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Hello, and welcome to the "State of 911" webinar series, hosted by the National 911 Program.

0:00:10.300,0:00:14.820

My name is Sherri, and I will be the moderator for today's session.

0:00:14.820,0:00:23.759

This webinar series is designed to provide useful information for the 911 stakeholder

0:00:23.759,0:00:31.159

community about federal and state participation in the planning, design, and implementation

0:00:31.159,0:00:36.020

of Next Generation 911, or NG911 systems.

0:00:36.020,0:00:42.480

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

0:00:42.480,0:00:49.690

Today's session will provide an update on the public safety telecommunicator job reclassification

0:00:49.690,0:00:56.420

effort, along with the preparations the Georgia Emergency Communications Authority is making

0:00:56.420,0:00:59.330

for the transition to Next Generation 911.

0:00:59.330,0:01:08.759

For closed captioning, please copy and paste the URL link in the chat window to an additional

0:01:08.759,0:01:10.280

web browser.

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0:01:31.130,0:01:44.049

The National 911 program would also like to invite you to visit the 911 Telecommunicator

0:01:44.049,0:01:50.639

Tree of Life and share the name of a remarkable

911 telecommunicator who has inspired you.

0:01:50.639,0:01:59.080

Share your story at 911treeoflife.org to honor a special 911 telecommunicator who is making

0:01:59.080,0:02:02.049

a difference in your community?

0:02:02.049,0:02:08.759

Please note that all participants' phone lines have been put in a listen-only mode, and this

0:02:08.759,0:02:10.440

webinar is being recorded.

0:02:10.440,0:02:15.900

To ask questions of our presenters, feel free to take one of two actions.

0:02:15.900,0:02:21.580

Using GoToWebinar's "Question's" feature, located on the right-hand side of your screen,

0:02:21.580,0:02:26.700

enter your question at any time during the presentation, and it will be entered into

0:02:26.700,0:02:27.700

the queue.

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This feature may not be visible while your screen is in the expanded page view.

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Or, if you'd like to ask a question "live," use the "Raise Hand" feature to request your

0:02:39.110,0:02:40.220

phone line be unmuted.

0:02:40.220,0:02:44.140

You will be called upon to ask your question.

0:02:44.140,0:02:50.720

Individuals registered for this webinar will receive access to today's PowerPoint presentation,

0:02:50.720,0:02:53.300

along with the webinar recording.

0:02:53.300,0:03:00.210

With that, I would like to turn it over to Laurie to introduce our first speakers, Kate

0:03:00.210,0:03:02.220

Elkins and Molly Falls.

0:03:02.220,0:03:03.220

Laurie.

0:03:03.220,0:03:04.400

Thanks, Sherri.

0:03:04.400,0:03:10.950

We might be tag-teaming this first presentation a little bit, but the two people who are going

0:03:10.950,0:03:16.250

to be presenting the bulk of this presentation are Kate Elkins and Molly Falls.

0:03:16.250,0:03:22.570

Kate is an EMS and 911 specialist here at NHTSA, and Molly Falls is a senior technology

0:03:22.570,0:03:27.260

specialist with Mission Critical Partners who has handled frankly all the logistics

0:03:27.260,0:03:29.600

as we pulled this project together.

0:03:29.600,0:03:31.900

So, ladies, the floor is yours.

0:03:31.900,0:03:33.850

Thank you, Laurie.

0:03:33.850,0:03:35.800

Next slide, please.

0:03:35.800,0:03:40.740

So, we're talking about the public safety telecommunicator job reclassification project,

0:03:40.740,0:03:42.120

the toolkit, and resources.

0:03:42.120,0:03:48.360

We're gonna go over some background, and then the current initiatives, and then Molly is

0:03:48.360,0:03:52.490

going to take over and go over the toolkit resources and some next steps.

0:03:52.490,0:03:54.220

So, next slide, please.

0:03:54.220,0:03:57.290

So, a little bit of background on this project.

0:03:57.290,0:04:04.840

The Bureau of Labor Statistics has a, the Standard Occupational Classification system

0:04:04.840,0:04:05.840
for jobs.

0:04:05.840,0:04:06.840
This is a database.

0:04:06.840,0:04:11.940
It is a collection of objective data upon
which decisions are made and how hundreds

0:04:11.940,0:04:13.740
of jobs are classified.

0:04:13.740,0:04:17.970
So, every 10 years, they re-evaluate the data.

0:04:17.970,0:04:22.650
This is a statistical system and oftentimes
used for research and statistical purposes.

0:04:22.650,0:04:27.180
So, every 10 years, they look at the data
and evaluate the classification.

0:04:27.180,0:04:34.480
So, the next time that the public safety telecommunicator
job could be re-evaluated is, we're looking

0:04:34.480,0:04:35.750
at 2028.

0:04:35.750,0:04:45.010
And the, the motivation for this project really
was to provide the data but also recognizing

0:04:45.010,0:04:52.560
that the reasons why there was no reclassification
the last time really impacts this profession

0:04:52.560,0:04:53.690
in the field.

0:04:53.690,0:04:59.490
So, in 2018, the reclassification effort was
not successful partially because there was

0:04:59.490,0:05:03.310
not objective data that really supported the
cause.

0:05:03.310,0:05:09.350
So having an objective, measurable evidence
of the work that is done, the job descriptions

0:05:09.350,0:05:10.440
being up to date.

0:05:10.440,0:05:14.100
We really can't have job descriptions older

than our telecommunicators.

0:05:14.100,0:05:20.080

And having that data was really the, the motivation for this project so that they would have the,

0:05:20.080,0:05:27.080

the data to drive a decision to potentially change this classification.

0:05:27.080,0:05:33.140

So, the job description, job title, hiring and recruitment, education, and training,

0:05:33.140,0:05:36.490

certifications that are required tools and technologies.

0:05:36.490,0:05:43.770

All of this information is what was evaluated by the BLS SOC with the last look at this

0:05:43.770,0:05:44.770

job position.

0:05:44.770,0:05:52.680

So, when they didn't find the data they needed, they kept the 911 telecommunicator position

0:05:52.680,0:05:56.670

classified under the administers support occupation.

0:05:56.670,0:06:04.860

Our goal is not just for the BLS SOC, but for this profession, as a whole, to improve

0:06:04.860,0:06:07.430

the understanding of the job.

0:06:07.430,0:06:13.150

To improve accurate job descriptions for those who are sitting under the headset having appropriate

0:06:13.150,0:06:17.260

titles, information about education, training, certification, etcetera.

0:06:17.260,0:06:22.180

So that really was the, the motivation for the start of this project.

0:06:22.180,0:06:24.449

Next slide, please.

0:06:24.449,0:06:30.220

The cool thing is there are initiatives all across the country at the state and local

0:06:30.220,0:06:35.020

level reclassifying telecommunicators.

0:06:35.020,0:06:41.440

The information providing this data improve job descriptions, improve job titles, improved

0:06:41.440,0:06:45.740

descriptions of the education, the training, the tools, the technology.

0:06:45.740,0:06:51.949

Everything that is done under that headset and in the PSAP helps at the local, state,

0:06:51.949,0:06:56.060

and national level to move this profession forward.

0:06:56.060,0:07:02.350

So, I'm going to hand off to Molly as she discusses more of the details of the toolkit.

0:07:02.350,0:07:09.960

But I just wanna sort of highlight that reclassification is already happening at the state level, and

0:07:09.960,0:07:14.840

there are some really cool things that have been accomplished already at local and state

0:07:14.840,0:07:23.139

levels with the evolution of these data points and descriptions and the profession as a whole.

0:07:23.139,0:07:25.780

Next slide.

0:07:25.780,0:07:30.370

Thanks, Kate, for the introduction.

0:07:30.370,0:07:35.580

As Kate mentioned, my name is Molly Falls, and I have been kind of the, the program project

0:07:35.580,0:07:45.150

manager helping coordinate the effort to really develop this toolkit for, for use at the local

0:07:45.150,0:07:47.139

and state levels.

0:07:47.139,0:07:53.320

As that the previous slide showed and as Kate mentioned, there really is, there is a lot

0:07:53.320,0:07:58.790

of great, there are a lot of great things happening at the state level.

0:07:58.790,0:08:10.919

And this toolkit was developed to help address both local and state-level needs to help prepare,

0:08:10.919,0:08:17.050

to help PSAPs and ECCs prepare for future reclassification efforts.

0:08:17.050,0:08:25.480

So, you know, as we, we evaluated the approach to, to developing this toolkit and putting

0:08:25.480,0:08:30.340

out materials that will be valuable and usable for ECCs.

0:08:30.340,0:08:39.279

We took some time to really evaluate what, you know, what was needed and what we should

0:08:39.279,0:08:46.790

focus on to create to help enable the creation of programs that really truly demonstrate

0:08:46.790,0:08:51.770

the demand of the job of a public safety telecommunicator.

0:08:51.770,0:09:01.240

So, we started looking at job descriptions, job titles, the hiring and recruiting process,

0:09:01.240,0:09:06.890

education, and training, with a focus on certification.

0:09:06.890,0:09:12.380

And then, we started looking at tools and technology, and the different professional

0:09:12.380,0:09:18.550

and trade associations that, that go along with this profession.

0:09:18.550,0:09:28.110

And all of these items, right, to Kate's earlier point, fall into, you know, helping get the

0:09:28.110,0:09:33.860

data and the information to make data-driven decisions.

0:09:33.860,0:09:41.440

And from all of this, the toolkit, the, you know, the reclassification toolkit, was born.

0:09:41.440,0:09:47.720

And you know, ultimately you all of those items that I just discussed, job descriptions,

0:09:47.720,0:09:49.850

hiring, education, tools.

0:09:49.850,0:09:58.420

We found that it really fit into four key areas that are complementary to, you know,

0:09:58.420,0:10:04.550

the efforts going on, at the federal level, as well as then, that would also help improve

0:10:04.550,0:10:13.190

conditions and help ECCs develop resources for, at the local level, as well as advance

0:10:13.190,0:10:15.390

state-level preparedness.

0:10:15.390,0:10:24.510

So, the first part of the toolkit is focused on; it provides guidelines for developing

0:10:24.510,0:10:29.320

a public safety telecommunicator job description.

0:10:29.320,0:10:38.460

We found that in many situations, job descriptions were outdated and hadn't been updated for,

0:10:38.460,0:10:40.250

for many years.

0:10:40.250,0:10:46.280

And there was a need to, you know, update the job descriptions to really accurately

0:10:46.280,0:10:56.330

reflect the, the expectations of the position, you know the, the, the demands of the position,

0:10:56.330,0:10:57.330

the expectations.

0:10:57.330,0:11:07.399

You know, they have grown over time as technology, and public expectations have grown.

0:11:07.399,0:11:14.230

So, it's very important to, to, that we felt it was very important to develop a guideline

0:11:14.230,0:11:24.270

for and help the ECCs have some tools to, to, to review and assess what what's needed

0:11:24.270,0:11:27.510

in developing a job description.

0:11:27.510,0:11:32.110

Today, the job description, this guideline

for developing a job description, is already

0:11:32.110,0:11:38.000

available on 911.gov, so that is one part of the toolkit that is available.

0:11:38.000,0:11:44.430

These next three parts are not yet published, and we, you know, this is a bit of a teaser

0:11:44.430,0:11:49.430

to show you what's coming, which we anticipate all of these being released, you know, in

0:11:49.430,0:11:51.260

December, in the December timeframe.

0:11:51.260,0:12:04.200

We also then wanted to really focus on establishing and/or expanding your public safety telecommunicator

0:12:04.200,0:12:05.560

training program.

0:12:05.560,0:12:12.660

So, really helping you know a lot of your telecommunicators go through training, and

0:12:12.660,0:12:18.290

a lot of states have requirements around minimum training requirements.

0:12:18.290,0:12:25.320

But as we see, you know the, the demands of the position, and look to really heighten, heighten

0:12:25.320,0:12:30.240

the level of profession, professionalism with the job we wanted to just set, we thought

0:12:30.240,0:12:37.111

it was important to help, you know, provide some guidance around, you know, what is, what

0:12:37.111,0:12:43.080

is recommended for, you know, developing the level of training and recertification?

0:12:43.080,0:12:51.421

That's important to, to help prepare and provide the information necessary, and again, build

0:12:51.421,0:12:56.710

the data points to support future reclassification efforts.

0:12:56.710,0:12:59.830

We see that other first responder positions mandate training.

0:12:59.830,0:13:06.181

So, we wanted to help raise the focus on what is required for telecommunicators and, you

0:13:06.181,0:13:09.290

know, just, again, provide that quantifiable data.

0:13:09.290,0:13:14.970

You'll see in, and I'll talk more about what's included in this toolkit, in, in subsequent

0:13:14.970,0:13:16.279

slides.

0:13:16.279,0:13:24.400

The third component of the toolkit is guidelines for operational integration of technology

0:13:24.400,0:13:25.760

and tools.

0:13:25.760,0:13:34.600

We basically created this list of all the technology and tools used in the ECCs today,

0:13:34.600,0:13:41.170

and that expansive list, you know, it's so expansive, the expectations on our telecommunicators

0:13:41.170,0:13:48.499

and staff at the ECCs, you know, to, to understand and be able to navigate out, you know, on,

0:13:48.499,0:13:53.460

when they're supporting a call, is the list is exhaustive.

0:13:53.460,0:13:56.240

And there is a lot that is expected.

0:13:56.240,0:14:02.470

So, one way to address and highlight and establish data that identifies the technology and tools.

0:14:02.470,0:14:09.769

Was to focus on the integration of those technologies and tools and look at the processes and procedures

0:14:09.769,0:14:20.110

and that are used in, in the ECC to help, again, highlight the expectations of the position.

0:14:20.110,0:14:24.440

And then lastly, right, the first three really focused on the local level.

0:14:24.440,0:14:26.910

What can you do at the ECC?

0:14:26.910,0:14:32.220

But we felt it was also important to develop a legislative, to help you know, provide some

0:14:32.220,0:14:34.320

guidelines and solving a legislative strategy.

0:14:34.320,0:14:39.170

So, as you saw on the previous slide, there are a number of states taking the initiative

0:14:39.170,0:14:42.550

to reclassify at the state level and local level.

0:14:42.550,0:14:51.839

So, we felt that in addition to building up that, your, the data and the, the materials

0:14:51.839,0:14:55.620

to support with future federal reclassification efforts.

0:14:55.620,0:14:58.890

You know, it's also in parallel.

0:14:58.890,0:15:05.790

It could be beneficial to address a legislative strategy and look at doing this at the local

0:15:05.790,0:15:06.790

and state level.

0:15:06.790,0:15:13.209

Do we see these as complementary efforts that tie together, all this ties together to help

0:15:13.209,0:15:22.720

just re-emphasize and, um, the importance of the position, and help with, you know,

0:15:22.720,0:15:31.779

the classic game, the classification, and I guess, I guess the classification that is,

0:15:31.779,0:15:36.139

that is so does that our public safety telecommunicators are so deserving of?

0:15:36.139,0:15:42.130

Before I move on to the job description and really getting into the next slide with the

0:15:42.130,0:15:48.250

details of the public safety telecommunicator job description toolkit, Laurie or Kate, is

0:15:48.250,0:15:50.839
there anything you wanted to add here?

0:15:50.839,0:15:54.649
No mam, go for it.

0:15:54.649,0:15:56.529
All right.

0:15:56.529,0:15:58.040
Next slide.

0:15:58.040,0:16:05.190
So, what I want to do now is walk through
the details and, again, at a high level of

0:16:05.190,0:16:08.500
what's included with each, with each toolkit.

0:16:08.500,0:16:18.430
So, like I said, developing, we wanted to
provide usable, usable materials to help at

0:16:18.430,0:16:24.329
the local level really assess where you are
with your job description, your training and,

0:16:24.329,0:16:26.700
and your processes and procedures.

0:16:26.700,0:16:33.060
So, focusing on the public safety telecommunicator
job description, you know, with, these are

0:16:33.060,0:16:39.480
just some of the highlights of, of steps that
we, that are recommended steps that you can

0:16:39.480,0:16:45.480
take to, enhance, or develop a job description.

0:16:45.480,0:16:53.480
So, we first wanted to, first, that sounds
very basic, but it really is to understand

0:16:53.480,0:16:54.740
the job requirements.

0:16:54.740,0:17:02.740
So, step back, review the expectations of
your employees, and, you know, from, from,

0:17:02.740,0:17:08.860
soup to nuts, from beginning to end, you know,
what are the expectations of the individuals

0:17:08.860,0:17:10.390
behind the headset?

0:17:10.390,0:17:13.300
You know, review of the job duties.

0:17:13.300,0:17:14.370
Identify your key components.

0:17:14.370,0:17:20.990
You know, the document takes time to walk through each of these steps and help you evaluate

0:17:20.990,0:17:25.500
what you need to add to, to your job descriptions.

0:17:25.500,0:17:31.370
And then also, you recommend engaging your hiring authority, so who is in charge of hiring?

0:17:31.370,0:17:37.169
Who maintains the job description, getting to know, you know, what the requirements are

0:17:37.169,0:17:44.700
of your HR department, or whomever is responsible for, for hiring and maintaining the job descriptions

0:17:44.700,0:17:48.590
and work together to, to develop the material?

0:17:48.590,0:17:53.110
And then use that for future recruiting efforts.

0:17:53.110,0:17:59.250
And then lastly, you'll see this is a common theme across all of the toolkits, is to consult

0:17:59.250,0:18:00.720
trusted resources.

0:18:00.720,0:18:03.669
So, use this document.

0:18:03.669,0:18:06.840
You'll see through this document it walks you through things to consider.

0:18:06.840,0:18:14.260
It also provides a model job description you know for, for use and tweaking to, to fit

0:18:14.260,0:18:17.660
the needs and expectations of your ECC.

0:18:17.660,0:18:24.240
Consult and work with other peers in the industry to look at what they, how, what job, what

0:18:24.240,0:18:26.470
their job descriptions look like.

0:18:26.470,0:18:35.150

And then, really continue to evaluate, and conduct the job task analysis to assure that

0:18:35.150,0:18:41.580

the job description, the training, and the processes, are all aligned.

0:18:41.580,0:18:48.799

You'll see again the, the flow of these documents, you know, it provides you things to consider

0:18:48.799,0:18:49.799

and understand.

0:18:49.799,0:18:57.160

It gives you the tools, and some framework, a framework to help pull together your thoughts

0:18:57.160,0:19:03.570

and your requirements, and then it also gives model, model documentation that you can use

0:19:03.570,0:19:06.020

to fit into your needs.

0:19:06.020,0:19:11.880

The goal with this is really to have materials that can be used individually.

0:19:11.880,0:19:18.230

So, as if I just wanted to, I just needed to address my job description, um, you should

0:19:18.230,0:19:19.970

look at that or look at it holistically.

0:19:19.970,0:19:27.490

So, if we move on to the next slide, and we look at, you know, the next part of the, of

0:19:27.490,0:19:34.640

the toolkit, we have, we wanted to, we felt it was important to establish or to, to address

0:19:34.640,0:19:35.790

training programs.

0:19:35.790,0:19:40.760

Some may already have training programs in place, the minimum training requirements,

0:19:40.760,0:19:47.549

so this you know is either for those that don't, it is to support in establishing a

0:19:47.549,0:19:48.860

training program.

0:19:48.860,0:19:56.510
And if you already do, just to, to provide
some steps and some useful tips to help expand

0:19:56.510,0:20:00.030
or evaluate the, the training program.

0:20:00.030,0:20:03.160
And I think, again, you'll see this common
theme.

0:20:03.160,0:20:08.670
Take some time to assess, right, understand
your training needs.

0:20:08.670,0:20:14.860
So, build upon that work that you did to create
the job description, or modify your job description.

0:20:14.860,0:20:16.880
So, use your job description.

0:20:16.880,0:20:24.310
Looking at the knowledge, skills, and abilities
that you expect of your public safety telecommunicators,

0:20:24.310,0:20:31.970
to, to then assess what does my training program
actually address?

0:20:31.970,0:20:38.490
And cover everything that we expect of our
telecommunicators.

0:20:38.490,0:20:40.140
Engage your training needs.

0:20:40.140,0:20:48.669
So, if you've got a CTO or folks on staff,
or you have peers, you know, in neighboring

0:20:48.669,0:20:57.630
agencies that, or, you know, your state training
coordinators engage others to help review

0:20:57.630,0:20:59.830
and build your program.

0:20:59.830,0:21:03.169
So, identify your key learning objectives.

0:21:03.169,0:21:07.760
You know, make sure they align with the operations
in your center.

0:21:07.760,0:21:12.330
And then make sure that your, you have evaluation
methods in place.

0:21:12.330,0:21:19.700

So, we have tools, or in this toolkit, it walks you through, you know, a format and

0:21:19.700,0:21:26.880

the steps to follow to when you're engaging with others, developing your training needs,

0:21:26.880,0:21:31.280

and then seeking advice from other ECCs.

0:21:31.280,0:21:39.220

We look to, you know, make sure that it's a comprehensive program that, that follows

0:21:39.220,0:21:43.390

industry guidelines, industry standards, industry expectations.

0:21:43.390,0:21:51.050

Again, to highlight the importance of the position looks to certify individuals and

0:21:51.050,0:22:01.020

again, gather that, create a program that provides the data as, as the future reclassification

0:22:01.020,0:22:05.610

efforts, I guess, begin.

0:22:05.610,0:22:10.990

So, that they get the data-driven, data-driven decision making, so, you'll hear us say data,

0:22:10.990,0:22:17.310

data, data, but it helps not only your employees, but it also helps provide, you know, you want

0:22:17.310,0:22:25.179

it and, a quantifiable format that, you know, allows that assessment for those that aren't

0:22:25.179,0:22:26.179

necessarily in the day-to-day.

0:22:26.179,0:22:36.179

Speaking of the day-to-day, if you go to the next slide, I mentioned earlier that we evaluated

0:22:36.179,0:22:41.179

the technology and tools in the center and have just that exhaustive list.

0:22:41.179,0:22:56.700

So, as we look at, you know, how do we, how can we help PSAPs and locals really capture

0:22:56.700,0:23:05.170

the technology and tools used in the, in the

day-to-day operations of the ECC.

0:23:05.170,0:23:12.030

We wanted to, we said, well, we're really looking at the written directives and the

0:23:12.030,0:23:17.190

policies and procedures that are in place, you know, what, policies, procedures, written

0:23:17.190,0:23:18.190

directives.

0:23:18.190,0:23:24.260

Whichever, you know, terminology you, you use in your centers.

0:23:24.260,0:23:33.350

Does that accurately and adequately capture and address all of the technology and tools,

0:23:33.350,0:23:38.040

and expectations of the public safety telecommunicators.

0:23:38.040,0:23:44.750

So, again, this helps build a case, and it helps show data and helps show that, you know,

0:23:44.750,0:23:50.080

there are written directives for all of the, the processes, procedures, technology, and

0:23:50.080,0:23:52.049

tools in your center.

0:23:52.049,0:23:59.080

Right, and, again this, the flow of the documents it's, they're all pretty similar.

0:23:59.080,0:24:04.980

You'll see, you know, here is some background information.

0:24:04.980,0:24:11.390

Here are some possible, you know, methods and procedures that you can use to evaluate

0:24:11.390,0:24:16.809

what is in your processes in the ECC.

0:24:16.809,0:24:25.559

And then here are some model policies or, that you can use to help if you need a format

0:24:25.559,0:24:29.120

or if you need to adjust what you have in place today.

0:24:29.120,0:24:34.220

Again, really looking at, understanding what's in place.

0:24:34.220,0:24:39.331
Engaging your operational folks and your subject matter experts to assure that, you know, your

0:24:39.331,0:24:44.299
written directives align with your operational practice practices.

0:24:44.299,0:24:52.780
And also, engaging others, working with your neighbors, working with your peers to, to

0:24:52.780,0:24:58.080
evaluate and have discussions around best practices and then review it, you know, again,

0:24:58.080,0:25:00.570
making sure that those are updated on a regular basis.

0:25:00.570,0:25:05.950
So, these three parts of the toolkit really addressed what's something you can do at your

0:25:05.950,0:25:07.000
ECC.

0:25:07.000,0:25:14.750
And lastly, part four is where we wanted to spend some time developing, helping outline

0:25:14.750,0:25:19.530
the processes for develop, developing a legislative strategy for reclassification.

0:25:19.530,0:25:24.679
Here we focus on understanding your goals and communications plans.

0:25:24.679,0:25:29.320
Right, so, so how do you, what, what talking points?

0:25:29.320,0:25:30.780
Who are your champions?

0:25:30.780,0:25:41.590
Who do you need to engage to possibly, you know, take action and request, request action

0:25:41.590,0:25:49.700
at the local or state level, on reclassifying, the public, your public safety telecommunicators?

0:25:49.700,0:25:55.080
And then looking at helping gain an understanding.

0:25:55.080,0:26:02.289

Not everybody understands what tele, the expectations, and what is the demands of this role and the

0:26:02.289,0:26:07.860

position, so, you know, help decision-makers understand 911.

0:26:07.860,0:26:16.929

So, identify champions, identify your decision-makers, and then inform them, you know what, how can

0:26:16.929,0:26:23.000

you get out in the community and demonstrate and highlight the expectations and what is

0:26:23.000,0:26:30.020

actually going on when, when those, when, when someone is taking care of someone in

0:26:30.020,0:26:31.020

need.

0:26:31.020,0:26:39.700

And then, it goes into creating a media plan and how to develop a social media campaign.

0:26:39.700,0:26:47.600

Engage your local news sources and showcase positive 911 stories, so, again, helping understand

0:26:47.600,0:26:54.870

your goals, helping others understand 911, and how do you do that through communications

0:26:54.870,0:26:58.220

and getting out there and creating a media plan.

0:26:58.220,0:27:02.930

And then lastly, it focuses on learning the legislative process.

0:27:02.930,0:27:09.880

So, looking at you know other bills that are available, what the process is in your, in

0:27:09.880,0:27:18.039

your state or in your, in your county and, and walk through the different steps to help

0:27:18.039,0:27:24.090

develop that strategy, a legislative strategy for reclassification.

0:27:24.090,0:27:30.480

Our hope, again, was to have something that is useful and that, you know, really can provide

0:27:30.480,0:27:34.850
a roadmap to help make forward progress.

0:27:34.850,0:27:41.160
I would be remiss in, before we move on to
the next slide, in not acknowledging, you

0:27:41.160,0:27:48.600
know, we have a number of participants we
established working groups for each of these

0:27:48.600,0:27:59.179
toolkits to evaluate the content and, and
the materials and the discussions to really

0:27:59.179,0:28:02.159
make sure that this was something that was
usable.

0:28:02.159,0:28:14.539
So, we had industry, industry experts as well
as no folks in, in the PSAPs that have done

0:28:14.539,0:28:19.679
these things to really help them make sure
that this toolkit is something that it can

0:28:19.679,0:28:25.909
be of use and a value for, for future reclassification
efforts.

0:28:25.909,0:28:30.450
If you want to go to the next slide.

0:28:30.450,0:28:42.000
I wanted to highlight here; there's a Documents
and Tools Section in 911.gov that has a number

0:28:42.000,0:28:45.750
of different materials out there in different
categories, governance, documentation, operations,

0:28:45.750,0:28:51.120
standards and best practices.

0:28:51.120,0:28:58.950
So, you know, I mentioned that the toolkit
is not yet fully released, but if you, you

0:28:58.950,0:29:06.860
know, use this, if you have materials that
you feel would be helpful for us or in the

0:29:06.860,0:29:09.620
industry as a whole, feel free.

0:29:09.620,0:29:15.110
There is a section on here, you can see, to

submit resources.

0:29:15.110,0:29:21.350

If you have resources or anything you feel would be beneficial to the community, please

0:29:21.350,0:29:28.750

don't hesitate to submit materials in here and use this the Documents and Tools section

0:29:28.750,0:29:36.010

as a resource, as you're doing your own research or looking to, you know, to understand what

0:29:36.010,0:29:42.080

anything that's going on in the industry.

0:29:42.080,0:29:43.690

And then lastly, next step.

0:29:43.690,0:29:52.540

As we roll this out, we would, you know, it will be publicized, but we, you know it will

0:29:52.540,0:29:55.669

only be we can put it out on 911.gov.

0:29:55.669,0:30:04.080

But as you get into the materials and you get into the tools, we really encourage feedback,

0:30:04.080,0:30:12.990

as well as communication sharing the toolkit, sharing the materials with others, asking

0:30:12.990,0:30:15.900

questions and, and submitting resources.

0:30:15.900,0:30:21.460

So, this, you know, we will put the materials out there, and then we really will look for

0:30:21.460,0:30:25.890

support in the end to, to continue to socialize this.

0:30:25.890,0:30:35.160

There is time we're doing this now so that ECCs have the time to develop their, their

0:30:35.160,0:30:43.080

resources and develop their, their program so that the data is available when that reclassification

0:30:43.080,0:30:47.309

effort comes.

0:30:47.309,0:30:49.680

That is all I have.

0:30:49.680,0:30:50.680
Thank you for your time.

0:30:50.680,0:30:56.480
If you have any for additional information,
you can contact Kate or myself, and we'll

0:30:56.480,0:31:00.330
be happy to answer any questions or provide
any guidance.

0:31:00.330,0:31:06.029
All right, thank you, Kate and Molly.

0:31:06.029,0:31:14.220
And really quickly, before I jump into the
questions, I'm gonna ask Laurie, just to make

0:31:14.220,0:31:20.420
sure you didn't have anything that you wanted
to add to that.

0:31:20.420,0:31:26.090
Well, I just wanted to thank again those people
who contributed content toward all of these

0:31:26.090,0:31:27.090
tools.

0:31:27.090,0:31:31.080
As Molly said, you know, the Mission Critical
Partners team was in charge of the logistics

0:31:31.080,0:31:37.760
for this project, but frankly, the idea of
it for it and, and most of the content came

0:31:37.760,0:31:39.059
from the community.

0:31:39.059,0:31:43.110
So, thank, thank you to them again.

0:31:43.110,0:31:46.910
As Molly said, they're both public and private
sector.

0:31:46.910,0:31:49.980
And they're contrib, you know, we wouldn't
be able to put this toolkit together without

0:31:49.980,0:31:50.980
their contributions.

0:31:50.980,0:31:52.539
So, thank you.

0:31:52.539,0:32:01.721

All right, with that, I am going to, I know we had a couple of questions come in.

0:32:01.721,0:32:08.600

And with that, I'm going to ask Sheila, can you, well, the first question that I see here

0:32:08.600,0:32:14.200

is, where on the site could we access the job description, resources?

0:32:14.200,0:32:16.600

This is Laurie.

0:32:16.600,0:32:19.800

I can take that.

0:32:19.800,0:32:29.720

If you go to 911.gov and you click on Current Projects, on the top navigation bar, one of

0:32:29.720,0:32:39.169

the choices you'll be able to select is one that includes the term reclassification.

0:32:39.169,0:32:47.360

So as Molly mentioned, the job description is the tools for, you know, writing or re-writing

0:32:47.360,0:32:50.059

your job descriptions are there now.

0:32:50.059,0:32:53.990

And frankly, that would be a good place to look for all the rest of the pieces of the

0:32:53.990,0:32:59.760

toolkit because they will be, they will be placed on that same web page during the next

0:32:59.760,0:33:01.410

two or three weeks.

0:33:01.410,0:33:14.280

OK, thank you, So, our next question is, the suggestion is to use public safety telecommunicators

0:33:14.280,0:33:16.210

for the job title of dispatcher's.

0:33:16.210,0:33:20.980

Is there a recommendation for the call taker job title?

0:33:20.980,0:33:24.830

Molly, I don't know.

0:33:24.830,0:33:31.410

I don't know that we, we went down to that

level of detail but no, go ahead.

0:33:31.410,0:33:34.520

Yeah, I was going to say the same thing, Laurie.

0:33:34.520,0:33:37.649

We, we didn't really get down to that level of detail.

0:33:37.649,0:33:41.549

But we can; I can follow up.

0:33:41.549,0:33:47.179

At this point, we've really, I've focused on the public safety telecommunicator and

0:33:47.179,0:33:51.549

didn't break apart the two per se.

0:33:51.549,0:33:54.120

OK, thank you.

0:33:54.120,0:34:00.350

And then the next question is, what is the timeline in which part two through four of

0:34:00.350,0:34:03.260

the classification toolkit will become available?

0:34:03.260,0:34:05.020

OK, this is Laurie.

0:34:05.020,0:34:09.579

I'll take that one because, you know, they have to go through the federal clearance process

0:34:09.579,0:34:12.210

for those of you that are government employees, you, you understand.

0:34:12.210,0:34:18.460

So, we're working on that, and fingers crossed, everything will be up within the next, I'm

0:34:18.460,0:34:21.339

guessing two to three weeks.

0:34:21.339,0:34:22.339

Perfect!

0:34:22.339,0:34:24.810

Thank you, Laurie.

0:34:24.810,0:34:29.259

And then the final question was asking if they will, if attendees will have access,

0:34:29.259,0:34:35.209

and, yes, every all of the attendees today

will have access to the slide deck and the

0:34:35.209,0:34:37.329
recording of today's webinar.

0:34:37.329,0:34:42.129
It will be posted on 911.gov shortly after
the webinar.

0:34:42.129,0:34:46.359
So, look for that in a couple of weeks.

0:34:46.359,0:34:55.230
And then, I believe we have someone with their
hand raised.

0:34:55.230,0:34:57.529
And maybe that question got resolved.

0:34:57.529,0:35:00.880
All right.

0:35:00.880,0:35:09.559
So, thank you again to Molly and Kate, our
presenters.

0:35:09.559,0:35:16.329
And with that, Laurie, I am going to turn
it back over to you to introduce our next

0:35:16.329,0:35:17.329
speaker.

0:35:17.329,0:35:19.170
Thanks, Sherri.

0:35:19.170,0:35:23.200
So, our next speaker is Mr. Michael Nix.

0:35:23.200,0:35:28.200
Michael is the Executive Director of Georgia's
Emergency Communications Authority, and he

0:35:28.200,0:35:33.940
will be sharing information that I am fascinated
by on their 911 Directors Academy.

0:35:33.940,0:35:39.440
Michael, thank you so much for, you know,
for joining us today and please, go-ahead

0:35:39.440,0:35:41.300
Thank you, Laurie.

0:35:41.300,0:35:43.719
If you'll go to the next slide.

0:35:43.719,0:35:53.589
We have in, in Georgia, we've identified a

number of training gaps as I first came into

0:35:53.589,0:36:00.670

this role, and a large one was that there was no formal training for new 911 directors

0:36:00.670,0:36:01.670

when they were coming in.

0:36:01.670,0:36:08.910

We have new, new training programs for sheriffs, for police chiefs, for fire chiefs, and for

0:36:08.910,0:36:13.380

emergency management directors, but we didn't have anything in place for 911 directors.

0:36:13.380,0:36:19.120

So, when we received the federal grant, we wanted to set aside the ability to build a

0:36:19.120,0:36:23.420

curriculum for, specifically for 911 directors.

0:36:23.420,0:36:29.510

So, similar to what the previous speakers were encouraging for the public safety telecommunicators.

0:36:29.510,0:36:38.150

We conducted a job task analysis and developed some pilot offerings of the 911 Directors

0:36:38.150,0:36:39.150

Academy.

0:36:39.150,0:36:45.359

Right now, it's a 40-hour course, and we are, in two weeks, gonna be offering our force

0:36:45.359,0:36:52.749

pilot, all bring they began, began in May, then we had our second offering in July.

0:36:52.749,0:36:57.039

We had our third offering in September, and then we'll have our fourth offering in December.

0:36:57.039,0:37:01.450

You'll go to the next slide.

0:37:01.450,0:37:10.869

So, we conducted these job task analyses, or what we're calling an occupational impulses

0:37:10.869,0:37:16.400

workshop, to really analyze the training needs for a 911 director.

0:37:16.400,0:37:25.640

And so, the first thing we did was we brought together 17 incumbent 911 directors over two

0:37:25.640,0:37:31.559

days to talk about what is the role of a, a 911 director.

0:37:31.559,0:37:33.299

What, what do you do?

0:37:33.299,0:37:39.989

Not necessarily, or not just technologically managing the center, but the HR side, the

0:37:39.989,0:37:46.750

PR side, and, and try to take a holistic approach, and look at the role of the 911 director.

0:37:46.750,0:37:49.640

So, we had these initial workshops.

0:37:49.640,0:37:56.519

And then, we brought in a validation panel to, to bring a total of 48 directors that

0:37:56.519,0:38:03.490

took a look at this initial storyboarding of, of the, of the role of director.

0:38:03.490,0:38:09.759

And, as you can see, we had over 600 years of experience between those 48 directors to

0:38:09.759,0:38:11.890

really come up with the role of 911 director.

0:38:11.890,0:38:14.200

So, we'll go to the next slide.

0:38:14.200,0:38:19.670

I'll just explain the occupational analysis a little more.

0:38:19.670,0:38:26.989

So, this is, we used a series of focus groups, and the pictures from the last few slides

0:38:26.989,0:38:34.599

have been from these actual workshops to, to capture the role that incumbents have right

0:38:34.599,0:38:36.339

now as director.

0:38:36.339,0:38:42.130

And to take a look at those knowledge, skills, and abilities for a director, and then we

0:38:42.130,0:38:48.420

rated those for criticality and frequency
for the specific job of director.

0:38:48.420,0:38:53.480

So, what is absolutely critical to be a director,
and then what are you doing as a director?

0:38:53.480,0:38:54.529

What are you doing most often?

0:38:54.529,0:38:56.579

Are you most often handling HR?

0:38:56.579,0:39:00.509

You most often handling technology or handling
policy?

0:39:00.509,0:39:09.109

So, if you'll go to the next slide.

0:39:09.109,0:39:10.109

There we go.

0:39:10.109,0:39:19.470

Which this is how we broke it down into, into
the duties of, of the role of 911 director.

0:39:19.470,0:39:27.140

And at the top, you can see what was determined
as the, the definition of the 911 director

0:39:27.140,0:39:29.440

or the emergency communications director.

0:39:29.440,0:39:36.029

And then these duties lettered A through F,
and then we broke them down into separate

0:39:36.029,0:39:38.599

tasks for each of those.

0:39:38.599,0:39:44.630

And then, from there, we developed the actual
curriculum for the Directors Academy.

0:39:44.630,0:39:45.660

You go to the next page.

0:39:45.660,0:39:49.650

We'll start going through the Academy itself.

0:39:49.650,0:39:56.809

So, we developed a course outline and objectives,
and then we developed started development

0:39:56.809,0:40:04.809

right as COVID kicked off, and a little over
1300 hours of, of work went into this program

0:40:04.809,0:40:06.609
from April of 2020.

0:40:06.609,0:40:11.779
And then, we finished the initial, initial
review and or the initial work in February

0:40:11.779,0:40:13.430
of this year.

0:40:13.430,0:40:20.920
And what we've developed is 40 hours of classroom,
in-classroom in-person training.

0:40:20.920,0:40:25.380
And then, we have online classrooms that have
student engagement activities and additional

0:40:25.380,0:40:35.390
reference documents from, from FCC, from APCO,
from the 911 National Program Office.

0:40:35.390,0:40:41.609
And we really gone really in-depth for each
of these roles.

0:40:41.609,0:40:46.130
So, if you go to the next, I'll go through
the course overview, and then we'll go into

0:40:46.130,0:40:47.130
each unit.

0:40:47.130,0:40:52.799
So, we have the initial registration and orientation,
and then you can see that each of the six

0:40:52.799,0:40:53.799
units there.

0:40:53.799,0:40:59.390
And then, we have a testing and course completion
role at the end of this.

0:40:59.390,0:41:06.470
And as of right now, we put, I believe, 37
911 directors through this.

0:41:06.470,0:41:13.359
But I'll also mention here we're also opening
it up to deputy directors for operation managers,

0:41:13.359,0:41:16.479
or a number two, or number three in the agency.

0:41:16.479,0:41:21.799
Because we felt it was critically important
as we were training these new leaders in 911,

0:41:21.799,0:41:27.759
that we're also building a continuity of operations
into the 911 center as well.

0:41:27.759,0:41:32.460
Because something that I've seen across the
state and across the country, that a lot of

0:41:32.460,0:41:40.519
times when directors are thrown into this
role, it's because they were the senior serving

0:41:40.519,0:41:44.410
dispatcher or they had been there the longest.

0:41:44.410,0:41:49.000
And they were really good dispatcher, but
they didn't necessarily have the HR training

0:41:49.000,0:41:50.589
or the policy writing training.

0:41:50.589,0:41:57.599
And so, we've tried to take, take this course
and really prepare the incumbent leaders of,

0:41:57.599,0:42:01.450
direct of, of 911 directors, but also those
new deputy directors.

0:42:01.450,0:42:08.039
And something that we, that we talk about
in each of these units, is the coming Next

0:42:08.039,0:42:14.180
Generation 911 and how that's going to change
everything from the landscape into Georgia

0:42:14.180,0:42:16.700
to how the agency operates obviously technology.

0:42:16.700,0:42:22.289
But then even when it comes down to personnel
management and looking for a new type of public

0:42:22.289,0:42:27.380
safety telecommunicator, with a maybe a different
set of skill that hasn't been needed in the

0:42:27.380,0:42:32.599
past, as additional technology and information
comes into the center, then even, down to

0:42:32.599,0:42:33.920
finance and budget.

0:42:33.920,0:42:39.210
So, if you'll go to the next slide, we'll
start out with unit one and sort of talk about

0:42:39.210,0:42:46.099
where we are, where we are there and, and
how we relate and talk about the, the roles

0:42:46.099,0:42:49.489
of Next Generation 911 in each of these.

0:42:49.489,0:42:54.530
So, we start out with an introduction to the
Georgia Emergency Communications Authority,

0:42:54.530,0:42:58.359
and we're, we're only 4.5 years old, and we're
the state 911 body.

0:42:58.359,0:43:03.859
But we talk about our roles and responsibilities
and how we serve as the state Next Generation

0:43:03.859,0:43:06.359
911 planning organization.

0:43:06.359,0:43:14.680
And then, we also, in the modules following,
in the 911 fee collection, we talk about our

0:43:14.680,0:43:21.259
improved need for funding for Next Generation
911 deployment.

0:43:21.259,0:43:27.799
In module three, we continue on with emergency
support function two and how that role is

0:43:27.799,0:43:33.299
going to change in the Next Generation 911
environment and how we can support centers

0:43:33.299,0:43:35.410
during a disaster.

0:43:35.410,0:43:41.589
Then we continue on with critical incident
management and the continuity of operations

0:43:41.589,0:43:47.299
and talking about how these will change with
the new capabilities in the PSAP or the ECC

0:43:47.299,0:43:48.709
with Next Generation 911.

0:43:48.709,0:43:54.109
And then, we finish out that unit talking
about the regulatory requirements.

0:43:54.109,0:44:00.410
We talk about standards, and we talk about

how future FCC rulings could affect Next Generation

0:44:00.410,0:44:01.699
911 implementation.

0:44:01.699,0:44:08.279
So, if you'll go to the next slide, we'll
get into unit two, with our leadership development.

0:44:08.279,0:44:14.819
So, we've only got three modules here, but
we dedicate a good bit of time to this because

0:44:14.819,0:44:20.630
this is something that we saw, again, that
we identified as a gap was that a lot of times

0:44:20.630,0:44:25.910
when directors became directors, they didn't
necessarily have much leadership training

0:44:25.910,0:44:28.609
or professional development training at all.

0:44:28.609,0:44:34.229
And so, we go in, and we talk about leadership
versus management, we do some activities on

0:44:34.229,0:44:39.519
different behavioral styles, and then we also
talk about the opportunities for professional

0:44:39.519,0:44:49.150
and personal growth and encouraging involvement
in the various associations around the country.

0:44:49.150,0:44:54.930
And then for unit three, if you'll go to the
next slide, This is where we get into the

0:44:54.930,0:44:57.980
actual agency operations management.

0:44:57.980,0:45:05.339
And as you can see, this is what was really
identified as most critical and most frequent

0:45:05.339,0:45:08.640
when it comes to the role of a director.

0:45:08.640,0:45:13.529
In each of these, we talk about strategic
planning, and we've talked about that generally

0:45:13.529,0:45:23.700
for an agency and how your missions may change
as, as we change to Next Generation 911 and

0:45:23.700,0:45:29.039

you may have to, may have to re-evaluate what your mission or vision or value statements

0:45:29.039,0:45:30.740
are, as that role changes.

0:45:30.740,0:45:36.630
And then, we focus a lot on ECC liability.

0:45:36.630,0:45:43.619
We talk about the current liability, that 911 center space, but then we also talk about

0:45:43.619,0:45:47.890
the new, with additional data and information coming into the center, what other pieces

0:45:47.890,0:45:52.349
of liability may be introduced into the 911 center.

0:45:52.349,0:45:57.999
Then we continue on with policies and procedures, QA, QI programs.

0:45:57.999,0:46:05.609
And then we, we continue to talk about the role of how Next Generation 911 can play.

0:46:05.609,0:46:07.559
And we've talked about that in module eight.

0:46:07.559,0:46:12.920
Module nine, we're talking about our, our external communication strategy and building

0:46:12.920,0:46:18.660
those relationships with our, with our local county commissioners, with the state legislators,

0:46:18.660,0:46:25.229
with our congressional delegation and talk about the changing role of the 911 center

0:46:25.229,0:46:27.799
as we transition to the Next Generation 911.

0:46:27.799,0:46:30.690
We'll go to unit four.

0:46:30.690,0:46:36.660
This is where we get into the ECC technology or PSAP technology.

0:46:36.660,0:46:41.269
I'll wait till we get there.

0:46:41.269,0:46:47.809
You can just go to the next slide for unit.

0:46:47.809,0:46:49.479
There we go.

0:46:49.479,0:46:54.089
We've got three, three modules here within
the ECC technology unit.

0:46:54.089,0:47:02.910
We talk about the existing 911 legacy technology
today and sorta how that's going to change

0:47:02.910,0:47:05.420
in the Next Gen 911 environment.

0:47:05.420,0:47:11.459
And then for, for module two, obviously, we
spend a large amount of time going through

0:47:11.459,0:47:16.900
in detail, what network, network sharks talking
about what's going to change with Next Generation

0:47:16.900,0:47:23.499
911 and then what are what additional broadband
implications that these additional broadband

0:47:23.499,0:47:26.829
applications will be in the 911 center?

0:47:26.829,0:47:33.009
And then we focus a good bit, as we close
out that day, focusing a good bit on cybersecurity

0:47:33.009,0:47:39.539
and the cybersecurity implications and an
IP-connected, Next Generation 911 center.

0:47:39.539,0:47:45.969
Then through unit five, if you will go to
the next one, again, this is something that

0:47:45.969,0:47:53.180
when we are identifying weak, weaknesses and
opportunities to help new directors, the personnel

0:47:53.180,0:47:55.529
management piece was huge.

0:47:55.529,0:48:01.479
Again, we saw that a lot of directors that
works, that became, became directors, didn't

0:48:01.479,0:48:04.339
necessarily have a lot on the personnel management
side.

0:48:04.339,0:48:10.880
So, we talk about the relevant state, federal

employment laws, then we get, we have some

0:48:10.880,0:48:16.570
open conversation on staffing and scheduling,
and how and how that may change with, with

0:48:16.570,0:48:23.390
Next Generation 911, and continue on with
the recruitment, with training, how you handle

0:48:23.390,0:48:28.349
promotion, promotional systems, and career
development plans.

0:48:28.349,0:48:33.690
And then we also, at the end, we talk about
employee health, wellness, and morale, which

0:48:33.690,0:48:39.829
is going to be huge at the end state, for
Next Generation 911, when we talk about the

0:48:39.829,0:48:43.700
possibility of pictures and videos coming
into the 911 center.

0:48:43.700,0:48:48.450
And making sure that, as a director that you,
you've thought about that, and you have a

0:48:48.450,0:48:54.779
plan in place to be able to best support your,
your public safety telecommunicators.

0:48:54.779,0:49:00.019
And then finally, we just talk about different
disciplinary systems in the 911 center.

0:49:00.019,0:49:08.519
Then, if you'll just go to the next slide
for module six, we, we finish out the course,

0:49:08.519,0:49:10.049
talking about finance and budget.

0:49:10.049,0:49:15.349
Again, something that a frontline telecommunicator
or even a supervisor and ops manager may not

0:49:15.349,0:49:19.420
have had much to do when they were in their,
their previous role.

0:49:19.420,0:49:27.229
But is a huge part of their new role is making
sure they understand how local governments

0:49:27.229,0:49:28.689
handle budgeting.

0:49:28.689,0:49:35.289

And what you need to do to have effective RFPs and RFQs for technology in your center.

0:49:35.289,0:49:40.569

And especially if you're bringing in new technology for, for Next Generation 911.

0:49:40.569,0:49:48.049

Then we talk about how you handled these larger capital assets or capital improvement plans,

0:49:48.049,0:49:51.160

and we talked a little bit more on employee compensation.

0:49:51.160,0:49:59.239

And, again, touch on how you're going to have to adapt your compensation to the additional

0:49:59.239,0:50:06.839

roles and skills and responsibilities that are going to come in as we transition to Next

0:50:06.839,0:50:08.769

Generation 911.

0:50:08.769,0:50:16.430

Then, just the last slide just sort of goes through again, sort of a timeline for how

0:50:16.430,0:50:23.939

we did this long process it's taken from where we started and about, this time last year,

0:50:23.939,0:50:30.410

to our first, our first course, that happened later, earlier this spring, and we're going

0:50:30.410,0:50:36.400

to going to continue to offer these, even after the grant, period of performance is

0:50:36.400,0:50:37.400

over.

0:50:37.400,0:50:41.609

We had the first four sessions covered by the grant.

0:50:41.609,0:50:47.930

Then we're going to continue to offer these at least twice a year to cover any new directors

0:50:47.930,0:50:55.119

that, that come in in-between courses, and then again, I'll open up for any new deputy

0:50:55.119,0:50:59.779

director for operations managers so that that may get promoted into those roles.

0:50:59.779,0:51:06.140

Again, building that continuity of operations for, for the 911 centers so that if a director

0:51:06.140,0:51:14.059

has to step out or resigns that the next person then knows, knows exactly what to do.

0:51:14.059,0:51:19.009

So, with that, I'll, I'll pause and stop if there are any questions.

0:51:19.009,0:51:21.859

Thank you, Michael.

0:51:21.859,0:51:28.549

So, as Michael mentioned, we'll start the next Q&A portion of our session, and, as a

0:51:28.549,0:51:34.950

reminder, to ask a question, you can use GoToWebinar's Question feature, located on the right-hand

0:51:34.950,0:51:38.250

side, or you can raise your hand.

0:51:38.250,0:51:45.259

So, the first question that we have, Michael, someone says that they, they might've missed

0:51:45.259,0:51:53.019

this at the beginning of your presentation, but is this available only for Georgia 911

0:51:53.019,0:51:54.019

directors?

0:51:54.019,0:51:57.119

Yes, it is, right now.

0:51:57.119,0:52:04.760

We've talked about the possibility of opening up some of the modules to other, to other

0:52:04.760,0:52:09.369

states, but a lot of it is focused on specific to Georgia.

0:52:09.369,0:52:15.489

But there are some, some modules and units that are universally applicable, and so we're

0:52:15.489,0:52:20.959

looking at ways to, to be able to, to bring this to more than just Georgia.

0:52:20.959,0:52:23.109
But for right now, it's just Georgia.

0:52:23.109,0:52:26.970
OK, thank you.

0:52:26.970,0:52:36.069
And then, the next question that came in asked
if your training is available online via Zoom,

0:52:36.069,0:52:39.670
or is this training you're doing in person?

0:52:39.670,0:52:46.319
The training that we're doing right now through
the pilot program has been all in person.

0:52:46.319,0:52:51.589
They have homework and online modules that
they do, and there's some pre coursework that

0:52:51.589,0:52:56.380
they do before they come to the course, and
then some afternoon and evening work to prepare

0:52:56.380,0:52:58.819
for the next day.

0:52:58.819,0:53:02.670
But all of that has been done in person, but
as we go through this, we've been getting

0:53:02.670,0:53:09.430
feedback from each of the, each of the pilot
groups or each unit and identifying different

0:53:09.430,0:53:13.549
modules that we might be able to bring virtually.

0:53:13.549,0:53:17.469
And then focus more on the bigger picture
topics.

0:53:17.469,0:53:22.849
To have open conversations at the, at the
in-person Academy.

0:53:22.849,0:53:29.479
But we still want to have the in-person, in-person
piece, which we've had a lot of good dialog

0:53:29.479,0:53:32.529
and conversation that came from having this
in-person.

0:53:32.529,0:53:34.720
OK, perfect.

0:53:34.720,0:53:42.400

So, the next question says, do you spend any time sharing strategies for advocacy with

0:53:42.400,0:53:44.089

elected officials?

0:53:44.089,0:53:47.759

And how to navigate the law-making process in your training?

0:53:47.759,0:53:53.900

Or do you, or even, how to get your point across with elected officials when you only

0:53:53.900,0:53:56.869

have 30 seconds in an elevator with them.

0:53:56.869,0:53:59.499

Is that something that's covered in your training?

0:53:59.499,0:54:01.689

Yes, it is.

0:54:01.689,0:54:03.489

We cover that in.

0:54:03.489,0:54:07.289

Wait, let me pull it back up?

0:54:07.289,0:54:14.880

We covered that in unit three, under building relationships and implementing public policy,

0:54:14.880,0:54:21.490

we talk about the, the strategy on, how to get your message across, what, figuring out

0:54:21.490,0:54:24.069

what that elevator speech is for your agency.

0:54:24.069,0:54:28.470

And what your ask is, either to a county commissioner or to a state legislator.

0:54:28.470,0:54:33.789

So, yes, we do spend, we do spend a good bit of time talking about that, and that's, and

0:54:33.789,0:54:38.630

that module specifically I teach, and, and, and talk about that with our directors.

0:54:38.630,0:54:39.630

Perfect.

0:54:39.630,0:54:45.569

So, Michael, I also have, and in the essence of time, I'm going to kinda roll them all

0:54:45.569,0:54:47.219
into one big question.

0:54:47.219,0:54:52.980
I have several folks that are asking if you'd be willing to share your information, so that

0:54:52.980,0:54:59.979
other states could use this as a template, and as a second part of that, folks are asking

0:54:59.979,0:55:03.259
if you'd be willing to share your contact information.

0:55:03.259,0:55:05.819
Yes, absolutely.

0:55:05.819,0:55:11.710
I will, will be more than happy to, to share sort of the template and how we got to where

0:55:11.710,0:55:16.569
we got with this and would be more than happy to talk to other local directors or other

0:55:16.569,0:55:18.900
state directors about this program as well.

0:55:18.900,0:55:23.960
We're incredibly proud of it and would love to continue to grow that.

0:55:23.960,0:55:33.220
And for my, my contact information, we can send it out, but it's Michael.Nix@GEMA.GA.gov.

0:55:33.220,0:55:47.779
Thanks, Michael, and in case you didn't catch that when he was giving it to you verbally,

0:55:47.779,0:55:55.940
we will, I'll add a slide here into the deck at the very end, so in between his slide and

0:55:55.940,0:56:03.079
this Q&A slide, so that when the PowerPoint gets saved up to 911.gov, you will all have

0:56:03.079,0:56:04.630
his e-mail address.

0:56:04.630,0:56:15.640
With that, I would like to thank all of our presenters today and remind folks that an

0:56:15.640,0:56:21.559
archived version of today's webinar will be

available on 911.gov soon.

0:56:21.559,0:56:30.760

Our next webinar is scheduled for Tuesday, January 11, 2022, at noon eastern time.

0:56:30.760,0:56:34.499

And I would like to also include, stay tuned.

0:56:34.499,0:56:42.559

We'll provide a list of all of the 2022 webinar dates along with registration links when we

0:56:42.559,0:56:47.190

send out the information in December.

0:56:47.190,0:56:52.400

All of the previous State of 911 webinars can be found at 911.gov/webinars.html.

0:56:52.400,0:57:07.390

And so, with that before we end today, I just wanted to, to share on behalf of the National

0:57:07.390,0:57:14.339

911 Program, State of 911 webinars, a huge thank you to Laurie Flaherty for her tireless

0:57:14.339,0:57:23.410

contributions in advancing NG911, and we wish you all the best of luck in your retirement,

0:57:23.410,0:57:30.009

and I'll ask if any of our presenters today have anything else they would like to add.

0:57:30.009,0:57:31.779

Laurie, this is Kate.

0:57:31.779,0:57:38.910

You have set us up with such an incredible example of how to run the National 911 Program,

0:57:38.910,0:57:43.369

how to bring this information to this fabulous community.

0:57:43.369,0:57:49.679

And we will continue Laurie's legacy at the National 911 Program and honor all of this

0:57:49.679,0:57:51.989

hard work.

0:57:51.989,0:57:56.380

And behalf of state 911directors, I really appreciate your, your continued support for

0:57:56.380,0:58:00.539

NASNA and everything that you've done for me as I've come into this role and help.

0:58:00.539,0:58:04.650

So, I just really appreciate your continued support, Laurie thank you.

0:58:04.650,0:58:06.469

All right.

0:58:06.469,0:58:11.459

Thank you to everyone, once again, and that does conclude today's webinar.

0:58:11.459,0:58:15.279

I hope you have a great rest of your Tuesday.