

State of 911

Webinar Series

State of 911 Webinar FAQ: CAD Interoperability - Plans for Connectivity and Data Sharing & Changing the Way We Hire

September 12, 2023

The following answers are provided by:

- Kate Elkins, EMS/911 Specialist, NHTSA Office of EMS & National 911 Program
- Michael Brewer, Deputy Director, Jefferson County CO Communications Center Authority “Jeffcom 911”
- Jackie Mines, Senior Communications Consultant, Mission Critical Partners
- Heather McGaffin, Director, Washington DC Office of Unified Communications
- Anna Noakes, Public Information Officer, Washington DC Office of Unified Communications

For CAD-to-CAD Interoperability Session:

If grant funding is not available, how is your solution funded year-to-year?

We have this built into our technology budget, which is authorized by our board of directors annually. The cost for integration into the Unify Hub is dependent on ECC seat number, plus an annual fee (which the hub is essentially a Software as a Service).

I think the "sell" is the force multiplier CAD interoperability creates, which can offset personnel costs, e.g., annual fee is \$50K, a newly hired ECS is \$62K + Benefits + Training costs =>\$100K.

Did you have to create all surrounding agency's units/resources in all foreign CADs?

No. This is resolved through a "translation" service in the hub and agency agreements, e.g., MVA in our jurisdiction requires a specific response and will pull those closest to meet that criteria; what the assets are called in our CAD will be translated to the appropriate corresponding asset in the other agency's CAD and pull it if it's closest to the incident.

Does the SS4 Grant cover new CAD or only CAD to CAD Interoperability?

I was only looking at C2C; you have to see how it aligns with the USDOT goal of zero deaths, so we argued that C2C would reduce response times b/c we spend so much time transferring calls to State Patrol. I believe the DOT SMART grant has the same objectives but is more aligned with 'technology' projects.

For Changing the Way We Hire Session:

Do any of the local High Schools offer courses to Certify their students in APCO or NENA's Basic PST Training course?

We do not currently offer these courses, but we are working with DC Public Schools to integrate this type of training and program.

How do you address the confidentiality we have to maintain with minors who are still in school?

We don't really have an issue with this; minors are here with parental permission, and we ask both the minor and the parent to hold confidential the things they hear in the center.

Is it too early to understand if adopting Prospect Day is benefiting your retention rates?

We had to strengthen our training program to make sure it was steadfast before we started Prospect Day. We also had to ensure we had well-trained and certified Communications Training Officers for on-the-job training. I would say that you need to make sure you have the infrastructure in place to sustain the larger-than-normal training class sizes. We typically had training classes of approximately 10; with Prospect Day, we more than doubled that, so we needed to make sure we could accommodate that with materials, resources, etc.

Heather's email? My agency may be interested in shadowing a Prospect Day.

Please come shadow – reach out to us by emailing us at ouc@dc.gov and let us know that you want to shadow and how many people you would bring (we'd like to limit it to 2-3 people per agency).