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State of 911

Webinar Series

Enhancing 911 Operations & Technology for Safer Streets

NHTSA National 911 Program

January 21, 2025

911.gov

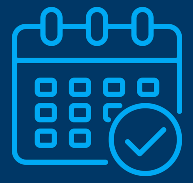
STATE OF 911 WEBINAR SERIES

VARIETY OF TOPICS

Provides useful information to the 911 community on the advancement of 911.

EXPERIENCE

Brings Federal, State and local leaders to you!



REGISTER

Held every other month with opportunity for Q&A.
Closed captioning is available.

FEEDBACK & QUESTIONS

nhtsa.national911@dot.gov

911.GOV RESOURCE: DOCS & TOOLS

Categories

- All
- Governance
- Historical Documents
- Management
- National 911 Program
- Operations
- Post-Crash Care
- Standards and Best Practices
- Technical

Sort By

- Title
- Publish Date

911.gov Docs & Tools

Have a resource you'd like to share with the community? **Click here to share**

Search Documents & Tools

302 results

NSGIC Addresses for the Nation - Pathways from Restricted Data to Open Data

This white paper describes how three states—Arizona, Kansas and Kentucky—overcame policies in place that restrict data from being shared publicly to become NAD partners.

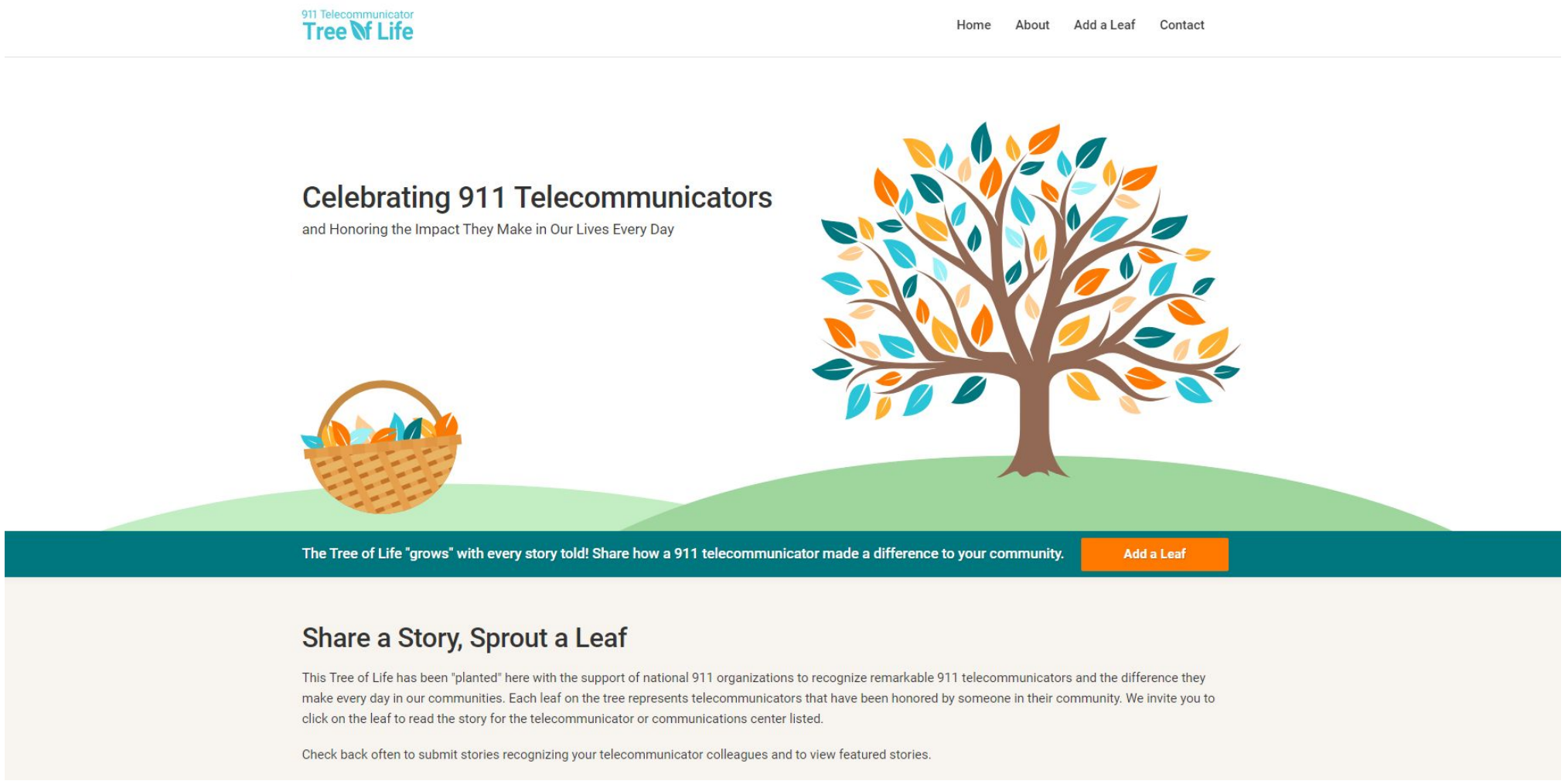
Jun 7, 2023 / Technical / GIS / National 911 Program / Additional Resources

What Is a Safe System Approach?

This webpage explains the principles and objectives of the U.S. Department of Transportation's Safe System Approach.

Jun 7, 2023 / Post-Crash Care / National 911 Program / Additional Resources

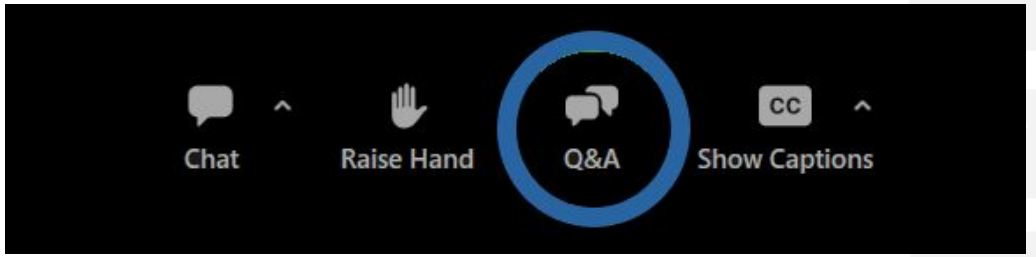
NATIONAL TELECOMMUNICATOR TREE OF LIFE

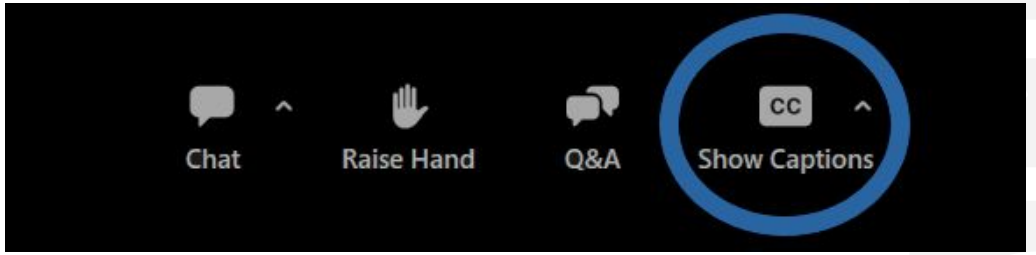


ZOOM FUNCTIONS

This webinar will utilize three features in the Zoom Meeting controls.

- “Raise Hand” - Use this feature to ask your question live. You will be called upon and unmuted
- “Q&A” - Use this feature to submit your question virtually in a pop-up window/chat box
- “Show Captions” - Use this feature to turn on closed captions at any point during the webinar





ENHANCING 911 OPERATIONS:

The Role of 911 in Highway Safety

THE 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)

THE SAFE SYSTEM APPROACH

Safer Speeds

911 centers are an integral part of the enforcement of speed and traffic laws by dispatching and recording law enforcement actions.

Safer Vehicles

Automatic Crash Notification/Advanced Automatic Crash Notification (ACN/AACN) systems connect 911 centers and transmit critical data through telemetry.

Post-Crash Care

Post-crash care begins with a call to 911. Telecommunicators must work with the caller to identify the location, nature and severity of the crash and dispatch help.

911 is the first, critical step in the life-saving system of care on the roadways.

EMERGENCY RESPONSE TO CRASHES

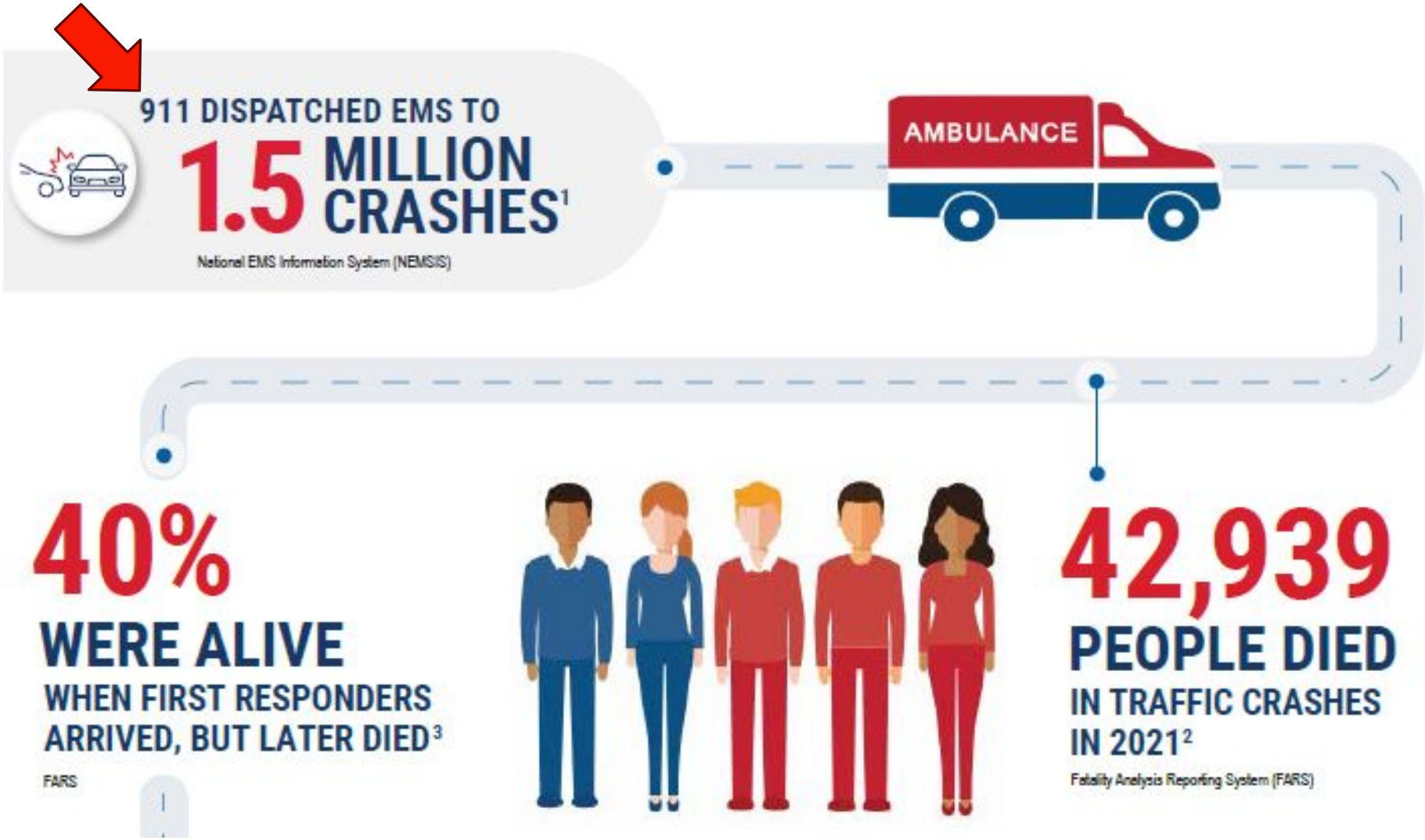
Every year there are approximately **13 million** motor-vehicle crashes.[2]

911 dispatches law enforcement to **6 million** crashes annually.[2]

911 dispatches EMS to **1.5 million** crashes.[3]

PROBLEM IDENTIFICATION

911.gov

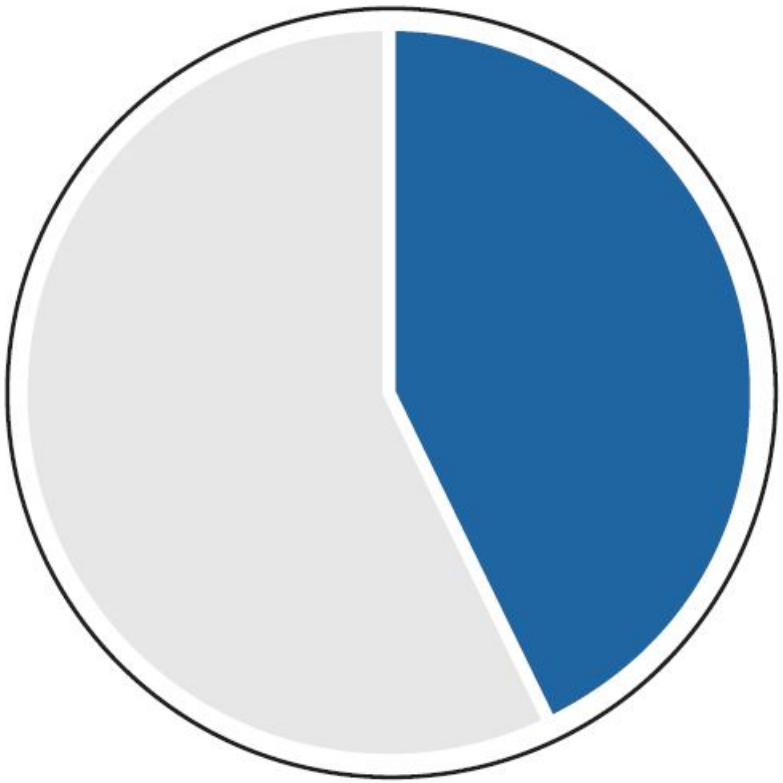


NATIONAL TRAFFIC INCIDENT MANAGEMENT

- **FREE** online training for responders provided by the Federal Highway Administration (FHWA)

- Effective Traffic Incident Management (TIM):
  - Reduces the duration and impacts of traffic incidents
  - Improves the safety of emergency responders
  - Reduces the frequency of secondary crashes

UTILIZATION OF PROTOCOL SYSTEMS



43%

of PSAPs provide Emergency Medical Dispatch (EMD) and follow a specific protocol

911'S ROLE IN HIGHWAY SAFETY

Operations

- Call Taking Protocols
- Traffic Incident Management (TIM) Training
- Minimum Training Guidelines

Geographic Information Systems

- NG911 Compliant
- Better location information
- Identification of jurisdictional boundaries

Data

- Data uniformity
- Automated collection
- Operational data
- Technical data
- Administrative data

Interoperability

- CAD to CAD
- 911 call transfers between jurisdictions on local, state, national level
- Standards conformance and interoperability

911 & Highway Safety Collaboration

Q&A

Use Q&A function for Live Responses.

TECHNOLOGY FOR SAFER STREETS:

Utilizing Waze Data in 911 Center Operations

State of 9-1-1

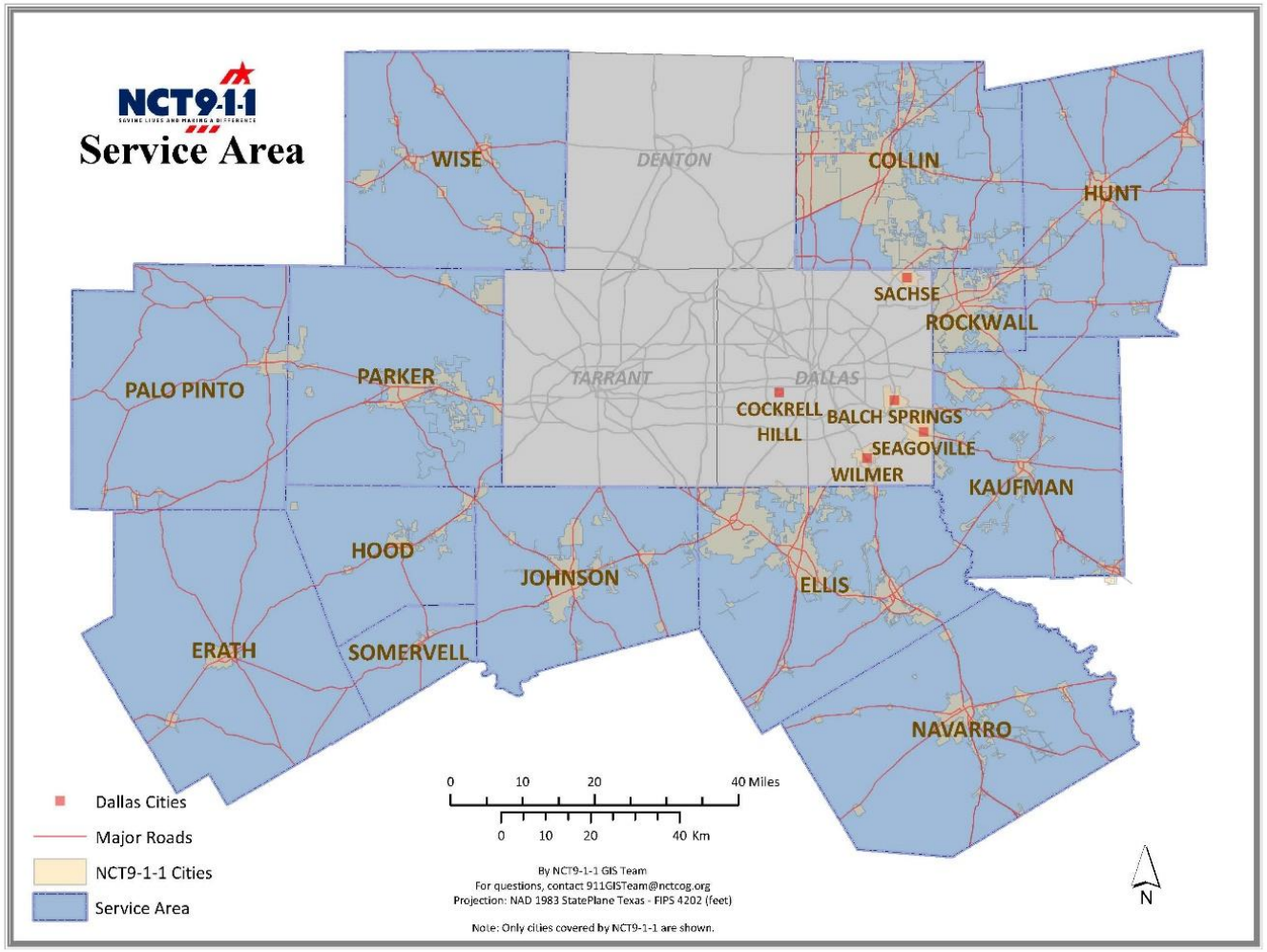
North Central Texas Emergency Communications District

Agenda

- Introduction to NCT9-1-1
- NCT9-1-1 Traffic and Navigation Technology
- NCTCOG 511
- Connect with NCT9-1-1
- Questions

Who We Serve

- 14 counties surrounding the Dallas/Fort Worth Metroplex
  - 156 cities
- 40 plus Emergency Communications Centers
- 9,907 plus square miles in region
- Population in NCT9-1-1 Program:
  - 2.098 million

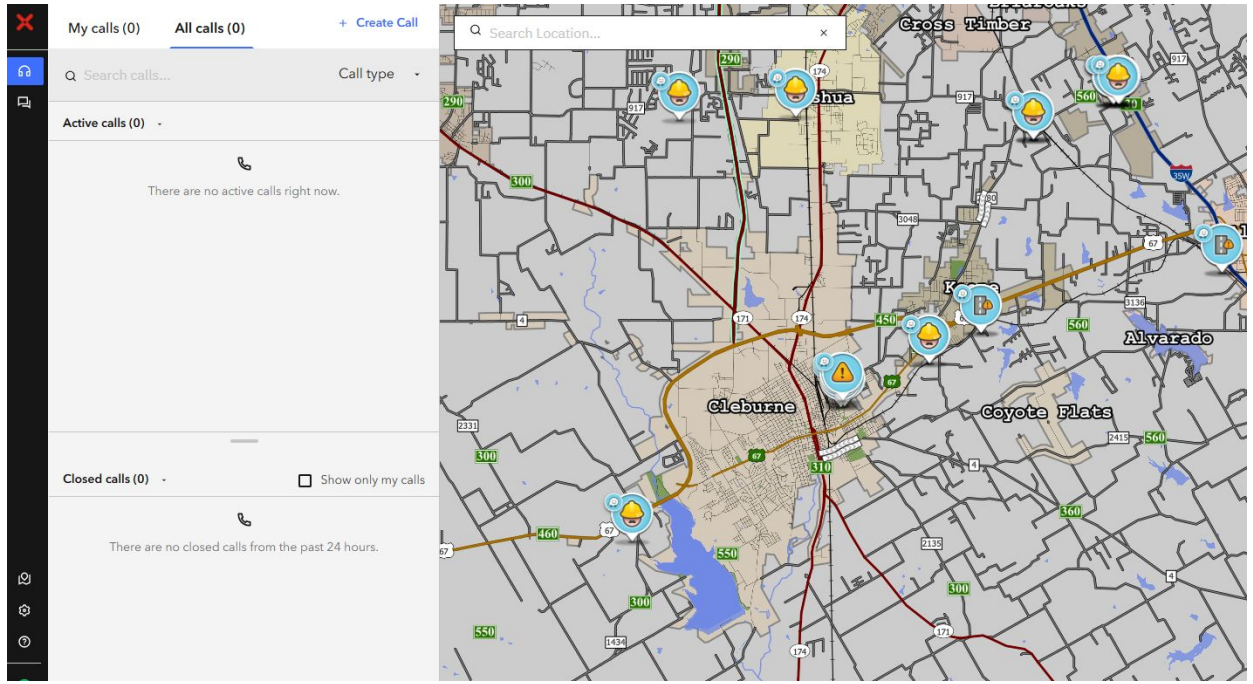

Service Area
WISE
DENTON
COLLIN
HUNT
SACHSE
ROCKWALL
PALO PINTO
PARKER
TARRANT
DALLAS
COCKRELL HILL
BALCH SPRINGS
SEAGOVILLE
WILMER
KAUFMAN
HOOD
JOHNSON
ELLIS
ERATH
SOMERVELL
NAVARRO
Dallas Cities
Major Roads
NCT9-1-1 Cities
Service Area
0 10 20 40 Miles
0 10 20 40 Km
By NCT9-1-1 GIS Team
For questions, contact 911GISTeam@nctcog.org
Projection: NAD 1983 StatePlane Texas - FIPS 4202 (feet)
Note: Only cities covered by NCT9-1-1 are shown.
N

Our System

- Enhanced 9-1-1 since 1991
- Wireless Phase II, VoIP Pre-i2
- Text-to-9-1-1
- Enhanced Wireless Location
- Cloud based Dispatch Mapping
- Real Time Text (RTT)
- Cloud based Data Analytics

NCT9-1-1 Traffic and Navigation Technology

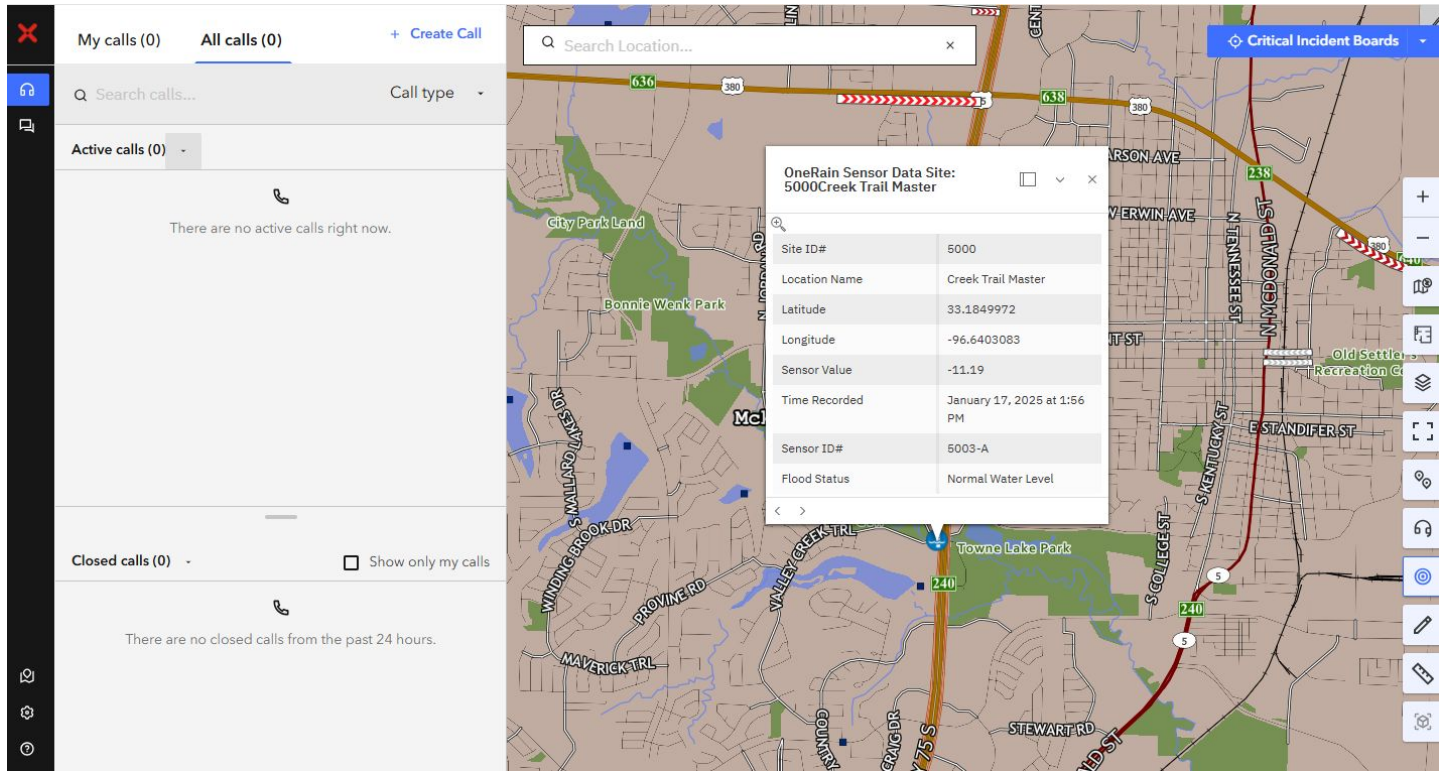
- 2019 Waze integration
  - Early Adopters: First 9-1-1 integration[1]
  - Waze for Cities partner
  - Filtered events to reduce “noise”



[1]https://dallasinnovates.com/how-north-texas-dispatchers-tapped-waze-data-to-speed-9-1-1-response-times/

NCT9-1-1 Traffic and Navigation Technology

- Dynamic Low Water Sensor Technology



NCT9-1-1 Traffic and Navigation Technology

- Vehicle Telematics

Location timeline | Additional data | SMS chat

Source: OnStar 866-866-5006

Interaction id
2208471968
Copy

Vehicle information

Color Black	Make Chevrolet
Model Bolt	Model year 2022
Vehicle propulsion type Electric	Autonomous indicator

Crash details

Multiple impacts indicator Yes	Severe injury indicator High
Vehicle direction of impact Driver	

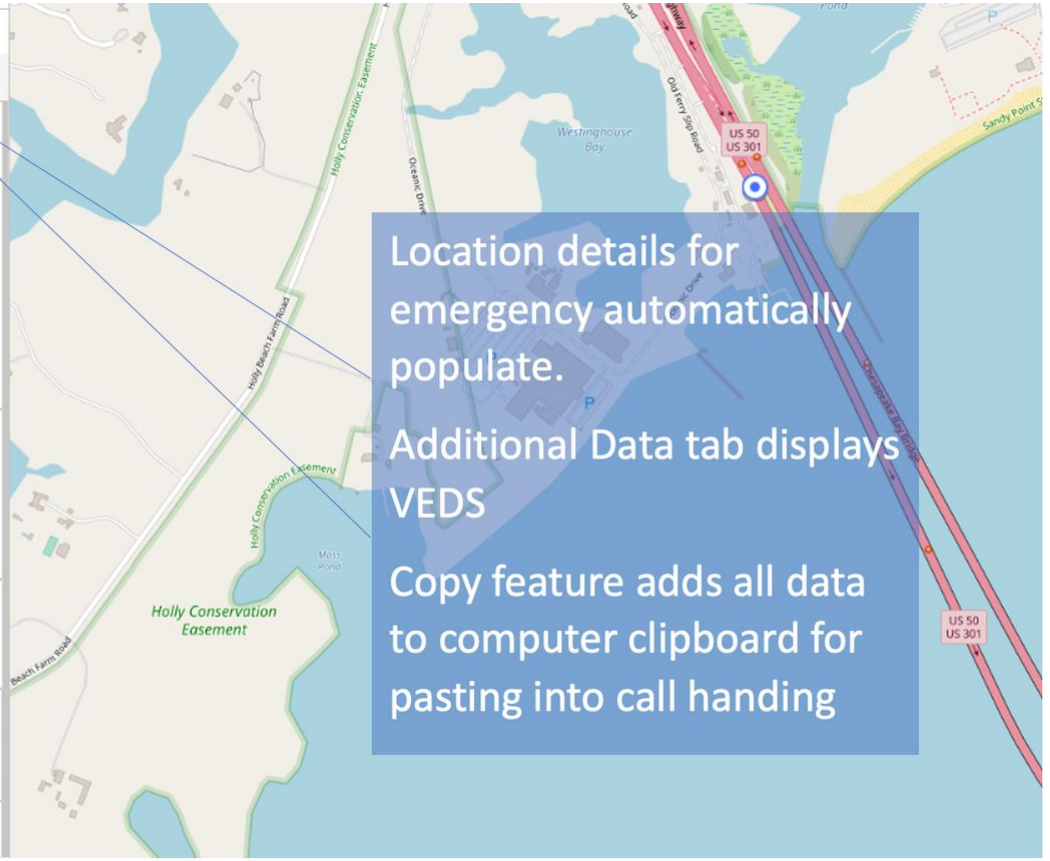
Airbags

Airbag deployed Front	Airbag deployed Left Side

Seats 1

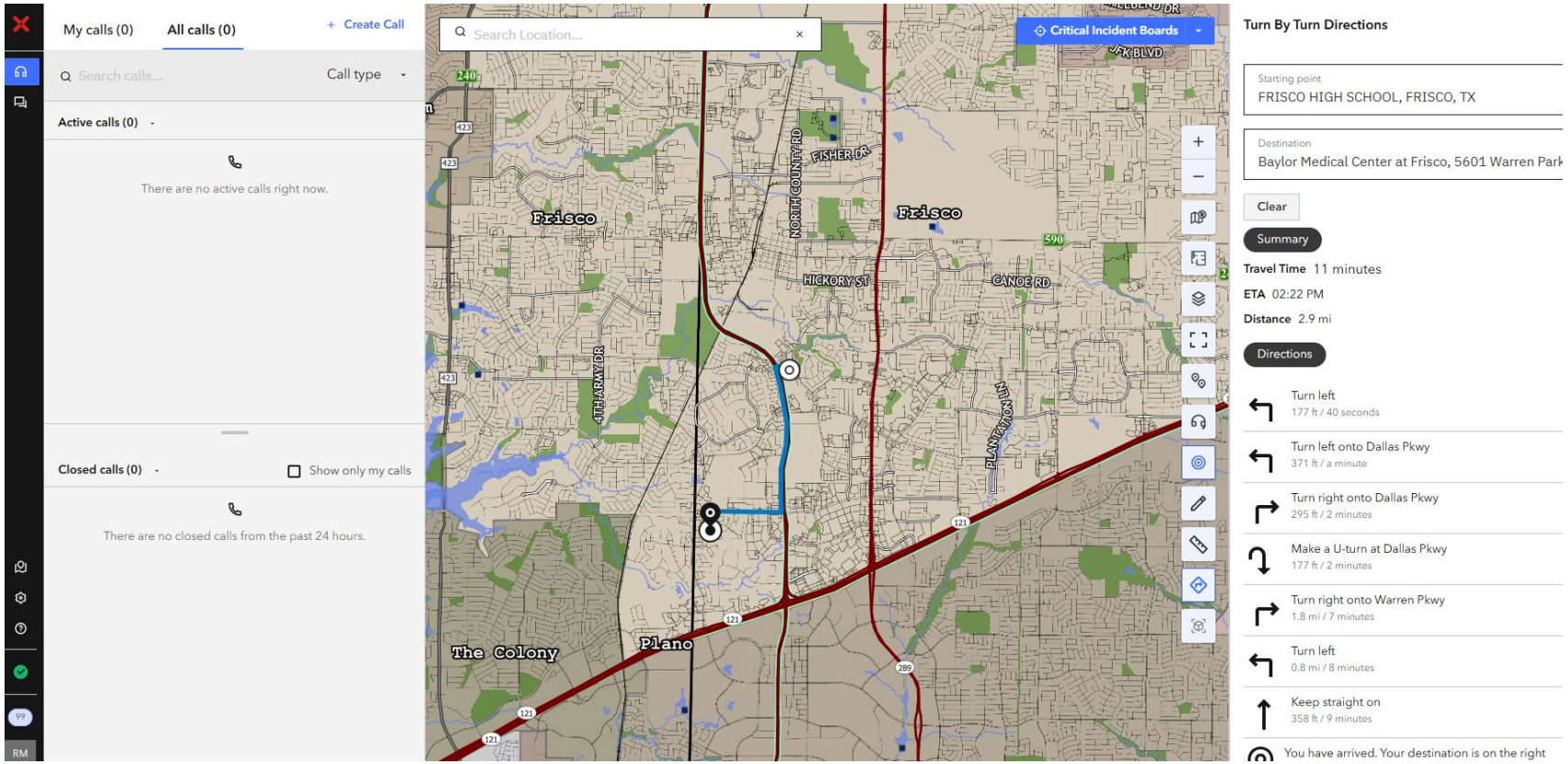
Crash indicator Yes	Seat location FrontLeft

Seats 2



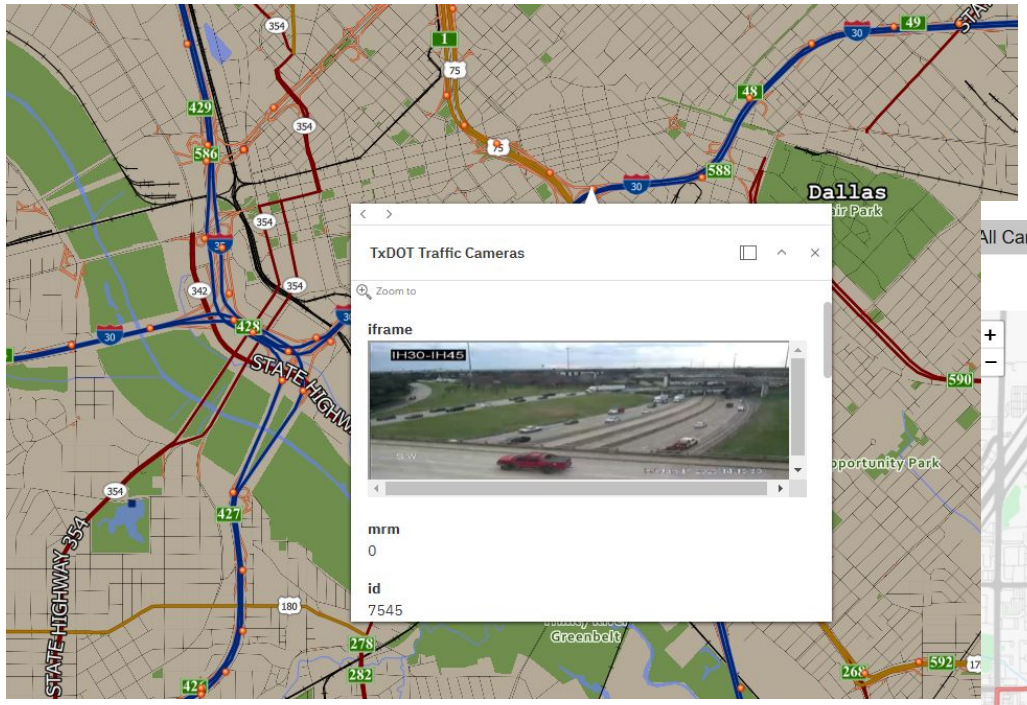
NCT9-1-1 Traffic and Navigation Technology

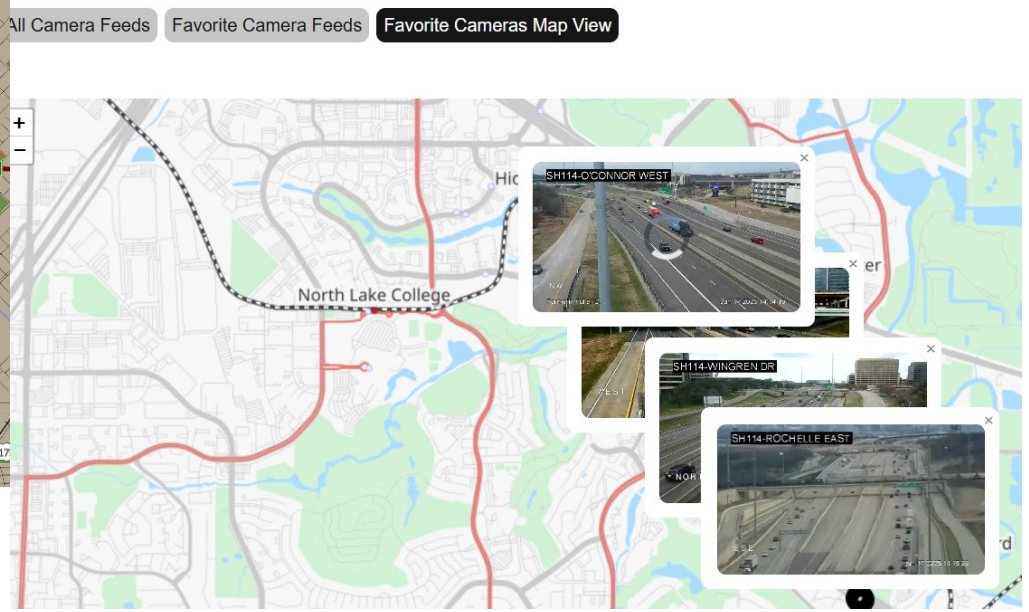
- Built in navigation



NCT9-1-1 Traffic and Navigation Technology

- Live Traffic Cameras





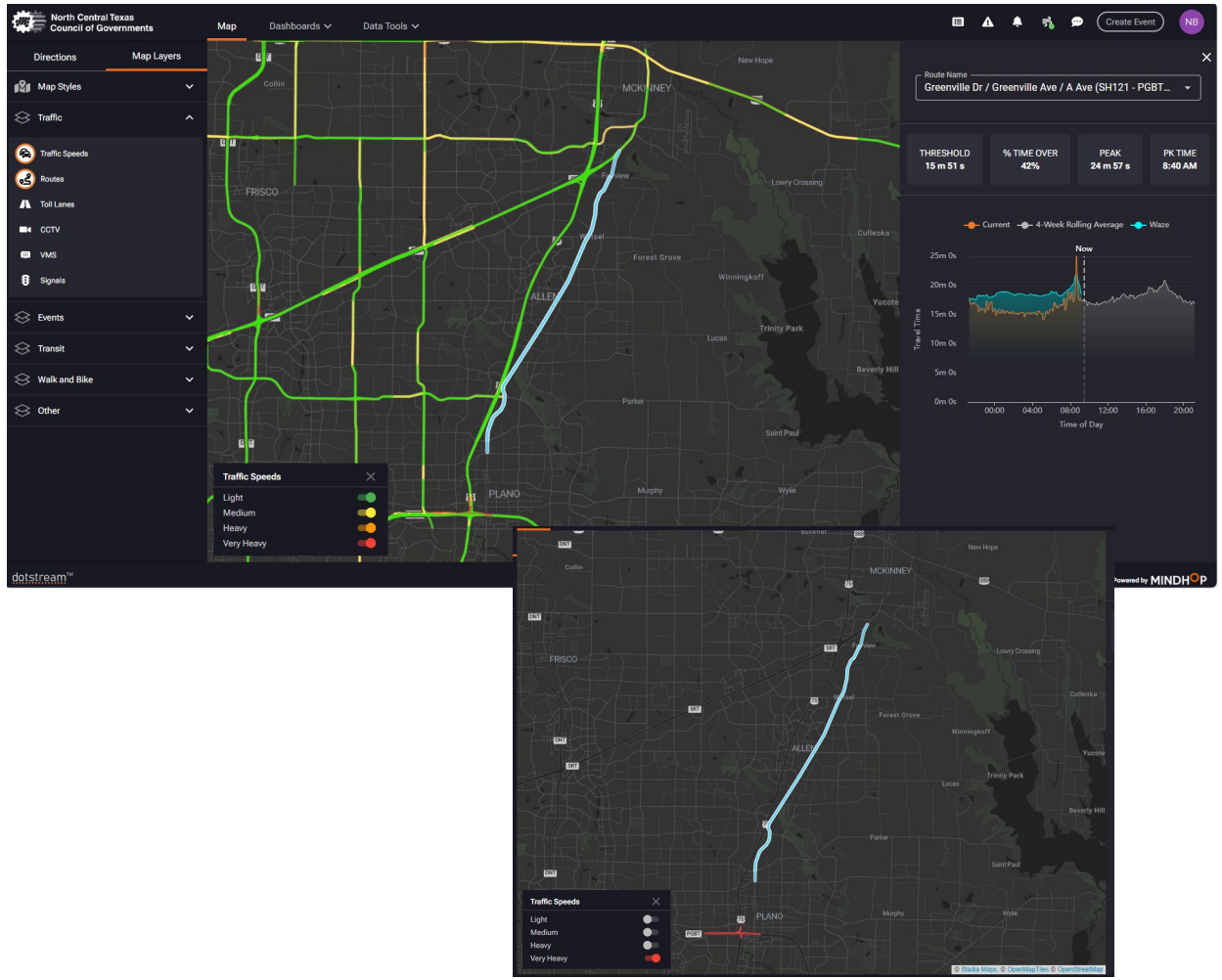
NCTCOG Transportation 511

511DFW Software as a Service (SaaS) Solution

Regional transportation data integration for operations, planning, and executive decision-making activities.

A Public Website, Mobile Application, Interactive Voice Recognition (IVR) system, and a Regional Data Portal.

NCTCOG Transportation 511

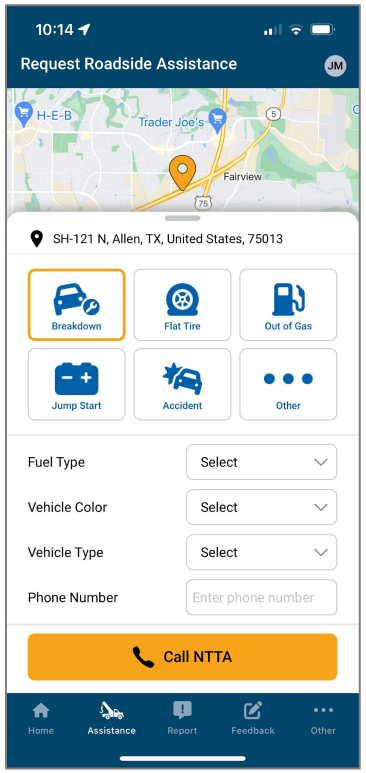


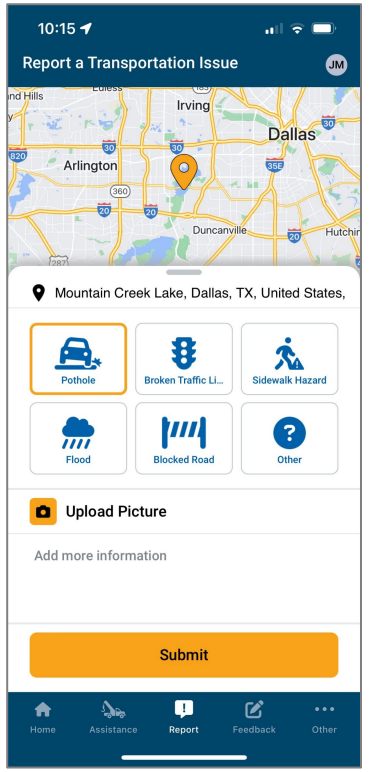
Map Layers

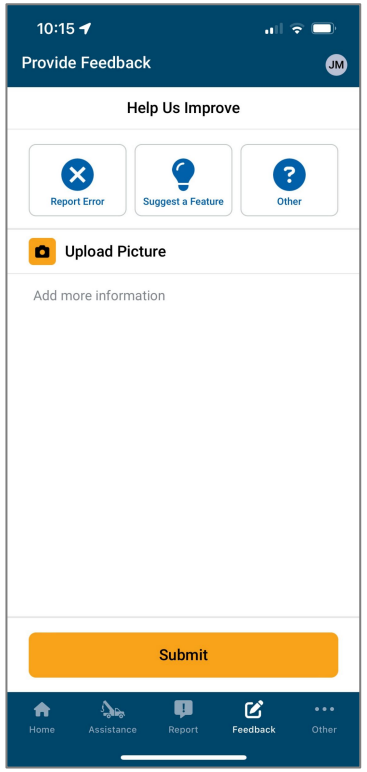
- Traffic
  - Traffic Speeds
  - Routes
  - Toll Lanes
  - CCTV Cameras
  - VMS Signs
  - Signals
- Events
  - Incidents
  - Transit Service Disruption
  - Construction
  - Planned Construction
  - Special Events
  - Planned Special Events
  - Waze
- Transit
  - DART
  - DCTA
  - Trinity Metro
- Walk and Bike
  - Walk/Bike Paths
  - Bike Lanes
- Other
  - Roadside Assistance
  - EV Charging Stations
  - Weather Conditions
  - Truck Routes
  - Mile Markers

NCTCOG Transportation 511

- iOS and Android
- Multi-language: English and Spanish
- Features
  - Roadside Assistance
  - Report Transportation Issue
  - Provide Feedback
  - Access to Other Regional Apps







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- Linkedin.com/company/NCT911
- NCT911.org/latest-news
- For questions, contact Christy Williams: CWilliams@NCT911.org.

Q&A

Use Q&A function for Live Responses.

UPCOMING WEBINARS

March/April 2025
12:00PM ET

July 2025
12:00PM ET

Register & Watch
Previous Recordings

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