

Brian Tegtmeier: Hello, and welcome to the State of 911 one Webinar series, hosted by the N: FE3 National 9#1 one program. My name is Brian, and I'll be the moderator for today's session

Brian Tegtmeier: next slide.

Brian Tegtmeier: This Webinar series is designed to provide useful information for the 911 stakeholder community about federal, State and local participation in the planning design and advancement of 911. It includes real experiences from leaders utilizing processes throughout the country to improve and enhance 9 1 #

Brian Tegtmeier: in today's session.

Brian Tegtmeier: We will provide a review of the NHTSA and National 911 programs, GIS project, including Federal initiatives supporting Gis and 9 one along with a case study of the State of Arizona, which built a successful bridge between 911 and Gis, to to the advantage of all 911 authorities across the State.

Brian Tegtmeier: Additionally, we will discuss 911's role in traffic incident management, a proven system of managing incidents with the goal of reducing responders, exposure to live traffic, and quickly and safely clearing crashes from the road.

Brian Tegtmeier: Today's webinar is being recorded, recorded, and will be posted on 9 1 one.gov.

Brian Tegtmeier: For more information on the National 911 program, webinars, access to archive recordings or to learn more about the National 911 program. Please visit 911.gov

Brian Tegtmeier: for closed captioning during to day's webinar hover over the bottom of the zoom screen for meetings controls and then click the CC. Butting to start viewing the captioning

Brian Tegtmeier: feedback or questions about the Webinars can be sent to NHTSA.National 91#@dot.gov.

Brian Tegtmeier: The National 9#1 program would like to make you aware that the document and tools section of the 911.gov website has been updated with new resources and improved access. 9#1 stakeholders are encouraged to submit links and documents that would be of use and interest to your 911 colleagues, including policy documents, plans, reports across several topics

Brian Tegtmeier: such as governance management operations, post crash care standards and best practices and technical documents are available.

Brian Tegtmeier: You may access the web page under the resources, drop down menu or scan the QR. Code in the bottom right corner of this slide content can be submitted by clicking the online submission form on the top right side of the Docs and tools. Page

Brian Tegtmeier: next slide.

Brian Tegtmeier: the National 911 program would also like to invite you to visit the 911 telecommunicator tree of life, and share the name of a remarkable 911 telecommunicator who has inspired you share your story at 911tree of life.org to honor a special 911 telecommunicator who is making a difference in your community.

Brian Tegtmeier: Next slide.

Brian Tegtmeier: Please note that all participant phone lines have been put in a listen, only mode. And this webinar is being recorded to ask questions of our presenters. Feel free to take one of 2 actions. Use Zoom's QA Feature

Brian Tegtmeyer: located on the bottom of your screen in the meeting controls. You can enter your question in any time during the presentation, and it will be entered into a queue. Hover your mouse over the bottom of the page to access these meeting controls, or to ask your question, live. Use the raise hand feature to request your phone line to be unmuted, and you will be called upon to ask your questions.

Brian Tegtmeyer: Individuals registered for this Webinar will receive access to today's Powerpoint presentation and a webinar recording. With that I would like to introduce our first topic and speakers.

Brian Tegtmeyer: First, I am going to introduce Robert Horn. Robert is the GIS 911 manager with mission critical partners, and has supported the National 911 program in a variety of GIS initiatives and papers.

Brian Tegtmeyer: Robert.

Robert Horne: Thanks, Brian. Hello, everyone. Robert Horn. I had the privilege of introducing 2 long time

Robert Horne: friends and co-conspirators in the GIS realm. Eric Shreve. He's the 9#1 geospatial manager with the State of Arizona.

Robert Horne: He works within the Arizona Strategic Enterprise Technology Office, asset with ADOA

Robert Horne: and Jenna Leveille, Arizona, deputy state cartographer. And they're going to talk to you today about enhancing nextgen through collaboration.

Eric Shreve: Thanks, Robert, thanks Brian thanks for having us today. We move to the next slide.

Eric Shreve: So we're gonna give a brief overview of some of the things that we're doing in the State of Arizona, as relates to NG911 and GIS integration definitely will not say this happens overnight. It's a all hands on deck as well as leveraging partnerships both in the private vendor side as well as state and local level participants. So just a brief overview of what we're gonna be talking about today over the next 20 minutes and hopefully just

Eric Shreve: give you some insights and some take away call to actions that can be leveraged by this discussion next slide.

Eric Shreve: So again, why we are here today is having an understanding of what next generation 911 looks like as it relates to GIS. We, you know, often like to use this visual as a very simplified approach in relation to how the sausage is made in in the workflow in integrating GIS information. So I like to think, top right is as the workflow of integrating your address points red center lines, and then the various boundaries

Eric Shreve: from there, integrating the the spatial interface which coordinates both the location validation function and then the emergency call routing function.

Eric Shreve: Once that information is coordinated in, then we can come into reality of integrating the originating service providers

Eric Shreve: in relation to wireless wireline, VoIP, Texan, 911. You know all the the various methods for originating 911 calls from there. That's where we tie in geospatial data to make the

Eric Shreve: route ability for a next generation a a true component of what we do for the State of Arizona.

Eric Shreve: So again, I like to think of address points and road center lines as the mechanism to validate against wire line records. You can think of those as your, you know.

Eric Shreve: grandma and grandpa phone line that they have in their house, using address points and red center lines to validate off that information.

Eric Shreve: And then the other leg of the validation is the emergency call routing function, which the core would be the piece app polygon for determining where to route a call both wireless wireline VoIP, as well as any other method that comes in with that routing process. And then, addition to supporting some of the legacy, 911 networks. You know, legacy. Selective routers are a big one that come to mind

Eric Shreve: ensuring all that has a coordinated effort and can coordinate through the ez net and route the call to the correct location.

Eric Shreve: And just a little background information about the Arizona. 911 project we've been at this endeavor for about 2 and a half years now. It it definitely has is had its successes as well as challenge. Pain points but overall, I would say it's been a very impactful project given that we've been able to coordinate with entities ranging from locals tribes, federal, DOD installations just kind of large gambit of stakeholders that we coordinate with to make this all reality. And then, like, I said in the previous slide.

Eric Shreve: leveraging and building those partnerships and relationships with entities that are already using the data. In a data supply chain fashion, leveraging those partnerships as well as partnerships with our private vendors. Our private sector vendors. In ensuring that we have the best best practice best standards as far as implementing the GIS workflow for the State of Arizona next slide.

So just

Eric Shreve: brief background about me. So I work for the Arizona State number one program like Robert alluded to. We, we have a growing team. And we we look to really push the next generation 9 11 concept, though, in in addition to other concepts such as trainings, but standards, and then just kind of the overall effort of public safety awareness as it relates to it. And I'll kick it over to Jenna.

Jenna Leveille: Thanks, Eric. Good! I guess it's good afternoon, everyone. In Arizona it's still Good morning.

Jenna Leveille: It's this is one of my favorite topics. In Arizona. We are very much grassroots for collaboration with geospatial as Eric said, the heavy lift of implementing NG911 is really been the last 2 and a half or 3 years. But I think it's really important to understand the landscape that that set that up for success.

Jenna Leveille: So I work for the Arizona State Land Department.

Jenna Leveille: and statutorily, we are required. To coordinate geospatial data for the State. Anything that is statewide. It's it's my responsibility to make sure that attention is paid. So 9 11 falls under that

Jenna Leveille: part of the mechanism, for that is the Arizona Geographic Information Council. And again, that's that's a

Jenna Leveille: governor appointed board that sits

Jenna Leveille: It sits under State land in statute. It's really meant as an advisory board there. It's quite large. There are 35 representatives from all different jurisdictions that help guide our activities.

Jenna Leveille: In regards to next gen 9 1 1. The discussion really started, probably more than 10 years ago under the council under AGIC. We have committees and work groups, and Next Gen 9, 1 1 committee was stood up pretty quickly after the the concept



















move their crash off the roadway and find out where it got moved to.

Jennifer Kirkland: That saves responders from ever going out into live traffic at all and save quick clearance from the roadway, helps prevent secondary crashes, and it saves responders, lives, and also the motoring public lives. They're not out on the road. Hopefully, not a target for a secondary crash.

Jennifer Kirkland: This also safe and quick clearance.

Jennifer Kirkland: can be affected in the 9, 1 one center by responding quickly to toe requests and other resources. So the more prepared you are to respond to those toe requests to respond to those. I need this out there. I need that resource out there, the more that you contribute to safe and quick clearance.

Jennifer Kirkland: and we'll go to the next slide, please.

Jennifer Kirkland: The Third National 10 Principles is prompt, reliable, interoperable communications, and this is another place where 9, 1 one professionals really shine. You is in charge of the radio and the the frequencies or the talk groups that are being used. 9, 1 one professionals being in charge of onseen communications and facilitating communications with other partners. I know most places in Colorado. If it's on an interstate, they're gonna interface with the Colorado State Patrol.

Jennifer Kirkland: You have your own interoperability with your own neighboring agencies in your State and in your jurisdiction, but facilitating those communications with other partners. Helps facilitate prompt, reliable, interoperable communications. CAD to CAD is another way that that might happen, and communicating with the public again, we're talking about variable message signs.

Jennifer Kirkland: emergency notification system. So if you have like ever bridge or code red, and you're sending out information to the public about. Well, there's a crash here, avoid the area and other map apps. So really, traffic incident management starts in the piece app, and it starts with the 9 1 one professional

Jennifer Kirkland: next slide, please.

Jennifer Kirkland: So we have some resources for you. Obviously, you're like, well, where can I get training for this. And there are national resources to train 9, 1, one professionals in track incident management. There are online options. And this website at the Federal highway administration website has training options for both online cause I know it's hard for 9, 1 one professionals to get out to training sometimes.

Jennifer Kirkland: But that's an online option that you have. There's also instructure led options, both online and in person. If you have the opportunity to go to an in person traffic incident management class. I highly recommend it.

Jennifer Kirkland: It's a 4 h class. It's experiential. So they usually set up a tabletop, and they have matchbox cars and trucks and a little roadway, and they teach you all about apparatus, placement, and what the field responders are thinking when they show up to a scene, and how they apply traffic, incident, management. And again.

Jennifer Kirkland: you don't get to play in traffic. But knowing what they're thinking about as they set up on their crash scenes, can really help you keep them safe. At the very beginning of an incident, when the 9 1 one call comes in, or when the Psap gets notified of the crash.

Jennifer Kirkland: If you want to read more about the National Roadway Safety Strategy, the website is there, and I highly encourage you to check that out next slide, please.

Jennifer Kirkland: And finally, you have some action items. So I highly encourage you, no matter what

level you are in your com center to find out if you have a local traffic incident management team traffic incident management is nationwide and chances are there is a traffic incident management team in your area, either headed up by maybe the State patrol in your area, or a different traffic entity or law enforcement and

Jennifer Kirkland: entity that you have, or maybe your emergency manager. Is in charge of your local Tim team.

Jennifer Kirkland: but if you have one, I highly encourage you to ensure that your consenter is representative in those Tim team meetings. collaboration with field responders and emergency managers can help apply those tim principals. They also do things like after action reports and collaboration on upcoming incidents as well.

Jennifer Kirkland: I also encourage you to. If you are a leader in your Psap, I encourage you to train your Psat personnel and traffic incident management. As I pointed out, there are free options, but I highly recommend

Jennifer Kirkland: providing this valuable training to your 9 1 one professionals, and if you are line level. Then I encourage you to ask your leadership about trapped incident management training, because quick clearance really does start in the peace app and you have a fantastic opportunity to help ensure the safety of your first responders through traffic incident, management.

Jennifer Kirkland: and finally, I encourage you to align your call, taking protocols with traffic, consent and management practices, as I showed earlier. There are a couple of very simple questions that you can ask to help ensure your safety of your responders once they get on scene. So whatever protocol you're using, or if you have homegrown protocols.

Jennifer Kirkland: I just encourage you to align your call taking protocols with those Tim practices, so that you can be practicing quick clearance and reliable communications right at the start of your crash incidents

Jennifer Kirkland: next slide, please.

Jennifer Kirkland: and that's what I have on traffic incident management, and I am looking forward to your question. Thank you so much for having me.

Brian Tegtmeyer: Thanks, Jennifer. Great presentation. There we do have a variety of questions for you. I'm gonna start with the first one and I think you sort of covered it with the action items. But do you have a list of dispatch? Best practices for 10?

Jennifer Kirkland: Yes, there is. There are some involved with the trim, the Tim training itself. But we could definitely put together a list of best practices again, a lot of times.

Jennifer Kirkland: Webinars like this, or

Jennifer Kirkland: kind of adjacent training, or the first time that call centers are hearing about traffic incident management. So we could definitely put together a list of best practices for Ps apps for Tim's.

Brian Tegtmeyer: yeah, that would be great. And I think we can share that on. Cov we've

Brian Tegtmeyer: we? Obviously the the national 9 programs. Home is nits of the National Highway Transportation Safety Administration. So we have a a great interest in improving 9 one's impact on

Brian Tegtmeyer: traffic safety. So our next question is.

Brian Tegtmeyer: in Arizona we have State Highway Patrol Personnel working from within the State

Department and Transportation Operation Center. They monitor cameras and relay information between State Dps and dot personnel and enhance public information sharing. Is this done in Colorado as well? And has it been successful?

Jennifer Kirkland: We do have, well, obviously, in Colorado. It's Cdot and Cdot has a camera network that is monitored cdot in Colorado is actually working on becoming a hub for CAD to CAD operations. So I think that they they have big plans for becoming that information

Jennifer Kirkland: hub and getting information out in the absence of CAD to CAD right now they do have a network of information sharing through text messaging and through app management. So I think any information that you can get out there as far as traffic management. And what's going on in the roadways is helpful. And I'm glad to hear that Arizona has such a robust system.

Brian Tegtmeyer: Yeah, that's great. Our our next question is, do 911 professionals instruct lay person callers on measures to ensure they're not at risk of being struck by and generating a secondary crash.

Jennifer Kirkland: That's a great question, and I think that it depends on your protocols. If you are using a national protocol system such as iaed or appco. I haven't looked at power phones lately, but I know that they have instructions for care for callers. To keep themselves safe on the roadways

Jennifer Kirkland: in the absence of structured protocols. I think that's definitely something that psats can and should build into their protocols. Obviously under direction for

Jennifer Kirkland: for your your law, your lawyers to look over. But you wanna like basic directions, such as if you can't move your crash. Stay in your vehicle with your seat belt on is a measure of care to keep the the public safe.

Jennifer Kirkland: and that are involved in a crash, or if they can't get back in their vehicle, or, if it's not safe to do so, getting off the roadway and into the median, or off to the side of the road and behind a guardrail. Those are all things that you can instruct your callers to take measures to protect their safety, to keep them out of traffic.

Jennifer Kirkland: Obviously moving their crash. If you have such a law, or if they can, out of the roadway to an off ramp or a parking lot, that's gonna keep them the most safe, because then they're out of the traffic in the first place.

Brian Tegtmeyer: Oh, that's great. Thanks. We have a question about whether the recordings be available for distribution. Yes, we will post recordings and slides on 9 one dot Cov that usually takes a couple of weeks for us to get that done. And then.

Brian Tegtmeyer: so far, I think your last question is, Jennifer. It says, I serve on the Arizona Tim coalition, and we're involved in Edc, 7. Technologies, initiative, one initiatives is the use of drones in Tim sees the question is, what role will 9 one professionals have in use interactions with a launch drone at a highway crash incident.

Jennifer Kirkland: Man, that's a great question and definitely falls under future technologies. I think that's going to be different for each jurisdiction and psap. I know that there's an agency in California that is really standing up there. Drone program.

Jennifer Kirkland: And some of those drones get launched from the Ps app. There's a lot of faa regulations surrounding drones, and how far they can fly, and whether or not they have to be within sight of the operator. But I think that drone usage on crash scenes is a fantastic way to use technologies to keep responders safe.

Jennifer Kirkland: The other technology that we didn't really talk about. But is definitely out. There is video to 9 1 one. So if your agency takes video to 9, 1 one having that video available, even if the 9 1 one professional doesn't look at it. But being pushed out to the field responders that can help tell that

story and paint that picture of the crash scene before they even get there, so that they can set up their apparatus or design their crash scene response in such a way that is safe.

Jennifer Kirkland: Drone pictures could do it. Highway cameras can help with that video to 911 can help with that. I think that the the next 5 years, in terms of drone development and usage and video to 9, 1 one usage are going to see some great advancements in terms of traffic incident, management, and how we keep our our public and our responders safe.

Brian Tegtmeyer: Yeah, I would agree. That's great. Well, thank you, Jennifer, that's all the questions we have for you today. A very informative session. So, thanks again to all of our speakers today. And this will conclude our webinar. We appreciate everyone's participation. And, as mentioned in archive version of today's webinar will be available on 9 one.gov. Soon. The next webinar we have scheduled for Tuesday, January ninth, 2024.

Brian Tegtmeyer: We'll be posting the Webinars topic and speakers soon. We hope you all will be able to join us. Thank you, and have a great day.