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Webinar Series



NHTSA NATIONAL 911 PROGRAM

November 14, 2023



STATE OF 911 WEBINAR SERIES



VARIETY OF TOPICS

Provides useful information to the 911 community on the advancement of 911.



EXPERIENCE

Brings Federal, State and local leaders to you!



REGISTER

Held every other month with opportunity for Q&A. Closed captioning is available.



FEEDBACK & QUESTIONS

nhtsa.national911@dot.gov

911.GOV RESOURCE: DOCS & TOOLS



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National 911 Program	>
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Have a resource you'd like to share with the community? [Click here to share](#)

Search Documents & Tools

302 results



NSGIC Addresses for the Nation - Pathways from Restricted Data to Open Data

This white paper describes how three states—Arizona, Kansas and Kentucky—overcame policies in place that restrict data from being shared publicly to become NAD partners.

Jun 7, 2023 / Technical / GIS

/ National 911 Program / Additional Resources



What Is a Safe System Approach?

This webpage explains the principles and objectives of the U.S. Department of Transportation's Safe System Approach.

Jun 7, 2023 / Post-Crash Care

/ National 911 Program / Additional Resources



NATIONAL TELECOMMUNICATOR TREE OF LIFE



[Home](#) [About](#) [Add a Leaf](#) [Contact](#)

Celebrating 911 Telecommunicators

and Honoring the Impact They Make in Our Lives Every Day

332

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. We invite you to click on the leaf to read the story for the telecommunicator or communications center listed.

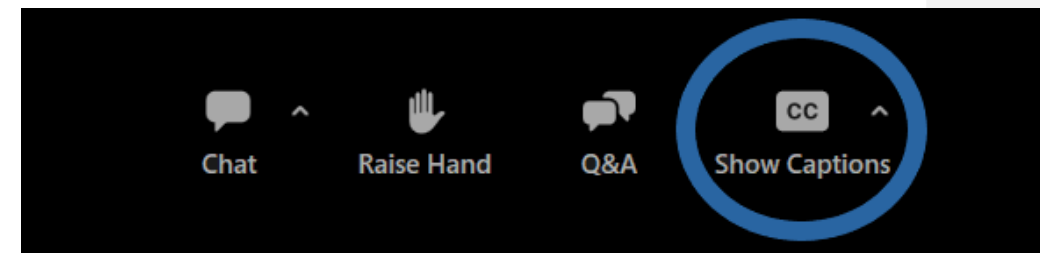
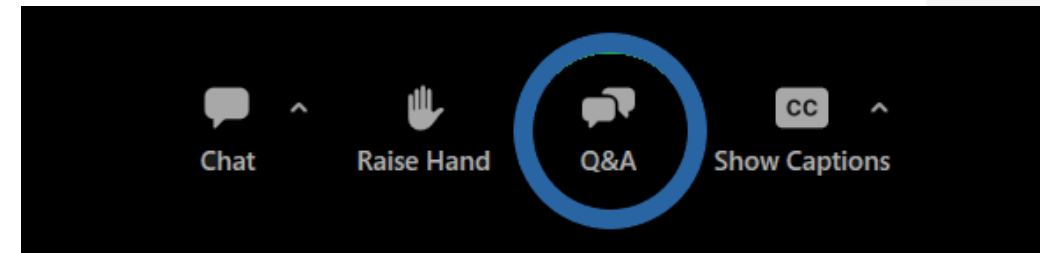
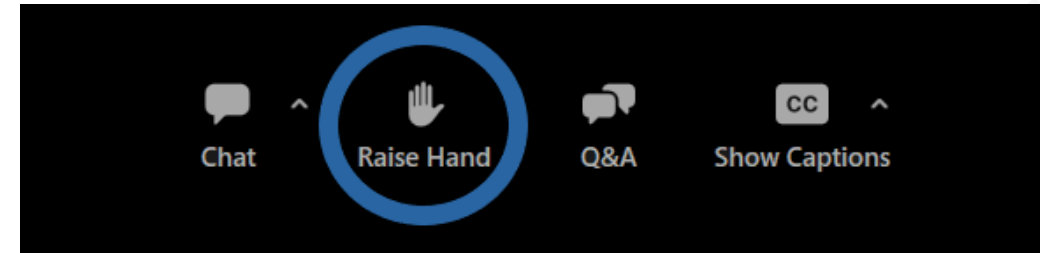
Check back often to submit stories recognizing your telecommunicator colleagues and to view featured stories.



ZOOM FUNCTIONS

This webinar will utilize three features in the Zoom Meeting controls.

- “Raise Hand” - Use this feature to ask your question live. You will be called upon and unmuted
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Enhancing NG911 Through Geospatial Collaboration: Leveraging AZGeo for Statewide Data Interoperability

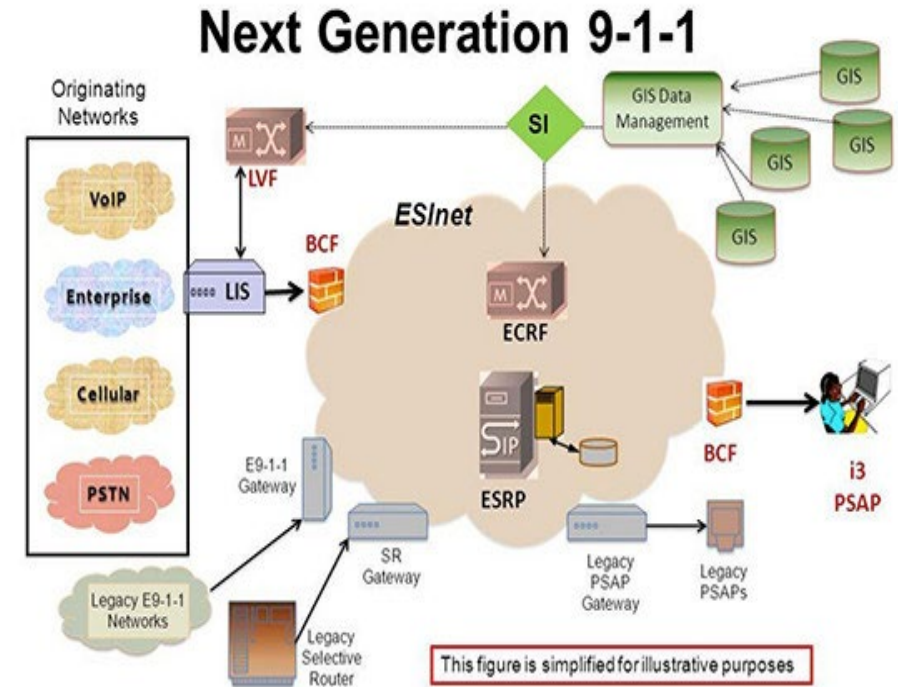
Eric Shreve, GIS Manager 911 Program Office & Jenna Leveille, Deputy State Cartographer

Agenda

- Introduction to NG911
- The Power of Collaboration
- AZGeo: Central to Data Interoperability
- AZGeo in Action
- Benefits Realized
- Lessons and Future Pathways
- Conclusion
- Q&A

Introduction to NG9-1-1

- Welcome and Introduction
- Brief Overview of NG9-1-1
- Role of Geospatial Data in NG911
- Background of the Arizona NG911 Project



The Power of Collaboration

- Partners:
 - *Arizona State 911 Program*
 - *Arizona Geographic Information Council (AGIC)*
 - *Arizona State Land Department (ASLD)*
- Our Vision:
 - *Cohesive Geospatial Infrastructure*



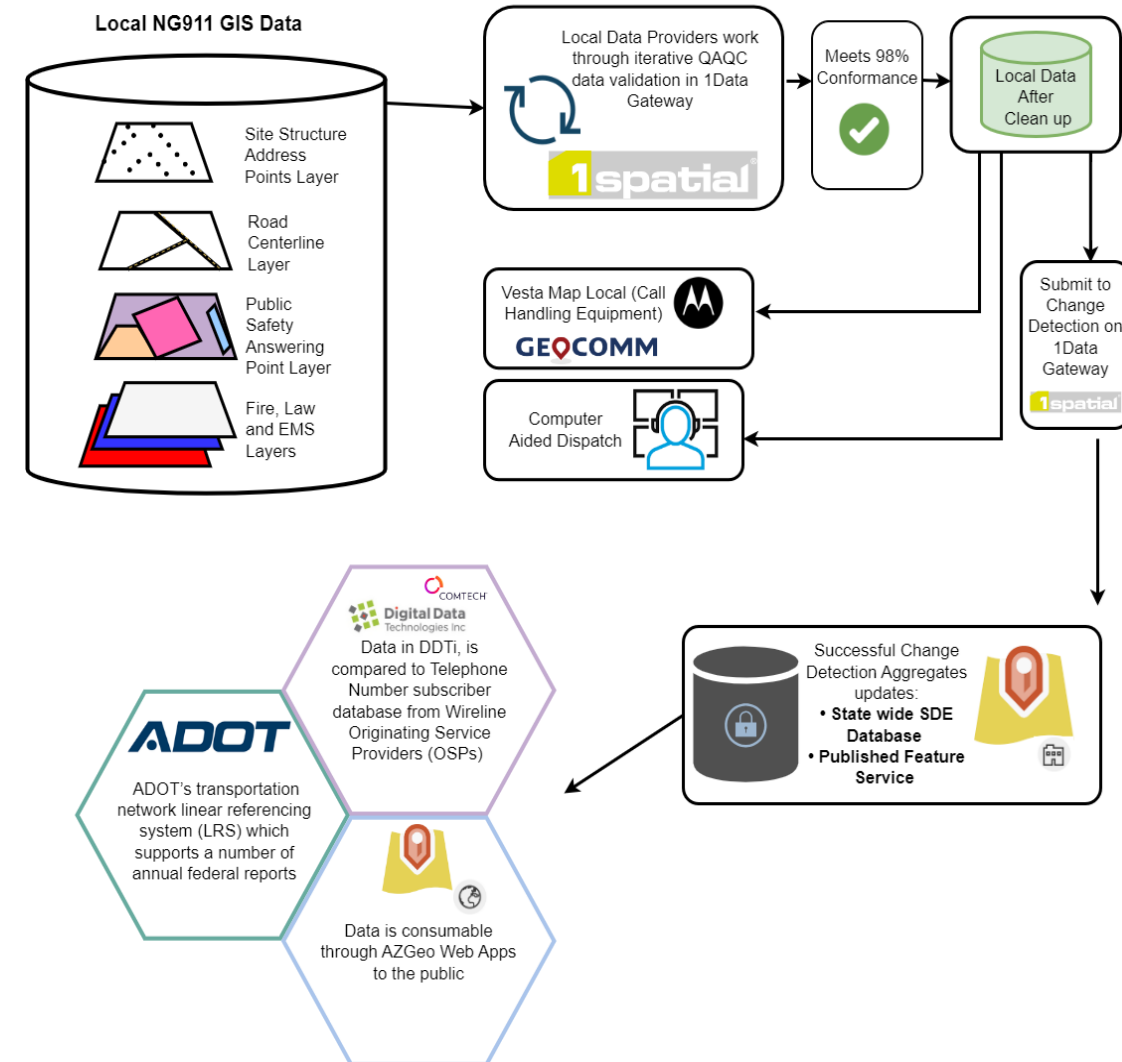
AZGeo: Central to Interoperability

- What is AZGeo?
- Core Functions of AZGeo
- AZGeo as a Platform for Innovation
- Enhancing NG911 Readiness
- Streamlining NG911 with AZGeo



AZGeo in Action

- Integrating Local and State Data
- Real-Time Data Sharing and Management
- Standardizing Geospatial Data Formats
- Role in Data Verification and Validation
- Case Studies: AZGeo in Public Safety

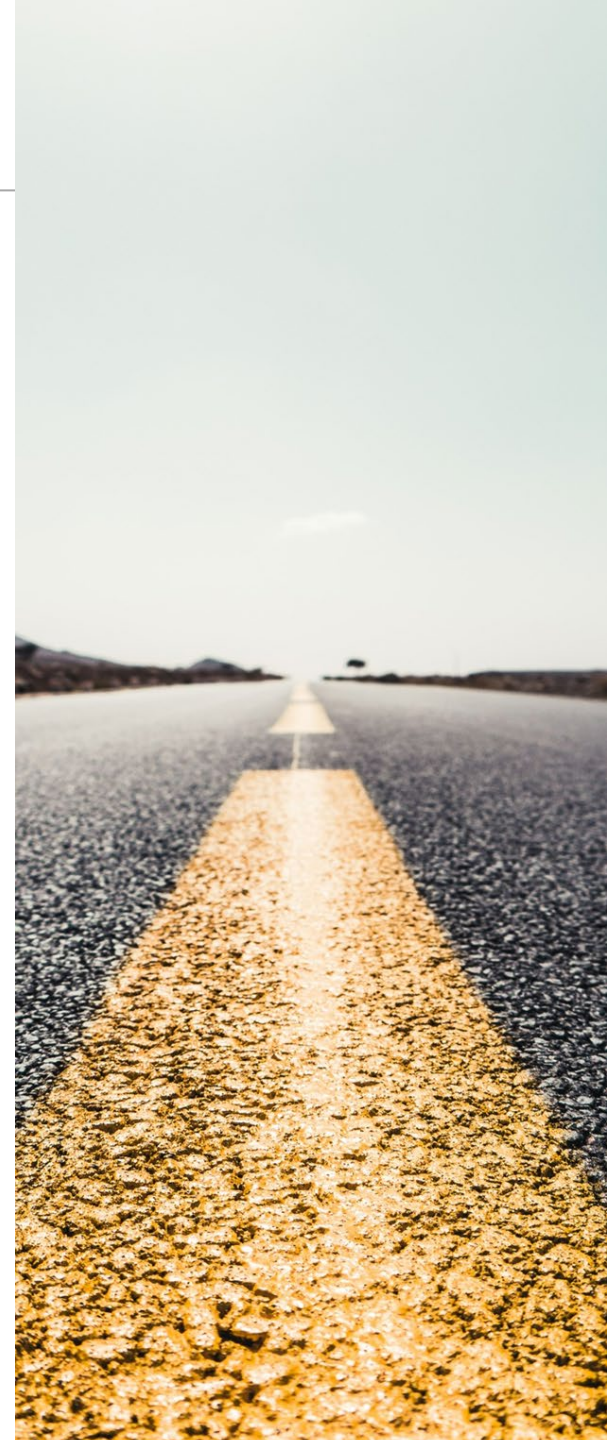


Benefits Realized

- Accuracy Improvements in Emergency Response
- Enabling Transactional Data Updates
- Financial Advantages of a Shared Infrastructure
- Enhanced Decision-Making for Public Safety
- Broader Implications for Community Services

Lessons and Future Pathways

- Key Insights from Implementing AZGeo
- Overcoming Challenges in Data Sharing
- Strategies for Effective Inter-agency Cooperation
- Roadmap for Expanding NG911 Capabilities
- Replicating Success in Other Regions



Conclusion

- **Recap of AZGeo's Impact on NG911**
- **The Critical Role of Collaborative Efforts**
- **Supporting Adoption of Statewide and National Spatial Data Infrastructures**
- **Our Continued Commitment to Innovation**
- **Final Thoughts: The Future of NG911**

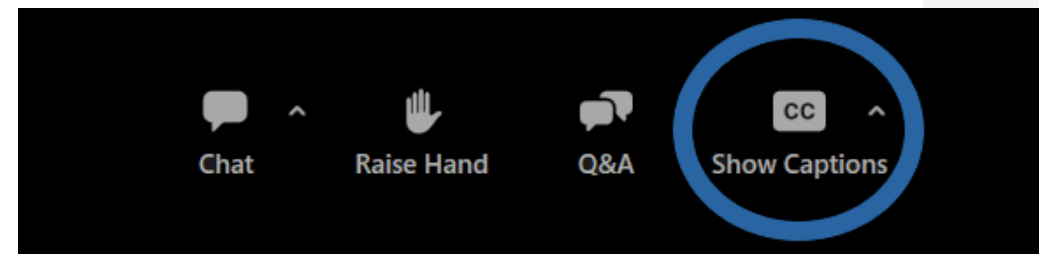
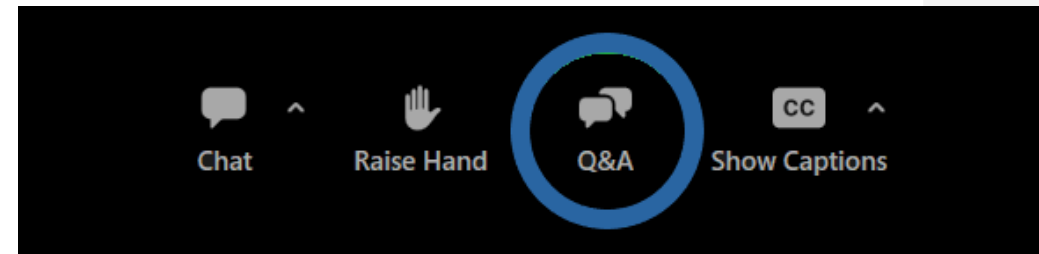
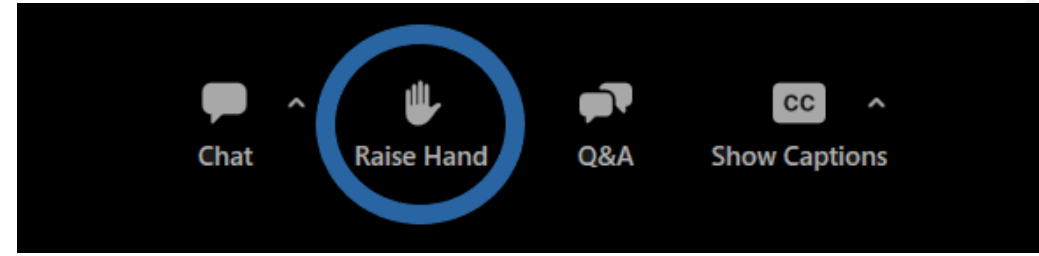
Questions



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TIMS Awareness for Telecommunicators

Jennifer Kirkland, ENP, CPE, RPL

Jennifer Kirkland, ENP, CPE, RPL

- ✓ 22 years at Vail Public Safety
Communications Center, Grand Junction
Regional Communications Center
- ✓ Currently the Colorado State 9-1-1 Program
Manager
- ✓ Appointed to what is now the Colorado
Standing Committee on First Responder
Safety in its inaugural year, 2017
- ✓ NENA Education Advisory Board member
and instructor
- ✓ Senior Consultant with Fitch & Associates

What is TIM?

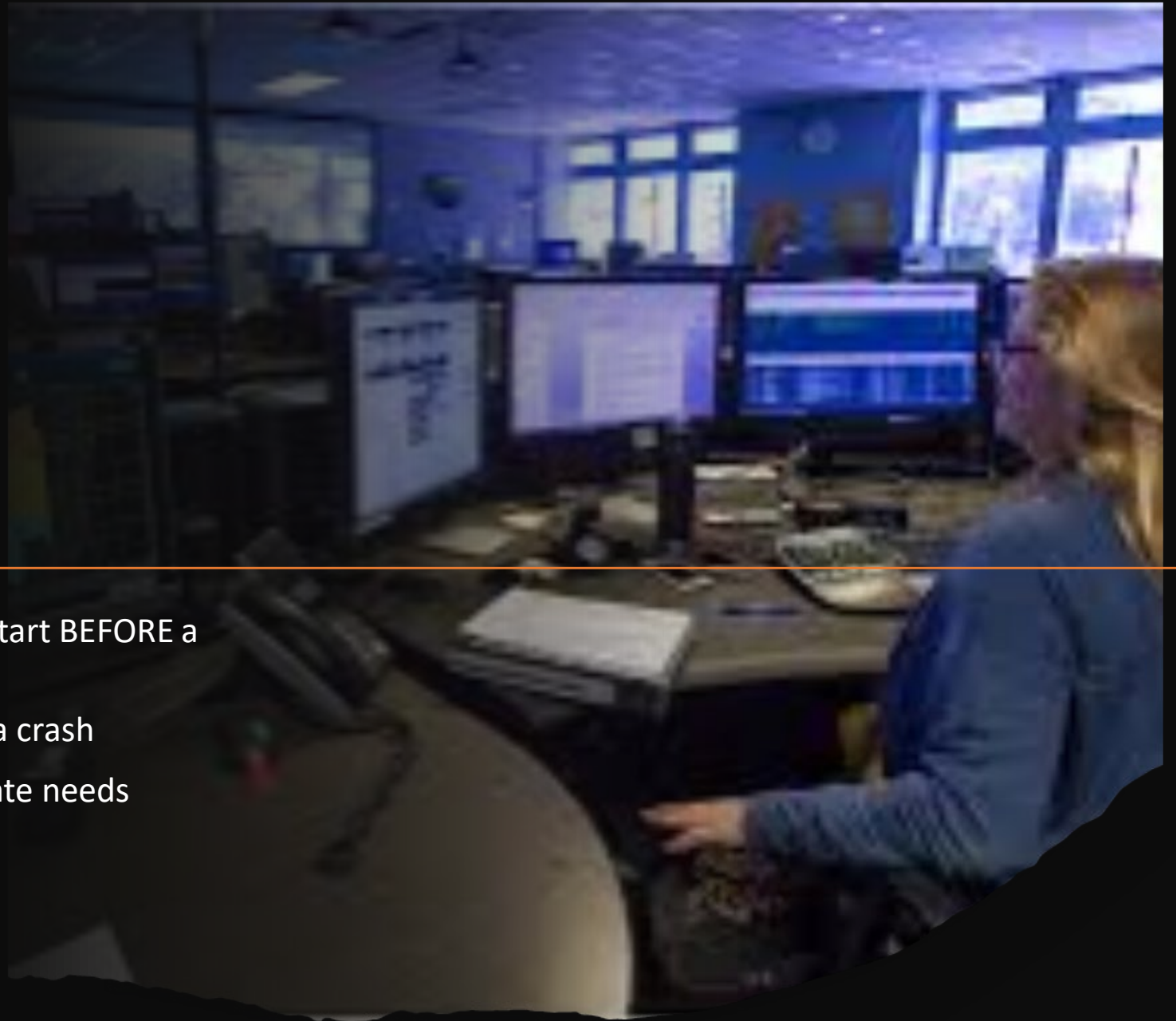
- Traffic Incident Management (TIM) consists of a planned and coordinated multi-disciplinary process to detect, respond to, and clear traffic incidents so that traffic flow may be restored as safely and quickly as possible.
- Effective TIM reduces the duration and impacts of traffic incidents; improves the safety of motorists, crash victims, and emergency responders; and reduces the frequency of secondary crashes.

--<https://ops.fhwa.dot.gov/tim/>



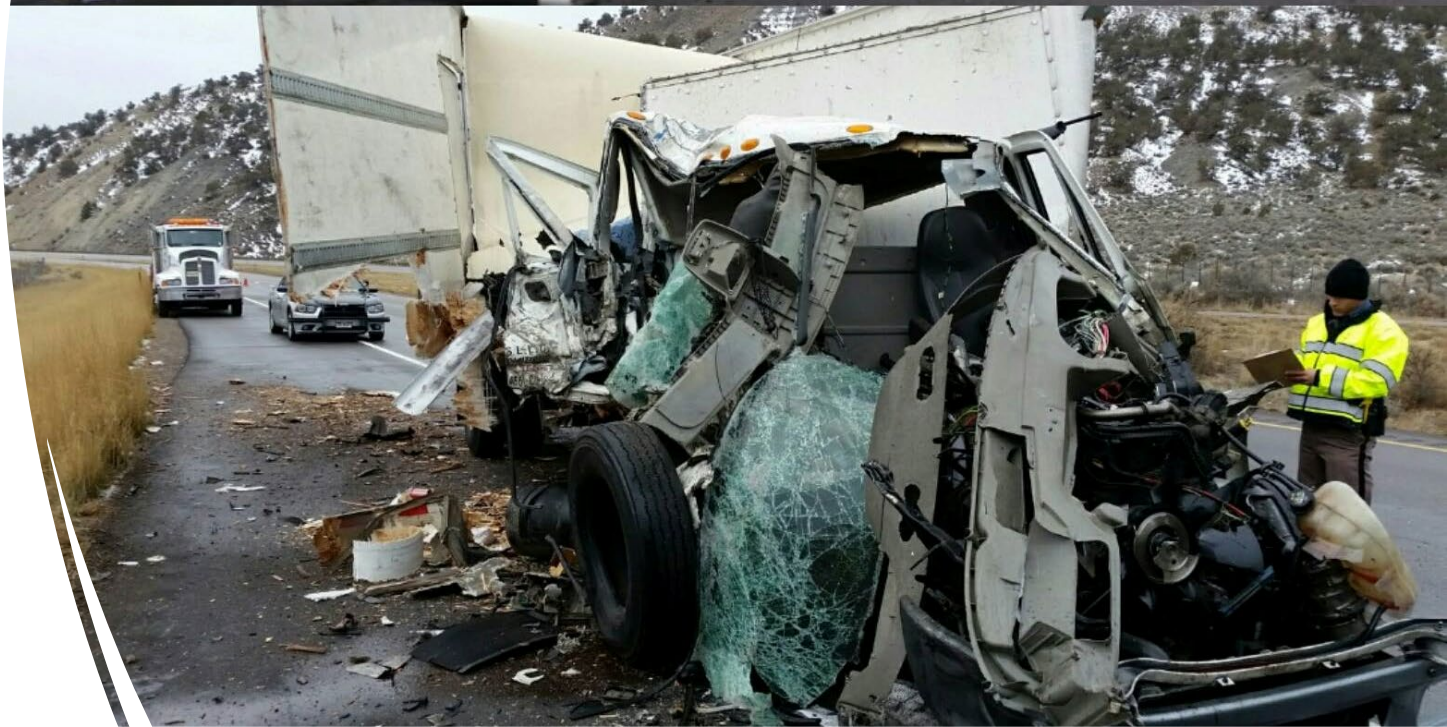
I Don't Play In Traffic...

- Caring for the public and responders can start BEFORE a crash...
- Post-crash care starts with notification of a crash
- Awareness of field response helps anticipate needs
- Direction to callers starts the chain of care



National TIM Principles

- **Responder Safety**
 - **Asking the right questions promptly**
 - **Painting an accurate picture of the scene**
 - **New technologies incorporated**



9-1-1 PROFESSIONALS CAN SAVE RESPONDER LIVES!

When taking a report of a traffic crash, ASK:

1. Are there any injuries?

2. Are drugs or alcohol involved?

If the answer to both questions is **NO**, tell the caller to move their crash off the roadway (to the nearest off-ramp, parking lot, etc.).

Get the location of where the caller is going so you can advise the responders.

Safe, quick clearance from the roadway helps prevent secondary crashes and saves responders' lives!

C.R.S 42-4-1603



National TIM Principles

- **Safe, Quick Clearance**
 - **Move Your Crash**
 - **Quick responses to tow requests, other resources**

National TIM Principles

- **Prompt, Reliable, Interoperable Communications**
 - **On-scene communications**
 - **Communications with other partners**
 - **Communications with the public**
 - **Waze, VMS, ENS, Map Apps**





TRAINING

TIM Responder Train-the-Trainer Sessions

<https://ops.fhwa.dot.gov/tim/training/index.htm>

Online and instructor-led options

Training and
Resources

National Roadway Safety Strategy

<https://www.transportation.gov/NRSS/Implementation>

Action Items

1

Ensure your PSAP is involved in your local TIM team.

2

Train your PSAP personnel in TIM. Quick clearance starts in the PSAP!

3

Align your call-taking protocols with TIM practices.



Questions?

Jennifer Kirkland, ENP, CPE, RPL

JENNIFER.KIRKLAND@STATE.CO.US

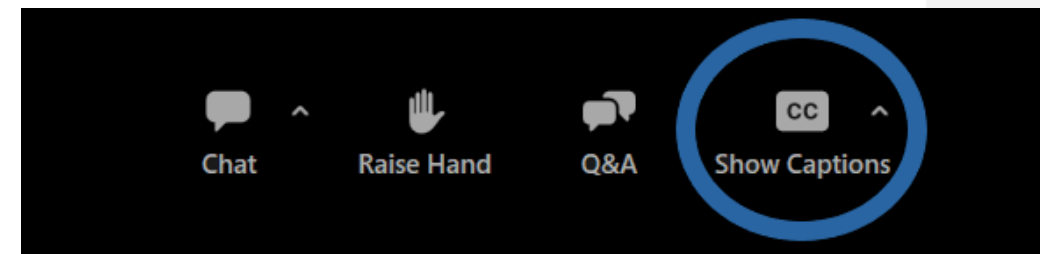
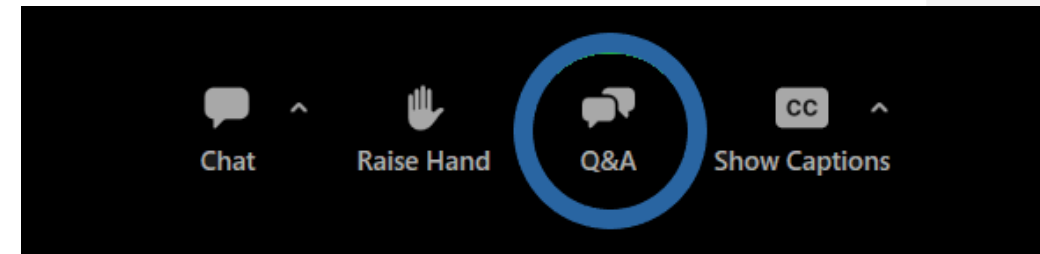
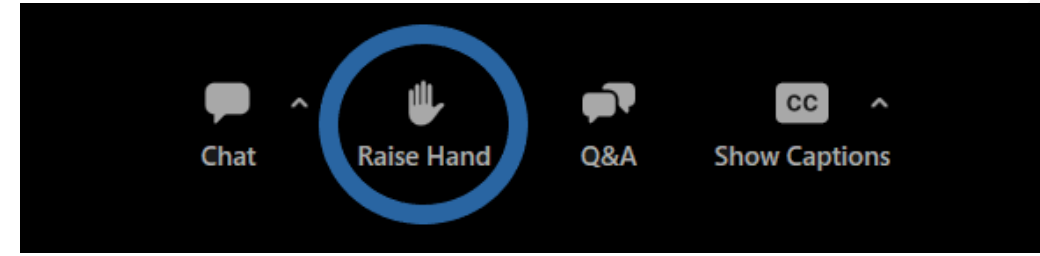
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UPCOMING WEBINARS



January 9, 2024
12:00pm ET



March 12, 2024
12:00pm ET



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Previous Recordings

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Feedback & Questions

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