


State of 911

Webinar Series



NATIONAL 911 PROGRAM
July 12, 2022

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**, hover at the bottom of the Zoom screen for meeting controls, then click  to start viewing closed captioning
- For more information on future webinars, to access archived recordings and to learn more about the National 911 Program, please visit [911.gov](https://www.911.gov)
- Feedback or questions can be sent to:
National911Team@MissionCriticalPartners.com

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To review the featured documents and tools, first select a category. Then, you can view the resources and their descriptions, and download them for later use.

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2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials

September 29, 2015

In 2014, the Department of Homeland Security (DHS) Office of Emergency Communications (OEC) released the National Emergency Communications Plan (NECP) with the emphasis on enhancing decision-making, coordination, and planning for emergency communications through strong governance structures. The 2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials (Governance Guide) was developed to address Goal One in the NECP, governance and leadership.



Governance | Policy / Procedures

49 CFR 18.24

December 14, 2009

FCC rules on optimizing the delivery and processing of enhanced wireless Phase II features and functions to PSAPs



Technical | Networks

911 and Emergency Management Best Practices for Coordination and Collaboration

This document has been developed to address the growing need for 911 and emergency management agencies to improve their ability to collaborate and cooperate before, during, and after disasters or widespread emergencies.



Governance | Planning



Celebrating 911 Telecommunicators

and Honoring the Impact They Make in Our Lives Every Day

196

Number of Telecommunicators Honored



The Tree of Life "grows" with every story told! Share how a 911 telecommunicator made a difference to your community.

[Add a Leaf](#)

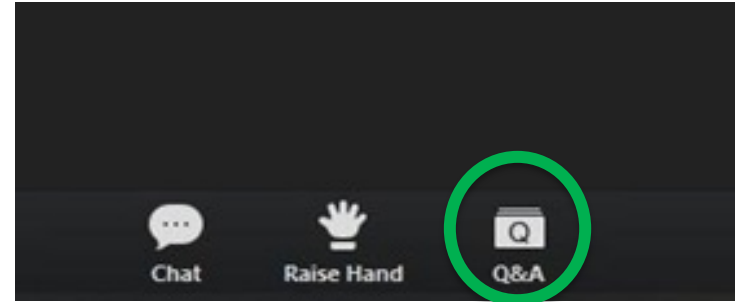
Share a Story, Sprout a Leaf

This Tree of Life has been "planted" here with the support of national 911 organizations to recognize remarkable 911 telecommunicators and the difference they make every day in our communities. Each leaf on the tree represents telecommunicators that have been honored by someone in their community.

Check back often to submit stories recognizing your telecommunicator colleagues and to view featured stories.

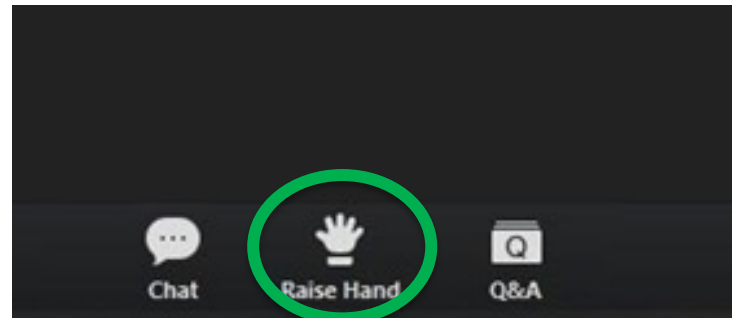
Questions

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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 question. →





**New Infrastructure
Resources Can
Support 911 System
Improvement**



Nanda Srinivasan
NHTSA Associate Administrator,
Research and Program Development

National Roadway Safety Strategy

United States Department of Transportation | January 2022



*“U.S. DOT is committed to taking action 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 inter-governmental efforts to **transition to next generation 911 systems across the Nation**”*

ems.gov

ems.gov

NHTSA

NHTSA

911.gov



The Foundation at U.S. DOT: Safety

Mission: To ensure our Nation has 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.





Our Vision

- **Zero** is the only acceptable number of deaths on our highways, roads, and streets.
- The United States Department of Transportation is committed to taking substantial, comprehensive action to significantly reduce serious and fatal injuries on the Nation's roadways.
- At USDOT, we support all efforts to achieve **zero**.



National Roadway Safety Strategy

U.S. DOT's comprehensive approach to significantly reducing serious injuries and deaths on our Nation's highways, roads, and streets.

- ❖ Sets a Department-wide vision and goal
- ❖ Adopts the Safe System Approach
- ❖ Identifies new priority actions and notable changes to existing practices
- ❖ Leverages new funding and policies in the Bipartisan Infrastructure Law to bring this strategy to life
- ❖ Advances equity and climate goals
- ❖ **Calls others to action**





The USDOT adopts the **Safe System Approach**

Principles

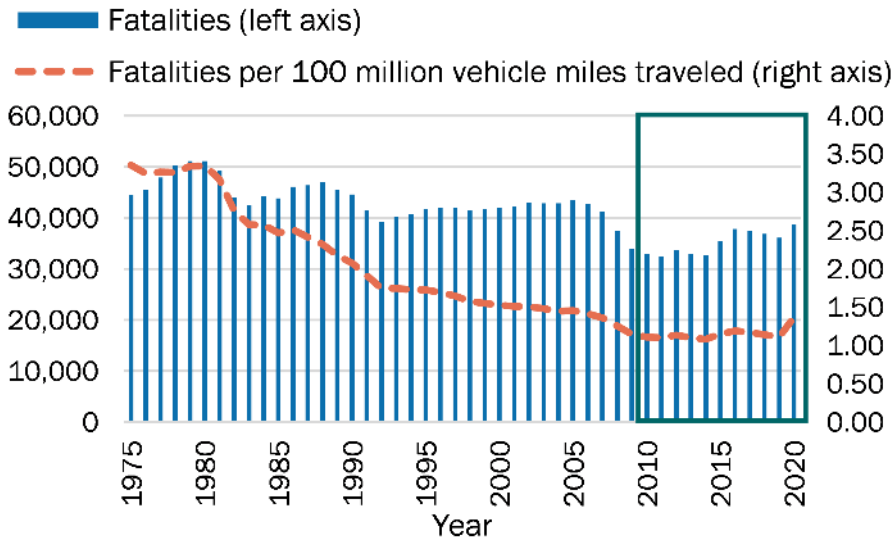
- ❖ Deaths and serious injuries are unacceptable
- ❖ Humans make mistakes
- ❖ Humans are vulnerable
- ❖ Responsibility is shared
- ❖ Safety is proactive
- ❖ Redundancy is critical



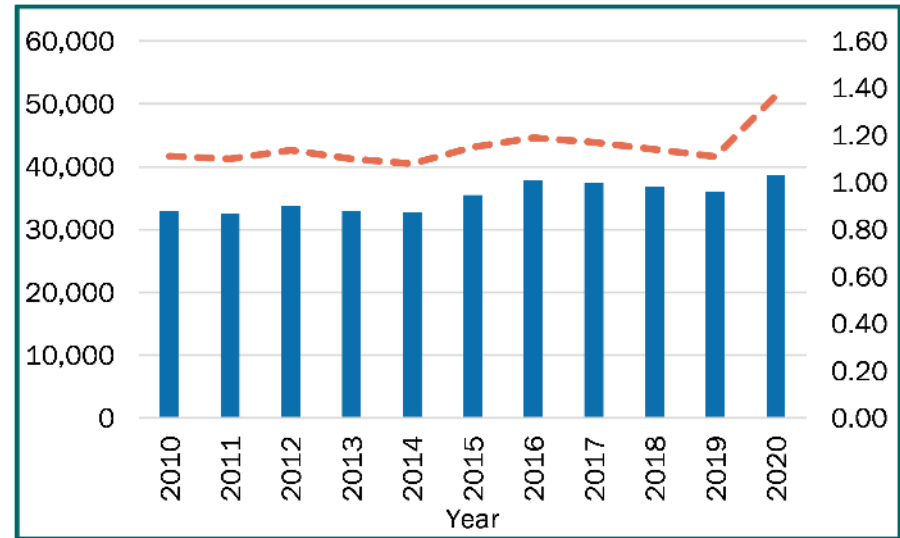


We Have a National Roadway Safety Problem

Roadway fatalities and the fatality rate declined consistently for 30



Source: Fatality Analysis Reporting System



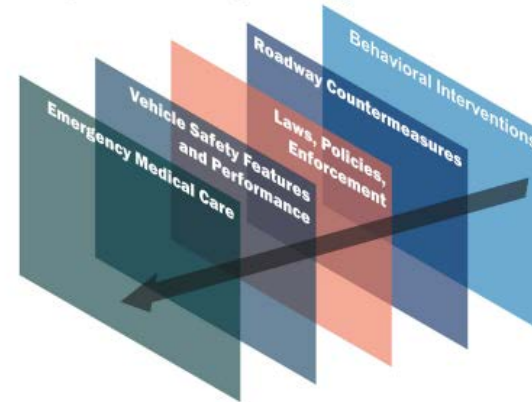
...but progress has stalled over the last decade...



The Objectives

- Safer People
- Safer Roads
- Safer Vehicles
- Safer Speeds
- Post-Crash Care

All layers of a Safe System Approach are critical.



National Roadway Safety Strategy

United States Department of Transportation | January 2022



**Kate Elkins, MPH, CPH, NRP, CHES
NHTSA EMS/911 Specialist**

National Road Safety Strategy: *The Safe System Approach*



911's Role in all Five Elements

Safer People

Risky behavior reported to 911
(DUI, reckless/distracted driving)





National Road Safety Strategy: *The Safe System Approach*

911's Role in all Five Elements

Safer Roads

Unsafe conditions are reported to 911 (debris, lights, hazards)





National Road Safety Strategy: *The Safe System Approach*

911's Role in all Five Elements

Safer Speeds

911 Centers are an integral part of the enforcement of speed and traffic safety by dispatching and recording law enforcement actions.





National Road Safety Strategy: *The Safe System Approach*

911's Role in all Five Elements

Safer Vehicles

Advanced Automatic Collision Notifications Systems connect 911 centers and transmit critical data through telemetry





National Road Safety Strategy: *The Safe System Approach*

911's Role in all Five Elements

Post-Crash Care

Post-Crash care begins with a call to 911. Telecommunicators must work with the caller to identify the location, nature, and severity of the accident.





Improving Emergency and Trauma Care Saves Lives



20% OF TRAUMA DEATHS
are preventable with optimal emergency
and trauma care¹



**MORE THAN ONE THIRD OF SERIOUSLY
INJURED CRASH VICTIMS ARE NOT TAKEN
TO A LEVEL I OR II TRAUMA CENTER³**

**THERE IS A
25% INCREASE IN THE
ODDS OF SURVIVAL**
for severely injured patients if treated in a hospital
that is a level I or II trauma center⁴



911.gov

www.nhtsa.gov

911.gov



Share Non-State Funding Opps with Locals

S | S
— | —
4 | A



Safe Streets & Roads For All (SS4A) Grants

Funding supports local initiatives like “Toward Zero Deaths” to prevent death & serious injury on roads & streets

- \$5 billion in appropriated funds over the next 5 years.
- In fiscal year 2022 (FY22), up to \$1 billion is available.
- Open until September 15, 2022



Bipartisan Infrastructure Law

23 USC 402

| | |
|------|---------------|
| 2022 | \$363,400,000 |
| 2023 | \$370,900,000 |
| 2024 | \$378,400,000 |
| 2025 | \$385,900,000 |
| 2026 | \$393,400,000 |

23 USC 405

| | |
|------|---------------|
| 2022 | \$336,500,000 |
| 2023 | \$346,500,000 |
| 2024 | \$353,500,000 |
| 2025 | \$360,500,000 |
| 2026 | \$367,500,000 |



Bipartisan Infrastructure Law

Supplemental Appropriations (Division J, Title VIII)

| | | |
|---------------|---------------|--|
| \$750,000,000 | over 5 years | Crash data program (Section 24108) |
| \$548,500,000 | over 5 years | Vehicle and behavioral safety research |
| \$310,000,000 | over 5 years | Supplemental highway traffic safety programs |
| | \$100,000,000 | Section 402 Grant Program |
| | \$110,000,000 | Section 405 Grant Program |
| | \$100,000,000 | Grants Administration |

“NHTSA is initiating a rulemaking process to implement changes to the Highway Safety Grant Program (the annual formula grants to States) in accordance with the Infrastructure Investment and Jobs Act.

In order to ensure that the broadest possible cross-section of stakeholders is engaged from the onset of the process, NHTSA [published a Request for Comments] and [announced] three public meetings to be held prior to issuing the Notice of Proposed Rulemaking (NPRM).”

www.FederalRegister.gov

‘(4) USE OF GRANT AMOUNTS.—A State may use a grant received under this subsection to make data program improvements to core highway safety databases relating to quantifiable, measurable progress in any significant data program attribute described in paragraph [...] including through—

“(A) software or applications to identify, collect, and report data to State and local government agencies, and enter data into **State core highway safety databases**, including crash, citation or adjudication, driver, **emergency medical services or injury surveillance system, roadway, and vehicle data**;

“(B) **purchasing equipment to improve a process by which data are identified, collated, and reported to State** and local government agencies, including technology for use by law enforcement for near-real time, electronic reporting of crash data;

“(C) improving the compatibility and interoperability of the core highway safety databases of the State with national data systems and data systems of other States, **including the National EMS Information System;**”



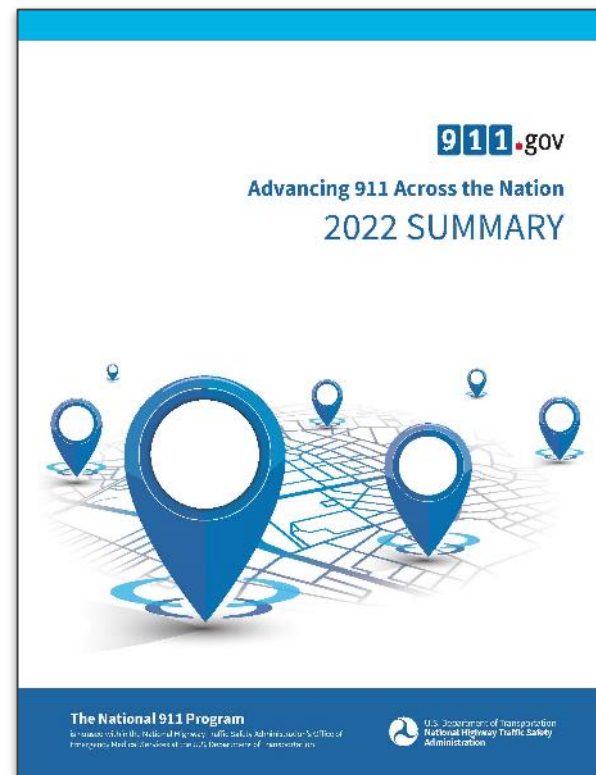
<https://www.congress.gov>

About the National 911 Program

Convenes stakeholders to make decisions and take action

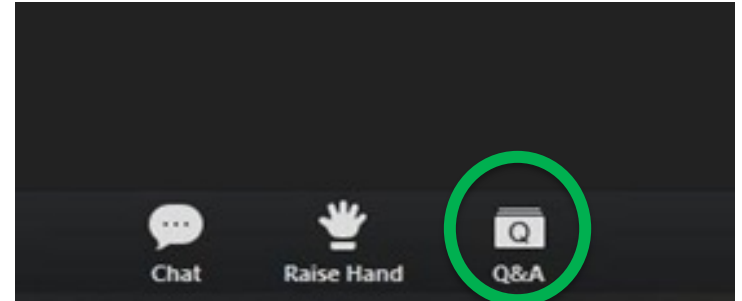
Creates and shares resources to help 911 systems and to educate others about NG911

Administers grant funding for improved 911 services



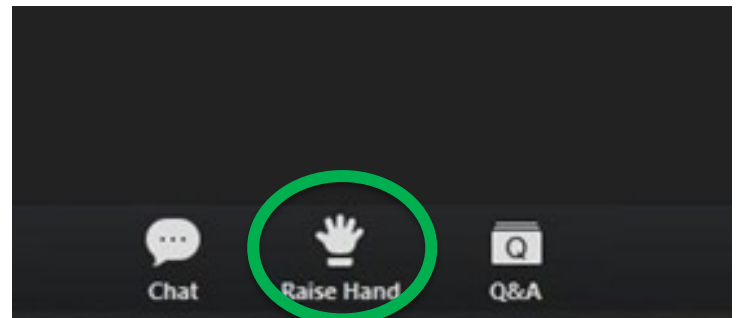
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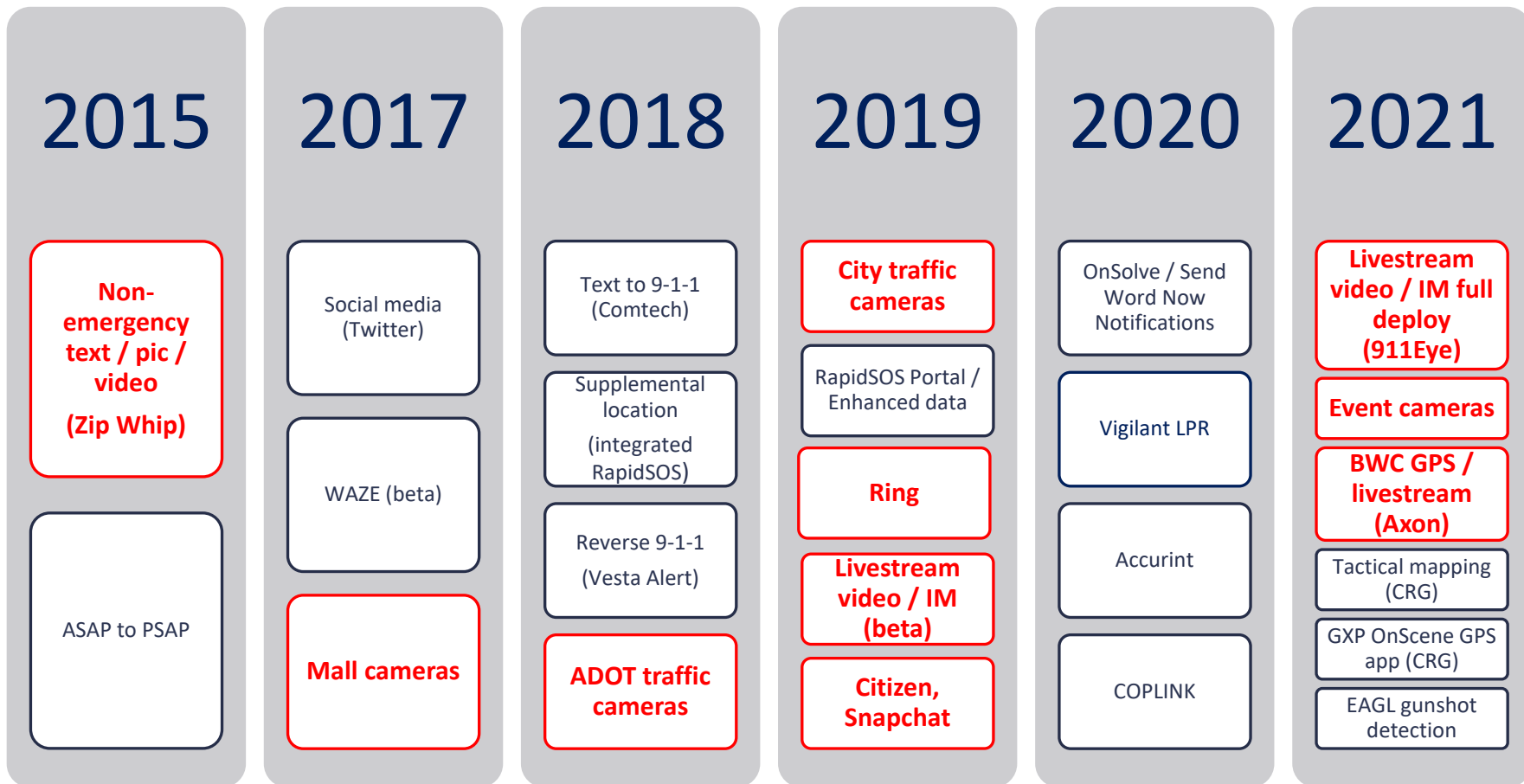




Emerging Technology
in the ECC:
Adapting Workflows
to Emerging
Technologies



Technology Adoption





More timely, informed decision making



Situational awareness



Real-time information



Risk management



Resource allocation



Quality information

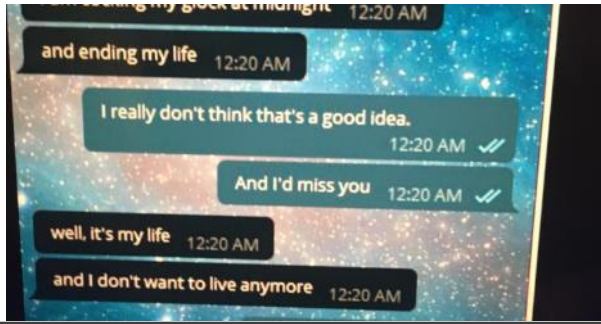
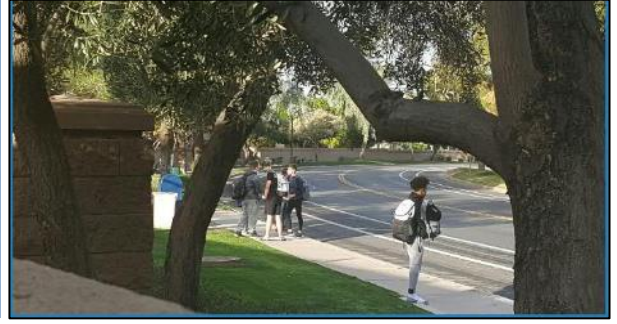
Technology Goals

Concerns

- Staffing levels
- Over-taxed employees
- Graphic exposures / PTS
- Different skill sets, tenured employees
- Added liability, risk
- Is it our responsibility?
- Not necessary
- Cost, competing priorities
- Reliability, cybersecurity
- Regional consistency, interoperability

Industry Issues

- Recruitment
- Closure for employees
- Reactive only in the emergency response
- Response times
- Communication barriers
- Call processing efficiencies
- Assumption vs Actual
- Ownership & decision making in prioritization, resource allocation, etc.



Non-Emergency Text / Pic / Video



City Traffic Cameras



Armed Subject
Threatening



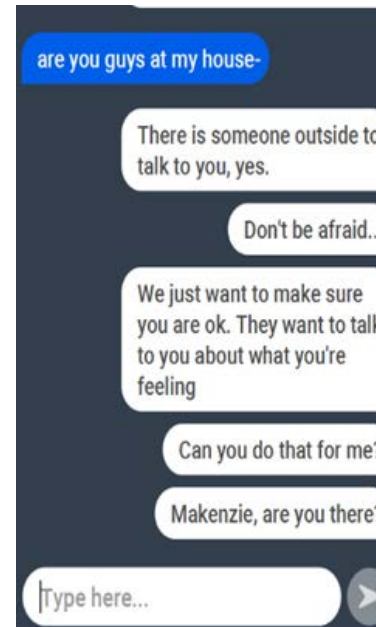
Theft

Officer Involved Shooting



Livestream Video

- 9-1-1 call reporting friend in another city at an unknown location witnessed a male show up at party threatening to kill people. Livestream link sent to friend, which provided the general location of party and location of friend 2 blocks away.
- Mom received call from daughter who was in a car with a drunk driver. Sent livestream link and used location/IM to communicate. Driver arrested.
- Received text to 9-1-1, but error messages when trying to respond. Called phone, frantic caller: dangerous person trying to get into house. Sent link and communicated via IM. Domestic situation, suspect arrested for outstanding warrants.





Officer Castelgrante chased Smallman through the hotel, out the east exit door, and to the northeast corner of the parking lot. This portion of the parking lot is where Smallman parked the white Prius. Investigators discovered later the white Prius, and its license plate reported stolen.

Smallman accelerated the vehicle to approximately 40 miles per hour and while still pinned, Officer Castelgrante fired a single shot and struck Smallman. Then, the Prius crashed into a block wall along Southgate Drive. In all, the vehicle traveled approximately 400 feet.

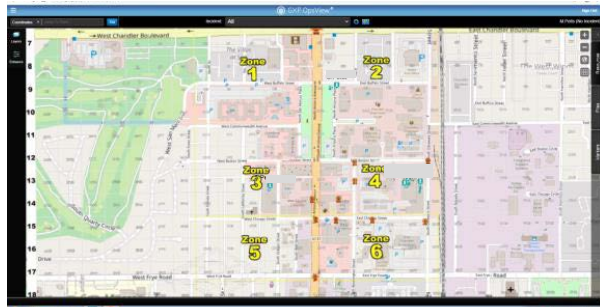


Body Worn Cameras

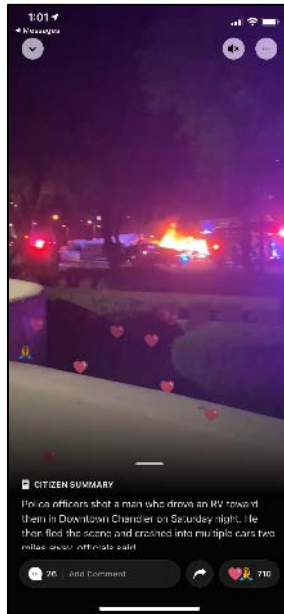
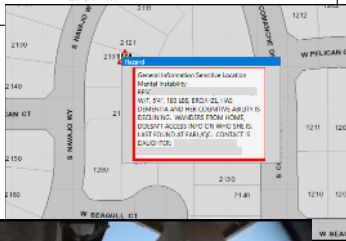
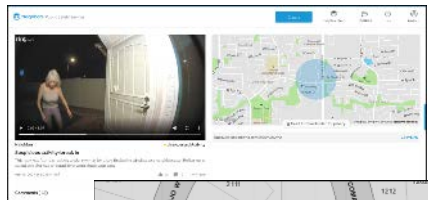
1/27/2020



Arizona & Chandler PTZ 3/12/2021 7



Mapping



Social Media

Multimedia Program

Function

- Proactive support of ECC operations
- Centralize technology assignment
- Specialized approach to supplemental technology
- Creative problem solving

Structure

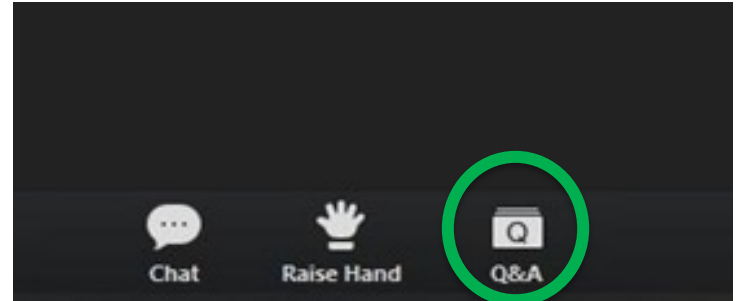
- No designated job classification
- Volunteer working group
- Rotate through position
- Additional training and technology access
- Document successes

Lessons Learned

- Know the “WHY” – short and long term
- Policy is good, but too much policy stifles creativity
- Guidelines with strong supervision supports the learning process
- The tools often provide more information than we realize
- The team can drive the application best
- Sometimes the success is in the learning; sometimes it is discouraging
- Success breeds success – it only takes one!

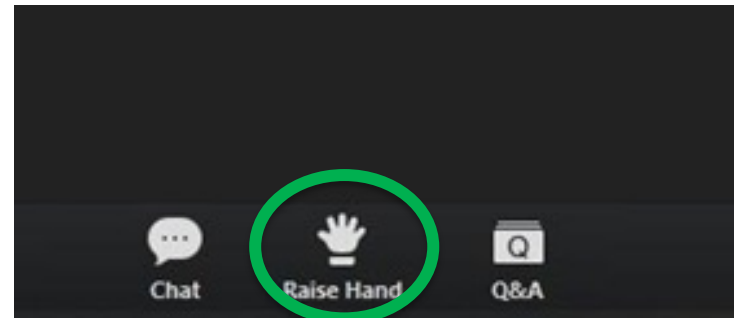
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Future Webinars

- September 13, 2022 -
https://us06web.zoom.us/webinar/register/WN_Jw7O5GAVQwCOyw6cnOegSw
- November 8, 2022 -
https://us06web.zoom.us/webinar/register/WN_1vH21ZUYQIGi8L1aDr5m4Q
- Previous State of 911 webinars are available at:
www.911.gov/webinars.html

National 911 Program

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- Feedback or questions can be sent to:
National911Team@MissionCriticalPartners.com