

WEBVTT

00:00:51.000 --> 00:00:55.000

Hello, and welcome to the State of 911 Webinar Series,

00:00:55.000 --> 00:00:58.000

hosted by the NHTSA National 911 Program.

00:00:58.000 --> 00:01:07.000

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

00:01:07.000 --> 00:01:21.000

This Webinar series is designed to provide useful information for the 911 stakeholder community about Federal and State participation in planning, design, and implementation of Next Generation 911 systems.

00:01:21.000 --> 00:01:28.000

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

00:01:28.000 --> 00:01:47.000

In today's session, you will hear Brian Tegtmeyer discuss recent updates on the NHTSA National 911 Program and the Joint International Academy of Emergency Dispatch a National Association of State 911 Administrators Staffing Study. For Closed Captioning as you

00:01:47.000 --> 00:02:05.000

can see in the chat, please hover at the bottom of the zoom screen for meeting controls, then click the CC button to start viewing the captioning. For more information on the NHTSA National 911 Program State of 911 Webinars, access the archive, to access the archived

00:02:05.000 --> 00:02:08.000

recordings, or to learn more about the National 911 Program,

00:02:08.000 --> 00:02:21.000

please visit [911.gov](http://911.gov). Feedback or questions about the webinars can be sent to [NHTSA.National911@dot.gov](mailto:NHTSA.National911@dot.gov).

00:02:27.000 --> 00:02:37.000

Please note that all participants, phone lines have been put in a listen-only mode, and that this webinar is being recorded. To ask questions of our presenters,

00:02:37.000 --> 00:02:39.000

please feel, free to take one of two actions using Zoom's question and answer

00:02:39.000 --> 00:02:46.000

feature located at the bottom of your screen in the meeting controls.

00:02:46.000 --> 00:02:51.000

Enter your question at any time during the presentation, and it will be entered into the queue.

00:02:51.000 --> 00:03:05.000

Hover your mouse over the bottom of the page to access the meeting controls, or to ask your question, live, use the raise hand, feature to request your phone lines to be unmuted, and you will be called upon to ask your question.

00:03:05.000 --> 00:03:22.000

Individuals registered for this webinar will receive access to today's PowerPoint presentation, and the webinar recording. With that I would like to introduce my first speaker, Brian Tegtmeier, Brian has over 26 years of experience in the 911 setting,

00:03:22.000 --> 00:03:29.000

from a two seater PSAP, all the way up to a large multi-agency

00:03:29.000 --> 00:03:47.000

911 center. He has been with the National 911 Program and has really taken off in terms of where our projects are going to be going and is moving us into the next iteration of the National 911 Program. Brian go ahead.

00:03:47.000 --> 00:03:57.000

Thank you, Kate. Thank you so much for that introduction, and I'm so excited to be here this afternoon to update everyone on what the National 911

00:03:57.000 --> 00:04:02.000

Program is doing. I've been with the Program, as Kate mentioned,

00:04:02.000 --> 00:04:14.000

I've been here just over 10 months, and I've learned a lot along the way in this transition from coming from a 911 center to being the position from coming from a 911 center to be in the position of working at the National 911 Program,

00:04:14.000 --> 00:04:24.000

has been amazing. We are doing a lot of great things. The Program has over 18 years history of doing great things, supporting 911 initiatives acrossed our country.

00:04:24.000 --> 00:04:29.000

We are focused primarily in four major areas.

00:04:29.000 --> 00:04:38.000

We work to collaborate with our stakeholders, meaning all of you, all of the members of our State

00:04:38.000 --> 00:04:49.000

911 offices and all of our associations and public safety communications, and, most importantly, all the people in the 911 centers, the PSAP

00:04:49.000 --> 00:05:10.000

and ECCs across the country. We also work with our industry partners, and we work to collaborate and bring all those people together on common issues, to work, to identify solutions, strategies and ways to advance 911. We do a lot of that by creating and sharing resources and a lot of

00:05:10.000 --> 00:05:16.000

those resources and things that we're going to talk about today are available on 911.gov. 911.gov is a great clearing house, for

00:05:16.000 --> 00:05:43.000

all of our stakeholders to go and visit, to get the most recent and current information, and we will highlight that as we go through our discussion this afternoon. Additionally, we work to identify resources that are needed and we place those resources create them and work with our partners to get that information out there as

00:05:43.000 --> 00:05:44.000

well. We also connect systems nationwide, and we will have highlight a couple of

examples of that as well.

00:05:44.000 --> 00:05:58.000

Where we work to advance the technologies, we work to advance Next Generation 911 deployment, track

00:05:58.000 --> 00:06:02.000

it, and see where we are and what we need to do next.

00:06:02.000 --> 00:06:06.000

And there's a variety of programs and initiatives that then 911 Program participates in

00:06:06.000 --> 00:06:12.000

that we will be highlighting today. And finally, if you're not aware, the 911

00:06:12.000 --> 00:06:13.000

Program is housed at the National Highway Transportation Safety Administration.

00:06:13.000 --> 00:06:28.000

NHTSA in the Department of Transportation. So we have a keen focus and building upon our, building upon our history of working to improve safety.

00:06:28.000 --> 00:06:43.000

We are focused on improving Post-Crash Care, and that is built out of the National Roadmap Safety Strategy that we'll be talking about as well.

00:06:43.000 --> 00:06:49.000

So that's where we're gonna begin today, because that is an area that is a newer highlight for us,

00:06:49.000 --> 00:06:54.000

as far as making sure that we're focused on improving Post-Crash Care.

00:06:54.000 --> 00:07:03.000

So, how are we gonna do that? And why is that important? First of all, one of the more interesting to statistics that I've seen since being here

00:07:03.000 --> 00:07:18.000

at NHTSA is that two out of five of crash victims we're alive when first responders came on scene, but later died from their injuries, or succumbed to their injuries.

00:07:18.000 --> 00:07:21.000

And that's an important statistic to highlight,

00:07:21.000 --> 00:07:32.000

when we look at why we want to improve Post-Crash Care. If we can get resources to crash victims quicker, more accurately, and then have those resources,

00:07:32.000 --> 00:07:37.000

the EMS personnel be the right people to treat and transport them to the most of effective place that can make a difference.

00:07:37.000 --> 00:07:45.000

How does 911 play into that? Well, we're looking to connect our 911

00:07:45.000 --> 00:07:46.000

systems with at a state level and a local level with your highway safety programs.

00:07:46.000 --> 00:08:05.000

We believe that 911 should be tied to highway safety so that it can potentially interconnect to these, these disciplines and find ways to improve our response.

00:08:05.000 --> 00:08:08.000

We also believe that promoting the use of emergency medical dispatch provide care to crash victims through structured protocol and call

00:08:08.000 --> 00:08:23.000

taking is extremely important. Our recent survey that we'll be talking about are one of our data collection points that we work at, at the National 911

00:08:23.000 --> 00:08:29.000

Program identified that approximately 47% of 911 centers provide

00:08:29.000 --> 00:08:49.000

EMD. If we can increase the participation in structured Emergency Medical Dispatch, we have a way to provide care quicker by being a little provided to bystanders and people on the phone when the reporting crashes. The third way that we can improve Post-Crash Care is we can identify other

00:08:49.000 --> 00:08:59.000

methods for improving response, including improving our GIS technologies so that we can more accurately locate crashes as well as our automatic crash notification systems that can enter into our Next Generation

00:08:59.000 --> 00:09:09.000

911 phone systems and call handling to alert us if crashes sooner.

00:09:09.000 --> 00:09:22.000

All of this is important, because when we look at the impact of our highways along our interstate systems, we see that there is this graphic way to look at it.

00:09:22.000 --> 00:09:26.000

And if we look at specifically just interstate 95, it goes from main to the north all the way to Florida.

00:09:26.000 --> 00:09:34.000

It's our longest north-south interstate over 1,924 miles.

00:09:34.000 --> 00:09:51.000

It includes 15 States and Washington, DC. And we've mapped it out to identify that there are approximately 199 different 911 jurisdictions that would take calls for a crash on I-95 and in 2020 it had the highest

00:09:51.000 --> 00:10:13.000

fatality rate of other interstates at 19.7 fatalities per 100 miles. 911 is impacted in all of those incidents along our roadways, and to me you could take any of the interstates, and you were to see how much impact there is in your

00:10:13.000 --> 00:10:17.000

jurisdictions that you take calls for in the highway.

00:10:17.000 --> 00:10:24.000

So I mentioned before that at the Department of Transportation we're committed to to focusing on this.

00:10:24.000 --> 00:10:28.000

And that's what's called the National Roadway Safety Strategy.

00:10:28.000 --> 00:10:37.000

And that's Strategy was launched just over a year ago in January of 2022, and the Department of Transportation is committed to improving Post-Crash Care which includes our EMS and 911 efforts.

00:10:37.000 --> 00:10:52.000

They're also committed to supporting intergovernmental efforts to transition Next Generation 911 systems across our nation.

00:10:52.000 --> 00:10:59.000

One of the ways that they, we focus on this, is that we look at what is called the Safe System

00:10:59.000 --> 00:11:10.000

Approach. The Safe System Approach has identified five areas to improve are our safety on our nation's roads.

00:11:10.000 --> 00:11:19.000

One is safer people. The next is safer roads, safer vehicles, safer speeds and Post-Crash Care!

00:11:19.000 --> 00:11:20.000

What's interesting with this is that 911 has a role in all five elements.

00:11:20.000 --> 00:11:45.000

So when we look at the success of the Safe System Approach to improving our highway safety in our road to zero fatalities on our roads. We know that 911 is an integral component of it. And that to achieve this, we look at in their safer people, we look at

00:11:45.000 --> 00:11:47.000

how are we reporting incidents on the roadway,

00:11:47.000 --> 00:11:53.000

people's behind behaviors. When you're driving down the road, and you see reckless behavior, or when you're sitting in the 911 center, you receive those calls for those behaviors.

00:11:53.000 --> 00:12:04.000

People that are out there doing something unsafe when roadways are, have a condition or a problem like debris

00:12:04.000 --> 00:12:14.000

or lights or hazards, they call 911. As we improve our vehicles, systems, the automatic crash notifications systems will be connected to our 911 center. And overall,

00:12:14.000 --> 00:12:33.000

when our law enforcement partners are out there enforcing traffic safety and doing the activities to improve sit and reducing speeds through enforcement or other activities, they're doing that with our 911 staff. Our telecommunicators in most centers have a role in

00:12:33.000 --> 00:12:42.000

Dispatching. And that role is again another element in reducing and improving the safety on our roads.

00:12:42.000 --> 00:12:58.000

And then finally, the most obvious is our role in Post-Crash Care which we begins with the call to 911 where telecommunicators identify the location, the nature and severity of the crash and activate the dispatch response for the most appropriate police, fire, an EMS resources

00:12:58.000 --> 00:13:10.000

to improve that. So, for safety to improve which is the mission of NHTSA and a focus of obviously everything we do, we also know that we have to look at 911 holistically.

00:13:10.000 --> 00:13:23.000

So, the other ways that we look at this is that when we can improve 911 anywhere, we improve its likelihood to work successfully when it's on the nation's roadways.

00:13:23.000 --> 00:13:24.000

So, the first thing we'll talk about there will be the connecting of our systems

00:13:24.000 --> 00:13:32.000

nationwide. We're we've got a goal to create a secure, resilient, interoperable "systems of systems".

00:13:32.000 --> 00:13:33.000

One of the ways that we're doing that is, we're looking at the Next Generation

00:13:33.000 --> 00:13:46.000

911 Interoperability Task Force. The Department Transportation and the National 911 Program have been involved in this project from the beginning.

00:13:46.000 --> 00:14:01.000

This is a collaboration between DHS and NASDA and a variety of other groups in our communities that are working to create a way for conformance testing of standards and interoperability of our Next Generation

00:14:01.000 --> 00:14:19.000

911 systems and their associated components. and that by increasing the testing of Next Generation 911 systems and systems of components will help ensure that these standards are there and are met.

00:14:19.000 --> 00:14:20.000

This will give more success to the deployment of Next Generation

00:14:20.000 --> 00:14:47.000

911. So provide a way for open-source testing tools to be created and used by our developers that are developing the technology and show that the purchasers of this technology have a faith in confidence that the systems they put together and procure for their agencies are going to work together and interoperate.

00:14:47.000 --> 00:14:48.000

The next thing we work on right now is we're working on our current Next Generation

00:14:48.000 --> 00:15:06.000

Interstate Playbooks. We have many playbooks that have been created over five of them that have demonstrated and highlighted solutions and challenges and lessons, learned to the deployment of Next Generation

00:15:06.000 --> 00:15:09.000

You can use, and we'll have a variety of QR

00:15:09.000 --> 00:15:14.000

Codes on the slides today, that will drive you to specific project pages on 911.gov

00:15:14.000 --> 00:15:21.000

We know that our next playbook will be probably out within the next three to six months highlighting interconnected states, and being able to transfer calls in a Next Generation

00:15:21.000 --> 00:15:33.000

world between states.

00:15:33.000 --> 00:15:44.000

Additionally, the program is working to support and assessment of both CAD interoperability and GIS systems and technologies through three or through two different projects.

00:15:44.000 --> 00:16:02.000

GIS is really important to the success of Next Generation 911. It is the foundation of data needed for routing calls in the most proper way, and especially locating calls and calls for service, and we need to have good GIS data out there.

00:16:02.000 --> 00:16:03.000

But the challenges are many and the Program brought together

00:16:03.000 --> 00:16:20.000

a group of GIS stakeholders that were subject matter experts to convene and discuss these challenges and identify ways to continue to improve them throughout our nation.

00:16:20.000 --> 00:16:28.000

That reports, and those reports are being completed, and we'll hopefully again be put on the 911.gov

00:16:28.000 --> 00:16:31.000

soon with a guide of a path forward of what the industry can do to improve GIS and improve its focus in Next Generation 911.

00:16:31.000 --> 00:16:38.000

The other part of this is our CAD interoperability assessment project.

00:16:38.000 --> 00:17:08.000

We again are working to document the challenges and opportunities to improve interoperability between our CAD systems. Data and many of the challenges we have in technology are really things that we need to focus and improve upon our industry. This report again will identify some of the challenges and techniques that we can be

00:17:08.000 --> 00:17:13.000

used for our interoperability between CAD systems to work.

00:17:13.000 --> 00:17:18.000

And we're gonna identify, you know, opportunities to make improvements

00:17:18.000 --> 00:17:40.000

of what the stakeholders can do to improve and identify solutions moving forward. And that should give a great resource to all of you that might be working on regional, local or regional or even statewide initiatives of improving interoperability between your CAD systems in your area.

00:17:40.000 --> 00:17:56.000

Another focus that we have when we connect all these systems is to make sure that we're doing it in a secure manner and cybersecurity is going to be a challenge that stays with 911 for many for a long time.

00:17:56.000 --> 00:18:14.000

This is something that we need to focus on the other hand, and cybersecurity is going to be a challenge that stays with 911 and cybersecurity is going to be a challenge that stays with 911 for many for a long time.

00:18:14.000 --> 00:18:38.000

This is something that we need to focus on. The National 911 Program has partnered with our colleagues at DHS CISA in the Emergency Communications Division. They are working on a Cyber Resilient 911 Program and will be engaging with stakeholders to find again the best path forward. Both in providing resources and highlighting those resources to the community and developing new strategies and new ways to engage. And if your in an 911 center, ECC, or PSAP you need to be focused on cybersecurity and be aware on how your protecting your 911 network.

00:18:38.000 --> 00:18:43.000

Another tool that we have available on 911.gov is the Next Generation 911

00:18:43.000 --> 00:18:57.000

Roadmap progress report. This report and or this progress was updated in the Fall of 2022, and identifies a variety of different goals that are out there for the successful deployment of Next Generation

00:18:57.000 --> 00:19:05.000

911. And be it business, governance, tools, technology, data or operations goals,

00:19:05.000 --> 00:19:10.000

all of this information is out there, and the Program is engaged

00:19:10.000 --> 00:19:11.000

stakeholders to try to determine who's out there leading on this.

00:19:11.000 --> 00:19:14.000

Who's taking a role in solving the problems. And where are we

00:19:14.000 --> 00:19:23.000

lacking. Where is there more effort needed. And that's the goal of the Roadmap.

00:19:23.000 --> 00:19:24.000

And if you go to 911.gov and drill down into this, you can see and learn

00:19:24.000 --> 00:19:35.000

where we, where we had successes and completed some of the previously identified goals. Where are we in progress?

00:19:35.000 --> 00:19:51.000

And where do we need to focus to the future? This is a great tool for anyone that's looking at what they need to do next in progressing Next Generation in both their area, their state and across the nation.

00:19:51.000 --> 00:20:02.000

So the tracking of Next Generation 911 standards is another resource that we provide all of you there are so many technical standards out there about Next Generation 911.

00:20:02.000 --> 00:20:10.000



We try to put them in a specific place that combines each of the different standards

00:20:10.000 --> 00:20:16.000

development organizations work and we publish them so that you can use it.

00:20:16.000 --> 00:20:27.000

This could be a resource for you, your agencies, your states, whoever is developing RFPs or procurement documents and you need to cite a standard in that development of that document.

00:20:27.000 --> 00:20:38.000

This is a great tool and resource for you to be able to utilize there.

00:20:38.000 --> 00:20:44.000

Finally, in this section, we are working on being interconnected with 988.

00:20:44.000 --> 00:20:51.000

I think most of you have been dealing with 988 since it's official launched last July.

00:20:51.000 --> 00:21:02.000

The 911 Program has partnered with our Federal colleagues at Department of Health and Human Services and others that have rolled this out.

00:21:02.000 --> 00:21:07.000

And we really have more work to do in meeting everyone's expectations.

00:21:07.000 --> 00:21:14.000

And I think overall 988 has become some of the expectations issue of what were people expecting to have happen?

00:21:14.000 --> 00:21:27.000

What needed to have happen? And how do we connect? What's really important is for the 911 centers across the nation to be working on a local level with your nearby outline center

00:21:27.000 --> 00:21:50.000

as well as on a regional state level. We will continue to work on a national level to make sure that everyone understands the intricacies of connecting 911 and 988 and how that might work in the future, what are the current limitations and how does this what is our path forward.

00:21:50.000 --> 00:21:57.000

So when we talk about collaborating with the stakeholders, one of the things we wanna do is we wanna help support the development of the 911 professional, our workforce, our people are our most important resource.

00:21:57.000 --> 00:22:14.000

And we have to support our our 911 professionals as we move to advanced 911. We'll give a lot of different examples, and we're gonna end today with a talk about staffing, which is obviously one of our largest challenges.

00:22:14.000 --> 00:22:37.000

But the other topic that comes up a lot is reclassification of telecommunicators. And we know this is an important issue, and we know that many of you and your states have already worked on some effort with regards to reclassification. And we know that many of you in your States have already worked on some effort with regards to

00:22:37.000 --> 00:22:40.000  
reclassification, but the work can't end there. So the real goal

00:22:40.000 --> 00:22:47.000  
and this started, you know, probably eight to ten years ago, when this first was brought up of what can we do to reclassify telecommunicators

00:22:47.000 --> 00:22:51.000  
as a you know, as public safety or first responders.

00:22:51.000 --> 00:23:15.000  
We were, we realized the process that this has to go through. The process is based on data driven decisions at the Bureau of Labor Statistics. And what we have to know is that there are a measure that they do to identify what a job should be classified. I'm gonna go over that in a

00:23:15.000 --> 00:23:30.000  
second, but first, you should be aware that all of this information here in this toolkit, four different documents, have been created and available to share on 911.gov for you.

00:23:30.000 --> 00:23:34.000  
You can look at these, and you can work to improve your job

00:23:34.000 --> 00:23:56.000  
descriptions, your training programs, talk about and document the technology and tools you, you do as well as how you can develop your own advocacy, strategy for proper classification these are all available to you on 911.gov. And they become the basis for this data, driven decision which is we have to focus on

00:23:56.000 --> 00:24:04.000  
the job description, the job, title, hiring and recruiting, education and training tools and technology.

00:24:04.000 --> 00:24:26.000  
We have to document all of this this documentation is important, because the BLS will go out, and as part of their reclassification process which was slated for 2028, which actually means the work should begin in about 2024 that work will start by just soliciting and

00:24:26.000 --> 00:24:30.000  
contacting many of you, and asking for what is your job description?

00:24:30.000 --> 00:24:33.000  
What are your job title? And they're going to do a data collection.

00:24:33.000 --> 00:24:36.000  
And that data collection will be the basis of the survey.

00:24:36.000 --> 00:24:54.000  
So again, I strongly recommend that if you believe if you're passionate about the need to reclassify the position of 911 public safety telecommunicator, your agencies needs to update your job description update your title, talk about what are the requirements for

00:24:54.000 --> 00:24:58.000  
hiring and training and what are the technology and tools,

00:24:58.000 --> 00:25:14.000

and do you use protocols? All those different things need to be documented so that when the survey is done it has a higher degree of being successful, of showing that this job is no longer a clerical job and needs to be reclassified.

00:25:14.000 --> 00:25:25.000

One of the other ways we're gonna focus on our workforce is, I announced recently that the program is going to look at our recommended minimum training guidelines. This year

00:25:25.000 --> 00:25:42.000

we hope to start the process of revisiting these guidelines. These guidelines were a collaborative effort of many organizations, and not from the Program itself, but by the Program convening industry professionals and bringing it together. Over ten years ago

00:25:42.000 --> 00:25:50.000

a document was published that was the recommended minimum training guidelines for 911 telecommunicators.

00:25:50.000 --> 00:25:55.000

With that document being almost ten years old, I think it's a important that we look at it again.

00:25:55.000 --> 00:26:14.000

We look at its impact of the technologies, and we make sure that it's current because we want to make sure that anyone that is responsible for the training of 911 telecommunicators has the resources needed to make sure that they're training them to the highest level possible.

00:26:14.000 --> 00:26:31.000

Another way that we focus on providing information and collaborating with our stakeholders is through this Webinar. The State of 911 Webinar series is happens every other month, and we're very happy to bring to you our stakeholders topics that we feel are valuable

00:26:31.000 --> 00:26:49.000

and interesting. And I can tell you that at the end of this you will see a web email address to reach the National Program and we would surely like to hear any ideas or recommendations for future Webinar topics we are happy to focus on the needs of the community and try to make sure that we're

00:26:49.000 --> 00:26:54.000

responsive to that in our webinar planning. So, we have our next webinar scheduled for May.

00:26:54.000 --> 00:26:55.000

We'll wrap up today and give you some more information about that.

00:26:55.000 --> 00:26:56.000

But I would encourage you all to register for these webinars.

00:26:56.000 --> 00:27:08.000

Now for the remainder of the year, and you will be alerted and reminded when they come.

00:27:08.000 --> 00:27:15.000

We also want to promote our 911 priorities and work together with our stakeholders on these priorities.

00:27:15.000 --> 00:27:21.000

One of the projects that we work with our stakeholders on is the 911 Telecommunicator Tree of Life.

00:27:21.000 --> 00:27:37.000

Again, another cooperative initiative, with many stakeholders in the community that allow you a way to recognize your individual telecommunicators from your centers, your region, your state, and add the a leaf to the tree.

00:27:37.000 --> 00:27:46.000

This is a great thing to be thinking about, with April approaching and National Public Safety Telecommunicator Week as a way to recognize your staff.

00:27:46.000 --> 00:28:07.000

So many of you if you're struggling with recognition, ideas, or ways to make an impact because limited funding or things like that, I would highly encourage you to submit your stories. I wanna add leafs to the to the tree so that you can we can watch this tree grow with great stories of

00:28:07.000 --> 00:28:17.000

how our telecommunicators are impacting their communities and improving this.

00:28:17.000 --> 00:28:35.000

We also collaborate with all of our stakeholders, and again we at the program work hard to make sure that we have the ability to convene stakeholders when there's a topic that comes up as well as working with any association so again, another opportunity for any of you to send

00:28:35.000 --> 00:28:36.000

us, an email. I believe it will be placed in the chat.

00:28:36.000 --> 00:28:48.000

I know it's on a slide coming up that if you've got an idea or something that you think needs to be focused on, and no one else is working on it,

00:28:48.000 --> 00:28:51.000

we might be able to work to identify the need or prioritize that issue.

00:28:51.000 --> 00:28:55.000

We want to identify things that we could be focusing on.

00:28:55.000 --> 00:28:59.000

We have a lot going on, but there's but we need to know if there's other ways. The other way that we collaborate with our stakeholders is we collaborate with our Federal partners.

00:28:59.000 --> 00:29:14.000

So we work with the Department of Homeland Security, CISA, S&T Directorate, which works on to technical solutions.

00:29:14.000 --> 00:29:20.000

We work with the Coast Guard, we work with Health and Human Services.

00:29:20.000 --> 00:29:24.000

Our colleagues at the FCC, NTIA

00:29:24.000 --> 00:29:33.000

and others. We have, and the Department of Defense, we have a great relationship,

and we try to collaborate with all of our partners.

00:29:33.000 --> 00:29:54.000

We participate in a Federal Next Generation 911 working group, to make sure that the Federal PSAPs that are out there have the information and are getting what they need to further advance their Next Generation 911 as well. And I mentioned we are coordinating with the Department of Defense in our annual report.

00:29:54.000 --> 00:30:03.000

The Department of Defense has submitting data. They did this for the first time in 2021, and they've continued to do it since.

00:30:03.000 --> 00:30:13.000

And we're able to say that we know there are 177, 911 centers within the state-side Department of Defense

00:30:13.000 --> 00:30:24.000

that answer 911 calls. And that's really amazing to add that to our numbers of PSAPs across our nation and recognize that and help them interconnect with their local partners.

00:30:24.000 --> 00:30:42.000

So, we're also creating and sharing resources. One of the ways that we're doing that is, through a pilot project called 911 Data Path, where we're working to see whether we can collect data from a variety of 911 systems into a common database. You can get more information through the

00:30:42.000 --> 00:30:57.000

QR Code there. But the vision of this pilot program is really to be able to move into the future of, wouldn't it be nice to we had a national 911 database. You may be familiar with NIBRS, NIFRS or NEMESIS,

00:30:57.000 --> 00:31:15.000

which are the law enforcement, fire, and EMS databases. And the Program, we have a goal to see if we could evolve our pilot project into a National 911 Database collection we could collect census data of year 911 centers as well as your audio data without

00:31:15.000 --> 00:31:24.000

having collecting the personal information that that data may contain, and we'd want anonymize data.

00:31:24.000 --> 00:31:50.000

But if we could collect this, imagine the information we would have and how we could better educate our community stakeholders and leaders in the needs of 911. The other data collection tool we have is the National 911 Profile Database, or what we refer to as our National 911 Annual Report, all of you contribute to this one way, or another because at a PSAP level you're

00:31:50.000 --> 00:31:56.000

pushing your information up to your States. And of the 56 eligible states, district, and territories,

00:31:56.000 --> 00:32:11.000

50 of them took the time to self-report data in 2021. That report was just released just a couple of weeks ago, in last

00:32:11.000 --> 00:32:31.000

month in February and is available online at 911.gov. now. So that's the newest

version of this report that is out there. Again, we look to this report to identify trends and find information. And in 2021, one of the things we saw was, we saw an increase of participants in the in their deployment of adopting a statewide Next Generation 911 Plan. We saw that text-to-911 increased, and again

00:32:31.000 --> 00:32:37.000

we had the information from the Department of Defense documented in that report, as well.

00:32:37.000 --> 00:32:48.000

So again, I would encourage you to go online, look at this report and look at the variety of data that is available to you, and can help compare and identify trends in our industries.

00:32:48.000 --> 00:32:58.000

We have a lot of other resources that we share and have developed over the years that I wanna highlight. The first one of those resources is our Next Generation

00:32:58.000 --> 00:33:13.000

911 Public Safety Leader documents. We have documents for our law enforcement partners, our fire, EMS and telecommunicators on the impact and what 911 or what Next Generation 911

00:33:13.000 --> 00:33:24.000

means. We also have a Next Generation 911 and FirstNet information document as well. All those are available to read on 911 gov.

00:33:24.000 --> 00:33:32.000

and could be a great tool for you to use when you're educating your community stakeholders.

00:33:32.000 --> 00:33:35.000

One of the other resources we have is, we track 911

00:33:35.000 --> 00:33:48.000

legislation at the sState level. So we just updated 2022 key enacted 911 legislation document prepared by our partners at ENSL.

00:33:48.000 --> 00:33:54.000

That information is available online. Again, recently posted, as well as on the same page

00:33:54.000 --> 00:34:02.000

you can search the database for current legislation initiatives that are out there. A program that

00:34:02.000 --> 00:34:06.000

you may not be aware of is available to your state office or your State 911

00:34:06.000 --> 00:34:27.000

program is the ability to conduct an assessment. The National 911 Program can bring together industry experts to help assess using a the predetermined criteria of where your 911 Program in your state is at and how does it meet or exceed the standards that have been identified?

00:34:27.000 --> 00:34:34.000

And then finally, as far as information available, we have our resources on what's called documents and tools.

00:34:34.000 --> 00:34:44.000

decision 911.gov. And this is a great place to find documents. We try to cross post information that may be available in other places and make sure it's available to you.

00:34:44.000 --> 00:34:54.000

One of the things that I wanna highlight is the ability for you to submit data when that highlighted section on the lower left side of your screen that shows click here to share. You could send us information

00:34:54.000 --> 00:35:11.000

if you're aware of something that could be important to add and make available to every stakeholder across the country. And we encourage that submission of data and information.

00:35:11.000 --> 00:35:19.000

So with that, be happy to take a couple of questions now before we move on to our next session.

00:35:19.000 --> 00:35:29.000

Awesome. Thank you so much, Brian. You do have a question in the question and answer section, and then we can get to the hands that are raised. For those who have questions,

00:35:29.000 --> 00:35:39.000

please enter them into the question and answer feature which you can find by hovering over the bottom of the screen, or raise your hand.

00:35:39.000 --> 00:35:56.000

So the first question I see is recognize the importance of GIS data for Next Generation 911 is DOT doing anything to support GIS for the 911 community. Again, I think the immediate answer is that we're working to publish our GIS Standardization reports which are gonna provide

00:35:56.000 --> 00:36:13.000

a path forward, a call to action, and some topics, and a great resource for the 911 community to understand why there is an importance in GIS and those reports are going to contain information about everything related to GIS.

00:36:13.000 --> 00:36:21.000

The need to recruit and identify GIS people to be into the GIS field business as a stem initiative.

00:36:21.000 --> 00:36:42.000

The fact that if you can't afford to all of your GIS solutions, how you can partner on a regional or cooperative level with other agencies we're really gonna work to make sure that that information is available and out there and we also collaborate within the GIS community making sure they

00:36:43.000 --> 00:36:45.000

understand the specific needs of 911. Next question. Oh, I'm sorry. Go ahead, Kate.

00:36:45.000 --> 00:36:52.000

Sorry, Brian. Just a to add to that during the Next Generation 911 Grant Program, there are a lot of GIS projects that were very successful, and those are being highlighted at least within DOT.

00:36:52.000 --> 00:37:00.000

And we're trying to make sure that our highway safety offices and our state DOTs

00:37:00.000 --> 00:37:06.000  
are very aware.

00:37:06.000 --> 00:37:14.000  
Not only to the 911 community, but to multiple state agencies and highway safety community.

00:37:14.000 --> 00:37:22.000  
Yeah, and the NATIONAL 911 also supports the Department of Transportation National Address Database, and that is a database where I would encourage everyone to submit.

00:37:22.000 --> 00:37:30.000  
You can submit your address data to the National 911 Database.

00:37:30.000 --> 00:37:33.000  
We have many states, a majority of the states that are doing this.

00:37:33.000 --> 00:37:43.000  
And it's a single collection. That information is available and will be coming out in the reports further information on how that's happening in the reports.

00:37:43.000 --> 00:37:52.000  
We'll also work with our Tribal GIS communities as well. Making sure we prioritize those resources.

00:37:52.000 --> 00:37:55.000  
Okay.

00:37:55.000 --> 00:38:09.000  
So the next question is, a copy the slide deck. The slide in this, and audio, and of this presentation will be made available within the next couple weeks

00:38:09.000 --> 00:38:16.000  
on 911.gov.

00:38:16.000 --> 00:38:24.000  
Brian, do we want to see if the person who's had their hand up wants to unmute and ask their question when we get to the rest in the question?

00:38:24.000 --> 00:38:25.000  
Sure. Yes.

00:38:25.000 --> 00:38:30.000  
Answer, so?

00:38:30.000 --> 00:38:42.000  
Michael Hartless, did you have a question?

00:38:42.000 --> 00:38:50.000  
Okay, hearing nothing. Keith, is it, Chappie? Is that correct?

00:38:50.000 --> 00:38:58.000  
You just need to unmute and ask your question.

00:38:58.000 --> 00:39:00.000  
Okay, hearing none. I do wanna make sure that we have time for our next presenter.



00:39:00.000 --> 00:39:18.000

We will work on answering the questions that are in the question and answer section, we will circle back to questions, but I don't wanna run out of time for our next presenter.

00:39:18.000 --> 00:39:19.000

You can obviously reach Brian and myself at the contact.

00:39:19.000 --> 00:39:28.000

Information on the screen. But I'm gonna turn it over to Brian to work on our next introduction.

00:39:28.000 --> 00:39:39.000

Yeah, thank you, Kate. And again, Kate is one of my colleagues here in in the 911 Office, and has really done a lot and does a lot for the Program.

00:39:39.000 --> 00:39:40.000

So again. I just want to thank her for all the work and helping us out today.

00:39:40.000 --> 00:39:47.000

But next I'd like to introduce Ty Wooten

00:39:47.000 --> 00:40:00.000

That is with the International Academies of Emergency Dispatch, and he is here today to discuss the joint NASNA International Academy and it's Emergency Dispatch Workforce Study.

00:40:00.000 --> 00:40:01.000

Ty, are you there?

00:40:01.000 --> 00:40:06.000

I am. Thanks, Brian, thanks for having me today.

00:40:06.000 --> 00:40:18.000

So we'll put your information up on the screen here, and I guess my first question for you is, you know, where did this initiative and project start?

00:40:18.000 --> 00:40:33.000

Well last year, during the summer we saw a number of news reports from different parts of the country talking about the staffing issues that were facing 911 centers.

00:40:33.000 --> 00:40:47.000

But they were looking at one or two centers in a particular specific area, or in that particular news market, and I began to wonder and think about,

00:40:47.000 --> 00:40:55.000

we don't have a way of really looking at this in a holistic approach, and we are reached out to NASNA,

00:40:55.000 --> 00:41:15.000

the National Association of State 911 Administrators and ask them if they'd be interested in partnering with us in regards to getting this study out so that we could kind of get a little bit larger and a more global look at where the staffing issue is across the nation.

00:41:15.000 --> 00:41:17.000

Well, and I think I'll moving into your next slide.

00:41:17.000 --> 00:41:23.000

So what was the results you got? What was your participation?

00:41:23.000 --> 00:41:34.000

Yeah, we. It was a great participation. Honestly, I was blown away by the number of agencies that took the time to pull it all together.

00:41:34.000 --> 00:41:43.000

We had 774 agencies from 48 states that submitted data to the study, and it was, it was incredible, you know, they really kind of looked in different ways.

00:41:43.000 --> 00:41:59.000

We had a number of primary 691 primary PSAPs, as well as some 83 secondary

00:41:59.000 --> 00:42:07.000

that helped us to develop the answers to the questions that we were offering.

00:42:07.000 --> 00:42:20.000

And I see here that you were able to even break down those response times, not just by primary and secondary, by also position, size, which I think is really interesting, because you know, in our recent annual report

00:42:20.000 --> 00:42:26.000

we know that, you know, 67% of our 911 centers are five or less positions. And it's good to see that you had that kind of response from that.

00:42:26.000 --> 00:42:32.000

those agencies, as well.

00:42:32.000 --> 00:42:49.000

Right? Absolutely. You know, the data that we've been talking about for years, you know, understanding that some close to 80% or 85% of those PSAPs, are you know, 20 positions or less.

00:42:49.000 --> 00:42:59.000

You know, in this response to our survey, you know, 94% of our PSAPs were 20 positions or less.

00:42:59.000 --> 00:43:10.000

And so I, we got a good breakdown across the board, and again a great response across the country.

00:43:10.000 --> 00:43:11.000

So you've been in this industry as long or longer than I have, and we've talked about turnover before.

00:43:11.000 --> 00:43:21.000

I mean, I think before COVID, we used to use to the number like 20%.

00:43:21.000 --> 00:43:25.000

How does that compare with what you found in this

00:43:25.000 --> 00:43:27.000

in this survey?

00:43:27.000 --> 00:43:32.000

Well, the survey it was, you know, kind of what we expected.

00:43:32.000 --> 00:43:33.000

It is a larger amount than what we had previously experienced before

00:43:33.000 --> 00:43:43.000

COVID, and generally it's at about 25%.

00:43:43.000 --> 00:43:51.000

And when we looked at the like breakdown across the board, you know you can see here in this graph,

00:43:51.000 --> 00:43:55.000

there's a number of agencies that were fully staffed.

00:43:55.000 --> 00:44:08.000

82 out of the 774 were fully staffed, and a number of them also, just with, you know, 1 to 10% down on vacancies as well.

00:44:08.000 --> 00:44:18.000

So that's actually, really good. The disconcerting kind of area is when we get to those, the numbers where they're 70

00:44:18.000 --> 00:44:23.000

and you know, close to 80% where they're having a vacancy rate.

00:44:23.000 --> 00:44:27.000

And it's that's where it really gets us.

00:44:27.000 --> 00:44:48.000

And here we share, you know, one respondent in Arkansas who responded, that they had an 83% vacancy rate in 2022, which is, you know, kind of mind-boggling to me to figure out your struggling to operate in that kind of respect.

00:44:49.000 --> 00:44:57.000

But we had a number of agencies, you know, 105 agencies that had a vacancy rate of more than 50%.

00:44:57.000 --> 00:45:02.000

Well, I think what strikes me with that information is that you know overall

00:45:02.000 --> 00:45:09.000

we know that with the turnover one of our challenges is hiring is that then, when we go to hiring somebody, not everyone we hire makes it through our training programs. Were you able to account for that at all

00:45:09.000 --> 00:45:16.000

in the survey you did.

00:45:16.000 --> 00:45:20.000

Yeah, absolutely, we were, we were able to look at new hires.

00:45:20.000 --> 00:45:34.000

And we saw that in in those new hires you know the overall mean, or the average number of new hires who failed to complete their probationary period increased of 50%.

00:45:34.000 --> 00:45:45.000

And this is a mean. So it's not, you know, each position, but, you know, moved from two and 2019 to three in 2022.

00:45:45.000 --> 00:45:52.000

Again, that is a 50% increase. So it is pretty recognizable that we're not, you know,

00:45:52.000 --> 00:45:56.000

again, I think Brian, you and I have had these conversations in the past.

00:45:56.000 --> 00:45:57.000

When you have these discussions about new hires, it's sometimes difficult, are we

00:45:57.000 --> 00:46:05.000

hiring the right person, or we failing them in training?

00:46:05.000 --> 00:46:11.000

Or is it a combination? Or a little bit of both? Of both. And that's something that we want to look at

00:46:11.000 --> 00:46:14.000

maybe a little bit more.

00:46:14.000 --> 00:46:22.000

Definitely. And then, I suppose you know, the other thing is, how did this fare with people who were beyond training and were experienced telecommunications?

00:46:22.000 --> 00:46:42.000

Yeah, that, I think, is probably the biggest thing is, I think we have an experience of evaporation happening. Where we've got, you know, a 100% increase in the number of employees that are leaving that have, you know, outside of their probationary period.

00:46:42.000 --> 00:47:05.000

You know, it's increasing, you know, one to two employees, and then, you know, a really a mean of about 33% increase, which is disconcerting because we have a number of employees that you know at if you losing that experience all that knowledge and expertise is walking out

00:47:05.000 --> 00:47:08.000

the door with them, and that can be just as detrimental to an in an agency than not having anybody there at all.

00:47:08.000 --> 00:47:15.000

Because now you're constantly trying to have to look at getting everybody

00:47:15.000 --> 00:47:27.000

the experience that they need from the very beginning.

00:47:27.000 --> 00:47:33.000

Well, and I know that there's gotta be a lot of different reasons for why people are leaving.

00:47:33.000 --> 00:47:40.000

And what do you think you were able to identify, or what were the trends that you picked up on in your service?

00:47:40.000 --> 00:47:48.000

Yeah. Well, as you see here, you know, really, the work hours and the work schedule itself was 46%

00:47:48.000 --> 00:47:52.000

the predominant reason for people leaving. You know, and

00:47:52.000 --> 00:48:00.000

I think the other aspect of that is, you know, better opportunities, and or better pay.

00:48:00.000 --> 00:48:21.000

I think all three of these probably kind of roll in together, because whether it's being able to work in an environment where that's not a 24 x 7 x 365 environment that might be a better opportunity for someone as well as potentially offering better pay and makes it a little bit

00:48:21.000 --> 00:48:25.000

more palatable. One thing I do still wanna bring up is really the stress of the job,

00:48:25.000 --> 00:48:54.000

is the fourth reason why people left, and with 30% of them, you know, indicating that it was stress that in itself is something that we need to consider.

00:48:55.000 --> 00:49:09.000

And really all of this really plays probably and do some of the reclassification discussions that you were talking about a little bit earlier. And how important this is to as we improve our job descriptions will help which will ultimately help to hire better people because we're talking about the specifics of

00:49:09.000 --> 00:49:16.000

exactly what we are doing, but it also will help to help to have those discussions as we look to

00:49:16.000 --> 00:49:23.000

if we are successful in reclassification, improving pay, and other aspects of the job.

00:49:23.000 --> 00:49:25.000

Well, I know some states when they're looking at reclassification,

00:49:25.000 --> 00:49:34.000

part of their goals are to also increase the ability for resources and mental health or other areas for their workforce,

00:49:34.000 --> 00:49:46.000

and I think that this really lends itself to that. That we need to be able to support our workforce and provide more resources for them so that we can retain them.

00:49:46.000 --> 00:50:00.000

Absolutely. And you know, I it's interesting. I was talking to some colleagues last night, and the reality is we've spent a lot of time and effort over the last ten years really focusing on the technology of 911.

00:50:00.000 --> 00:50:02.000

And you know the reality also is this, we can have the best technology in the world,

00:50:02.000 --> 00:50:16.000

we can have the most dynamic and best capabilities in the world,

00:50:16.000 --> 00:50:24.000

but if we don't have good, well trained people who love their job and do it

correct,

00:50:24.000 --> 00:50:31.000

while they're answering those and using those technologies, it doesn't really matter.

00:50:31.000 --> 00:50:36.000

Well, and with this much turnover I think one of our concerns in the people in the PSAPs

00:50:36.000 --> 00:50:40.000

out there right now know this is, there's challenges in how we're operating.

00:50:40.000 --> 00:50:45.000

Yeah, we're filling those gaps in some interesting ways which to me I found interesting

00:50:45.000 --> 00:51:10.000

as we looked at this data, it was, you know, mostly voluntary over time, which is good, but there's a lot of mandatory overtime that's being pushed on to the people which probably exacerbates the stress and looking for better opportunities in other ways and the reason that probably people

00:51:10.000 --> 00:51:17.000

are leaving. The interesting aspect of all of this was, you know, it's it was 16%,

00:51:17.000 --> 00:51:32.000

it was much smaller of the surveyed percentage wise, but it's still interesting to me that even 16% are being supplemented by field responders

00:51:32.000 --> 00:51:45.000

instead of not having specifically 911 trained professionals who may be filling in from time to time.

00:51:45.000 --> 00:51:50.000

Well, so any good news is what we see here. Right? There's a couple of things that are positive.

00:51:50.000 --> 00:51:57.000

Yeah, I mean the reality of some good things is the number of actual vacancies versus our actuals versus vacancies was decreasing.

00:51:57.000 --> 00:52:10.000

So that means that that the amount of people the overall, the number of vacancies, was kind of going in the right direction.

00:52:10.000 --> 00:52:36.000

The other positive thing that I found, and looking at all of this is that a majority of the respondents, 70% of the agencies who responded said that they, if they were fully stacked, they would have the number of people that they would need to adequately staff and meet the needs of the center

00:52:36.000 --> 00:52:48.000

and what was interesting is that which I think is a good thing, because I think that means that we are staffing to the right levels when we can get fully staffed.

00:52:48.000 --> 00:52:49.000

Yeah. And that's a those, I was gonna say, that's a question.

00:52:49.000 --> 00:52:52.000

Those agent. Yeah, that's a question,

00:52:52.000 --> 00:52:59.000

even in the questions right now is that you know one of the challenges is, if you're under staffed

00:52:59.000 --> 00:53:04.000

when your staffing wasn't enough to begin with, and you're fighting an uphill battle.

00:53:04.000 --> 00:53:05.000

Exactly.

00:53:05.000 --> 00:53:10.000

But if we've authorized staffing better, then we just gotta get those authorized positions filled.

00:53:10.000 --> 00:53:31.000

Right. But for those agencies that where they didn't believe that they were adequately staffed, 75% of them cited a rising call volumes as the reason that they wanted or needed more staff, so I think that also is an indication for us to understand that there's

00:53:31.000 --> 00:53:44.000

more 911 calls coming than we've had in the past. And as we look at these things, that's something we all should be looking at as a trend moving forward.

00:53:44.000 --> 00:53:48.000

So, what's next? And where do you go from here?

00:53:48.000 --> 00:54:08.000

Yeah, some of the things that we're gonna be doing is we're gonna be working with NASNA to form a working group to kind of further evaluate some of the data and identify some and share some insights that we can utilize to ways to improve staffing and look to those agencies that

00:54:08.000 --> 00:54:13.000

are at the very, you know, the very bottom of the of the vacancy rates.

00:54:13.000 --> 00:54:23.000

The zeros and the ten less than 10% to see how we can get them to share insights about how they're doing things and how they're doing it well.

00:54:23.000 --> 00:54:32.000

Yeah, put the contact information for yourself and Harriet Rennie-Brown on the screen from NASNA.

00:54:32.000 --> 00:54:51.000

Yeah, I do. Just would like to say, first and foremost, I'd like to say, if you are anyone who is on this Webinar, if you participated in the survey, a massive amount of gratitude and thanks to each of you for taking the probably closer to half an hour it took to pull all

00:54:51.000 --> 00:54:57.000

of the data and put it in there. I'd also like to make a huge thanks to "Budge" Currier,

00:54:57.000 --> 00:55:15.000

the president of NASNA and Harry Rennie-Brown, the CEO, or Executive Director of NASNA, and our specific NASNA folks like Leah Missildine and Paul Troxel, who helped tremendously in in the development survey. I'd also like to take it just

00:55:15.000 --> 00:55:16.000

a second, and I know we're running close on time,

00:55:16.000 --> 00:55:22.000

but to say a big thanks to all the folks in the academies who helped us help me pull all of the stuff together.

00:55:22.000 --> 00:55:34.000

Andrew Palmer, Beckab Boroughs, Chris Oolola, and Greg Scott,

00:55:34.000 --> 00:55:35.000

from the Research Department and Communications and Academics team really helped to bring all of this together, and without them we wouldn't have been so successful.

00:55:35.000 --> 00:55:36.000

Well, thank you for sharing this information.

00:55:36.000 --> 00:55:51.000

I think it's very valuable to our community of stakeholders at large and to the attendees of our webinar.

00:55:51.000 --> 00:56:07.000

We've got, I mean, there's over 320 people on live right now at the end of our hour. So, I think it was an interesting topic, and a lot of people were here to check it out. I know we've got some pending questions from earlier. I'll turn it over to Kate to see what we can get through or maybe new questions for

00:56:16.000 --> 00:56:19.000

Ty and the NASNA IAED research.

00:56:19.000 --> 00:56:26.000

Thank you so much, so will the study be published. Is there a link to the current results or current information?

00:56:26.000 --> 00:56:32.000

I think that the answer it's sounded like Ty was that it is definitely gonna be published.

00:56:32.000 --> 00:56:52.000

But if there is anything that people can access right now, we will work on adding that into the chat, and then all of your questions if we do not get to them today, we will get to them, and they will be answered as we move forward with the posting of the

00:56:52.000 --> 00:57:03.000

PowerPoint and the recording for this. So, there was a question about the validity of staffing levels or most agencies staffing appropriately, and I think you already answered that.

00:57:03.000 --> 00:57:08.000

But did you have anything you wanted to add to that?

00:57:08.000 --> 00:57:10.000

No, I think that was answered.



00:57:10.000 --> 00:57:11.000

Yeah.

00:57:11.000 --> 00:57:17.000

Okay? Is. There was a question about the minimum training guidelines,

00:57:17.000 --> 00:57:21.000

are they in line with NENA's recommendation, or recommended minimum training guidelines?

00:57:21.000 --> 00:57:24.000

So when we use the phrase, recommend a minimum training guidelines,

00:57:24.000 --> 00:57:25.000

those were all developed with a huge, wide group of stakeholders.

00:57:25.000 --> 00:57:38.000

APCO, NENA, Denise Amber Lee Foundation, the International Academies, and many other groups. So, that document was not an 911.gov.

00:57:38.000 --> 00:57:43.000

document that was just us helping bring those people together. So there, you know, what is there is usually in line with all of those entities in any of the training their documents they have.

00:57:43.000 --> 00:57:48.000

We're just looking to see we're going to start the process of bringing those same groups together.

00:57:48.000 --> 00:57:49.000

And we look at them and see if they need to be updated.

00:57:59.000 --> 00:58:03.000

And again, those will be a collaborative document for the industry.

00:58:03.000 --> 00:58:12.000

Awesome. Do you have any stats on job degradation, or with higher forced over time?

00:58:12.000 --> 00:58:34.000

So that's an interesting question. That was not, I mean, there's some, probably some things that we can pull from that there's not a specific question with that in the survey, but it is probably something that we could discern from it.

00:58:34.000 --> 00:58:37.000

But nothing specific in in the survey.

00:58:37.000 --> 00:58:38.000

And I don't believe the survey really looked at different generations

00:58:38.000 --> 00:58:47.000

mindsets, and sort of how different generations interact. So, there's one question about is the Gen Z mindset,

00:58:47.000 --> 00:58:55.000

or requirement that they're looking for compared to past generations.

00:58:55.000 --> 00:58:56.000

Is there?

00:58:56.000 --> 00:59:06.000

No, we didn't not look into the specifics of the demographic of the individual people who were, you know, being hired or letting go, or left on their own.

00:59:06.000 --> 00:59:23.000

That would have just been to owner us on the respondents to try and pulled together in such a broad perspective.

00:59:23.000 --> 00:59:26.000

Awesome? And how is NHTSA addressing gaps in the 911

00:59:26.000 --> 00:59:40.000

workforce, especially in rural communities. So, I just wanna chime in real quickly that one of the things that we have been doing the telecommunicator reclassification toolkit is not simply for reclassification.

00:59:40.000 --> 00:59:50.000

The concept of professionalization in this field and moving forward training and resources for this workforce is really critical to recruitment, retention, and maintenance of the workforce.

00:59:50.000 --> 01:00:01.000

So NHTSA also has a project that is in collaboration with the Office of EMS,

01:00:01.000 --> 01:00:09.000

looking at how we can apply some of the modalities we've done for clinical evidence-based guidelines towards an evidence-based guideline for the mental health of our workforce.

01:00:09.000 --> 01:00:28.000

So those projects, as well as some others, are in line to try and help us to better get a handle on what we can do to better help our workforce, to improve retention, to improve their health and wellness and conditions for our workforce not just in rural communities but across the board and

01:00:28.000 --> 01:00:29.000

really, I think that will help us in those rural communities.

01:00:29.000 --> 01:00:34.000

But, Brian, do you want to take a stab at that one?

01:00:34.000 --> 01:00:39.000

No, I think your answer was really right on as far as where we're going.

01:00:39.000 --> 01:00:46.000

I mean, you know, again we've got to look at this stuff holistically, and you know what it's gonna work for

01:00:46.000 --> 01:00:47.000

most people should be able to translate into rural areas as well.

01:00:47.000 --> 01:00:55.000

You know, we've just got to make sure we don't leave anyone behind when we're working on the resources.

01:00:55.000 --> 01:01:00.000

And then the last one. What is it to doing to remote or fund cyber security assessments?

01:01:00.000 --> 01:01:04.000

I think Brian mentioned earlier in his PowerPoints.

01:01:04.000 --> 01:01:20.000

We have a really robust collaboration with CISA Cyber Resilient 911 Program as well as other Federal partners, to really make sure that all the Federal partners who are in this space who are working to improve the cybersecurity and resilience for all of the 911

01:01:20.000 --> 01:01:29.000

community are on the same page and building resources collaboratively to get the resources where they need to be at our 911 centers.

01:01:29.000 --> 01:01:36.000

Sure, and I can take this last question we've got, which is, what's being done to support the emergency management coordinators with radio communications.

01:01:36.000 --> 01:01:47.000

The National 911 Program works with SAFECOM and NICSWIC, and their 911 working groups and that's where we do most of our collaboration with regards to emergency communications.

01:01:47.000 --> 01:01:48.000

Otherwise, you know, we're significantly focused on the 911 side, on some of those

01:01:48.000 --> 01:02:02.000

issues. But we do work with those, those entities, SAFECOM and NICSWIC, and with our partners at CISA, ECD

01:02:02.000 --> 01:02:07.000

Emergency Communications Division, that has a lot of crossover into those areas.

01:02:07.000 --> 01:02:13.000

Thank you all so much for your presentations, for all the engagement, for all of the questions this concludes today's webinar.

01:02:13.000 --> 01:02:18.000

We appreciate everybody's participation and archived version of this webinar will be available on 911.gov

01:02:18.000 --> 01:02:22.000

soon the next webinar will be on Tuesday, May 9th, with an update from the FCC

01:02:22.000 --> 01:02:28.000

and a presentation of ESInets and Service Redundancy from the South Carolina Coastal ESInet Cooperative.

01:02:28.000 --> 01:02:41.000

We hope that you will be able to join us, and thank you have a wonderful day.