

# State of 911

**Webinar Series**

---

NATIONAL 911 PROGRAM

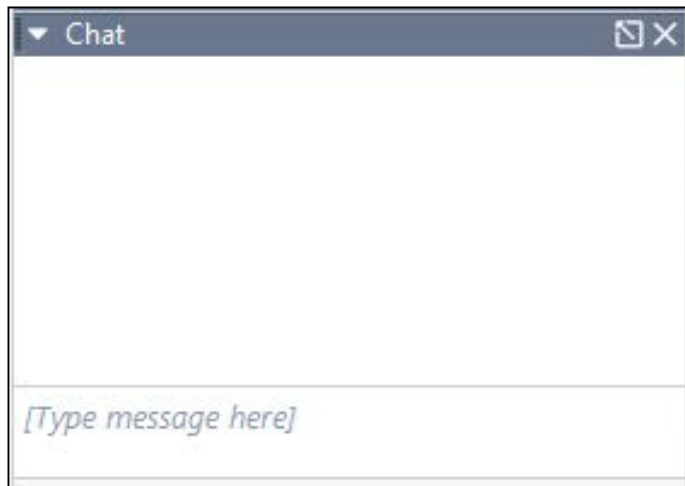
March 10, 2020

# State of 911 Webinar Series

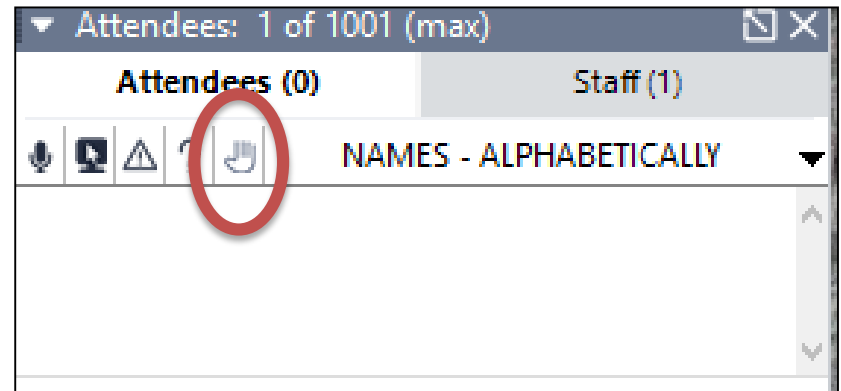
- Designed to provide useful information about Federal and State participation in the planning, design, and implementation of Next Generation 911 (NG911) coupled with real experiences from leaders overseeing these transitions throughout the country
- Webinars are typically held every other month and include presentations from a Federal-level 911 stakeholder and State-level 911 stakeholder, each followed by a 10-minute Q&A period
- For closed captioning, please copy and paste the URL link in the chat window to an additional web browser
- For more information on future webinars, to access archived recordings and to learn more about the National 911 Program, please visit [911.gov](https://911.gov)
- Feedback or questions can be sent to: [National911Team@mcp911.com](mailto:National911Team@mcp911.com)

# Questions?

To ask a question, please use GoToWebinar's "Chat" feature located on the right-hand side of your screen.



During the Q&A portion of the webinar, please click on "Raise Hand" and your phone line will be unmuted.



911

# Reclassification of the Public Safety Telecommunicator



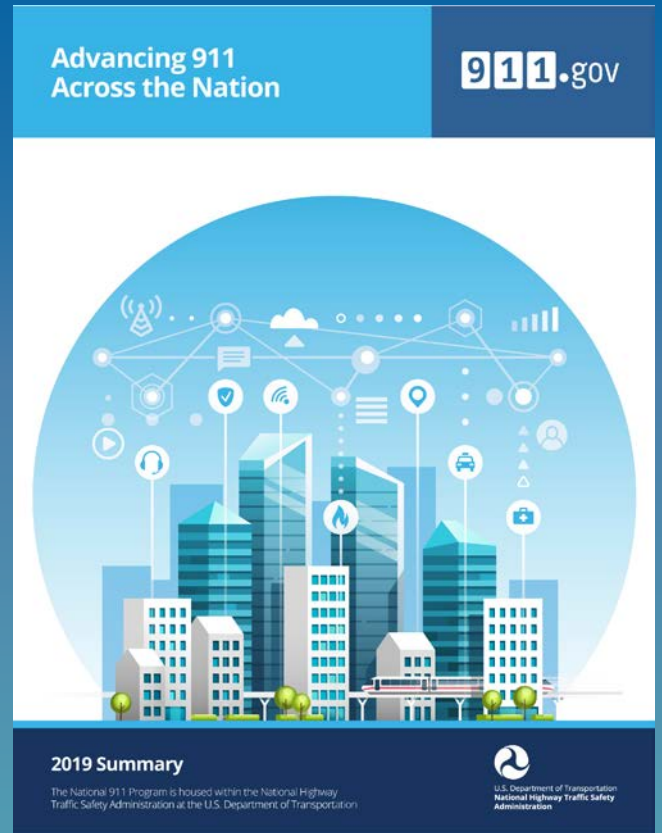
NHTSA Office of EMS

National 911 Program

Kate Elkins

# About the National 911 Program

- Convene stakeholders to make decisions & take action
- Create and share resources to help 911 systems & to educate others about NG911
- Administrate grant funding for improved 911 services



# The U.S. Bureau of Labor Statistics (BLS)

---

## Standard Occupational Classification (SOC)

- A federal statistical standard used by federal agencies to classify workers into occupational categories for the purpose of collecting, calculating, or disseminating data.
- The SOC is one of several standard classification systems established by the Office of Management and Budget (OMB).

*From [https://www.bls.gov/soc/2018/soc\\_2018\\_user\\_guide.pdf](https://www.bls.gov/soc/2018/soc_2018_user_guide.pdf)*

# The U.S. Bureau of Labor Statistics (BLS)

---

## Standard Occupational Classification (SOC)

- Detailed occupations in the SOC with similar job duties, and in some cases skills, education and/or training are grouped together.
- Each worker is classified into only one of the 867 detail occupations based on the tasks he or she performs
- Unlike a congressional office they do not care about the number of times they are contacted but rather the quality of the data provided

*From [https://www.bls.gov/soc/2018/soc\\_2018\\_user\\_guide.pdf](https://www.bls.gov/soc/2018/soc_2018_user_guide.pdf)*

## 2018 Revision: What was revised and what was not

---

- The process involves seeking data from reliable federal sources (OSHA, etc.) as well as seeking out their own data (gathering job descriptions).
- When the committee pulled 1000 job descriptions at small, medium and large centers the work described was largely clerical (taking calls and entering information into a system).
- OSHA workplace injuries for the job were mostly those seen in clerical workers.



# 2018 Revision: what was revised and what was not

---

- *The job title "Public Safety Telecommunicator" was added as an illustrative example for 43-5031.*
- *Occupation title was not changed because their research showed dispatcher is the most commonly used title (93% of job postings/descriptions).*
- *The value of work performed as a justification for assignments made using the SOC is out of scope for this review. The SOC system is organized on work performed, and placement in the SOC is not based on and does not indicate importance or respect.*
- *Police, Fire and Ambulance Dispatcher was not reclassified because*
  - *The SOC is not organized by industry or by common purpose, but by type of work.*
  - *The work performed by workers classified in 43-5031 includes speaking with callers, listening, and collecting and entering information.*

# The Next BLS SOC Revision

---

- Commence around 2024
- Gather and Analyze Data
- Completion by 2028

# Information the BLS SOC uses for Revision

---

- Nature of the work performed
- How the work performed is distinct from other detailed occupations in the SOC
- Job titles
- Indications of the number of jobs or workers in the occupation
- Types of employers
- Education and training
- Licensing
- Tools and technologies

\*[https://www.bls.gov/soc/input\\_requested\\_by\\_the\\_socpc\\_2018.pdf](https://www.bls.gov/soc/input_requested_by_the_socpc_2018.pdf)

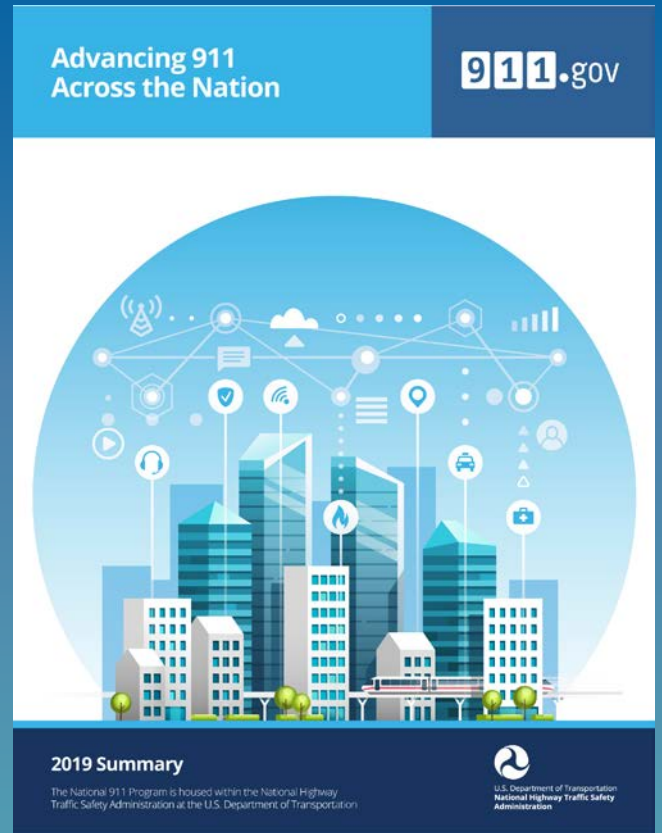
# What can the National 911 Program do to help?

---



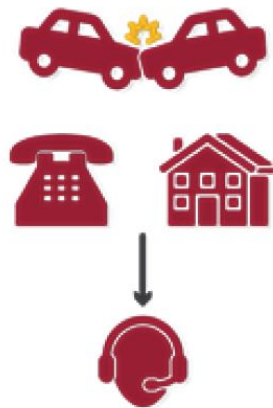
# About the National 911 Program

- **Convene stakeholders to make decisions & take action**
- **Create and share resources to help 911 systems & to educate others**
- Administrate grant funding for improved 911 services

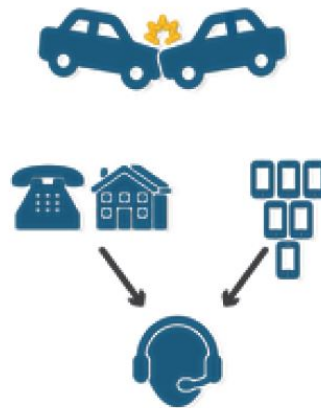


# How the public calls 911 is changing...

---



**YESTERDAY**  
Landline Society  
1 Incident  
1 Call



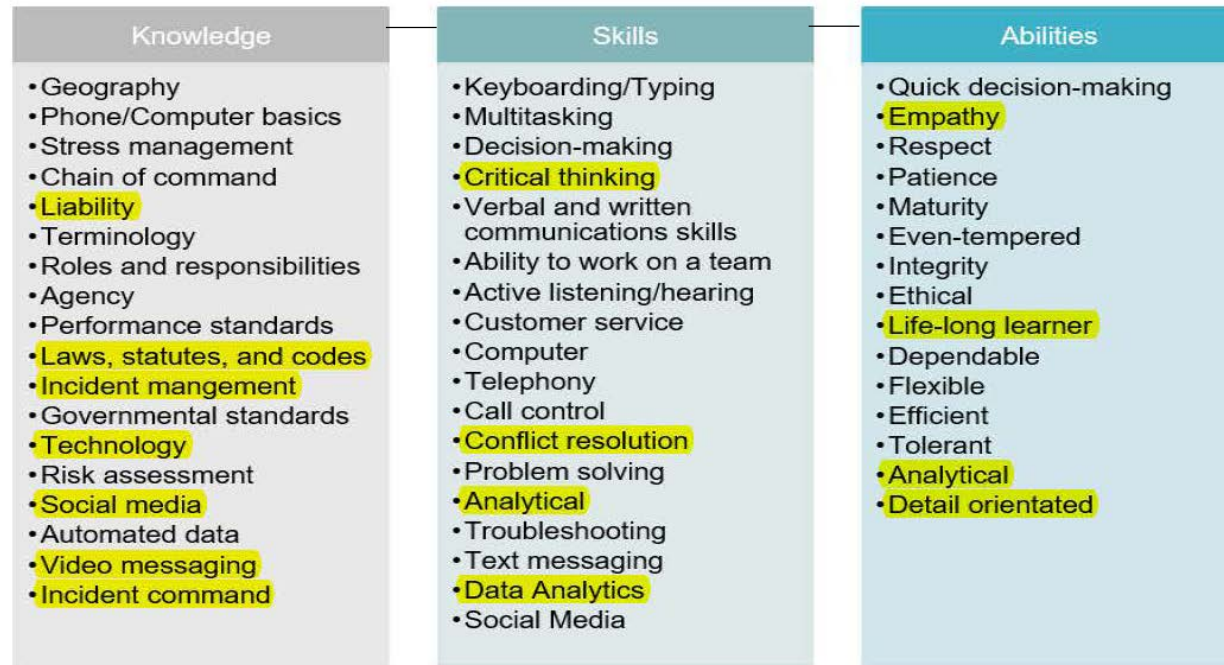
**TODAY**  
Mobile Wireless Society  
1 Incident  
Multiple Calls



**TOMORROW**  
NextGen, Tech-savvy, Fast-paced Society  
1 Incident  
Multiple Calls, Texts, Pictures, Video & Data

# The job of a telecommunicator is changing...

---



# Are your job descriptions and titles up to date?

---



- Some Job descriptions were found to be older than the employees that were filling them.
- When did you last update your job description and/or title?
- Does it accurately describe the work done?





# *Coming soon... to 911.gov*

## *Guidelines for Developing a Public Safety Telecommunicator Job Description Report*

---

- Guide developed to describe the need for and simplify development of improved job descriptions for the industry
- List of many Public Safety Telecommunicator Responsibilities and Key Job Skills
- Sample Job Description
- Why use it?
  - Consistent language and more complete information about the work that public safety telecommunicators do.
  - If many organizations modernize their job descriptions before the next revision there will be better data to support a change

[https://www.911.gov/project\\_telecommunicatorjobreclassification.html](https://www.911.gov/project_telecommunicatorjobreclassification.html)

### 50 Years of 911

This year marks the 50th anniversary of America's 911 systems – the lifeline to public safety.

Learn More



### Calling 911: What You Need To Know



NEED TO CALL OR TEXT 911?



USING 911 APPROPRIATELY



FAQS ABOUT 911

### Working Together on 911 Issues



#### Current Projects

Next Generation 911 for Public Safety Leaders

Next Generation 911 Cost Study

911 Grant Program

NG911 Roadmap: Connecting Systems Nationwide

Strategic Planning for Collecting and Use of Nationwide 911 Data

CPR LifeLinks

Get 911 Program News and Updates

Sign Up

911 System Resources

Kate Elkins, MPH, CPH, NRP  
National 911 Program  
(202) 366-8812  
Katherine.elkins@dot.gov



# Reclassification: Paths to Success

Dan Henry  
Regulatory Counsel  
Director of Government Affairs  
NENA: The 9-1-1 Association

---

# About NENA

- NENA: the 9-1-1 Association is THE standards, policy, and education organization for 9-1-1 in North America and beyond
- NENA has over 15,000 members and growing
- NENA technical and operational standards govern how 9-1-1 and NG9-1-1 systems work across the United States and the world
- NENA is the only open-standards organization dedicated to 9-1-1 issues



---

# Paths to Reclassification

- Legislative vs. Regulatory Reclassification
- Varying Strategies to Reclassification at the State Level
- Takeaways and Action Items

---

# Regulatory vs. Legislative

## Regulatory Reclassification

- Accountability through process
  - Bound by rules of procedure, Congress
- Statistical purposes
- Collect data
- Centralized knowledge structure

## Legislative Reclassification

- Accountability through consensus
  - Bound by voters
- *Any* purpose
- Are provided data
- Decentralized knowledge structure

---

# Regulatory vs. Legislative: Strategies

## Regulatory Reclassification

- Convincing a (relatively) few technocrats
- Using written statistics and data
- Being patient with bureaucracy
- Sharing the data

## Legislative Reclassification

- Convincing many Hill staffers
- Using popular support (cosponsors!)
- Knocking on doors
- Telling the story

**Universal Rule: everyone you talk to must convince someone else!**





# State vs. National Reclassification

# Tennessee HB 2304

<BillNo> <Sponsor>

HOUSE BILL 2304

By Russell

AN ACT to amend Tennessee Code Annotated, Title 4; Title 7; Title 8; Title 29; Title 39; Title 58 and Title 63, relative to first responders.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Section 29-34-203(a), is amended by deleting the language "emergency services personnel" and substituting instead the language "emergency call taker or public safety dispatcher, emergency services personnel,".

SECTION 2. Tennessee Code Annotated, Section 8-27-404(a)(1), is amended by adding the language ", emergency services personnel, emergency call takers or public safety dispatchers," after the language "law enforcement officers".

SECTION 3. Tennessee Code Annotated, Section 8-27-210(a), is amended by adding the language ", emergency services personnel, emergency call takers or public safety dispatchers," after the language "law enforcement officers".

SECTION 4. This act shall take effect July 1, 2020, the public welfare requiring it.

**2018 Tennessee Code**  
**Title 29 - Remedies and Special Proceedings**  
**Chapter 34 - Torts**  
**Part 2 - Tort Liability**  
**§ 29-34-203. Immunity for first responders in responding to emergency calls.**

Universal Citation: TN Code § 29-34-203 (2018)

- (a) As used in this section, "first responder" means a law enforcement officer, firefighter, emergency services personnel or other person who responds to calls for emergency assistance from a 911 call.
- (b) A first responder and the responder's supervisor, agency, employer or supervising entity is immune from civil liability resulting from a forcible entry of a home, business or other structure if the first responder:
- (1) Is responding to a documented 911 call for emergency assistance;
  - (2) Has made reasonable efforts to summon an occupant of the home, business, or structure that made the call by knocking or otherwise notifying the occupant of the first responder's presence;
  - (3) Has not received a response from an occupant within a reasonable period of time after making reasonable efforts pursuant to subdivision (b)(2); and
  - (4) Has a good faith belief that it is necessary to make a forcible entry for the purposes of rendering emergency assistance or preventing imminent bodily harm.
- (c) Nothing in this section shall affect the standard of care a first responder must employ when rendering aid after gaining entry.

# Tennessee HB 2304

<BillNo> <Sponsor>

HOUSE BILL 2304

By Russell

AN ACT to amend Tennessee Code Annotated, Title 4; Title 7; Title 8; Title 29; Title 39; Title 58 and Title 63, relative to first responders.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Section 29-34-203(a), is amended by deleting the language "emergency services personnel" and substituting instead the language "emergency call taker or public safety dispatcher, emergency services personnel,".

SECTION 2. Tennessee Code Annotated, Section 8-27-404(a)(1), is amended by adding the language ", emergency services personnel, emergency call takers or public safety dispatchers," after the language "law enforcement officers".

SECTION 3. Tennessee Code Annotated, Section 8-27-210(a), is amended by adding the language ", emergency services personnel, emergency call takers or public safety dispatchers," after the language "law enforcement officers".

SECTION 4. This act shall take effect July 1, 2020, the public welfare requiring it.

**2018 Tennessee Code**  
**Title 8 - Public Officers and Employees**  
**Chapter 27 - Group Insurance for Public Officers and Employees**  
**Part 4 - Group Insurance for Local Governments**  
**§ 8-27-404. First responders killed in line of duty -- Coverage of surviving spouse and dependents -- Reimbursement by state.**

Universal Citation: TN Code § 8-27-404 (2018)

(a) AS used in this section:

(1) "First responder" means paid, full-time law enforcement officers and firefighters who are employed by a local government in this state; and

(2) "Local government" means any county, metropolitan government, municipality, or other political subdivision of this state.

(b) If a local government offers health insurance benefits to first responders, the local government may offer or continue to provide health insurance benefits to the surviving spouse and children, including any unborn child, of a first responder killed in the line of duty for a period not to exceed two (2) years after the death of the first responder.

(c) If a local government offers or provides health insurance benefits in accordance with subsection (b), the local government shall notify the commissioner of finance and administration.

(d) This state shall reimburse any local government that provides health insurance benefits in accordance with this section in an amount equal to that portion of health insurance premiums and benefits for which the local government is responsible under the health insurance policy.

# Tennessee HB 2304

<BillNo> <Sponsor>

HOUSE BILL 2304

By Russell

AN ACT to amend Tennessee Code Annotated, Title 4; Title 7; Title 8; Title 29; Title 39; Title 58 and Title 63, relative to first responders.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Section 29-34-203(a), is amended by deleting the language "emergency services personnel" and substituting instead the language "emergency call taker or public safety dispatcher, emergency services personnel,".

SECTION 2. Tennessee Code Annotated, Section 8-27-404(a)(1), is amended by adding the language ", emergency services personnel, emergency call takers or public safety dispatchers," after the language "law enforcement officers".

SECTION 3. Tennessee Code Annotated, Section 8-27-210(a), is amended by adding the language ", emergency services personnel, emergency call takers or public safety dispatchers," after the language "law enforcement officers".

SECTION 4. This act shall take effect July 1, 2020, the public welfare requiring it.

**2018 Tennessee Code**  
**Title 8 - Public Officers and Employees**  
**Chapter 27 - Group Insurance for Public Officers and Employees**  
**Part 2 - State Insurance Committee**  
**§ 8-27-210. First responders killed in line of duty -- Coverage of surviving spouse and dependents.**

Universal Citation: TN Code § 8-27-210 (2018)

(a) As used in this section, "first responder" means paid, full-time law enforcement officers and firefighters who are employed by the state or a local government in this state. "First responder" also includes capitol police officers and employees of the Tennessee highway patrol, Tennessee bureau of investigation, and Tennessee wildlife resource agency.

(b) The state insurance committee may, in approving a health insurance plan that covers first responders, offer or continue to provide health insurance benefits to the surviving spouse and children, including any unborn child, of a first responder killed in the line of duty for a period not to exceed two (2) years after the death of the first responder.

# Tennessee HB 2304

<BillNo> <Sponsor>

HOUSE BILL 2304

By Russell

AN ACT to amend Tennessee Code Annotated, Title 4; Title 7; Title 8; Title 29; Title 39; Title 58 and Title 63, relative to first responders.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Section 29-34-203(a), is amended by deleting the language "emergency services personnel" and substituting instead the language "emergency call taker or public safety dispatcher, emergency services personnel,".

SECTION 2. Tennessee Code Annotated, Section 8-27-404(a)(1), is amended by adding the language ", emergency services personnel, emergency call takers or public safety dispatchers," after the language "law enforcement officers".

SECTION 3. Tennessee Code Annotated, Section 8-27-210(a), is amended by adding the language ", emergency services personnel, emergency call takers or public safety dispatchers," after the language "law enforcement officers".

SECTION 4. This act shall take effect July 1, 2020, the public welfare requiring it.

**2018 Tennessee Code**  
**Title 8 - Public Officers and Employees**  
**Chapter 27 - Group Insurance for Public Officers and Employees**  
**Part 2 - State Insurance Committee**  
**§ 8-27-210. First responders killed in line of duty -- Coverage of surviving spouse and dependents.**

Universal Citation: TN Code § 8-27-210 (2018)

(a) As used in this section, "first responder" means paid, full-time law enforcement officers and firefighters who are employed by the state or a local government in this state. "First responder" also includes capitol police officers and employees of the Tennessee highway patrol, Tennessee bureau of investigation, and Tennessee wildlife resource agency.

(b) The state insurance committee may, in approving a health insurance plan that covers first responders, offer or continue to provide health insurance benefits to the surviving spouse and children, including any unborn child, of a first responder killed in the line of duty for a period not to exceed two (2) years after the death of the first responder.

# Colorado SB20-026

SB20-026

## Workers' Compensation For Audible Psychological Trauma

Concerning eligibility for workers' compensation benefits for workers who are exposed to psychologically traumatic events, and, in connection therewith, establishing that a worker's visual or audible exposure to the serious bodily injury or death, or the immediate aftermath of the serious bodily injury or death, of one or more people as the result of a violent event, the intentional act of another person, or an accident is a psychologically traumatic event for the purposes of determining the worker's eligibility for workers' compensation benefits.

---

# Takeaways

- Many paths to success
- Don't have to reinvent the wheel
- Progress is progress
- Efforts are not mutually exclusive — your efforts can work for both regulatory and legislative efforts!
- Information sharing is key — share with us!
- No matter the outcome of 911 SAVES, we'll see success

# Questions?

Dan Henry  
Regulatory Counsel  
Director of Government Affairs

 @dhenry\_911

 @911NENA911

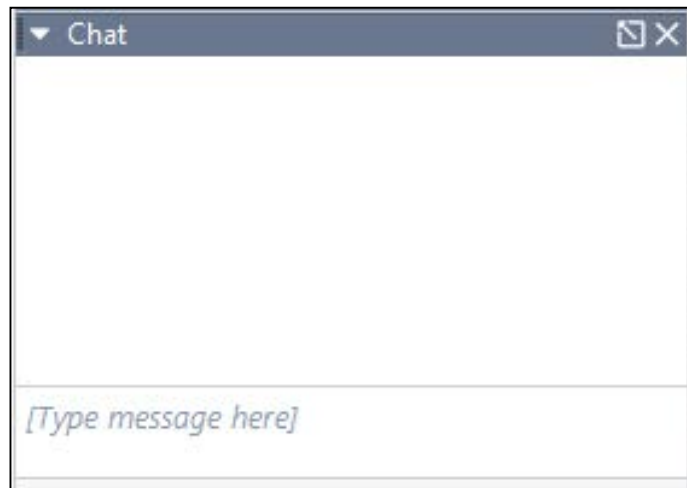
 /911NENA911



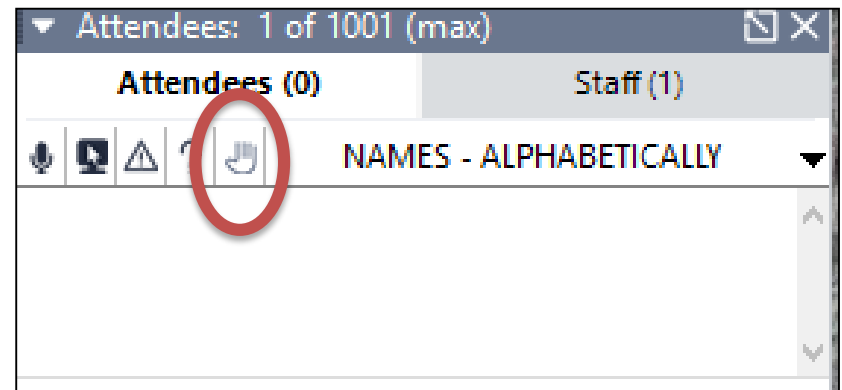


# Q & A Period

GoToWebinar's "Chat" feature located on the right-hand side of your screen.



Click on "Raise Hand" and your phone line will be unmuted.





# Georgia Emergency Communications Authority

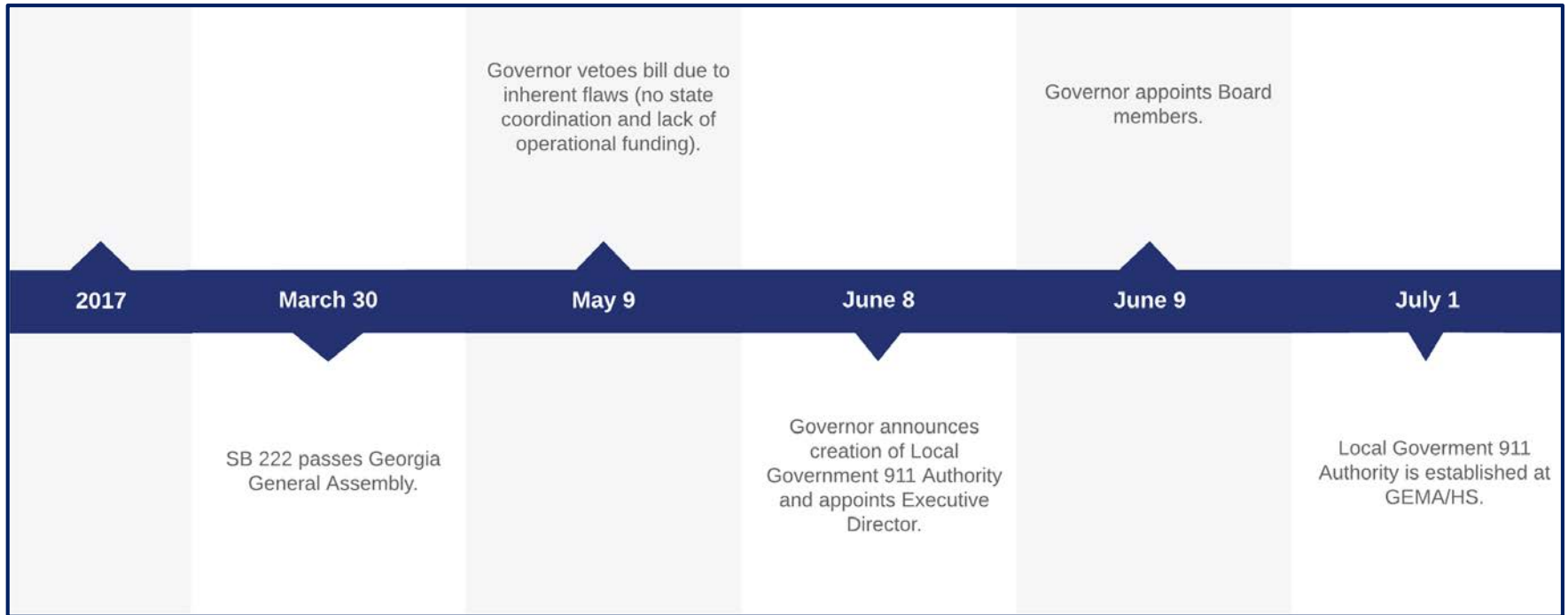
## Georgia's Advancements in Emergency Communications

---

Michael Nix  
Executive Director



# Timeline





# Local Government 911 Authority

911



# HB 751

- Introduced legislation in 2018 to create the Georgia Emergency Communications Authority
- Brought all 911 fees to \$1.50 (wireline, wireless, VoIP, prepaid wireless)
- Eliminated cost-recovery charges to PSAPs
- Centralized 911 fee collection through partnership with Georgia Department of Revenue
- Allows GECA Board to develop an auditing schedule for service suppliers



# New 911 Fee Process

- Beginning January 1, 2019, all service suppliers began remitting 911 fees to the Georgia Department of Revenue (DOR).
- DOR aggregates all 911 fees and distributes to the PSAPs monthly.
- GECA staff develops and distributes reports to PSAPs breaking down their monthly fees by service supplier and line type.
- Collected  $\approx$  \$225 million in 911 fees in CY 2019.
- Most PSAPs saw an average of 7-9% increase in revenues.

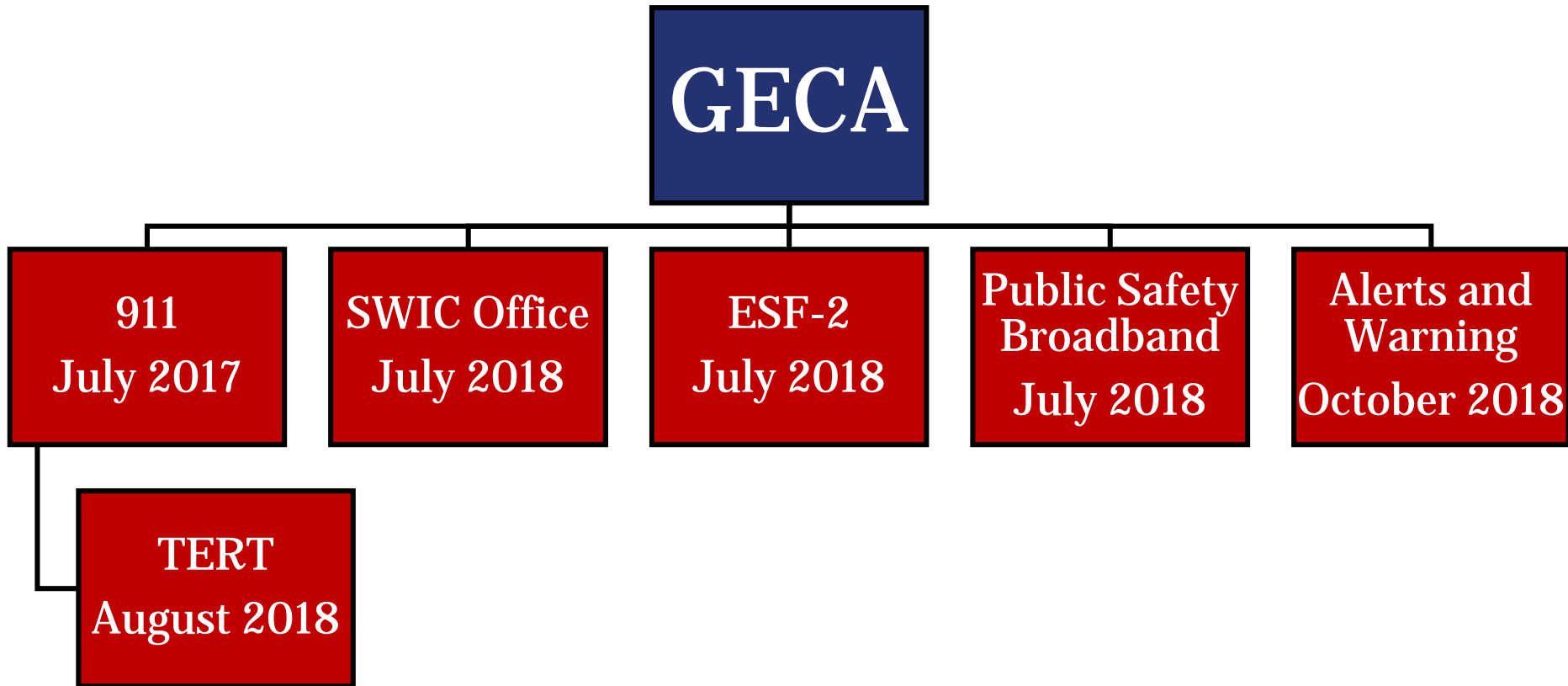


# GECA Board

- Governed by a 15-member Board of Directors
- Commissioners of the Departments of Public Safety and Revenue and Director of the Georgia Public Safety Training Center
- Three (3) 911 Directors
- County Commissioner and County Manager
- Mayor and City Manager
- Sheriff, Police Chief, Fire Chief
- Two (2) service supplier representatives



# GECA Overview







# Emergency Communications Field Coordinators

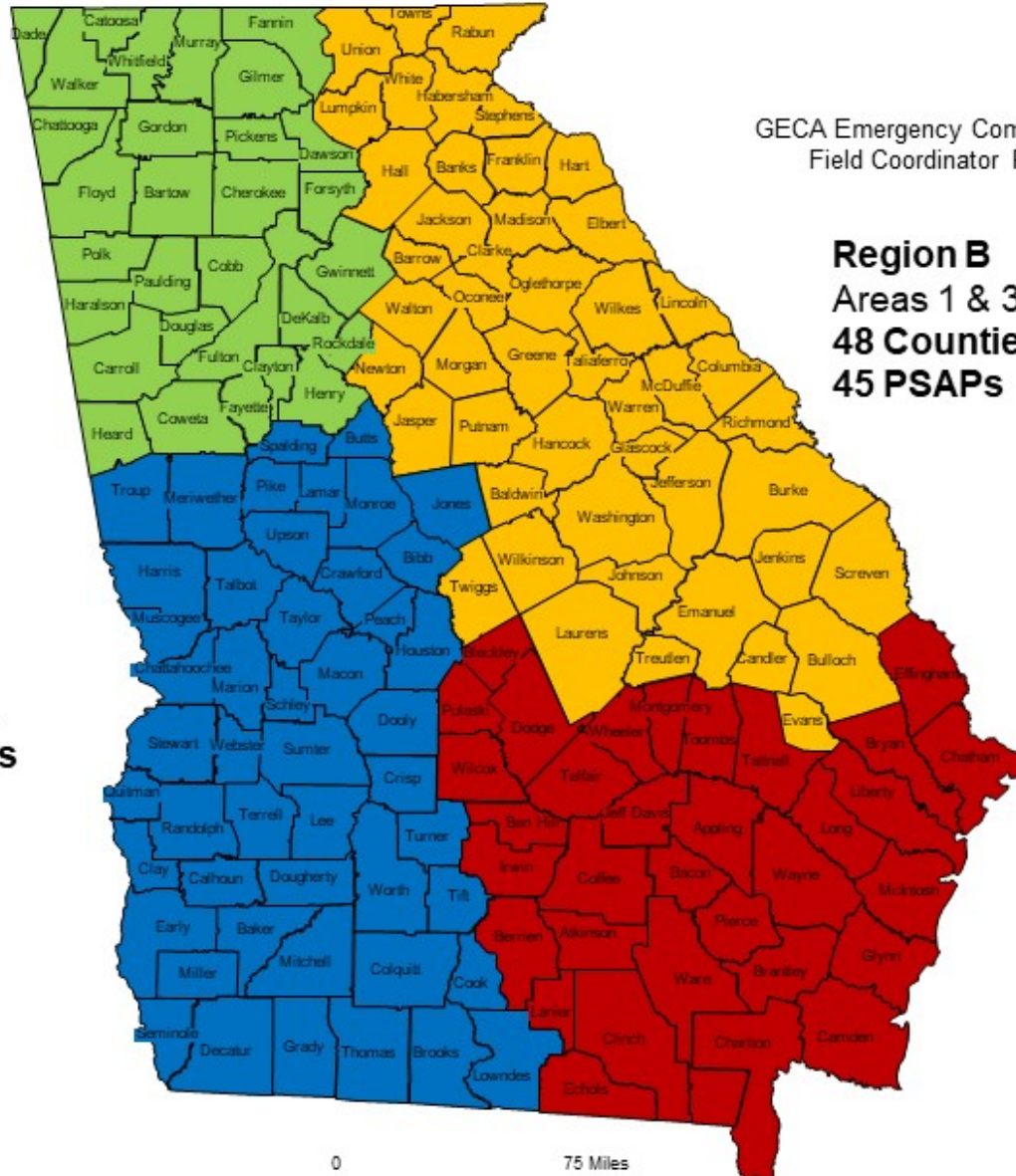
**Region A**  
Areas 6 & 7  
30 Counties  
45 PSAPs

GECA Emergency Communications  
Field Coordinator Regions

**Region B**  
Areas 1 & 3  
48 Counties  
45 PSAPs

**Region C**  
Areas 2 & 4  
48 Counties  
35 PSAPs

**Region D**  
Areas 5 & 8  
33 Counties  
29 PSAPs





# NG911 Federal Grant

## Phase 1

### NG911 Strategic Plan and Assessment

---

- NG911 Stakeholder Engagement and Communications Planning
- NG911 Readiness Assessment
- NG911 ESInet and NGCS Procurement Strategy

## Phase 2

### NG911 GIS Readiness Assessment and Strategy

---

- GIS Stakeholder Engagement
- GIS Needs Assessment
- NG Core GIS Data Strategy Development
- NG 911 Core Data Technology Support

## Phase 3

### NG911 Training

---

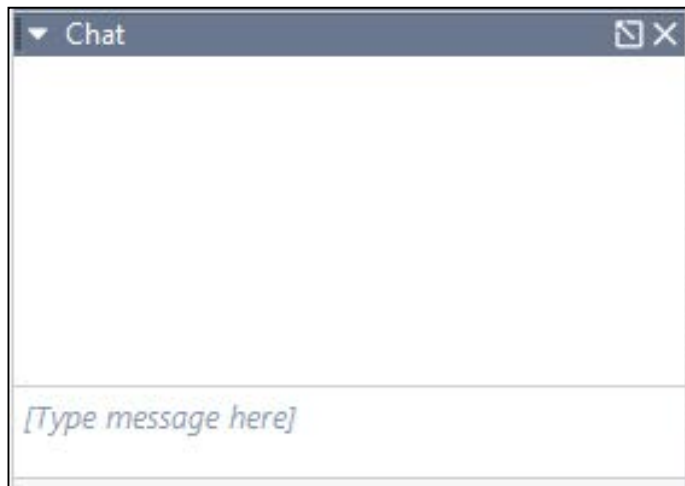
- New 911 Directors Academy
- NG911 Training for Telecommunicators (3 two-hour online courses)
- Block Grants for PSAPs (approx. \$10,000 per PSAP)



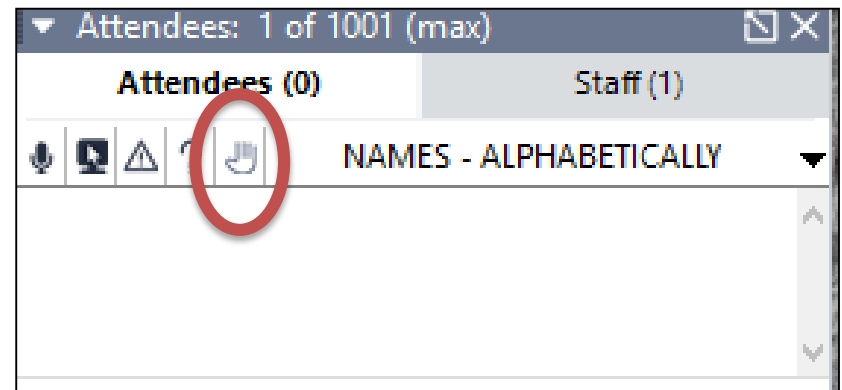
# Questions?

# Q&A Period

GoToWebinar's "Chat" feature located on the right-hand side of your screen.



Click on "Raise Hand" and your phone line will be unmuted.



# Future Webinars

- Tuesday, May 12, 2020
- Tuesday, July 14, 2020
- Tuesday, September 8, 2020
- Tuesday, November 10, 2020
  
- To register, visit: [coming soon](#)
  
- Previous State of 911 webinars are available at:  
[www.911.gov/webinars.html](http://www.911.gov/webinars.html)

# National 911 Program

- Laurie Flaherty  
Program Coordinator  
202-366-2705  
[laurie.flaherty@dot.gov](mailto:laurie.flaherty@dot.gov)
- Feedback or questions can be sent to:  
[National911Team@mcp911.com](mailto:National911Team@mcp911.com)