this process, and when this comes to fruition, then there will be opportunities.

And please take a look, please follow how this comes out from you know so that you can see how 911 can collaborate in these processes.

Next slide, please.

So there's a lot of different information about these projects, and I know that this

is something where everyone's kind of like, How does this really work for me?

How am I going to collaborate and be able to really utilize any opportunities for funding

related to transportation for my 911 centers for my State 911 organization?

How does this relate to us?

So the reality is over time, the states are going to be receiving funding to reduce death

and disability on our roadways.

As I mentioned earlier, we see the 911 community as a significant piece to that Safe Systems

Approach.

You touch on all of the different aspects in that Safe Systems Approach.

You're especially critical for Post-Crash Care.

So it's important as we move forward, they're gonna be looking at EMS data, they're going

to be looking at crash data

As you're doing projects, did you update your 911 GIS system?

And now, you have the best GIS layer in your state, and you could collaborate with EMS

and Highway Safety and potentially improve their crash mapping.

Improve the response maps for your local EMS agency.

Those kinds of collaborations help us to move forward with our Safe Systems Approach and

really innovate to reduce deaths and disability on the roadway.

So as we start to utilize different funding in different ways, we've always been utilizing

funding for data related to EMS.

We've been doing a lot of funding at the regional and the state level that goes from the regions

to the states really working on highway safety.

So, there is a potential in the future, as this evolves, as we start to implement the

National Roadway Safety Strategy, that you can be collaborating with your Highway Safety

Office with your Office of EMS in order to help us to drive those numbers down.

Next slide, please.

So, as you know, most of you have probably seen this slide before.

The NHTSA National 911 Program, we really convene stakeholders to make decisions to

pull together the community to take action.

We would like to continue to really pull everybody together to help this integration of the systems

of systems across the country, to provide the right care at the right place at the right

time, and also to be able to innovate and leverage the technology that Next Generation

911 and the 911 community brings to us in order to move us forward, towards zero deaths.

We will continue to build resources for you all and have educational opportunities.

And if in the future there are future grants, we will also work to collaborate on the Grant

Administration.

Next slide, please.

All right, questions.

Okay, actually, thank you to both Mr. Srinivasan and Ms. Elkins.

So as Kate just mentioned, now we're going to start the Q&A portion of our session.

As a reminder, if you want to ask a question, you can use Zoom's Q&A feature located

at the bottom of your screen, or you can press the raise hand button, so we can unmute

your phone line, and I do believe that we have someone Kent Wilkening who had raised

his hand.

So I have unmuted your phone line, Kent.

If you would like to ask your question

Are you there with us?

You may have your own phone unmuted, I mean unmuted.

Yes, I was.

I had mistakenly raised my hand.

Sorry.

Oh, okay, no worries, it happens to the best of us.

Well, then, I'm gonna go to the first question that is in our, that came in via the Q&A

function, and someone had asked, When the recording of the webinar is going to be available?

And I will say, in the near future, it will be up on 911.gov.

It usually takes about a week, perhaps two.

Our section question that came in says, Can these grant funds be used to improve highway

responder safety for things like, and I'm not sure what this is, TIM training for

dispatchers or mobile road blockers to help protect First Responders and patients at highway accident scenes?

So this is Nanda.

The grant program money can be used as far as long as you can make an explicit connection to traffic safety, responder safety, and so forth.

So there is that connection.

Transportation incident management might be taking it too far.

But other than that, if you think, if I mean even that, I think if it is connected to the

problem idea of traffic safety, it can be considered.

Thank you.

Perfect, thank you.

So the next question is also about funding, and it's asking, Is funding only available

at the state level?

So the, the NOFO that we mentioned was at the local and jurisdictional level.

And that is out of a different part of the Department of Transportation.

These, the NHTSA Grants are done at the state level, and then potentially it goes from the

state level down.

But it is done at the state level.

Nanda, did you have another answer for that?

That's perfect, thank you.

All right, perfect.

So then our next question says, If a 911 center is looking to build a new building

for their growing population, how would one of these grants help build that building?

So I think the challenge, go ahead, Nanda.

Again, the explicit challenge here is to connect it to traffic safety, and Kate can explain

more the more the most important thing is to say, how does this affect traffic safety?

That is the most important connection you have to make for the NHTSA Grant program.

And I would have to do some investigation on construction.

I'm not sure that construction is allowable, and many Federal Grants that it is not.

I would have to check and get back to you on that.

Okay, perfect.

Thank you, both of you.

And so, we have another question from someone who wants to know, Does NHTSA have any

position or involvement with the FCC's Task Force on Optimal Public Safety Architecture.

That is, is NHTSA taking any position with regard to very small PSAPs?

And I'm not quite sure.

Does that question make sense?

I'm not quite sure what they're asking.

Maybe if you have.

I think.

So what I can say is that we collaborate closely with our FCC colleagues.

We all are striving to make sure that we have optimal services provided to all of our communities.

I don't think that we have an official position on that current work.

However, I think it is absolutely a critical piece of the NHTSA mission, is to make sure

that everyone who needs access to a response

or public safety when they call 911 that they receive a program of optimal services.

So we really are striving to build a system of systems that can provide those optimal services to their communities.

And we recognize that is done differently in different locations across the country.

Perfect, thank you.

So our final question says, Will funding include developing programs to reduce accidents due to lights and siren activation?

So there is extensive work and research going on at this time related to the utilization of lights and sirens.

There have been several projects, some that have been done with NHTSA, some that have been done with other federal colleagues.

I think that there is a lot of work currently being done in the first responder's space in order to improve safety through utilizing lights and sirens when appropriate.

And really, in many ways, we are looking at a first responder culture change.

I'm still an active 911 response paramedic, and in many jurisdictions like the one where

I respond, we have changed so that we are no longer always using lights and sirens because

we recognize that it isn't safe if it is unnecessary to use them, to use them all the time.

So there are opportunities as we are looking at the research, looking at the data and making

informed decisions and working with our communities across the country to improve our safety out

on the roadways.

All right, thank you.

And thank you again, both Kate and Nanda,
for the great information.

And with that, I am now going to ask Brian
to introduce our next speaker, Michelle Potts,

Brian.

Thanks, Sherri.

Michelle Potts has served in public safety
emergency communications since 1996.

She began as a 9-1-1 operator and later moved
into the roles of dispatcher and communications

shift supervisor.

Michelle has been the Communications Manager
for the Chandler Police Department's emergency

Communications Center (ECC) since 2011.

Michelle is involved in various regional and
national industry working groups.

She currently serves on the Maricopa Region
9-1-1 Oversight Board, President for the Arizona

Motorola Trunked Users Group, and co-chair
for a NENA working group creating best practices

for operationalizing supplemental data.

Most recently, Michelle served as chair for
the Maricopa Region PSAP Managers Group and

Emerging Technologies Working Group.

Michelle, I'll now turn it over to you.

Thank you, Brian, thanks for having me here
today.

I'm excited about this topic.

It's one of my favorite topics, emerging technology,
because of the possibilities that it brings

to our ECCs.

And I think it's really changing our industry,
so it's a lot of fun to kind of talk about

what's possible and what we're looking towards
in the future.

Next slide.

So this gives a view of what we have in Chandler.

Chandler is in the Phoenix Metro area.

Phoenix is on our western border.

We are really grateful to work for progressive city progressive agency, where they not just

support moving new technology in and adapting it to our workflows, but they actually encourage

it.

And so you know, our chief has said in the past, if the technology exists, we have

the responsibility to provide it to our community.

And I think that really sets the stage for what our role is, where we're gonna to go

in the future and the support that we have to make that actually happen.

So this is the timeline that we have brought in, some different tools into our center.

I think there are two notable things on here that, obviously, we didn't do it overnight,

but as we started to learn how to bring in emerging technology, we learned how to learn.

And I think once you start to learn how to do these new deployments and kind of play

with the new tools, it starts to go faster, and then it becomes culture.

The other thing that you'll notice on here is the red, and that's kind of a big topic

in our industry right now, and that's imagery, and so we've learned a little bit about imagery.

There's some overlap on how it's deployed and how we can use it.

But we started that back in 2015.

So all of these tools next slide, please

And we have all these opportunities to use these tools in different kinds of operational

ways.

But we had to kind of step back and say why this tool and what are the problems that we're

trying to solve?

So we put this list of goals together.

You know, I like all the tools, but there's really a reality factor when we're starting

to put them out operationally.

And so these were kind of the headlines that we put in place to say we're going to evaluate

a new tool.

These are kind of the things that we want to make sure that it's hitting.

Informed decision-making, that's inside the ECC, that's also giving information to the

field.

Situational awareness and real-time information, one of the things that we've talked about,

is that point in time between hello to hello.

From the time that the call-taker answers the phone, says hello until the officer says

hello to the reporting party.

What is it that we can get in between that time because some of it we're a little bit

blind, and we're very dependent on the caller?

Risk management, you know, we get these calls it's a t-bone collision or a head-on collision,

and then, actually, when they get there, it's, you know, maybe a clip on the corner.

So can we manage risk?

Can we manage lights and sirens?

Do they not have to go?

Can we maybe start getting the vehicles out of the roadway ahead of time, so we don't

create another collision?

So we've been looking at how to manage that risk and then how many units we might need.

So what kind of units do we need?

Do we need specialized units to respond?

Do we need one unit, seven units?

So you know we've seen just even like using the traffic cameras.

We'll get a call of, you know, debris in the roadway, and shortly thereafter, a good samaritan

will come out there, and we don't actually have to send an officer out.

So we've also seen the opposite, where incidents have escalated from maybe a verbal argument

and then, all of a sudden, maybe somebody pulls out a tire iron.

So maybe we send more units based on some of that new information and then quality information.

You know, we're so reliant on the current traditional processes on a caller, and sometimes

they're inaccurate.

Sometimes not on purpose, but also sometimes on purpose.

And so there's been times where we've seen maybe some information is not matching what

we're getting from the call.

So these are the things that we really focus on when we're starting to bring in some of

the technology.

Next slide, please.

But we're not.

In Chandler, we're not different than anybody else out there.

I think we're all dealing with staffing issues.

We don't have, you know, a designated line item budget for new technology.

So we get creative on that sometimes.

We want our employees to be healthy.

There's concerns about, you know, exposure graphic exposure by using some of these tools.

So you know this is not lost on us at all.

It's definitely valid, and we don't overlook it.

But I think what we've been trying to focus on is we have industry issues that have been out there, and you know, in 26 years for me.

We've been talking about these, many of these, for my whole career.

So can we maybe look at these issues and say, okay, emerging technology maybe it's a little

bit tricky sometimes but is it possible that some of it can solve some of our long-standing industry issues that we have.

You know our applicant pool and staffing issues that I think are across the country.

How do we recruit people who think that you know we're a call center?

And you know a lot of these applicants don't even really use the phone.

This is not how they're communicating anymore.

Imagery, you know, we've had discussions forever.

We don't have closure.

We make up things in our minds, we wonder, and you know there's stories that we make up in our minds.

So can this imagery kind of help some of that.

And so what we want to really kind of focus on, and that's what we've been focusing on,

is not necessarily kind of the fear of the

unknown, but how do we solve some of our industry issues.

Next slide, please.

So this is where we started back in 2015.

It was a non-emergency text, picture and video.

I read in a magazine that there was an agency, I believe in Minnesota or Wisconsin, that

had added text messaging to their 10-digit non-emergency basic admin line.

And so, if you wanted to call the police department, you could call or text.

So I thought this was brilliant, and at the time, we knew text-to-911 was coming, so we

thought we'll get ahead of text-to-911, we're just gonna be ready for when it comes.

So kinda telling on myself a little bit here, it did allow pictures and videos, and we knew

that.

But maybe a little naive to think that if we didn't tell anybody, they wouldn't come.

And that lasted about three weeks before we started getting pictures and videos.

So videos were not very good at the time, but they've progressed through the years.

But what we learned was text, picture, and video is all the same to the public.

So we started getting these pictures and videos the dispatchers didn't miss a beat.

The workflow is the same, and I think they were kind of excited to be able to see things

and be able to do something with this.

So here are some examples, on the left, the top and the lower picture, this was a domestic

violence victim.

And she had been held in her house with her children for three days, and she was afraid

to call.

Number one because of, you know, her spouse, and then two, she also had warrants.

And so, I think this was kind of a game changer for us with this.

When you can see damage to a vehicle or to a door, and you can see the damage, you know, all around, spread around the house, and then you know somebody who's injured.

You can't help but change kind of your mindset on how we respond to these things because it is softening.

The top, we started learning how to distribute photos a lot quicker.

So if we're taking a call of a missing endangered person or lost juvenile, we'll get the photos at the time.

If we can, we'll attach it to the call for service and send it out to the units, or maybe send it out to their cell phone.

So that really speeds up the process when you're looking for someone, especially in 115-degree heat or something like that.

And then, in the lower picture, with a screenshot, we started getting screenshots of text messages and social media.

And you know, this really saves a lot of time and a lot of questions, And when you don't have to say, okay, what did the text message say?

You know my friend is suicidal.

What does that mean?

And you go back and forth and ask a lot of questions.

We also had another time when a dad was calling

from out of state concerned about his daughter.

We go out, and the daughter says she's fine,
go out again, she's fine.

And finally, he sent us this text message,
and we were able to get her some help because

when you can see what somebody is actually
saying again, it kind of changes things.

That upper right-hand corner, we have people
who send us pictures all the time, suspicious

people, suspicious things in the roadway,
suspicious vehicles, you know these are some

kids that are, you know, they wanted to get
off her lawn.

But then, in the lower right-hand corner,
this was an interesting use case.

A traffic stop made by one of our officers,
the driver sprayed our officer, AG assault,

and then drove off.

One of our detectives grabbed the body worn
camera footage, took a screenshot, and we

were able to distribute the suspect information
to everyone out on the road very quickly.

Next slide.

So after the non-emergency text picture and
video, we moved on to traffic cameras, and

this was in 2017.

Initially, we started with just traffic collisions,
getting a description of the vehicle, where,

from the intersection, it was, you know how
significant the crash was.

And then the dispatchers would run the plates
and have it all ready packaged up nicely for

the officer.

But then it started evolving into some really
creative uses, and this is what I really give

a lot of credit to the thinking, the quick
thinking of the dispatchers.

So the upper left-hand corner was one of our big winds early on street racers.

We would have, you know, maybe a 100 cars gather and take over an intersection.

The first time we had street racers, they had swarmed one of our patrol officers, and

it was a little scary at that point.

So moved on to using these traffic cameras, and we could give a lot of information to

the watch commander, who could then make a tactical decision on how to approach it and

move it along.

The lower left, this was another traffic collision, but when they ran the plate, it came back

stolen.

I think that was, you know, good for the officers to know before they got there.

The top and the middle this is an alarm, you know, we get these activations we don't sometimes

know exactly what they mean open door, door, glass break things like that.

But we could put our eyes on that.

And this is another resource, allocation, type of thing.

If you see people going in and out of business or if it just doesn't look right, you know

we can send more units or change our approach to the incident.

In the upper right-hand corner, this is a pursuit following an armed robbery, and the

officer had lost the vehicle.

And so the dispatchers kind of four pointed the different intersections nearby, and we're

able to pick up the vehicle, and the officers caught up to the vehicle again, and they did

get him in custody.

These are big wins for the dispatchers.

This is getting to be part of the response and actively part of that emergency response.

In the middle in the lower picture, this is one of our frequent just locals.

And he's there snuggled up, but that's, it's his companion, but it's a mannequin, and so

we know this gentleman.

We know where he frequents, and we know that he's pretty harmless, but people will call

in out of concern that the mannequin looks so real.

It looks like a little girl sometimes.

And so it'll be walking across the street, and maybe giving her a piggyback ride and

kind of hitting her on the head.

And so people are concerned about that we can look at this and we can actually just

cancel the call, because we know who he is, and we know he's pretty harmless.

So as long as he's not doing anything, it needs officer contact, we'll just move along.

That lower right-hand corner is officer safety, this officer had said as he was about to contact

this subject that he's known to be uncooperative with police, and so we pulled up the traffic

cameras and watched and shortly thereafter, they were on the ground.

And so the dispatcher was able to communicate to all responding units what was going on,

and the officer had both of his hands to be able to deal with what he was dealing with.

We've seen a lot of this.

The officer safety, if their emergency button goes off and we can't raise them on the radio,

we'll be able to see it.

So we're learning when we're supposed to be involved.

When maybe we just stand back and watch.

But it's been a really great journey as far as learning what the capabilities of this technology is.

Next slide.

We all like to catch the bad guys, right?

So this is an example of a subject who had gone into a pawn shop and threatened with a gun.

The dispatcher pulled up the camera, some of these cameras have, you know, mile-long visibility and was able to find this suspect and direct officers directly to him, and so he was in custody.

Again, a dispatcher gets the win.

I feel like that's a good day.

Next slide.

This is a theft from maybe a Home Depot or Lowes different clothing description, but it's raining outside, and so him hiding in a bush instead of underneath the cover of a bus stop.

The dispatcher was pretty quick and told the officers here's a guy hiding in the bushes.

We're calling it a clue if he's hiding in the bushes in the rain.

Next slide.

So the dispatchers have really learned the traffic cameras.

They learn which ones have great visibility, which ones what their capabilities are, and then they know where we have gaps in the city.

So they started making recommendations.

Hey, we need a camera over here, we don't have any visibility, and this is a problem

area over here.

So less than two weeks before this officer-involved shooting, one of their recommendations was

a nearby camera here.

And they just put it up again at the recommendation, so great involvement, great investment in

the dispatchers.

But this officer-involved shooting.

It started as a grub-hub driver with a weapon, and he had threatened it.

And so the officer gets on-scene, and he's talking to the suspect, and the officer draws

a taser suspect has hands up in the air.

Things kind of get a little squirrely, and then the officer throws the taser and moves

on to his firearm, and then a foot pursuit.

Well, the whole team is watching this on the traffic cameras and as they start panning

to watch the foot pursuit.

The dispatcher sees a flash and was able to say, here's what we have.

It's an officer-involved shooting before the actual radio code came out over the radio.

So I think this is really a game changer, you know historically, we've been blind, and

you know, reliant on radio traffic.

We're managing multiple calls at the same time that all of a sudden, the officer-involved

shooting radio code comes up.

Kind of seems like it comes out of the blue, and you kind of have to take a minute and,

you know, get your sea legs to push through that shock.

In this situation, where I think it kind of changed a little bit is that everybody knew

what was going on.

It was ramping up.

Everybody knew it was ramping up, and so we were synced up with the field responders,

and so I think it kind of closes that gap.

That's that shock factor in between just hearing it on the radio.

And I think the other thing for the team is, you know usually, when these things happen,

it was who was that officer?

What call is that?

And everybody has to kind of sink up a little bit.

So this is a fantastic use case.

Next slide.

Live stream video we put this in, in 2019.

There's a lot of discussion on this, but what we found there's some successes there on

the left about what we found is It's not just about the video GPS locations.

We can get from a third party if we don't have them on 911, and then the instant messaging

is much faster than text-to- 911, and it's silent.

So you know, on the screenshot of the instant message, this was during the school shutdowns

of Covid.

The child was online with her teacher and saying she didn't feel safe.

And so she had just moved to a new location or new home, and she didn't know her address,

so we were able to get her location.

Send officers out there when she was videoing.

It just looked like a child, you know, on facetime or something.

So on the right, this started as text-to-911, it's kind of a dark picture, but it's a

picture of a female laying in the driveway.

It started, we weren't sure if it was, you know, juveniles texting 911 just as shenanigans,

or if it was drunk texting, or what was happening.

And so she actually accepted the link, we could see her laying in the driveway, and

we could get out there and get her some help.

Her boyfriend, I guess, was not in the mood to deal with her that night so, but we were

able to find her and get her some help.

Next slide.

We recently added access to body-worn camera live stream video for our supervisors only.

And this is only under exigent circumstances.

But this stemmed from an incident where an officer had gone and approached two suspects,

and the foot pursuit happened outside of the hotel pretty far.

You can see on those yellow lines.

But in that foot pursuit, the emergency button on his radio went off, and it gave us an open

mic, and it was a horrific open mic.

It was Stop!

I'm gonna shoot you, and you could just hear it in the officer's voice.

It was horrible.

The officers get on scene, and they see his vehicle, but they can't find the officer,

and it was over four minutes.

And they found him in the suspect's vehicle underneath the two suspects, and they had crashed into this brick wall.

Four minutes is a very, very long time when you can't find an officer that you know is in trouble.

And so that was really the catalyst and why we have this.

Again, it's only for exigent circumstances.

It'll give the GPS of the officer, and it'll also get the live stream video.

Next slide.

So mapping, we started exploring tactical mapping during the 2020 protests.

We didn't have the protest that a lot of people had in other cities, but we were prepared, and we used it as an opportunity to learn.

The tactical mapping is a grid system.

Any agency, if you're gonna come to our city, you don't have to know the area.

But we'll have a common operating picture, and we have a common language.

So you know, during the protests, and even during events, if you have other agencies

coming into assist, they don't have to know our downtown Chandler area.

We can say, Hey, we have a fight in the southeast corner of grid G6, and they have it on their cell phones.

It gives us GPS through an app.

And so the EOC, the communications center and the officers on their cell phones are

all looking at the same map.

They can find locations, even if they don't

know our city at all, but they can talk the same language and get there where they need to go.

On the app, the officers can see each other as icons on the GPS.

So it's kind of like following blue dot to blue dot on the mapping.

But really, the key here is the common operating picture, so everybody seeing the same thing.

What we're looking towards in the future is more detailed maps.

We'd like to get some very detailed maps kind of the same idea doesn't matter if you know

that building or not everybody can communicate the same.

We'd like to do that for maybe the schools, the hospital, mall, things like that.

So really, the goal is quick information, that everybody understands.

Next slide.

Social media these platforms provide a lot of information.

On the left, this is Ring.

You know, at the top, this was a female that looks suspicious.

And it turned out that when we looked in that same area on our hazards in CAD, we found

she had some medical issues, and we had some emergency contact information.

But people are posting information onto this Ring Neighbors app before they're calling

us, and sometimes they're not calling us.

So it's great information.

We're still learning how to use this, but the lower picture of this suspect and he was

stealing packages off the porch.

What we'll see is, you know, package thefts or burglary from a vehicle overnight.

There's a map as well, so you can kind of see a pattern, and we can relay that to the

office, kind of gives an easy picture of what's happening in that area and what's being posted

on Ring.

The second from the left, this is a Citizen app.

This app they monitor scanners, maybe the fire department or the police department,

depending on your area.

And then it notifies anybody who has this app of what's going on nearby.

And then, if you want, as a citizen, you can post pictures or videos just like every other

social media.

And then people start commenting, or you can see these hearts.

This picture was an officer-involved shooting.

An RV tried to run over an officer, and then he fled and then crashed.

That's the flames.

And now we know kind of what people are watching and what people are interested in, what kind

of narrative is out there.

But they're also posting radio traffic, too, and so that kind of changes things on the

awareness side.

On the two right blocks there, those are Snapchat.

This was really creative of our dispatchers, and we had a barricaded subject, and he was

said to have been said to be videoing.

And so they were getting onto the different platforms, and then we found that people were

posting actual pictures of our perimeter on this incident.

So good tools for situational awareness.

But it's also a really great example of what curiosity and creativity dispatchers can come

up with, and it solves different problems that maybe we didn't anticipate.

Next slide.

So we have these successes, we have all these technology tools, but it's a lot of technology.

And so how are we going to use this?

So we created this multimedia working group where they volunteered, and they said we'll

centralize this technology, we're gonna learn more about the technology.

And they just rotated through it, just kind of like you would a patrol channel.

And basically, their job is to see what's going on and then use the tools.

So they're not in the traditional process of take the call, dispatch the call.

It is just sole support of the tools, and so they might hear a call taker confirming

Arizona Avenue and Shaylor Boulevard.

They'll have the traffic cameras up before the call for services is entered.

So it could be a loose dog, it could be an armed driver armed robbery, but it doesn't

matter at that point because they have eyes on the scene, and they can add some more information.

So this is a new program we're working on.

You know, we share successes through monthly reports, and then we would socialize these

with our small counterparts too.

But just a really good way to support the traditional processes.

Next slide.

So we're still learning all of it.

You know, we think that there's a lot of opportunity ahead.

But here's a list of some of the highlights that we've learned along the way.

You know, policy is good.

But we really want them to explore the capabilities because we kind of limit ourselves, I think,

sometimes.

But when the team drives it, and they are free to apply it to different situations,

a little strong supervision, they make good decisions.

So we trust them to try new things and try out the tools differently.

So what we love is that you know the dispatchers get to be part of this.

I think it really makes them feel valued when they get to be part of this emergency response.

But really, it only, from what we've seen, is it only takes one win sometimes for a tool

to be accepted.

But it also only takes one win for a dispatcher to start to catch this vision of where we're

moving in our industry.

So the more successes we see, the more successes come.

So I'll end with my favorite one of my favorite stories.

There was a car that drove up to our workers-comp clinic, and there was an overdose in the car.

There were several subjects there, and so we were dispatching the call.

And one of the suspects or one of the subjects out of his vehicle goes and starts dropping

things behind a bush hiding things.

They're kind of a little squirrely.

He's messing with this waistband.

Things, things just look off, and you know, when they look off.

And so the officer arrives on scene and one of the passengers starts walking away as if

he's a bystander.

Nothing to see here, I'm not involved, and the dispatcher tells this officer actually

he was involved.

Here's what he did, he was messing with his waistband, but he was.

He came in this vehicle.

And so the officer went and approached that subject, and he did have a gun in his waistband.

He had several felony warrants and was a prohibited possessor.

Great win, but I think the bigger win was when that officer sent up a message to the

dispatcher and said, because of you, I was able to go home tonight.

And that's really what we got into this job for and I think you know a lot of times we

don't get to hear all those things.

But these tools have really been able to build some comradery between patrol.

And when a dispatcher gets to hear from an officer that they had an impact that big on

them as an officer and then going home safe.

I think these are good reasons on why we wanna still move forward.

So that is all I have.

If there are any questions, I'm happy to answer those.

Thank you, Ms. Potts.

And yeah, what a great story, I like that.

So as a reminder, we're going to start the next Q&A on of our session, and

it does look like we have a couple of questions that have come in.

And so the first one asks, These use cases are fantastic.

Has this made any impact in terms of dispatcher workload/staffing?

So we knew that it was going to impact staffing and their workload.

When we added more tools, and especially after we got to a certain threshold.

What we've learned is, you know, we do try and staff it when we have the overlap.

Obviously, we're all in a kind of a state right now.

But when there is overlap, it's a designated position, so it hasn't taken away.

But what we did find is as our staffing kind of decreased.

The group was just using the tools outside of that designated multimedia dispatcher position.

So it's become just part of their process now.

And they like to have the answers sometimes, you know, even before the officer even gets

there.

Great.

And then we had another comment, someone telling you this was an excellent presentation, thank

you very much.

And our next question is asked, Have there been any issues or concerns with having access

to too much technology ... too many feeds and video access ?

You know, I think the benefits outweighed that to the dispatchers because, again, they want to see it.

We are working on getting a platform that will put all the different fees because we do have mall cameras and event cameras.

We have other kinds of cameras as well.

But what I have seen is that they know these cameras.

Like inside and out, they know where they are, they know the good ones, and so they've incorporated it into their processes.

I would say that if in some ways it makes their job a little bit easier, because, you know, we have communication barriers.

I don't understand.

How many people are in this fight?

Can you pull the camera?

You don't have to ask some of these questions, and so I think, in some ways, it'll alleviate

some frustration in those gaps that we have sometimes with callers of which way are you going?

Which way are you facing?

We can kind of fill in those gaps, too.

But we are looking for ways to put it all on one platform, so it's a little bit easier to access.

But I think for us not asking as many questions.

You know we had one where it was a suspect installing skimmers at the gas station.

The dispatcher I heard say, oh, is it the guy in the white shirt and the blue jeans

in the red hat that's walking towards the fire hydrant, and they were all synced up

at that point.

And so you don't have to ask all of those standard questions.

It kind of helps their job.

Great perfect.

Well, as we are running out of time.

I know we have a few more questions, so what we'll do is we will get the questions to our

presenters.

We'll have them provide written responses, and then when the recording of the webinar

is posted to 911.gov, we will also provide the answer to those few questions that we

didn't have time for today.

So I want to once again thank all three of our speakers today.

It was very informative and great information.

This concludes today's Webinar, and we appreciate everyone's participation.

As a reminder, an archived version of today's webinar will be available on 911.gov soon.

The next webinar is scheduled for Tuesday, September 20, 2022, at noon eastern time.

We hope you will be able to join us.

And thank you all again, and have a great rest of your Tuesday.