State of 911 Webinar Series

• Designed to provide useful information about federal and state participation in the planning, design, and implementation of Next Generation 911 (NG911), coupled with real experiences from leaders overseeing these transitions throughout the country

• Webinars are typically held every other month and include presentations from a federal-level 911 stakeholder and state-level 911 stakeholder, each followed by a 10-minute Q&A period

• **For closed captioning,** hover at the bottom of the Zoom screen for meeting controls, then click **cc** to start viewing closed captioning

• For more information on future webinars, to access archived recordings and to learn more about the National 911 Program, please visit [911.gov](http://911.gov)

• Feedback or questions can be sent to: [National911Team@MissionCriticalPartners.com](mailto:National911Team@MissionCriticalPartners.com)
To review the featured documents and tools, first select a category. Then, you can view the resources and their descriptions, and download them for later use.

2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials

September 29, 2015

In 2014, the Department of Homeland Security (DHS) Office of Emergency Communications (OEC) released the National Emergency Communications Plan (NECP) with the emphasis on enhancing decision-making, coordination, and planning for emergency communications through strong governance structures. The 2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials (Governance Guide) was developed to address Goal One in the NECP, governance and leadership.

49 CFR 18.24

FCC rules on optimizing the delivery and processing of enhanced wireless Phase II features and functions to PSAPs

December 14, 2009

911 and Emergency Management Best Practices for Coordination and Collaboration

This document has been developed to address the growing need for 911 and emergency management agencies to improve their ability to collaborate and cooperate before, during, and after disasters or widespread emergencies.
Celebrating 911 Telecommunicators

and Honoring the Impact They Make in Our Lives Every Day

196
Number of Telecommunicators Honored

The Tree of Life "grows" with every story told! Share how a 911 telecommunicator made a difference to your community.

Share a Story, Sprout a Leaf

This Tree of Life has been "planted" here with the support of national 911 organizations to recognize remarkable 911 telecommunicators and the difference they make every day in our communities. Each leaf on the tree represents telecommunicators that have been honored by someone in their community.

Check back often to submit stories recognizing your telecommunicator colleagues and to view featured stories.
Questions

The “Q&A” feature is in the meeting controls that will display when hovering at the bottom of the Zoom screen.

Once clicked, a new pop-up window/chat box will open to navigate the Q&A functions.

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 question.
New Infrastructure Resources Can Support 911 System Improvement
Nanda Srinivasan
NHTSA Associate Administrator, Research and Program Development
“U.S. DOT is committed to taking action within its scope and statutory responsibilities to make advances in survivability through the delivery of equitable and impartial post-crash care, including EMS and 911... The Department will continue to support intergovernmental efforts to transition to next generation 911 systems across the Nation”
The Foundation at U.S. DOT: Safety

**Mission:** To ensure our Nation has the safest, most equitable, reliable, and modern transportation system in the world to increase economic strength, improve climate outcomes, and build global competitiveness for the American people.
Our Vision

• **Zero** is the only acceptable number of deaths on our highways, roads, and streets.

• The United States Department of Transportation is committed to taking substantial, comprehensive action to significantly reduce serious and fatal injuries on the Nation’s roadways.

• At USDOT, we support all efforts to achieve **zero**.
National Roadway Safety Strategy

U.S. DOT’s comprehensive approach to significantly reducing serious injuries and deaths on our Nation’s highways, roads, and streets.

- Sets a Department-wide vision and goal
- Adopts the Safe System Approach
- Identifies new priority actions and notable changes to existing practices
- Leverages new funding and policies in the Bipartisan Infrastructure Law to bring this strategy to life
- Advances equity and climate goals
- Calls others to action
The USDOT adopts the **Safe System Approach**

**Principles**
- Deaths and serious injuries are unacceptable
- Humans make mistakes
- Humans are vulnerable
- Responsibility is shared
- Safety is proactive
- Redundancy is critical
We Have a National Roadway Safety Problem

Roadway fatalities and the fatality rate declined consistently for 30 years... but progress has stalled over the last decade...

Source: Fatality Analysis Reporting System
The Objectives

- Safer People
- Safer Roads
- Safer Vehicles
- Safer Speeds
- Post-Crash Care
Kate Elkins, MPH, CPH, NRP, CHES
NHTSA EMS/911 Specialist
National Road Safety Strategy: The Safe System Approach

911’s Role in all Five Elements

Safer People
Risky behavior reported to 911 (DUI, reckless/distracted driving)
National Road Safety Strategy: The Safe System Approach

911’s Role in all Five Elements

Safer Roads

Unsafe conditions are reported to 911 (debris, lights, hazards)
National Road Safety Strategy: The Safe System Approach

911’s Role in all Five Elements

Safer Speeds

911 Centers are an integral part of the enforcement of speed and traffic safety by dispatching and recording law enforcement actions.
National Road Safety Strategy: The Safe System Approach

911’s Role in all Five Elements

Safer Vehicles
Advanced Automatic Collision Notifications Systems connect 911 centers and transmit critical data through telemetry
National Road Safety Strategy: The Safe System Approach

911’s Role in all Five Elements

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 accident.
Improving Emergency and Trauma Care Saves Lives

35,092 people died in traffic crashes in the U.S. in 2015.

20% of trauma deaths are preventable with optimal emergency and trauma care.

More than one third of seriously injured crash victims are not taken to a Level I or II Trauma Center.

2 out of 5 were alive when first responders arrived, but later died.

There is a 25% increase in the odds of survival for severely injured patients if treated in a hospital that is a level I or II trauma center.

ems.gov
NHTSA
911.gov
Safe Streets & Roads For All (SS4A) Grants

Funding supports local initiatives like “Toward Zero Deaths” to prevent death & serious injury on roads & streets

- **$5 billion** in appropriated funds over the next 5 years.
- In fiscal year 2022 (FY22), up to **$1 billion** is available.
- Open until September 15, 2022
## Bipartisan Infrastructure Law

<table>
<thead>
<tr>
<th>23 USC 402</th>
<th>23 USC 405</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022 $363,400,000</td>
<td>2022 $336,500,000</td>
</tr>
<tr>
<td>2023 $370,900,000</td>
<td>2023 $346,500,000</td>
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<tr>
<td>2024 $378,400,000</td>
<td>2024 $353,500,000</td>
</tr>
<tr>
<td>2025 $385,900,000</td>
<td>2025 $360,500,000</td>
</tr>
<tr>
<td>2026 $393,400,000</td>
<td>2026 $367,500,000</td>
</tr>
</tbody>
</table>
Bipartisan Infrastructure Law

Supplemental Appropriations (Division J, Title VIII)

<table>
<thead>
<tr>
<th>Amount</th>
<th>Duration</th>
<th>Program Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$750,000,000</td>
<td>over 5 years</td>
<td>Crash data program (Section 24108)</td>
</tr>
<tr>
<td>$548,500,000</td>
<td>over 5 years</td>
<td>Vehicle and behavioral safety research</td>
</tr>
<tr>
<td>$310,000,000</td>
<td>over 5 years</td>
<td>Supplemental highway traffic safety programs</td>
</tr>
<tr>
<td>$100,000,000</td>
<td></td>
<td>Section 402 Grant Program</td>
</tr>
<tr>
<td>$110,000,000</td>
<td></td>
<td>Section 405 Grant Program</td>
</tr>
<tr>
<td>$100,000,000</td>
<td></td>
<td>Grants Administration</td>
</tr>
</tbody>
</table>

“NHTSA is initiating a rulemaking process to implement changes to the Highway Safety Grant Program (the annual formula grants to States) in accordance with the Infrastructure Investment and Jobs Act.

In order to ensure that the broadest possible cross-section of stakeholders is engaged from the onset of the process, NHTSA [published a Request for Comments] and [announced] three public meetings to be held prior to issuing the Notice of Proposed Rulemaking (NPRM).”

www.FederalRegister.gov
‘(4) USE OF GRANT AMOUNTS.—A State may use a grant received under this subsection to make data program improvements to core highway safety databases relating to quantifiable, measurable progress in any significant data program attribute described in paragraph […] including through—

“(A) software or applications to identify, collect, and report data to State and local government agencies, and enter data into State core highway safety databases, including crash, citation or adjudication, driver, emergency medical services or injury surveillance system, roadway, and vehicle data;

“(B) purchasing equipment to improve a process by which data are identified, collated, and reported to State and local government agencies, including technology for use by law enforcement for near-real time, electronic reporting of crash data;

“(C) improving the compatibility and interoperability of the core highway safety databases of the State with national data systems and data systems of other States, including the National EMS Information System;”
About the National 911 Program

Convenes stakeholders to make decisions and take action

Creates and shares resources to help 911 systems and to educate others about NG911

Administers grant funding for improved 911 services
Questions

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Emerging Technology in the ECC: Adapting Workflows to Emerging Technologies
<table>
<thead>
<tr>
<th>Year</th>
<th>Technology Adoption</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>Non-emergency text / pic / video (Zip Whip)</td>
</tr>
<tr>
<td></td>
<td>Mall cameras</td>
</tr>
<tr>
<td></td>
<td>ASAP to PSAP</td>
</tr>
<tr>
<td>2017</td>
<td>Social media (Twitter)</td>
</tr>
<tr>
<td></td>
<td>WAZE (beta)</td>
</tr>
<tr>
<td>2018</td>
<td>Text to 9-1-1 (Comtech)</td>
</tr>
<tr>
<td></td>
<td>Supplemental location (integrated RapidSOS)</td>
</tr>
<tr>
<td></td>
<td>Reverse 9-1-1 (Vesta Alert)</td>
</tr>
<tr>
<td>2019</td>
<td>ADOT traffic cameras</td>
</tr>
<tr>
<td></td>
<td>City traffic cameras</td>
</tr>
<tr>
<td></td>
<td>RapidSOS Portal / Enhanced data</td>
</tr>
<tr>
<td></td>
<td>Livestream video / IM (beta)</td>
</tr>
<tr>
<td></td>
<td>Citizen, Snapchat</td>
</tr>
<tr>
<td>2020</td>
<td>OnSolve / Send Word Now Notifications</td>
</tr>
<tr>
<td></td>
<td>Vigilant LPR</td>
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<tr>
<td></td>
<td>Accurint</td>
</tr>
<tr>
<td></td>
<td>COPLINK</td>
</tr>
<tr>
<td>2021</td>
<td>Livestream video / IM full deploy (911Eye)</td>
</tr>
<tr>
<td></td>
<td>Event cameras</td>
</tr>
<tr>
<td></td>
<td>BWC GPS / livestream (Axon)</td>
</tr>
<tr>
<td></td>
<td>Tactical mapping (CRG)</td>
</tr>
<tr>
<td></td>
<td>GXP OnScene GPS app (CRG)</td>
</tr>
<tr>
<td></td>
<td>EAGL gunshot detection</td>
</tr>
</tbody>
</table>
Technology Goals

- More timely, informed decision making
- Situational awareness
- Real-time information
- Risk management
- Resource allocation
- Quality information
Concerns

- Staffing levels
- Over-taxed employees
- Graphic exposures / PTS
- Different skill sets, tenured employees
- Added liability, risk
- Is it our responsibility?
- Not necessary
- Cost, competing priorities
- Reliability, cybersecurity
- Regional consistency, interoperability

Industry Issues

- Recruitment
- Closure for employees
- Reactive only in the emergency response
- Response times
- Communication barriers
- Call processing efficiencies
- Assumption vs Actual
- Ownership & decision making in prioritization, resource allocation, etc.
Non-Emergency Text / Pic / Video
City Traffic Cameras
Armed Subject Threatening
Theft
Officer Involved Shooting
Livestream Video

• 9-1-1 call reporting friend in another city at an unknown location witnessed a male show up at party threatening to kill people. Livestream link sent to friend, which provided the general location of party and location of friend 2 blocks away.

• Mom received call from daughter who was in a car with a drunk driver. Sent livestream link and used location/IM to communicate. Driver arrested.

• Received text to 9-1-1, but error messages when trying to respond. Called phone, frantic caller: dangerous person trying to get into house. Sent link and communicated via IM. Domestic situation, suspect arrested for outstanding warrants.
Officer Caspergrove chased Smallman through the hotel, out the east exit door, and to the northeast corner of the parking lot. This portion of the parking lot is where Smallman parked the white Prius. Investigators discovered the car inside the Prius, and its license plate reported stolen.

Smallman accelerated the vehicle to approximately 40 miles per hour and while still pursued, Officer Caspergrove fired a single shot and struck Smallman. Then, the Prius crashed into a brick wall along Southgate Drive.

In all, the vehicle traveled approximately 400 feet.
Mapping
Social Media
Multimedia Program

Function

• Proactive support of ECC operations
• Centralize technology assignment
• Specialized approach to supplemental technology
• Creative problem solving

Structure

• No designated job classification
• Volunteer working group
• Rotate through position
• Additional training and technology access
• Document successes
Lessons Learned

• Know the “WHY” – short and long term
• Policy is good, but too much policy stifles creativity
• Guidelines with strong supervision supports the learning process
• The tools often provide more information than we realize
• The team can drive the application best
• Sometimes the success is in the learning; sometimes it is discouraging
• Success breeds success – it only takes one!
Questions

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Future Webinars

• September 13, 2022 -
  https://us06web.zoom.us/webinar/register/WN_Jw7O5GA4VQwCOyw6cnOegSw

• November 8, 2022 -
  https://us06web.zoom.us/webinar/register/WN_1vH21ZUYQlGi8L1aDr5m4Q

• Previous State of 911 webinars are available at:
  www.911.gov/webinars.html
National 911 Program

• Brian Tegtmeyer
  National 911 Program Coordinator
  202-366-2705
  Brian.Tegtmeyer@dot.gov

• Feedback or questions can be sent to:
  National911Team@MissionCriticalPartners.com