


State of 911

Webinar Series



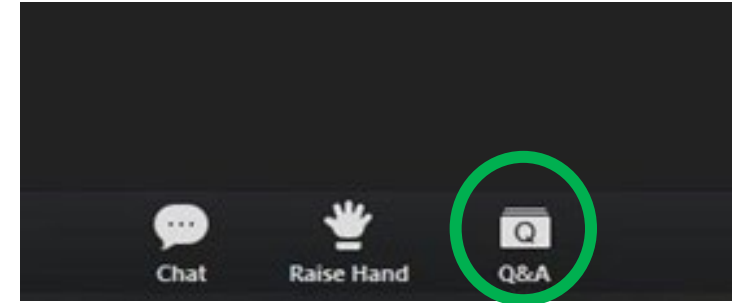
NATIONAL 911 PROGRAM
March 14, 2023

State of 911 Webinar Series

- This webinar series is designed to provide useful information to the 911 community on the advancement of 911. The National 911 Program strives to bring you Federal, State and local leaders in public safety to share valuable information.
- 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
- Feedback or questions can be sent to: nhtsa.national911@dot.gov

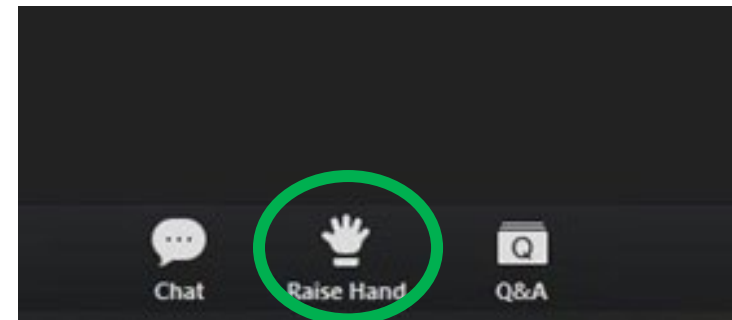
Questions

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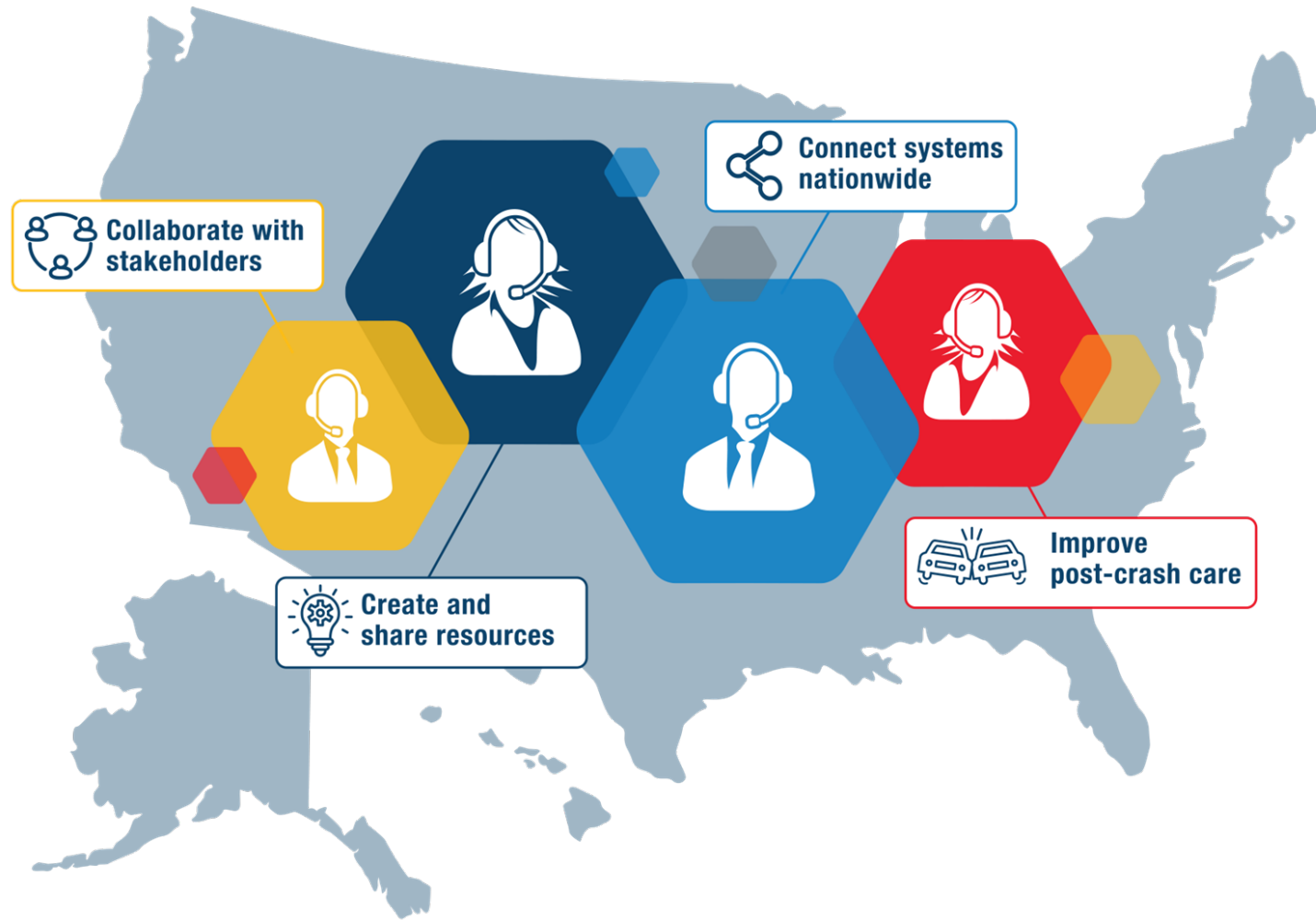


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Advancing 911 Across the Nation



Improving Post-Crash Care

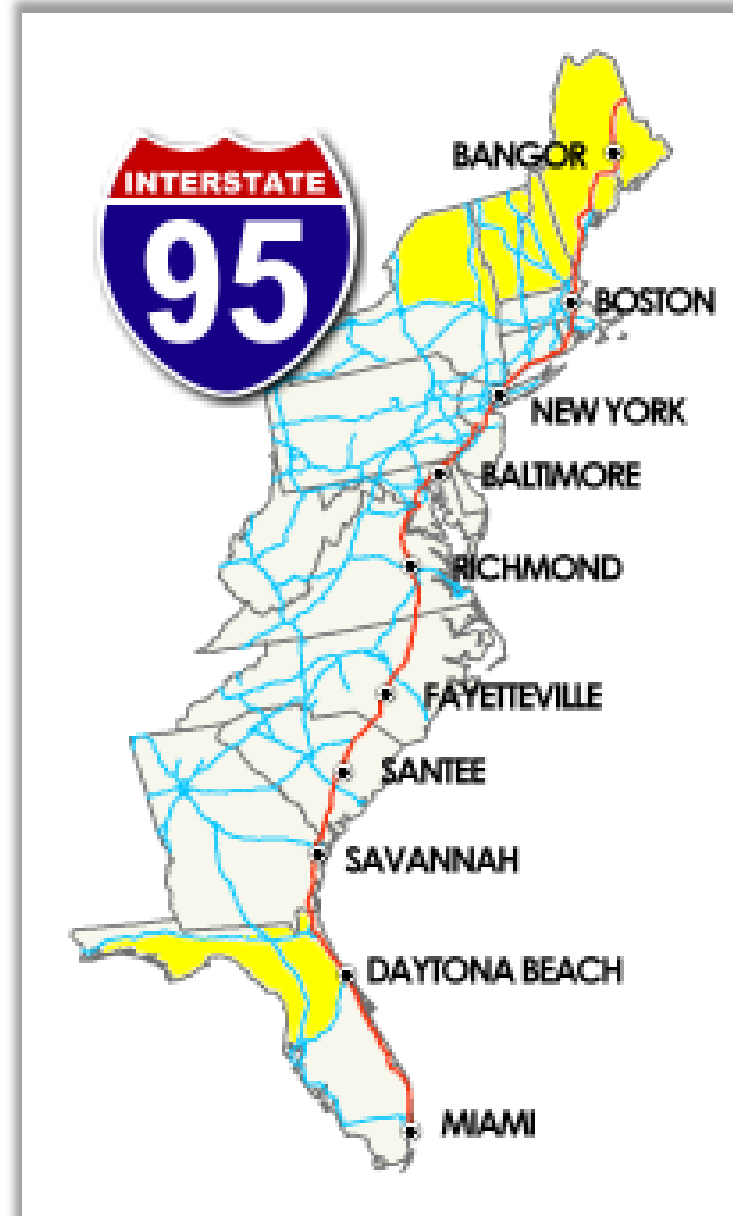


**WERE ALIVE WHEN FIRST RESPONDERS
ARRIVED, BUT LATER DIED²**

- Connect 911 systems with Highway Safety program
- Promote the use of Emergency Medical Dispatch (EMD) to provide care to crash victims more quickly
- Identify methods for improving crash response and notification with GIS, AACN and other technologies

Driving I-95 — Maine to Florida

- The country's longest north-south interstate: 1924 miles
- 15 states & Washington, DC
- 199 (approx.) 911 jurisdictions
- Fatalities in 2020: 379 (or 19.7 fatalities per 100 miles)





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**”*

Safe System Approach

911's Role in all Five Elements

Safer People

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

Safer Roads

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

Safer Vehicles

AACN systems connect to 911 centers and transmit critical data

Safer Speeds

911 staff are integral to enforcement by dispatching law enforcement

Post-Crash Care

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



Connecting Systems Nationwide

**Create A Secure,
Resilient, Interoperable
“System Of Systems”**



NG9-1-1 Interoperability Task Force

Conformance to relevant standards and interoperability of NG911 systems and their associated components is important to ensure effective emergency response communications.


Increased testing of NG911 systems and system components will help to ensure standards conformance and interoperability.

NG911 Interstate Playbooks

The National 911 Program

NEXT GENERATION 911 INTERSTATE PLAYBOOK

Chapter 3



Implementing State-to-State 911 Connectivity: Lessons Learned, Challenges, and Opportunities


*Collaboration, Coordination and Partnership Guidance to Enhance Next Generation 911 Migration and Implementation
Metropolitan Washington Council of Governments regional approach to joint system planning and implementation*

911.gov

The National 911 Program

NEXT GENERATION 911 INTERSTATE PLAYBOOK

Chapter 4



September 2020

Implementing State-to-State 911 Connectivity: Lessons Learned, Challenges, and Opportunities


ESInet Testing Guide, State Cost Challenges, Forest Guide 101, Integrating Military Installations into State and Local Solutions, Statute Review for NG911 Readiness

911.gov

The National 911 Program

NEXT GENERATION 911 INTERSTATE PLAYBOOK

CHAPTER 5



September 2021

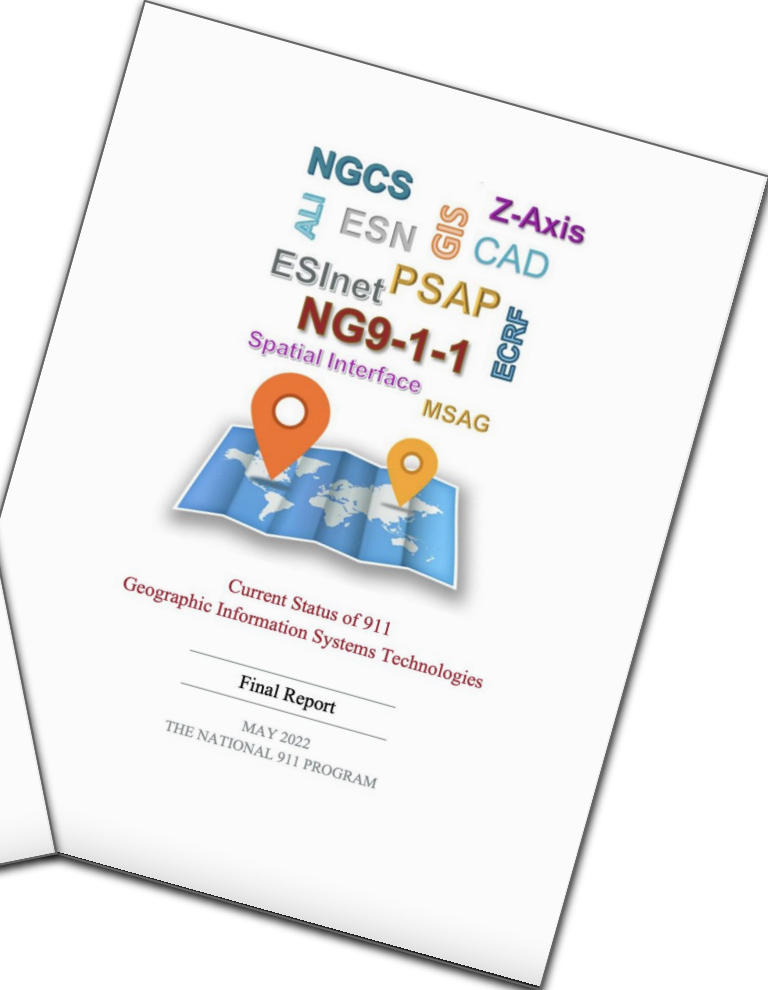
Achieving State/Local 911 Military Interconnection Lessons Learned, Challenges and Opportunities

Planning and Implementing Civilian and Military 911 System Integration for Improved Interoperability, Response and Mutual Aid

911.gov



CAD & GIS Assessment Projects



Connecting Systems Nationwide



Cybersecurity in 911



NG911 Roadmap Progress Report



Business/Governance Goal	Identify strategies and resources to address policy, regulatory, governance, and funding issues or obstacles faced by jurisdictions, both independently (along their transition to NG911 capabilities) and collectively as they relate to achieving nationwide interconnectivity.	14 Total Tasks: 14% 64% 22%	+
Technology Goal	Stimulate adoption and enable implementation of NG911 technology by promulgating NG911 open standards and establishing means by which emerging technologies can be validated for compliance and security.	15 Total Tasks: 20% 40% 40%	+
Data Goal	Support the enhancement of 911 services by establishing technical and operational data solutions that support cross-jurisdictional and nationwide situational awareness, information sharing, and predictive data analysis.	8 Total Tasks: 75% 25%	+
Operations Goal	Distinguish, enhance, and promote operating procedures, performance evaluation, and professional development strategies that support complete and streamlined implementation of NG911 capabilities.	10 Total Tasks: 70% 30%	+
Cross-Cutting Goal	Facilitate education and knowledge transfer on an ongoing basis.	1 Total Task: 100%	+

Tracking NG911 Standards

The National 911 Program Next Generation 911 (NG911) Standards Identification and Review

A compilation of existing and planned standards for NG911 systems



Washington, DC
August 2022

- [National 911 Program NG911 Standards Identification and Review 2022](#)
- [National 911 Program NG911 Standards Identification and Review 2021](#)
- [National 911 Program NG911 Standards Identification and Review 2020](#)
- [National 911 Program NG911 Standards Identification and Review 2019](#)
- [National 911 Program NG911 Standards Identification and Review 2018](#)

988 Program

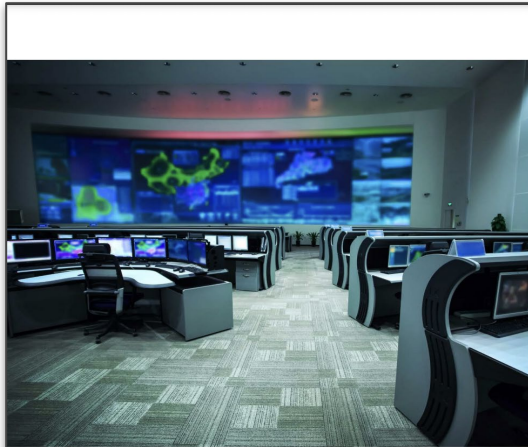
The screenshot shows the SAMHSA website header with the U.S. Department of Health & Human Services logo and the SAMHSA logo. Navigation links include Home, Site Map, and Contact Us. A search bar is present with the text "Search SAMHSA.gov" and a "Search" button. A main navigation menu lists: Find Treatment, Practitioner Training, Public Messages, Grants, Data, Programs, Newsroom, About Us, and Publications. A red banner contains a COVID-19 notice: "COVID-19 Get public health information from CDC and SAMHSA's resources and information". The main content area features a blue sidebar with the headline "\$282M investment to help transition National Suicide Prevention Lifeline to 988" and a sub-headline "HHS announces critical investments to support state efforts to transform suicide and mental health crisis care." Below this is a "Read Announcement" button. To the right is a video player showing a woman's face and a blue box with the text "988 AMERICA'S SUICIDE PREVENTION + MENTAL HEALTH CRISIS LIFELINE". The video player has navigation icons for back, forward, and play/pause.

www.samhsa.gov

Collaborating with Stakeholders

Support The Development Of The 911 Professional

Telecommunicator Reclassification Toolkit



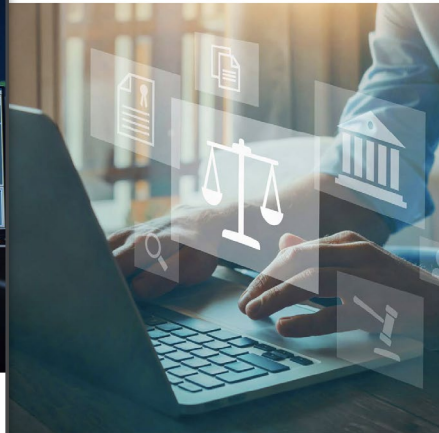
Developing a
Public Safety Telecommunicator Job Description
December 2021



Establishing or Expanding a
Public Safety Telecommunicator Training Program
December 2021



The Operational Integration of
Technology and Tools
December 2021



Developing an Advocacy Strategy
for Proper Classification
December 2021



Telecommunicator Reclassification

Data-Driven Decision



Recommended Minimum Training Guidelines

2023

Revisiting the
Recommended Minimum
Training Guidelines



State of 911

Webinar Series



Register
Today:



Upcoming Webinars

Mark your calendar for our upcoming webinars and register to receive updates on our next topics and speakers.

MAR
14

Update from the National 911 Program
@ 12:00pm ET

[Register →](#)

MAY
9

May 2023 State of 911 Webinar
@ 12:00pm ET

[Register →](#)

JUL
11

July 2023 State of 911 Webinar
@ 12:00pm ET

[Register →](#)

SEP
12

September 2023 State of 911 Webinar
@ 12:00pm ET

[Register →](#)

NOV
14

November 2023 State of 911 Webinar
@ 12:00pm ET

[Register →](#)

Collaborating with Stakeholders

Promoting 911 Priorities, Together

911 Telecommunicator Tree of Life


911 Telecommunicator
Tree of Life

Home About Add a Leaf Contact

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.

SHARE A STORY



Collaborate with Public Safety Stakeholders

The National 911 Program is committed to collaborating with all Public Safety stakeholders

Continuing in the role of convening stakeholders together to address issues

Coordination with Other Federal Agencies



Department of Homeland Security:

- CISA
- Science and Technology Directorate
- Coast Guard



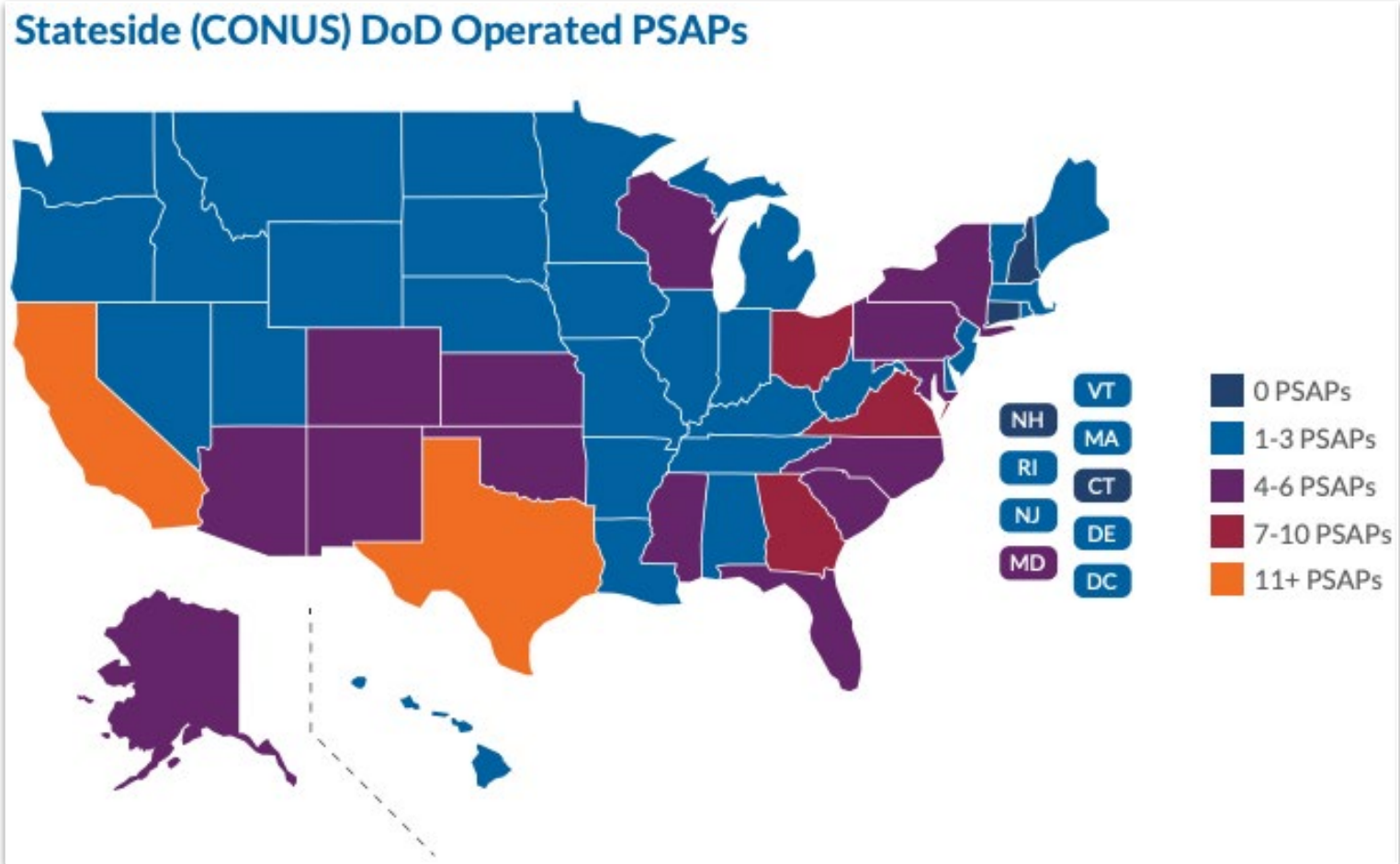
Department of Health & Human Services:

- Center for Disease Control
- National Institute for Occupational Safety & Health
- Health Resources and Services Administration
- National Institutes of Health
- Substance Abuse & Mental Health Services Administration
- Indian Health Service

Interoperability: DHS S&T, CISA, FirstNet, DOD, USCG, Veterans Affairs, SAMHSA

Suicide Prevention: FBI, NIOSH, CDC, NIH, IHS, SAMHSA, White House

Coordination with the DoD



Creating & Sharing Resources

**Collect And Share
Data For Informed
Decision-making**

DATA 911 PATH

Universal data sharing
across 911 systems to
facilitate data sharing and
operability across a
nationwide system of
systems



DATA 911 PATH

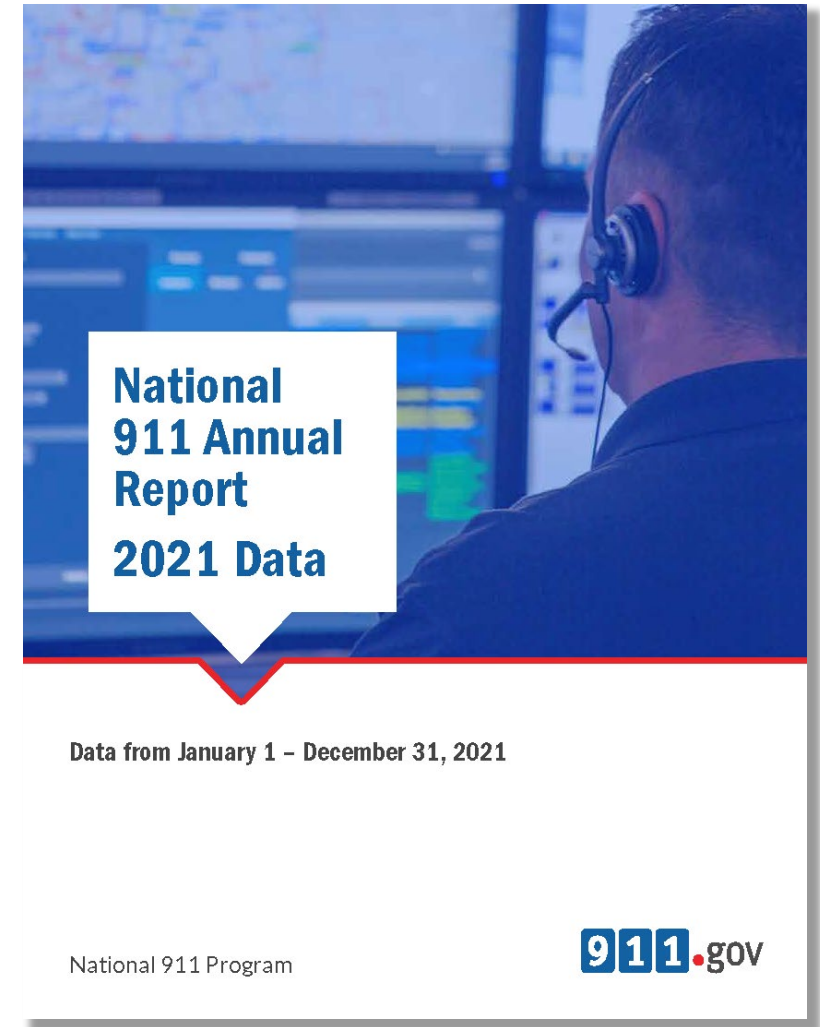
We are exploring how this pilot could evolve into a national 911 database like:

- NIBRS
- NIFRS
- NEMESIS

Collects census and operational data in the future!

National 911 Profile Database

- Of 56 states and territories, 50 took the time to self-report data from 2021
- 2021 report was released in February



Annual Report – By the Numbers

- In 2021, 38 states (79% of respondents) adopted a statewide NG911 plan. This was an increase from 35 (73%) in 2020.
- In 2021, 507,969 texts-to-911 were received in 38 states, a 3% increase since 2020.
- Department of Defense 177 PSAPs stateside (CONUS) and additional 43 PSAPs overseas (OCONUS)



Data from January 1 – December 31, 2021

Creating & Sharing Resources

**Continue to
develop & share
new resources**

NG911 for Public Safety Leaders



911 Legislative Database

Report 

2022 Key Enacted 911 Legislation

Updated February 20, 2023



State Assessment Program

- Valuable insights from colleagues using industry developed guidelines
- Collaborative, insightful and useful

Participating in the State 911 Assessment Program

STATE 911
ASSESSMENT
PROGRAM



Overview: You know your state's emergency communications system. You can see what's working well and what could use some improvements. However, making the case to achieve important improvements can sometimes be a challenge.

The State 911 Assessment Program – managed by the National 911 Program – creates a forum for state administrators to generate expert peer input on system improvement efforts. Based on a set of objective and comprehensive benchmarks established by state administrators, for state administrators, the assessment program convenes unbiased, peer feedback to inform existing 911 system operation opportunities and recommend future improvements.



“Having a dedicated team of peer experts to help you move your 911 program forward is invaluable. We knew we needed additional support to fully implement NG911 for our state, and this assessment helped us identify gaps in an objective way that is specific to our state.”

*Blake DeRouchey
911 Program Manager, State of Iowa*

State Administrators in Delaware, North Carolina and Iowa have tapped the State Assessment Program to garner addition insights to support efforts in applying for new funding and staff, developing new protocols and policies, and furthering NG911 implementation.

Consider your own goals:

What do you aim to accomplish? How can input from your colleagues provide the information, expertise, and neutral-party perspectives to help you achieve system goals? Assessments are voluntary, require fewer state resources compared to other assessment options, and are supported by the National 911 Program's team of contracted support and peer participants. The assessment process does not include a technical evaluation, but it does identify operational strengths, weaknesses, and includes actionable recommendations to help make improvements to the system.



Categories

All

Governance >

Historical Documents

Management >

National 911 Program >

Operations >

Standards and Best Practices >

Technical >

Sort By

Title

Publish Date

Have a resource you'd like to share with the community:

Click here to share

Documents & Tools

Search Documents & Tools

214 results



911 Caller COVID-19 Disclosure

Nov 1, 2021



A Tale of Two Approaches: Mandatory vs. Voluntary Implementations of NG911

Nov 1, 2021



APCO Next Generation Technologies Webpage

This is the link to resources of Next Generation Technologies on the APCO website.

Nov 1, 2021 / Technical / Networks



APCO Training and Certification Courses

This webpage provides information on a variety of online and in-person training courses for public safety communications professionals.

Nov 1, 2021 / Management / Education and Training



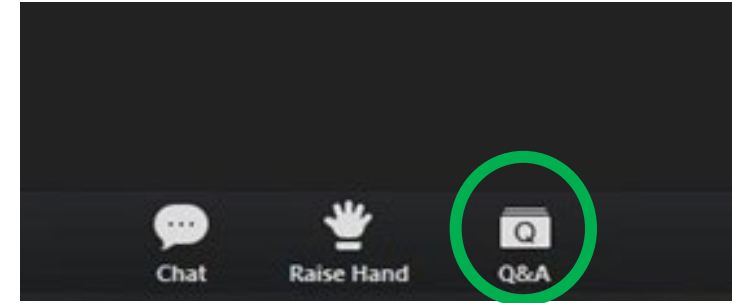
Best Practices for State Geospatial Maturity: NG911

Nov 1, 2021 / Management / Planning and Policy



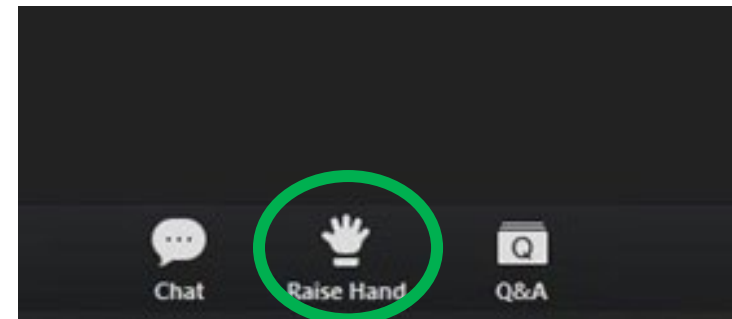
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National 911 Program

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911 Workforce Survey



International Academies
of Emergency Dispatch®

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Director of Government Affairs
International Academies of
Emergency Dispatch

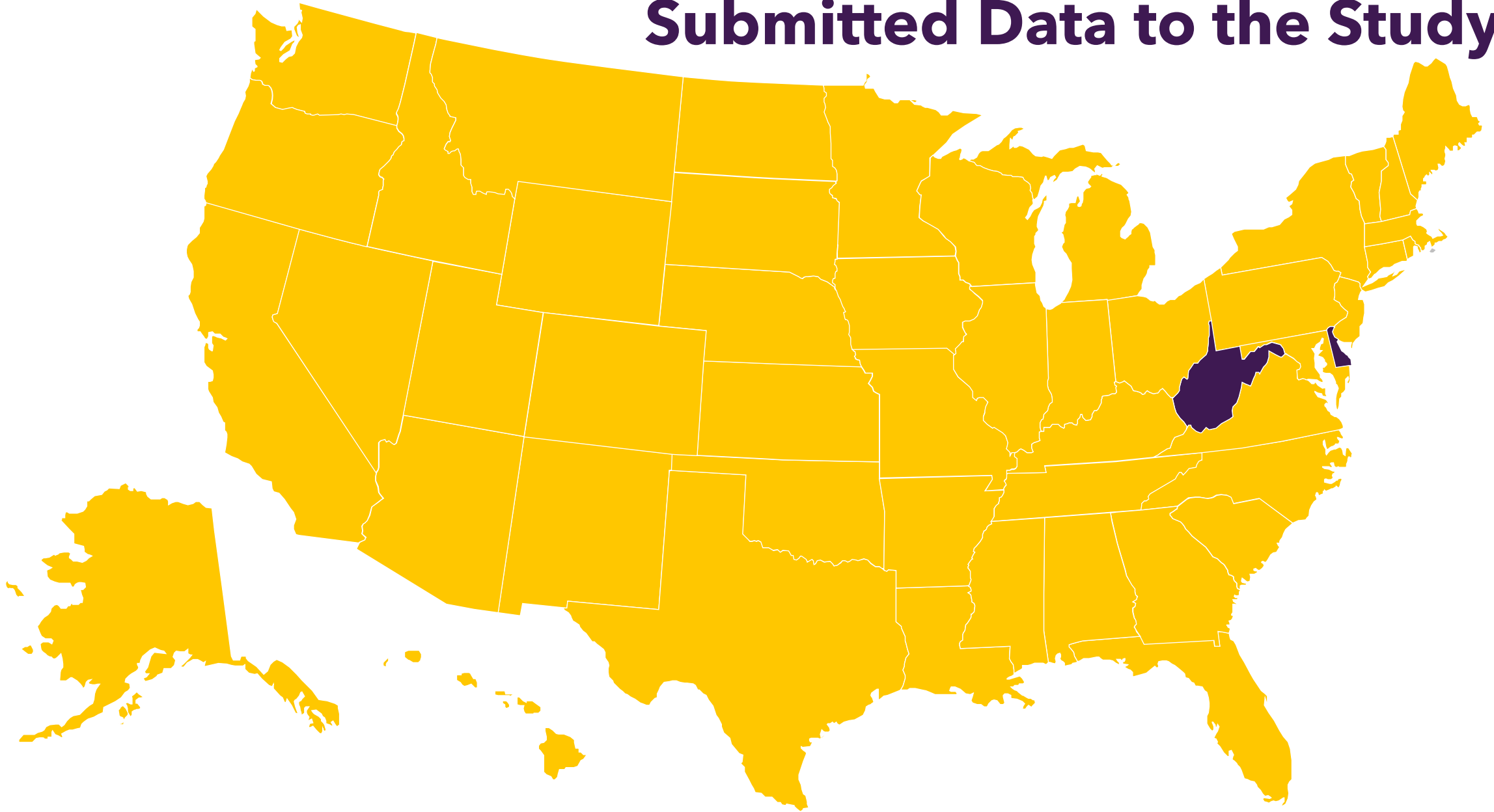
ty.wooten@emergencydispatch.org



<https://www.linkedin.com/in/tywootenenp/>



774 Agencies from 48 States Submitted Data to the Study



Perspectives

Type of agency

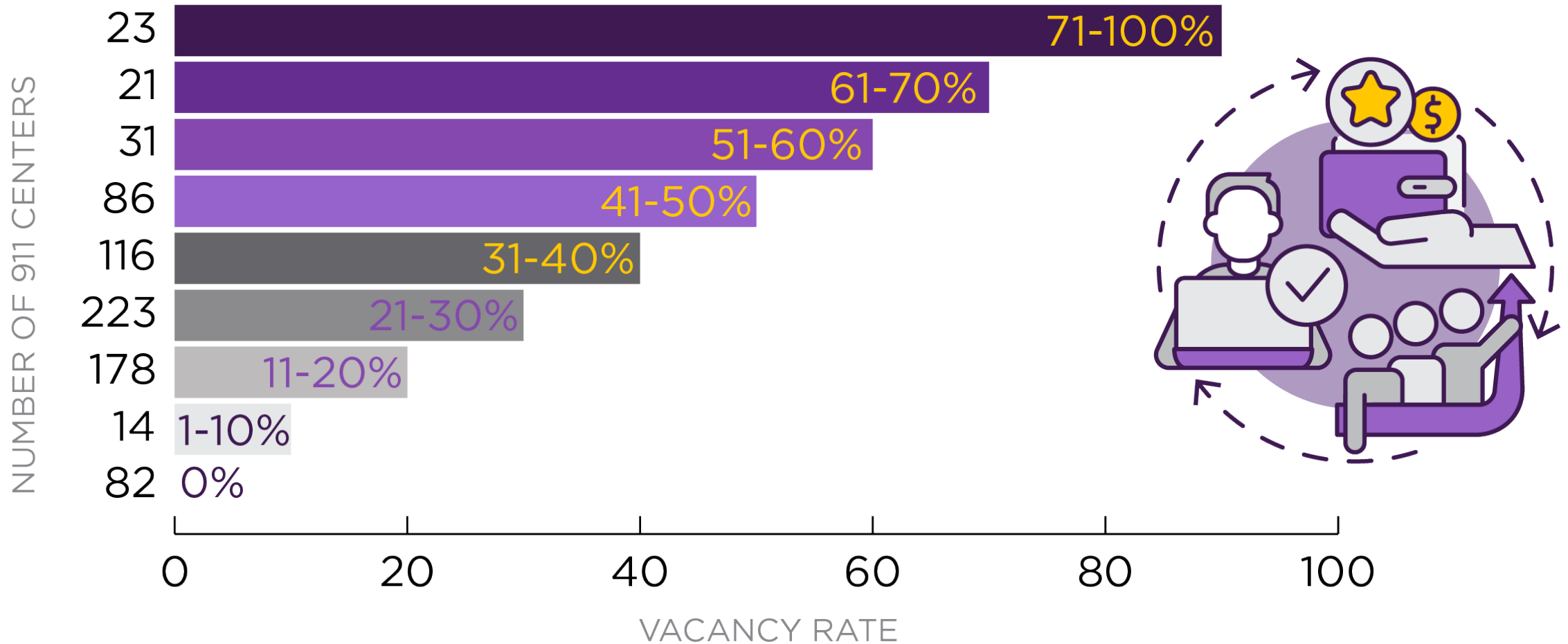
- Primary 691
- Secondary 83

Agency Size (by number of 911 positions)

Positions	Number n(%)
1-2 Positions	166 (21.5)
3-5 Positions	294 (38.0)
6-20 Positions	267 (34.5)
21-49 Positions	37 (4.8)
50+ Positions	10 (1.3)

STAFFING VACANCY RATES IN 911 CENTERS

While some 911 centers surveyed report being fully staffed, others report staggering vacancy rates.



*This survey was directed to leadership at 911 centers throughout the United States from December 6, 2022 through January 31, 2023.

83%

HIGHEST VACANCY
RATE REPORTED

25% AVERAGE VACANCY RATE IN
911 CENTERS ACROSS AMERICA



International Academies
of Emergency Dispatch.

New Hires

- Overall, the mean/average number of new hires who failed to complete the probationary/training period increased from 2 in 2019 to 3 in 2022 (a 50% Increase)

Experience Evaporation

- Overall, the median (1 to 2 employees -- 100% increase) and mean (3 to 4 employees – 33.3% increase) number of experienced employees that separated from the agency increased from 2019 to 2022.



Reasons for Leaving

Reasons	Respondents (n)	Yes n (%)
Work hours/Schedule	774	359 (46.4)
Better opportunity	774	340 (43.9)
Pay	774	254 (32.8)
Stress	774	235 (30.4)
Family changes	774	203 (26.2)
Overtime	774	152 (19.6)
Leadership/Management	774	99 (12.8)
Culture	774	78 (10.1)
Time off	774	59 (7.6)
Change in policies, procedures, or protocols	774	27 (3.5)
Multiple system/technology changes	774	18 (2.3)

How Do You Fill The Gap?

- 85.1% Voluntary OT
- 70.7% Mandatory OT
- 47.3% Part-Time Employees
- 16.3% Supplemented by Field Responders



Good News

- Comparing actual vs. vacancies, for 2019 & 2022, the percentage of vacancies decreased by 6.7%.
- A majority, 70% of respondents, indicated that at their fully authorized staffing level, they would be adequately staffed to meet the needs of the center.

More to Come

- Forming a Working Group
 - Further evaluate the data
 - Identify and share insights to improve.
- Publish findings in the fall of 2023

Contact info

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or

Harriet Rennie-Brown

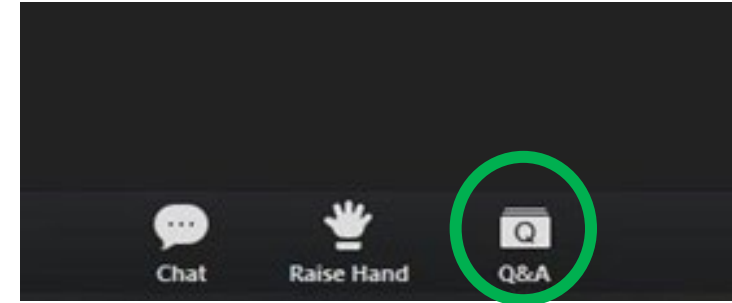
harriet.rennie-brown@nasna911.org

[*www.nasna911.org*](http://www.nasna911.org)



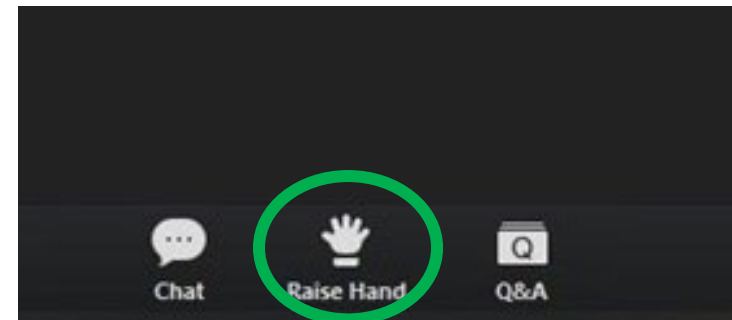
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Thank You!

Next Webinar is May 9, 2023

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