Brian Tegtmeyer: Hello, and welcome to the State of 911 Webinar series, hosted by the NHTSA

National 911 program. My name is Brian, and I'll be the moderator for today's session

Brian Tegtmeyer: next slide.

Brian Tegtmeyer: This Webinar series is designed to provide useful information for the 911 stakeholder community about federal, State and local participation in the planning design and advancement of 911. It includes real experiences from leaders utilizing processes throughout the country to improve and enhance 9 1 1

Brian Tegtmeyer: in today's session.

Brian Tegtmeyer: We will provide a review of the NHTSA and National 911 programs, GIS project,

including Federal initiatives supporting GIS and 911 along with a case study of the State of Arizona, which built a successful bridge between 911 and GIS, to to the advantage of all 911 authorities across the State.

Brian Tegtmeyer: Additionally, we will discuss 911's role in traffic incident management, a proven system of managing incidents with the goal of reducing responders, exposure to live traffic, and quickly and safely clearing crashes from the road.

Brian Tegtmeyer: Today's webinar is being recorded, recorded, and will be posted on 911.gov.

Brian Tegtmeyer: For more information on the National 911 program, webinars, access to archive

recordings or to learn more about the National 911 program. Please visit 911.gov

Brian Tegtmeyer: for closed captioning during to day's webinar hover over the bottom of the zoom screen for meetings controls and then click the CC. Butting to start viewing the captioning

Brian Tegtmeyer: feedback or questions about the Webinars can be sent to N HTSA.National 911@dot.gov.

Brian Tegtmeyer: The National 911 program would like to make you aware that the document and tools section of the 911.gov 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 your 911 colleagues, including policy documents, plans, reports across several topics

Brian Tegtmeyer: such as governance management operations, post crash care standards and best practices and technical documents are available.

Brian Tegtmeyer: You may access the web page under the resources, drop down 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 top right side of the Docs and tools page

Brian Tegtmeyer: next slide.

Brian Tegtmeyer: 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 911tree of life.org to honor a special 911 telecommunicator who is making a difference in your community.

Brian Tegtmeyer: Next slide.

Brian Tegtmeyer: Please note that all participant phone lines have been put in a listen, only mode. And this webinar is being recorded to ask questions of our presenters. Feel free to take one of 2 actions. Use Zoom's QA Feature

Brian Tegtmeyer: located on the bottom of your screen in the meeting controls. You can enter your question in any time during the presentation, and it will be entered into a queue. Hover your mouse over the bottom of the page to access these meeting controls, or to ask your question, live. Use the raise hand feature to request your phone line to be unmuted, and you will be called upon to ask your questions.

Brian Tegtmeyer: Individuals registered for this Webinar will receive access to today's Powerpoint presentation and a webinar recording. With that I would like to introduce our first topic and speakers.

Brian Tegtmeyer: First, I am going to introduce Robert Horn. Robert is the GIS 911 manager with mission critical partners, and has supported the National 911 program in a variety of GIS initiatives and papers.

Brian Tegtmeyer: Robert.

Robert Horne: Thanks, Brian. Hello, everyone. Robert Horn. I had the privilege of introducing 2 long time

Robert Horne: friends and co-conspirators in the GIS realm. Eric Shreve. He's the 911 geospatial manager with the State of Arizona.

Robert Horne: He works within the Arizona Strategic Enterprise Technology Office, asset with ADOA

Robert Horne: and Jenna Leveille, Arizona, deputy state cartographer. And they're going to talk to you today about enhancing nextgen through collaboration.

Eric Shreve: Thanks, Robert, thanks Brian thanks for having us today. We move to the next slide.

Eric Shreve: So we're gonna give a brief overview of some of the things that we're doing in the State of Arizona, as relates to NG911 and GIS integration definitely will not say this happens overnight. It it's a all hands on deck as well as leveraging partnerships both in the private vendor side as well as state and local level participants. So just a brief overview of what we're gonna be talking about today over the next 20 minutes and hopefully just

Eric Shreve: give you some insights and some take away call to actions that can be leveraged by this discussion next slide.

Eric Shreve: So again, why we are here today is having an understanding of what next generation 911 looks like as it relates to GIS. We, you know, often like to use this visual as a very simplified approach in relation to how the sausage is made in in the workflow in integrating GIS information. So I like to think, top right is as the workflow of integrating your address points red center lines, and then the various boundaries

Eric Shreve: from there, integrating the the spatial interface which coordinates both the location validation function and then the emergency call routing function.

Eric Shreve: Once that information is coordinated in, then we can come into reality of integrating the originating service providers

Eric Shreve: in relation to wireless wireline, VoIP, Texan, 911. You know all the the various methods for originating 911 calls from there. That's where we tie in geospatial data to make the

Eric Shreve: route ability for a next generation a a true component of what we do for the State of Arizona.

Eric Shreve: So again, I like to think of address points and road center lines as the mechanism to validate against wire line records. You can think of those as your, you know.

Eric Shreve: grandma and grandpa phone line that they have in their house, using address points and red center lines to validate off that information.

Eric Shreve: And then the other leg of the validation is the emergency call routing function, which the core would be the piece app polygon for determining where to route a call both wireless wireline VoIP, as well as any other method that comes in with that routing process. And then, addition to supporting some of the legacy, 911 networks. You know, legacy. Selective routers are a big one that come to mind

Eric Shreve: ensuring all that has a coordinated effort and can coordinate through the ez net and route the call to the correct location.

Eric Shreve: And just a little background information about the Arizona. 911 project we've been at this endeavor for about 2 and a half years now. It it definitely has is had its successes as well as challenge. Pain points but overall, I would say it's been a very impactful project given that we've been able to coordinate with entities ranging from locals tribes, federal, DOD installations just kind of large gambit of stakeholders that we coordinate with to make this all reality. And then, like, I said in the previous slide.

Eric Shreve: leveraging and building those partnerships and relationships with entities that are already using the data. In a data supply chain fashion, leveraging those partnerships as well as partnerships with our private vendors. Our private sector vendors. In ensuring that we have the best best practice best standards as far as implementing the GIS workflow for the State of Arizona next slide.

So just

Eric Shreve: brief background about me. So I work for the Arizona State number one program like Robert alluded to. We, we have a growing team. And we we look to really push the next generation 9 11 concept, though, in in addition to other concepts such as trainings, but standards, and then just kind of the overall effort of public safety awareness as it relates to it. And I'll kick it over to Jenna.

Jenna Leveille: Thanks, Eric. Good! I guess it's good afternoon, everyone. In Arizona it's still Good morning.

Jenna Leveille: It's this is one of my favorite topics. In Arizona. We are very much grassroots for collaboration with geospatial as Eric said, the heavy lift of implementing NG911 is really been the last 2 and a half or 3 years. But I think it's really important to understand the landscape that that set that up for success.

Jenna Leveille: So I work for the Arizona State Land Department.

Jenna Leveille: and statutorily, we are required. To coordinate geospatial data for the State. Anything that is statewide. It's it's my responsibility to make sure that attention is paid. So 9 11 falls under that

Jenna Leveille: part of the mechanism, for that is the Arizona Geographic Information Council. And again, that's that's a

Jenna Leveille: governor appointed board that sits

Jenna Leveille: It sits under State land in statute. It's really meant as an advisory board there. It's quite large. There are 35 representatives from all different jurisdictions that help guide our activities.

Jenna Leveille: In regards to next gen 9 1 1. The discussion really started, probably more than 10 years ago under the council under AGIC. We have committees and work groups, and Next Gen 9, 1 1 committee was stood up pretty quickly after the the concept

Jenna Leveille: of geospatial call routing was introduced.

Jenna Leveille: so where that gave us benefit, and where that gave us a really strong foundation to end up where we're at now with implementation is that we engage the stakeholders from the local level state. All the different stakeholders in the same room and gave them a voice.

Jenna Leveille: There's a huge power to to training as well as troubleshooting and a shared vision of collaboration. It's really made Arizona very successful in our efforts for implementing, and

Jenna Leveille: and was a great foundation is a great foundation. It's evolved over the over the years. But it's really led to the the current implementation and success

Jenna Leveille: next slide.

Jenna Leveille: So under AZG as well as land, one of our statutory obligations is a statewide clearinghouse geospatial clearinghouse.

Jenna Leveille: So in 2020 we reimagined and modernized our clearing house that had existed for about 7 or 8 years previously. But the technology really hadn't wasted this the time. So we modernized it. It's based on Esri technology. What it allows is for us to have a public facing front end to deliver data

Jenna Leveille: seamlessly and kind of a a self service environment. But then we have a secure back end so that we can collaborate with our partners, and it's easy to contribute to a statewide data set like what we what's required for the data supply chain that Eric

Jenna Leveille: mentioned previously.

Jenna Leveille: So there are secure groups. There are GIS functionality that is out of the box. What that does is allow our partners to not have additional steps to to share their data, validate their data and get it to the state so that we can really have high performance. In our in our next gen environment.

Eric Shreve: So, Eric, I'll kick it back to you. Yeah. And just to kinda add a little more to the the discussion. The other thing that we build really been able to leverage through this AZ Geo collaboration is building out information websites through arcgis, if you're not familiar with that, it's a very intuitive solution to

Eric Shreve: build out engagement, provide information. Without having to code without having to stand up an individual website. I highly recommend it. And that's just something that we really been able to leverage on the AZGeo platform to create that engagement stakeholder relationship. So next slide

Eric Shreve: so has, as we mentioned in the previous 2 slides. The concept of the data supply chain is our bread and butter to success. You know, we really like to leverage the concept of build once used many times. I can't say it enough in government, especially at the State level. We often have duplications of effort that creates a strain on both the locals as well as a state level

Eric Shreve: entities. Because you're having to curate and manage multiple data sets that may not serve the best purpose as an authoritative State, State, State, State, State, State, State, State, State, State, State, State, wide data set that can be leveraged for things such as geospatial call routing.

Eric Shreve: So the workflow that we have based on this graphic on the right is the the core data sets for next generation. 9 are required. Data sets, address points, red center lines, then the 4 boundaries that are in relation to the emergency service boundaries through our partnership, like I talked about earlier with one spatial, we have a workflow in place where we can authenticate a data validation and

aggregation

Eric Shreve: solution through a software as a service type approach where we can deploy a hub where entities can go in and validate their information at their leisure and running it against the NENA Gis data model standards.

Eric Shreve: We create a standardized approach for validating information. And then, in addition to that, making sure that any information that doesn't meet that level of conformance. We can pause and make sure that the data provider can take that change. Take that recommendation for corrections and apply it and then update their GIS data set, and then from there it's a repetitive approach of getting the GIS data

validated and then aggregated to our statewide repository, which would be AZGeo

Eric Shreve: and then addition to that where we would leverage the geospatial supply chain concept is our partnership with our state. DoT. They have a requirement for the for their federal programmatic

Eric Shreve: reporting. Through the linear referencing system. They take road center line data sets get curated and aggregated through the 911 workflow, and then that supports the need that they have for a requirement. So again, really leverages that partnership with our other stakeholders that we have here in the State of Arizona. And then, in addition to that

Eric Shreve: our other partnership that we leverage with the one spatial data supply chain workflow is our partnership with our next generation core service provider contact, and then their location sub location vendor DTI. We have another mechanism to validate the information. E, essentially, you can think of it as a secondary means of checks and balances, of ensuring that the GIS data conforms. And that's

Eric Shreve: that's ultimately what is used to validate the data in the LVF as well as ECRF

Eric Shreve: and then, lastly, the other workflow that we've been able to leverage on this is supporting the National address database. So through that address point aggregation that is noted in the top left of the workflow. That data then gets rolled up for a statewide address Point dataset that gets supported to the night national initiative of a nationwide address point dataset. So it's really a

Eric Shreve: cohesive effort ensuring that we have a standardized approach, ensuring that there's communication and transparency as far as how to use the tools.

Eric Shreve: how to evaluate and look at the QC Reports and then apply those corrections to have the information roll up to have data that's usable for public safety grade GIS information next slide.

Eric Shreve: So again, you know, having a standardized approach. Can't say enough. That's that's the name of the game. That's something that NENA really presses on on stakeholders of having a a standardized approach to validate and aggregate data. I would say. The other advantage that we have in this workflow is a transactional based approach. So through our process with our vendors. Running a change detection process

Eric Shreve: our approach as opposed to our office, having to coordinate with all the stakeholders and receive that raw information and then go and stitch it and apply it to a statewide data set. We haven't the mechanisms in place to automate it as much as possible.

Eric Shreve: And then, lastly, just you know again, our partnership with AZ Geo. State land and AGIC is can't say with enough is rather than I myself, or our office, having to stand up our own ARCGIS infrastructure for our GIS enterprise. We can leverage the partnerships that we already have in place, and I'll kick it over to Jenna if you wanna comment on that.

Jenna Leveille: Yeah, happy to. So it's one of one of the powers of AZGEO and AGIC is

Jenna Leveille: is that we can have cost savings across agencies. Arizona doesn't have a traditional centralized GIS were a little more ad hoc and voluntary. But because of that, we really have a lot of collaboration and a lot of support. So AZGIC and AZ land access to AZGEO which is connected to an enterprise environment.

Jenna Leveille: What that does is we invest in that and then reach out to our partners to help support that investment overall. It's a shared savings for everyone, so Eric doesn't have the the challenge of also managing his infrastructure.

Jenna Leveille: We do that for him, and then he accesses it and and shares those benefits with local stakeholders. What we found, we use it for a variety of things even outside of 9 11. But what we found is that it's really a productive, a productive way to invest smartly.

Jenna Leveille: had Eric had to stand up his own GIS infrastructure, it would have been an additional cost of hundreds of thousands. This way. It's it's

Jenna Leveille: a small percentage of that. And the way we see it, it's it's win win for everyone. I think it. It helps us to

Jenna Leveille: make the data sets once and use them many times. As Eric mentioned. So there is added return on investment. From that perspective we can use the address points for other geospatial decisions in other areas, health and human safety, adot and transportation. We can use it for a lot of different things. So it's really a huge advantage to share the infrastructure.

Eric Shreve: Yeah, thanks, Jenna, just to kind of summarize this talking point. You know, I can't say it enough, just having to not have to

Eric Shreve: dabble in the ArcGIS server management side of things and making sure software is to the latest and greatest. It frees up our office to focus on other initiatives and not have to focus on the server infrastructure, which I can't say enough is is something that definitely makes our program more successful on that matter. So next slide.

Eric Shreve: So just kind of you know some of the takeaways that we've seen in the State of Arizona, and reference of AZGeo on how it can be a model that can be leveraged by other stakeholders. You know.

Eric Shreve: interstate is something that comes to mind as well as you know, going down to the local level. I think it's it can't be said. Enough is just

Eric Shreve: establishing those relationships is the name of the game. Knowing what is currently existing in your State or at a local level, is is something that really places an emphasis that I can't say enough. And I would say, having the infrastructure that is, you know, authoritative in that matter, that we have a a you know, governing body that supports the the interest of what the AZGeo buildout is. I think that

Eric Shreve: that that alleviates a lot of burdens when we're talking about data sharing and what that?

Eric Shreve: What that you know, process looks like, as far as that information getting out, II think, having the the framework and the bones behind. Having that portal and having that instance of architecture in place really makes just an effective approach for getting buy-in from. You know, other stakeholders that are that are supporting this endeavor, or may not be supporting this endeavor. You know we've had a

Eric Shreve: a lot of engagement recently with a couple of tribal communities in the State of Arizona that wanna you know

Eric Shreve: research and examine this a little further, to see what that looks like, as far as a partnership and building the role out and partnering. And I'm getting GIS data aggregated for their Ng use case for their tribal entities. And then, just you know, expanding upon just II think it's a model that I could see other States adopt. II think you know, when we talk about a State spatial data infrastructure the SDI.

Eric Shreve: I think that's a growing trend that continues to build across the country. And as that information gets rolled up at a national level as far as those framework themes, data sets just, you know, showing that the used case exists, and how states such as us in Arizona, having have built that out, just can't stand up of of the success on that

Eric Shreve: next slide.

Eric Shreve: And so just final thoughts call to actions. You know, wrapping everything up like we said. Our

Eric Shreve: next generation 911 effort to the State 911 office would not be successful without the partnership with AZGeo, State Land department, AGIC, it just builds out the collaborate collaboration as well as that authoritative framework for creating engagement creating buy in just can't say it enough. And then, like I talked about, build out and rollouts of the spatial data infrastructure. That's a growing trend that we continue to see.

Eric Shreve: In addition to the national stated spatial data infrastructure. So the NSDI so leveraging you know, state nationwide data sets, such as the National address, database and building out and just creating that engagement on what that looks like.

Eric Shreve: Continued commitment to innovation. So what we're looking at doing? You know, building out the easygo infrastructure more is showing the the capacity of parcel aggregation as well as indoor mapping. That's something we're really pushing a focus on as we move forward. Building that state wide rollout. And then, lastly, just continuing on the element of next generation 911 of having a

Eric Shreve: interoperable data set that stretches past your jurisdiction, having the capability of having that network of network concepts and really pushing on the GIS data as that framework data or that framework information to support the overall process on call routing

Eric Shreve: and I think that is it.

Brian Tegtmeyer: Okay? Well, thank you all. Robert, Eric and Jenna. That was great. We do have some questions for you. I think I'm gonna start with the first question which you may have answered. But let's make sure we did. Which is. Sam Young asked, what data is hosted on AZ, Geo?

Jenna Leveille: I can. Yeah, I can take that we have a quite a wide variety. So we. What we hope for is all authoritative data. And that's what we we support. So it's not just 911 data. It is boundaries. It's you can think of the the foundational data set. So the the data sets that everybody needs to be able to make decisions.

It is a self serve portal that is overseen. We have a data curator that helps us to make sure it's not the Wild West. So so what the public can access are

Jenna Leveille: authoritative data sets that that help inform decision making like boundaries, addresses, road center lines,

Jenna Leveille: environmental data, natural resource, like, where where management is happening on the ground. So there's a quite a wide variety of data sets that are available through AZGeo.

Jenna Leveille: Great.

Brian Tegtmeyer: Next question I have is from Dan Miller. And I know it's one that comes up often around the country with GIS, do you have issues with agencies or counties not wanting to share data, or how how do you overcome that?

Eric Shreve: So I would say on the the 911 side for those required data sets. We, we don't get much pushback

Eric Shreve: at all in regards to those data sets being shared for what we need. You know, we're talking about a statewide data set being utilized for for call routing purpose. We don't get a lot of pushback, I would say, a big data set that we have, that that has some contention is parcel cadural information. We. We have had some pushback for counties, and that's more on counties that

Eric Shreve: you know, still have a requirement to where they need to have a form of monetize off the data. I will say that I think it's a a theme across the country as States coordinate with counties and locals. But we're we're working on some mechanisms through our office as well as partnering with AZGeo and AGIC to alleviate and build a better mechanism for that.

Brian Tegtmeyer: Yeah, we gotta go.

Brian Tegtmeyer: Oh, yeah, go ahead.

Jenna Leveille: I would just quickly add that one of the things that we spend a lot of time on is

understanding what the barriers are and building solutions collaboratively. So we leverage AGIC, and our committees and work groups to learn more about what is stopping

Jenna Leveille: folks from sharing. And how can we overcome that? So we've had a lot of a lot of success through those discussions.

Brian Tegtmeyer: Great. Next question from David Hardin. What happens to the local data or the call process after being routed to the geocom? And then the computer aided dispatch.

Eric Shreve: Yeah, I think I can answer this question. So when the data is aggregated at the state level through the data supply, chain work flow of the data, then, is provided to our partners over it. Digital data technology who manages the spatial interface which is combines both the mercy call routing function and location validation function. They validate it in their system to ensure that

Eric Shreve: all wire line records do, in fact, have the ability to validate. And then, looking at those other spatial data checks from there. So from a routing perspective, when the call originates in, you know, wireless wire line. From there the ingress goes into the contact. Selective router from there,

then, is a mechanism in place to validate that information from the geocom

Eric Shreve: side so our partnership with at t as call handling as a service they utilize best the map, local or best them as the call handling equipment

Eric Shreve: that's the partnership, and so Geocom generates the mobile map package, which then gets provisioned over into the best of map local process for the 911 call handling map, and then CAD from there there is a translation method. So when the 911 call originates and the call gets directed to

the correct PSAP. There is a mechanism in place that will do that parsing of the information to ensure that it can format into CAD.

Eric Shreve: CADs, a little bit of a a difficult one to address just because there's not a a standardized approach like, you see, when we're talking about next gen, I know APCO is working on that. There's a couple of work groups that are looking to. You know, standardize that process. So we we don't have necessarily a lot of oversight on the CAD side. I would say. That's more of a local

Eric Shreve: you know, Home Rule aspect. But that's something that we've we're definitely playing a

bigger role in as far as the statewide initiative.

Brian Tegtmeyer: Alright great. That's all the time we have for questions. The remaining questions. We will get our panelists to answer and provide those answers when we post this information on that one. Gov. So Eric and Jenna thank you so much for your time, and we are going to move on to our next speaker.

Brian Tegtmeyer: Oh, and we just put it in the chat, but for more information on next generation 911 and GIS check out the GIS assessment page

Brian Tegtmeyer: Gov, and you can have access to a lot of reports that have been posted, including some of just put up couple of 3 white papers that were just placed there 2 weeks ago. So

Brian Tegtmeyer: with that, I now have the honor and pleasure to introduce Jennifer Kirkland from the Colorado State 911 program as she where she is the program manager, Jennifer, has worked on nine's role in traffic safety in a variety of different initiatives in Colorado. And she's here today to talk about TIM traffic incident management. Jennifer.

Jennifer Kirkland: Thanks, Brian, and good morning, everybody. I'm so happy to be here and talk with you about traffic, incident, management, the traffic incident management system with everybody. For some of you. This might be a review, and for some of you this might be the first time you've ever heard of that, so we'll just dive right in, and if we could go to the next slide, please.

Jennifer Kirkland: So my name is Jennifer Kirkland, and I've got 22 years in 911 I started at Vale Public Safety Communication Center in Vale, Colorado, which is on i-70. Obviously one of the biggest interstates in the country, and kind of

Jennifer Kirkland: A through way for everything, both for Colorado and the country. As far as truck traffic and shipping goes.

Jennifer Kirkland: They moved down to Grand Junction, Regional Communications Center in the last 4 years, and I'm now the State 911 program manager. I'm also an NENA Education Advisory Board member and instructor and a senior consultant with fiction associates facilitating the CCM. Program.

Jennifer Kirkland: I've been a volunteer firefighter and Emt, so I have experience both under the headset and on the road. But that is not necessary for a successful traffic and incident management. I just throw that in there to help, you understand? Kind of my background.

Jennifer Kirkland: And in 2017. Our Governor stood up a

Jennifer Kirkland: at the time they called it a task force on first responder safety in response to unfortunately, several first responder desks that we had.

Jennifer Kirkland: So the Governor started. What is now the Colorado Standing Committee on first responder safety in 2017, and I was appointed to be the 911 representative on that committee, which is what got me into traffic incident management. In the first place.

Jennifer Kirkland: So next slide, please.

Jennifer Kirkland: So traffic incident management. It's kind of similar to ICS, and I'm sure everybody's familiar with ICS. But this is a traffic incident management system. It's planned and coordinated multidisciplinary process. It's designed to detect, respond to and clear traffic incidents so that traffic flow can be restored as safely and quickly as possible. So I'm sure everywhere you are in the country you deal with traffic incidents at some level.

Jennifer Kirkland: whether you've got major interstates through your jurisdiction, or you have smaller roads. That still have crashes that affect your county or your community traffic incident management

affects all of us.

Jennifer Kirkland: So when you have effective traffic incident management. It reduces the duration and the impact of traffic incidents. It improves the safety of motorists, crash victims and emergency responders and reduces the frequency of secondary crashes. So not only do we have to worry about the motoring public out on our roads, but we also have to worry about our responders

Jennifer Kirkland: when they're out there on the highways or on the roads, responding to those crashes and those incidents, and making sure that they make it home safely, and they are not involved in what's called a secondary crash.

Jennifer Kirkland: So I highlighted some words in this definition because I kind of wanted to tie these words back to what we do in the 911 center in the PSAP. Detecting those crashes. Is the first part of what we do, improving the safety of motorists, crash victims, and especially emergency responders. And I know what you're thinking. You're like, well, I'm in the peace app and I don't play in traffic. So let's go to the next slide.

Jennifer Kirkland: What does this have to do with me as a 911 professional.

Jennifer Kirkland: actually, the national road-based safety strategies start everything that that Tim is

starts in the con center so early detection of a crash. Well, that usually happens through a 911 call.

Jennifer Kirkland: or possibly camera monitoring that you might have in your PSAP or telematics. You might get that call through telematics, through onstar or other telematics, notifications, apple crash notifications.

Jennifer Kirkland: caring for the public does start before a crash as well in terms of notification of other incidents that may affect the roadway. So at technology and apps such as ways, that kind of thing.

Jennifer Kirkland: It doesn't have to be a crash in order to affect safety on a roadway. It could be A stalled motorist on the side of the road, or someone pulls over to catch a dog running in traffic. All of those things can start the chain of safety when it comes to traffic incident management.

Jennifer Kirkland: So, caring for the public and responder starts before a crash post crash care actually starts with the notification of a crash. So post crash care is one of the components of traffic incident management and the national Roadway safety strategy plan.

Jennifer Kirkland: But

Jennifer Kirkland: you can in the 911 center, have an effect on post crash care both of the people involved in the crashes and also caring for your responders and making sure that they're safe throughout that crash incident.

Jennifer Kirkland: Awareness of your field response helps anticipate needs. So one of the 911 professional's greatest strengths is the ability to anticipate what a field responder needs, and get that thing out there or going even before they ask. Sometimes.

Jennifer Kirkland: It's a gift that 911 professionals have. So when 911 professionals are trained in traffic incident management, it helps you anticipate those needs. And you can start thinking about. Okay, this person or this crash is going to take a toe, or maybe 2 toes. Maybe there's some complicating factors. We had a livestock holler roll over one year on the Interstate, and we ended up with, I think, 85 head of cattle

Jennifer Kirkland: wandering around on the Interstate. So that's definitely a complicating factor and thinking about, okay, now, we need fencing, and we need corralling. And we need veterinary care on

scene to take care of some of those animals. All of those things. If you're aware of traffic incident management principles can help you in anticipating those field responder needs.

Jennifer Kirkland: because the goal of traffic incident management is quick clearance and getting people off the roadways so that we can reduce the likelihood of secondary crashes and keep both a motoring public and our responders safe.

Jennifer Kirkland: The key part in traffic incident management for 911 professionals is the direction and the questions that you ask to callers that starts the chain of care. So let's go to the next slide.

Jennifer Kirkland: please.

Jennifer Kirkland: So there's 3 national tim principles, and the first one is responder safety. So the first place, that 911 professionals can have an impact in traffic incident management is asking the right questions promptly. Now we have a wide variety of protocol use in the in this country. We've got some people using iad protocols or appco protocols or powerphone protocols, or in some cases statewide protocols or homegrown protocols. In some places we have no protocols at all.

Jennifer Kirkland: but when you are trained in trapped incident management, it helps you ask those right questions promptly. Where is the crash? What roads are affected? Are both, or all lanes affected? Are you out of traffic? All of those questions can help the first responders in their response

Jennifer Kirkland: and set up as the responders are going out to the crash they can be thinking about. Okay, it's on the, you know. It's on the west side of the interchange, or it's on the east side of the interchange, because they're thinking about applying their traffic, instant management principles. And where are they going to park their apparatus? Do they need to shut down the road?

Jennifer Kirkland: What applications can we, or what interventions can we apply here to accomplish the goals of quick clearance? And those questions that you ask in the 911 center help paint an accurate picture of the scene. So we've got 2 different crash scenes here, but the questions that you ask, how many vehicles are involved? Are there any injuries that helps the first responders set up their scene for safety.

Jennifer Kirkland: This is also a place to incorporate new technologies. I mentioned ways earlier. There's other traffic apps that help provide information. Your PSAP might be involved in pushing out information to traffic apps and other things that help the motoring public. Either avoid the area, maybe take a different route. Or at least apply the slowdown and move overlaws that hopefully are in your state.

Jennifer Kirkland: So next slide, please

Jennifer Kirkland: the next. The national TIM principals are safe and quick clearance, and this is one place that 911 professionals have a real opportunity to make a difference. In Colorado, and I know in several other States as well. We have a move, your crash law, and this states that under certain circumstances, if your crash meets those criteria.

Jennifer Kirkland: they want you to move the crash off the road in the first place, so that responders aren't even going out into live traffic. So if your State has that law in place.

Jennifer Kirkland: some questioning by the 911 professionals can help make quick clearance a reality before responders even get on scene. So this is a card that we developed for Colorado as part of that standing task force on responder safety.

Jennifer Kirkland: And this just helps 911 professionals ask, and it's designed to go in with whatever protocol you're using. Are there any injuries and are drugs or alcohol involved? So if the answer to both of those questions is no, then you, as a 911 professional, should tell the caller to

move their crash off the roadway and find out where it got moved to.

Jennifer Kirkland: That saves responders from ever going out into live traffic at all and save quick clearance from the roadway, helps prevent secondary crashers, and it saves responders, lives, and also the motoring public lives. They're not out on the road. Hopefully, not a target for a secondary crash.

Jennifer Kirkland: This also safe and quick clearance.

Jennifer Kirkland: can be affected in the 911 center by responding quickly to toe requests and other resources. So the more prepared you are to respond to those toe requests to respond to those. I need this out there. I need that resource out there, the more that you contribute to safe and quick clearance.

Jennifer Kirkland: and we'll go to the next slide, please.

Jennifer Kirkland: The Third National 10 Principles is prompt, reliable, interoperable communications, and this is another place where 911 professionals really shine. You is in charge of the radio and the the frequencies or the talk groups that are being used. 911 professionals being in charge of onseen communications and facilitating communications with other partners. I know most places in Colorado. If it's on an interstate, they're gonna interface with the Colorado State Patrol.

Jennifer Kirkland: You have your own interoperability with your own neighboring agencies in your State and in your jurisdiction, but facilitating those communications with other partners. Helps facilitate prompt, reliable, interoperable communications. CAD to CAD is another way that that might happen, and communicating with the public again, we're talking about variable message signs.

Jennifer Kirkland: emergency notification system. So if you have like ever bridge or code red, and you're sending out information to the public about. Well, there's a crash here, avoid the area and other map apps. So really, traffic incident management starts in the piece app, and it starts with the 911 professional

Jennifer Kirkland: next slide, please.

Jennifer Kirkland: So we have some resources for you. Obviously, you're like, well, where can I get training for this. And there are national resources to train 911 professionals in traffic incident management. There are online options. And this website at the Federal highway administration website has training options for both online cause I know it's hard for 911 professionals to get out to training sometimes.

Jennifer Kirkland: But that's an online option that you have. There's also instructure led options, both online and in person. If you have the opportunity to go to an in person traffic incident management class. I highly recommend it.

Jennifer Kirkland: It's a 4 hour class. It's experiential. So they usually set up a tabletop, and they have matchbox cars and trucks and a little roadway, and they teach you all about apparatus, placement, and what the field responders are thinking when they show up to a scene, and how they apply traffic, incident, management. And again.

Jennifer Kirkland: you don't get to play in traffic. But knowing what they're thinking about as they set up on their crash scenes, can really help you keep them safe. At the very beginning of an incident, when the 911 call comes in, or when the PSAP gets notified of the crash.

Jennifer Kirkland: If you want to read more about the National Roadway Safety Strategy, the website is there, and I highly encourage you to check that out next slide, please.

Jennifer Kirkland: And finally, you have some action items. So I highly encourage you, no matter what

level you are in your com center to find out if you have a local traffic incident management team traffic incident management is nationwide and chances are there is a traffic incident management team in your area, either headed up by maybe the State patrol in your area, or a different traffic entity or law enforcement and

Jennifer Kirkland: entity that you have, or maybe your emergency manager. Is in charge of your local Tim team.

Jennifer Kirkland: but if you have one, I highly encourage you to ensure that your consenter is representative in those Tim team meetings. collaboration with field responders and emergency managers can help apply those tim principals. They also do things like after action reports and collaboration on upcoming incidents as well.

Jennifer Kirkland: I also encourage you to. If you are a leader in your PSAP, I encourage you to train your PSAP personnel and traffic incident management. As I pointed out, there are free options, but I highly recommend

Jennifer Kirkland: providing this valuable training to your 911 professionals, and if you are line level. Then I encourage you to ask your leadership about trapped incident management training, because quick clearance really does start in the peace app and you have a fantastic opportunity to help ensure the safety of your first responders through traffic incident, management.

Jennifer Kirkland: and finally, I encourage you to align your call, taking protocols with traffic, consent and management practices, as I showed earlier. There are a couple of very simple questions that you can ask to help ensure your safety of your responders once they get on scene. So whatever protocol you're using, or if you have homegrown protocols.

Jennifer Kirkland: I just encourage you to align your call taking protocols with those Tim practices, so that you can be practicing quick clearance and reliable communications right at the start of your crash incidents

Jennifer Kirkland: next slide, please.

Jennifer Kirkland: and that's what I have on traffic incident management, and I am looking forward to your question. Thank you so much for having me.

Brian Tegtmeyer: Thanks, Jennifer. Great presentation. There we do have a variety of questions for you. I'm gonna start with the first one and I think you sort of covered it with the action items. But do you have a list of dispatch? Best practices for 10?

Jennifer Kirkland: Yes, there is. There are some involved with the trim, the Tim training itself. But we could definitely put together a list of best practices again, a lot of times.

Jennifer Kirkland: Webinars like this, or

Jennifer Kirkland: kind of adjacent training, or the first time that call centers are hearing about traffic incident management. So we could definitely put together a list of best practices for Ps apps for Tim's.

Brian Tegtmeyer: yeah, that would be great. And I think we can share that on 911.gov we've

Brian Tegtmeyer: we? Obviously the the national 9 programs. Home is nits of the National Highway Transportation Safety Administration. So we have a a great interest in improving 911's impact on

Brian Tegtmeyer: traffic safety. So our next question is.

Brian Tegtmeyer: in Arizona we have State Highway Patrol Personnel working from within the State

Department and Transportation Operation Center. They monitor cameras and relay information between State DPS and DOT personnel and enhance public information sharing. Is this done in Colorado as well? And has it been successful?

Jennifer Kirkland: We do have, well, obviously, in Colorado. It's Cdot and Cdot has a camera network that is monitored cdot in Colorado is actually working on becoming a hub for CAD to CAD operations. So I think that they they have big plans for becoming that information

Jennifer Kirkland: hub and getting information out in the absence of CAD to CAD right now they do have a network of information sharing through text messaging and through app management. So I think any information that you can get out there as far as traffic management. And what's going on in the roadways is helpful. And I'm glad to hear that Arizona has such a robust system.

Brian Tegtmeyer: Yeah, that's great. Our our next question is, do 911 professionals instruct lay person callers on measures to ensure they're not at risk of being struck by and generating a secondary crash.

Jennifer Kirkland: That's a great question, and I think that it depends on your protocols. If you are using a national protocol system such as IAED or APCO. I haven't looked at power phones lately, but I know that they have instructions for care for callers. To keep themselves safe on the roadways

Jennifer Kirkland: in the absence of structured protocols. I think that's definitely something that psats can and should build into their protocols. Obviously under direction for

Jennifer Kirkland: for your your law, your lawyers to look over. But you wanna like basic directions, such as if you can't move your crash. Stay in your vehicle with your seat belt on is a measure of care to keep the the public safe.

Jennifer Kirkland: and that are involved in a crash, or if they can't get back in their vehicle, or, if it's not safe to do so, getting off the roadway and into the median, or off to the side of the road and behind a guardrail. Those are all things that you can instruct your callers to take measures to protect their safety, to keep them out of traffic.

Jennifer Kirkland: Obviously moving their crash. If you have such a law, or if they can, out of the roadway to an off ramp or a parking lot, that's gonna keep them the most safe, because then they're out of the traffic in the first place.

Brian Tegtmeyer: Oh, that's great. Thanks. We have a question about whether the recordings be available for distribution. Yes, we will post recordings and slides on 911.gov that usually takes a couple of weeks for us to get that done. And then.

Brian Tegtmeyer: so far, I think your last question is, Jennifer. It says, I serve on the Arizona Tim coalition, and we're involved in Edc, 7. Technologies, initiative, one initiatives is the use of drones in Tim sees the question is, what role will 911 professionals have in use interactions with a launch drone at a highway crash incident.

Jennifer Kirkland: Man, that's a great question and definitely falls under future technologies. I think that's going to be different for each jurisdiction and psap. I know that there's an agency in California that is really standing up there. Drone program.

Jennifer Kirkland: And some of those drones get launched from the PSAP. There's a lot of faa regulations surrounding drones, and how far they can fly, and whether or not they have to be within sight of the operator. But I think that drone usage on crash scenes is a fantastic way to use technologies to keep responders safe.

Jennifer Kirkland: The other technology that we didn't really talk about. But is definitely out. There is video to 911. So if your agency takes video to 911 having that video available, even if the 911 professional doesn't look at it. But being pushed out to the field responders that can help tell that

story and paint that picture of the crash scene before they even get there, so that they can set up their their apparatus or design their crash scene response in such a way that is safe.

Jennifer Kirkland: Drone pictures could do it. Highway cameras can help with that video to 911 can help with that. I think that the the next 5 years, in terms of drone development and usage and video to 911 usage are going to see some great advancements in terms of traffic incident, management, and how we keep our our public and our responders safe.

Brian Tegtmeyer: Yeah, I would agree. That's great. Well, thank you, Jennifer, that's all the questions we have for you today. A very informative session. So, thanks again to all of our speakers today. And this will conclude our webinar. We appreciate everyone's participation. And, as mentioned in archive version of today's webinar will be available on 911.gov. Soon. The next webinar we have scheduled for Tuesday, January 9, 2024.

Brian Tegtmeyer: We'll be posting the Webinars topic and speakers soon. We hope you all will be able to join us. Thank you, and have a great day.